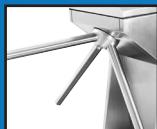


The official magazine for timeware® partners worldwide

Issue 2 - May 2015

Let's talk about timeware® access control...



Access
features in detail...
Pages 10-21



Case studies...
Page 22-25



Development...
Pages 26-33

Editor's comment

Welcome to the second issue of timelines insider, the official magazine for timeware® partners worldwide.

Hello again!

Thank you for such a great response to issue 1 (with a special 'nod' to the spell checkers and grammar checkers at Wisegrove Ltd...)

In issue two I have been asked to cover access control, assembly points and the fire alarm roll call link. Over the following 36 pages you will find details on compatible proximity readers, the preferred types of monitored mag-locks, how to switch on the door forced and door ajar alarms, the preferred PTE and break glass unit and details on how to connect to a fire-alarm panel and use the TWC ADP to create up to date roll calls.

We've included two recent case studies: Don Bur and GRA, to show the type of businesses that are actively upgrading to timeware® 2015.

On pages 26 to 33 we describe the development teams current projects. The pace is beginning to pick up as we enter the second half of the year and get ever closer to the launch of 2016!

Once again, many thanks for your continued commitment to the timeware® brand and a special thank you to Neil Prudence for his ideas and suggestions on issue two!

If you have any further questions, please contact the customer care team on +44(0)1706 659368.

Simon Birchall

Managing Director
timeware® (UK) Ltd



What is a timeware® associate partner?

timeware® associate partners are companies with a background in selling, installing and supporting workforce management solutions. An associate partner has dedicated installation technicians and office based support staff that have extensive knowledge of current operating systems, SQL and timeware®. Associate partners pay a yearly fee for their re-branded timeware® products and are expected to attend quarterly workshop events to maintain their knowledge of the timeware® product range.

Associate partners purchase software and hardware from timeware® and re-sell to their own customer base. They are responsible for supporting and maintaining their own customers.

What is a timeware® referral partner?

timeware® referral partners come from many types of business backgrounds. Referral partners pass qualified leads from businesses interested in implementing a workforce management system to timeware® and in return receive a 'finders-fee' once a timeware® system has been purchased and installed. timeware® are then responsible for supporting and maintaining the customer.



Remember that **timeware® Professional**

personnel



absence
management



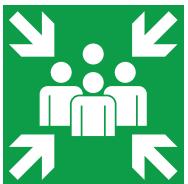
cost centre
analysis



fire alarm
roll call



assembly
point



ESS
(employee
self service)



TWC
(timeware®
web client)



2015 includes the following modules:

attendance



access control



job costing



ADP (attendance display panel)



to-do list and dashboards



reports, scripts and exports



lone worker
(optional)



payroll link
(optional)



Contact customer care on **+44 (0)1706 659368**

May 2015 **time**lines insider

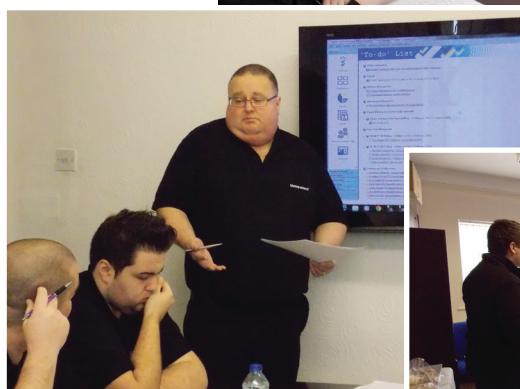
A great event in February!

Thanks to all who attended the February workshop.

I think everyone agrees that the four hours was time well spent, and that it gave everyone a great opportunity to catch up with the new features in the final version of timeware® 2015.

It was great to hear that there has been so much interest in the ESS module and that end-users are now switching from 'hand-punch' technology to timeware® ESS biometric terminals.

Special thanks for the ideas and suggestions from the chaps at Addtime, North East Time Recorders and Wisegrove!



Reserve your place at the next workshop...

**The next technicians workshop has been arranged for
Thursday 11th June 2015 at 10:30.**

In this meeting we will be discussing current timeware® 2016 developments including SmartBooking on attendance and access systems, the updated biometric attendance firmware, the new asset controller, and at last – the new personnel module!

Once again, representing timeware® at the meeting will be Dave Webb, Martin Burrill and Joe Hardwick.

**Please contact Sarah Burrill in timeware® customer care on +44 (0)1706 659368
to reserve a place.**

P.S. Lunch will be provided!

timeware® workshop dates:

Thursday 11th June, 10:30 onwards

Thursday 13th August, 10:30 onwards

timeware® offices
3 Fieldhouse Road, Rochdale, Lancashire. OL12 0AD

Rochdale roadshow, another great success

The first of the timeware® 2015 roadshows was held at the Broadfield hotel in Rochdale earlier in March and was well attended by local businesses.

Mike Coope, head of the timeware® support team said, "The roadshows give users a fantastic opportunity to see the latest timeware® workforce management features in operation and to discuss how they will benefit their businesses with members of the timeware® team. Customers were especially interested in the new Employee Self Service (ESS) module which gives staff the ability to check holiday entitlement from their mobiles or from home. The ESS biometric terminal has undergone a major development over the past twelve months and as a result we've seen many customers move away from traditional proximity cards towards a purely biometric solution for their workplace."



Special note for Associate Partners...

Why not organise roadshows for your timeware® customers? In our experience we have found that roadshows are a great way to connect with your users allowing you to meet face-to-face in a non-sales environment. We limit the roadshows to two hours, running through the key features of the latest timeware® version. It's good PR and 9 times out of 10 leads to a sale! We always use Best Western Hotels – they have great UK coverage, they're low-cost and have suitable parking facilities.

Remember: Stay close to your customers! If you don't, someone else might!...

timeware® 2015 roadshow dates:

Thursday 25th June, 10:30 - 12:30

Best Western New House Country Hotel, Thornhill, **Cardiff**, CF83 1LY

Thursday 17th Sept, 10:30 - 12:30

Best Western Moor Hall Hotel & Spa

Moor Hall Drive, Four Oaks, **Sutton Coldfield**, B75 6LS

Light refreshments will be provided.

**Please contact Sarah Burrill in timeware® customer care on
+44 (0)1706 659368 to reserve a place.**



Access control facts and figures...

With over two thousand five hundred door controllers currently installed and a yearly growth of over two hundred and fifty units, access control is a major contributing factor in the success of the timeware® workforce management system.

Access control sales account for around 30% of timeware's® yearly turnover with access control related support contributing around 20% of overall support revenue.

In simple terms, access control is an extremely important part of timeware® and an area that should not be overlooked by both associate and referral partners alike.

timeware® has a long history of access installations: the first versions in the early 1990's had limited options and provided a simple door release when an employee 'swiped' their mag-stripe ID badge. By the late 90's a dedicated (v8) access control PCB was developed and extended compatibility to the major proximity readers of the time. The v8 PCB provided good service throughout the 00's until the development team looked at shelving all EPROM based PCBs in favour of a more versatile flash based design. The flash based v9 access unit was in effect a prototype design developed for the MURCO project in conjunction with Wisegrove Ltd and this was quickly superseded by the v10 design in 2009. Although the v10 has undergone many firmware upgrades over the past few years, the hardware design has remained constant

and provided timeware® with an extremely reliable access control platform.

With the v11 PCB due for release in November 2015 incorporating Wi-Fi and SmartBooking technology as standard, timeware's® commitment to developing it's access control market has never been stronger.

Make sure that your business takes full advantage of timeware's® access control module sales potential and associated technologies !



t9-0240
proximity

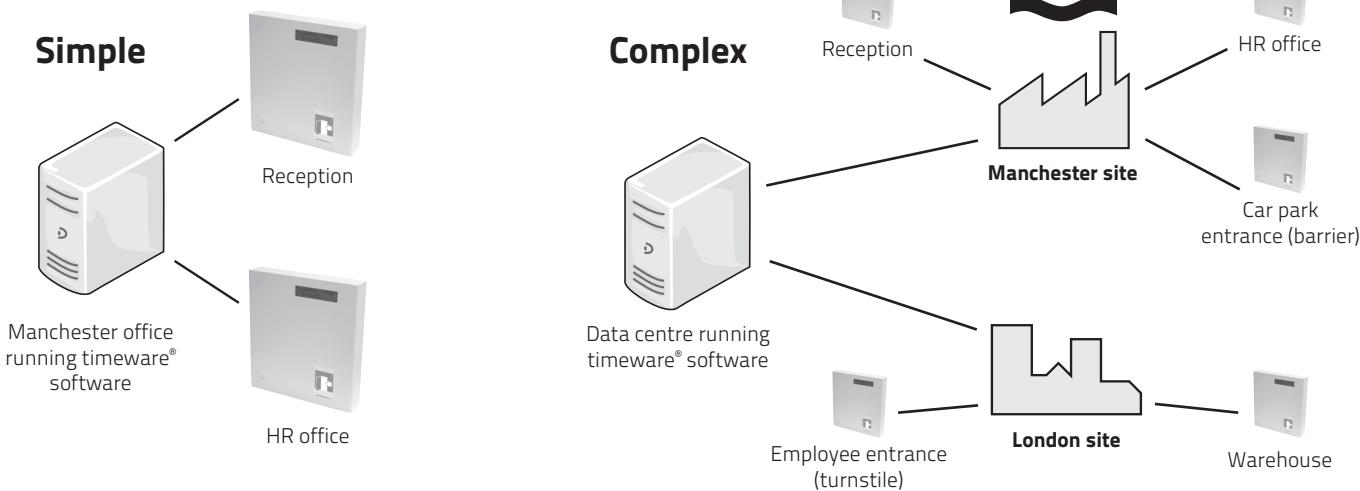
t9-0380 biometric
& proximity



t9-1010 access
control terminal

Access control installations...

Although the majority of access installations are based in single locations with terminals sitting on a LAN, there are an increasing number of wide area installations with access (and attendance) terminals based in separate locations, often hundreds of miles from the server or data centre. Two of the larger installations include Ecobank in Ghana with eighty three access terminals at twenty eight separate locations and the IAC Group based in the Midlands (UK) with eight locations containing over seventy access door controllers. Although the very large sites are rare, customers with up to ten access controllers are now quite common and the support teams report that they perform error free 24-7, 365 days of the year!



What types of readers will work with timeware®

timeware® access control, (and attendance), supports a massive range of readers, cards and fobs. Company Chairman and hardware developer, Peter Konnanov, has developed compatibility with all of the leading technologies throughout the 80's, 90's, 00's and 10's.

Below are just a few of the many timeware® compatible readers:



Access
EM 1000



ACT
Pro X1030



ACT
Pro Mifare 1050
Proximity keypad



ATS 1190
proximity reader



ATS 1192
proximity reader



Assa Abloy
Aperio Wireless
Cylinder Lock



Casi Rusco 940



Chubb G-Prox II



Conlan Mifare
M1200



Deister PRM5
Mifare



Gemalto
Prox-PW



HID/Indala
Classic Swipe
Reader

access control?



HID/Indala iClass proximity readers and keypads



HID/Indala ProxPoint Plus proximity reader



Indala Flexpass 26 bit proximity reader



Honeywell Omniclass



Inner Range Prox reader



Nortech DualPROX proximity reader



PAC Oneprox classic standard



Paxton P38 reader



Promag MF7 Mifare reader



HF100/HF500 Cotag Hands Free Reader



TDSI EM4100

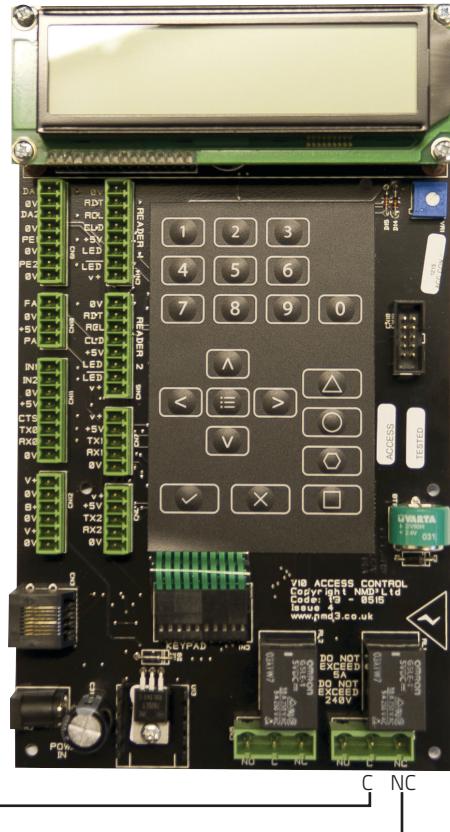


Special note for Associate Partners...

In the unlikely event that you encounter a non-compatible reader type, timeware® will provide the integration development free of charge – all that we ask is that you can provide sample cards or fobs and the reader manufacturer!

Monitored Mag-lock

Monitored mag-locks are slightly more expensive than a standard mag-lock, however they give you the additional advantage of being able to monitor door forced and door ajar events through the timeware® software.



Door forced / door ajar

timeware® access control is capable of determining if a door has been forced, or left ajar. The door ajar will be triggered on the software if a successful 'booking' has been registered but the door has been left open.

However door forced is triggered if no successful 'booking' is detected on the access control unit and the door is open. All of these can be produced as warnings on the 'To-Do List' or emailed directly to relevant personnel.



Terminal Configuration

Sel...	Connection Status	Number ▾	Description	Terminal Type	Host Address	Door Unlocked	Independent	Roll Call Enabled	Entered
<input type="checkbox"/>	Not applicable	-1	GPS Device	GPS		No	No	Yes	
<input type="checkbox"/>	Not tested in this session	0	Employee Self Service	Employee Self Service		No	No	Yes	
<input type="checkbox"/>	Not tested in this session	1	Back Door Terminal	NMD3 (Attendance)	192.168.42.180	No	No	Yes	11
<input type="checkbox"/>	Not tested in this session	2	Warehouse Door	NMD3 (Access)	192.168.42.99	No	No	Yes	10
<input checked="" type="checkbox"/>	Not tested in this session	3	Office Front Door	NMD3 (Access)	192.168.42.239	No	No	Yes	12

Terminal Settings - (Amend)

Number	Description	Terminal Type	Communications	Door Call	Relay Configuration	Door Ajar	Free Zone	Anti-Pass Back
3	Office Front Door				Choose configuration: Reader 1 or push 1 triggers relay 1; Reader 2 or push 1 triggers relay 1			
					Relay Configuration			
					Choose configuration: Reader 1 or push 1 triggers relay 1; Reader 2 or push 1 triggers relay 1			
					If an employee books at the terminal, the repeat booking duration will make that employee wait (x) amount of minutes before the employee can book again.	Wait:	1 (minutes)	
					Trip Relay on Successful Booking	Status:	Disabled	
					If an employee books at the terminal, the relay is tripped for (x) amount of seconds.	Trip:	3 (seconds)	
					Door Forced	Status:	Disabled	
					If door is forced open then door forced is triggered.			
					Door Ajar	Status:	Disabled	
					If door is left open (ajar) for (x) amount of seconds after the door relay has finished then door ajar is triggered.	Alert:	Disabled	Enabled
					Free Zone	Free zone:		
					Choose free zone. A free zone is a period of time that the door will open freely without the employee needing to book.			
					Anti-Pass Back	Status:	Disabled	
					If anti-pass back is enabled, then it will not allow booking at same reader until other reader has been used.			

Push to exit / Emergency Break glass

The recommended unit is a combined device which looks neat and is quick to install. Remember to order a cover to protect the emergency break glass (part No. MX03).



**Special note
for Associate
Partners...**

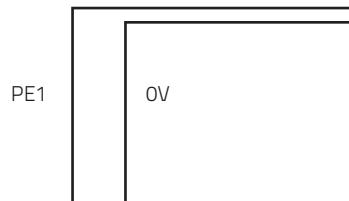
The push to exit is available from our preferred supplier Guardian Security.

Part No.: DU03/CP22

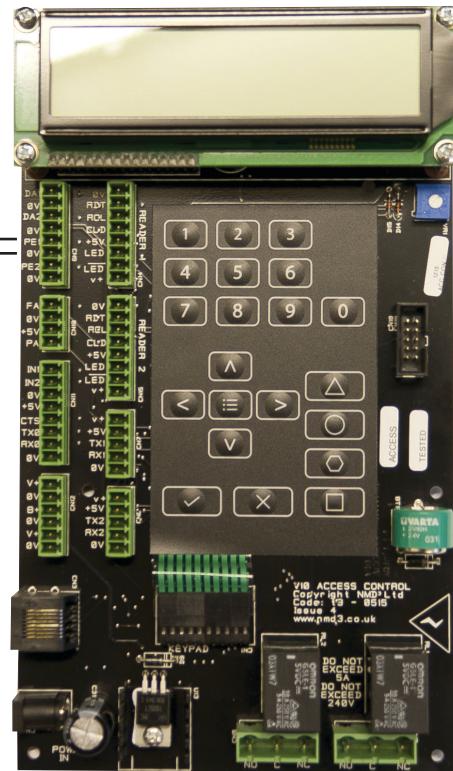
Description: Dual press to exit/resettable break glass

www.guardiansecuritylocking.co.uk





DU03/CP22 + MX03



Anti-passback

The timeware® anti-passback setting is extremely simple to use. When enabled the timeware® access terminal expects to see alternative bookings at reader 1 and reader 2. Anti-passback should not be enabled if only one reader is connected to the access terminal.

If system wide anti-passback is required, please talk to timeware® support about the SmartBooking technology due to be released in timeware® 2016.

The image shows two windows side-by-side. On the left is the 'Terminal Configuration' window, which lists various terminals with their connection status, number, description, terminal type, host address, door unlock status, independence, roll call enablement, and a timestamp. A red arrow points from the 'Not tested in this session' row (number 3) to the 'Terminal Settings - (Amend)' window on the right. The right window is titled 'Terminal Settings - (Amend)' for 'Office Front Door'. It contains several tabs: Options, General (Relays), Relay Configuration, Repeat Booking Duration, Trip Relay on Successful Booking, Door Forced, Door Open, Free Zone, and Anti-Pass Back. The 'Anti-Pass Back' tab is highlighted with a red arrow. It contains a note: 'If anti-pass back is enabled, then it will not allow booking at same reader until other reader has been used.' Below this note are dropdown menus for 'Status' and 'Fee zone'.

Sel...	Connection Status	Number	Description	Terminal Type	Host Address	Door Unlocked	Independent	Roll Call Enabled	Entered
<input type="checkbox"/>	Not applicable	-1	GPS Device	GPS		No	No	Yes	2015-05-05 10:45:20
<input type="checkbox"/>	Not tested in this session	0	Employee Self Service	Employee Self Service		No	No	Yes	2015-05-05 10:45:20
<input type="checkbox"/>	Not tested in this session	1	Back Door Terminal	NMD3 (Attendance)	192.168.42.180	No	No	Yes	2015-05-05 10:45:20
<input type="checkbox"/>	Not tested in this session	2	Warehouse Door	NMD3 (Access)	192.168.42.99	No	No	Yes	2015-05-05 10:45:20
<input checked="" type="checkbox"/>	Not tested in this session	3	Office Front Door	NMD3 (Access)	192.168.42.238	No	No	Yes	2015-05-05 10:45:20

Intercom

Connecting to an intercom is also very straightforward. There are two main types: stand alone and those integrated with the clients existing phone system. In either case, a connection can be made to the relevant timeware® access control unit, enabling the door to be released remotely. If the client requires a link to their existing phone system, this work should be completed by the phone installers.



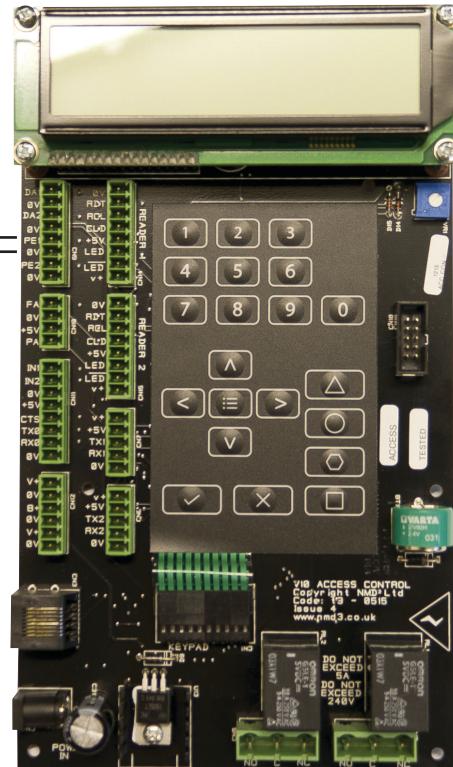
Special note for Associate Partners...

A comprehensive range of intercom systems is available from our preferred supplier Videx Security Ltd.

www.vandex-security.com



t9-1010



Turnstile / car park barriers

timeware® access units are also compatible with turnstiles and vehicle barriers.

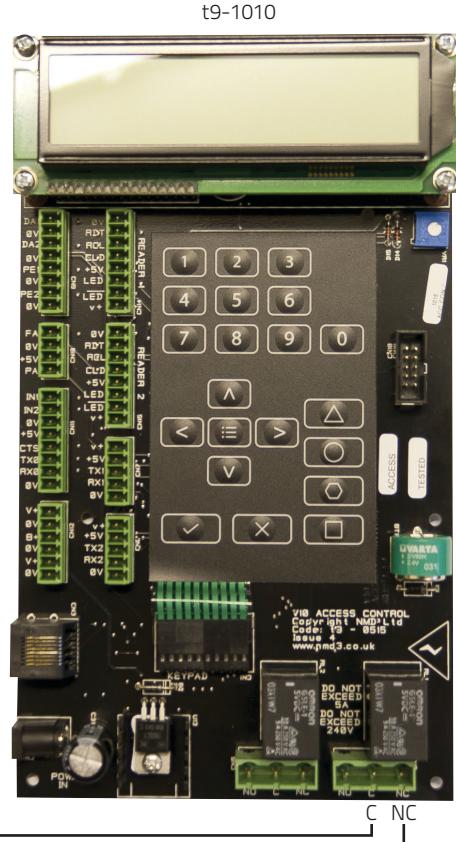
Whenever possible, please obtain technical details of the proposed equipment and the timeware® support team will confirm compatibility with the timeware® system.

Special note for Associate Partners...



timeware® have successfully integrated their access control with a number of turnstile and car park barrier manufacturers.

Please contact Liz Broadhurst for further information.



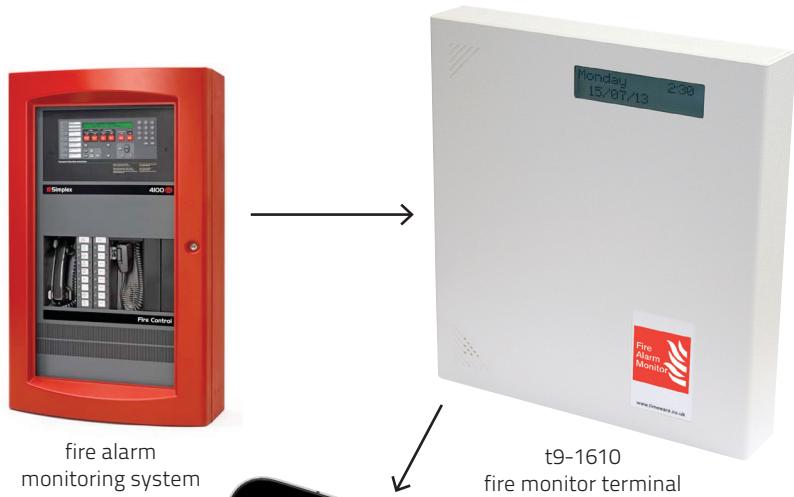
Fire alarm monitor for employee roll call

Every timeware® access installation should include a fire alarm panel connected to the customers fire alarm monitoring system. This simple, inexpensive device will detect the fire alarm signal and trigger an employee roll call to be sent to the fire marshalls mobile device.



Special note for Associate Partners...

Connecting to the customers fire alarm panel should be the responsibility of the fire alarm panel support company.



Employee roll call emailed to mobile device or sent to traditional printer

Assembly point terminal

In the event of a fire alarm, employees will leave the building and walk to a 'safe area' where they 'prove' their attendance by booking at an assembly point terminal.



Special note for Associate Partners...

The assembly point terminal requires power and is usually mounted in a waterproof enclosure. The reader is mounted away from the building in a 'safe area' usually a car park.



t9-0380
(or other
reader type)

t9-1510
assembly terminal

Fire marshalls use TWC on their mobile device to update the ADP (Attendance Display Panel)

Manufacturing company improves efficiency by utilising workforce management system

A longstanding company responsible for the design and manufacture of commercial vehicle trailers has transformed various departments by implementing a new workforce management system. The system has dramatically improved the overall efficiency of a number of operations including speeding up the payroll system and monitoring absenteeism.

Established in 1980, Don Bur now employs over 500 individuals and has an annual turnover of around £40 million. Based in Stoke-on-Trent, the firm is responsible for the impressive production rate of 1,500 units a year of rigid bodywork and complex hydraulic moving deck trailers.

Don Bur has worked with timeware®, a workforce and time management solutions company based in Manchester for over 10 years. The company initially came across timeware® after troubleshooting ways to improve the attendance tracking of its workforce. Since then, Don Bur has also used timeware's® services to manage staff absenteeism, monitor job costs and improve overall security.

Andy Thurston, project account manager at Don Bur, said: "To help us to update all our processes, a comprehensive workforce

management package was offered to us by timeware®, which was tailored towards our needs and requirements."

Don Bur adopted a variety of systems from the timeware® Professional 2015 Package, which covers areas such as personnel, absence management, attendance and access control.

After realising just how beneficial the timeware® services were in improving the efficiency of some of the firms processes, over the years Don Bur has also installed the job costing module to help break-down costings by job and thus simplify the whole process, as well as the access control module to increase security for employees and to protect the property. This module is centred upon improving overall security for both people and property and ensures only the right people can access the company's buildings.

Payroll link and reports have also been implemented, simplifying the payroll system and making the payment process much quicker.

"In the early days of working with timeware®, the employee attendance system was a really important part of the package for us," said Andy.



TYPE APPROVAL

"By addressing any areas for concern and flagging up any problem individuals, we were able to improve overall motivation levels. All hours worked are now scheduled and recorded more accurately so no one feels they are being treated unfairly."

Simon Birchall, managing director at timeware®, said: "We are so pleased that our workforce management solutions have really helped to improve overall efficiency at Don Bur. The fact that they have invested in more and more of our solutions over the years really illustrates the strength and reliability of our systems.

Our solutions have allowed Andy and his team to concentrate their time on other areas of the business as they are safe in the knowledge that our timeware® software is managing the rest. We feel proud to know that Don Bur has benefitted from our services for so many years and we hope they will continue to do so for many more years to come".

For more information about the services provided by timeware®, please visit www.timeware.co.uk



Project Summary

Approximate number of staff:

500+

Attendance, access and job costing terminals:

12

Special features:

Large job costing proximity.



PROXIMITY

Greyhound Racing Association modernises its HR functions with workforce management system

An established company responsible for managing the much-loved Hall Green greyhound racing stadium in Birmingham has undertaken an overhaul of its HR processes by implementing a new workforce management system.

The system supplied by timeware®, one of the UK's leading providers of workforce management solutions, has improved overall efficiency in the Greyhound Racing Association's (GRA) HR department and increased staff productivity by accurately monitoring staff attendance and absenteeism.

The GRA owns and runs six race courses in the UK including Hall Green race ground, which was first opened in August 1927 and was the very first greyhound track to be built in the city of Birmingham. It also operates Wimbledon stadium in London and Belle Vue stadium in Manchester. To help successfully run all six stadiums, the GRA employs just over 500 members of staff.

The GRA's HR department, which oversees staff at all six sites, was struggling to monitor staff attendance with its existing system, and it was a lengthy process for management when they wanted to access staff files. As a result, the GRA sought a new way to speed up and modernise its existing HR system.

Angela Russell, GRA's HR group manager who is responsible for

managing the HR for all six stadiums, said: "With 510 staff located across the UK it is not always easy to keep track of where each individual is at any given time."

"Before we were put in touch with timeware®, it was a time-consuming process for management to gain employee information because they would have to contact me first. Previously I was the only person in the company with access to these files and so understandably it sometimes took quite a while to locate them.

We decided to look for a helping hand and were introduced to timeware®. We were really impressed with its workforce management solutions that would help us to speed up our processes and modernise our systems."

The GRA adopted two modules from the variety of solutions available from the timeware® Professional 2015 Package, which covers areas such as personnel, absence management, attendance, access control, cost centre analysis, reports and ESS (employee self-service).

timeware's® employee attendance module was implemented to manage employee's working hours, as well as to ensure GRA's staff were in the right place at the right time. The module works by providing the tools needed to schedule where a workforce should be and how long they should be working for.

LOVE THE DOGS



Alongside this, the GRA also installed the absence management module to better record employee's days off, track holiday entitlement and manage holiday schedules.

As a result of installing these new systems, the GRA has seen a vast improvement in productivity within its workforce. Absenteeism has improved across the board as well as the overall attendance records as the systems in place have allowed for both to be monitored more thoroughly.

Angela continued: "Thanks to timeware®, our HR processes are a lot more efficient. Nowadays, all of the information regarding employee attendance and absenteeism records is accurately recorded, stored on our computer system and available for all our management to see via the timeware® software. This saves so much time than our system before. What's more, the absence management module has helped us to track employer's holiday entitlement and ensure holiday schedules don't overlap and cause problems."

Simon Birchall, managing director at timeware®, said: "Before GRA enlisted our help it was taking a long time for information regarding employer's attendance and absenteeism to be shared as Angela was the only person with access to it. However now the

pressure is off for her as the management team can access the data using timeware's® secure and reliable technology.

Our solutions have enabled Angela and her colleagues to be more efficient with everyday tasks so that they can concentrate on other areas of the business. We're delighted that the GRA has benefitted so much from using our management systems."

For more information about the services provided by timeware®, please visit www.timeware.co.uk

Project Summary

Approximate number of staff:

500+

Biometric V11 attendance terminals:

6

Special features:

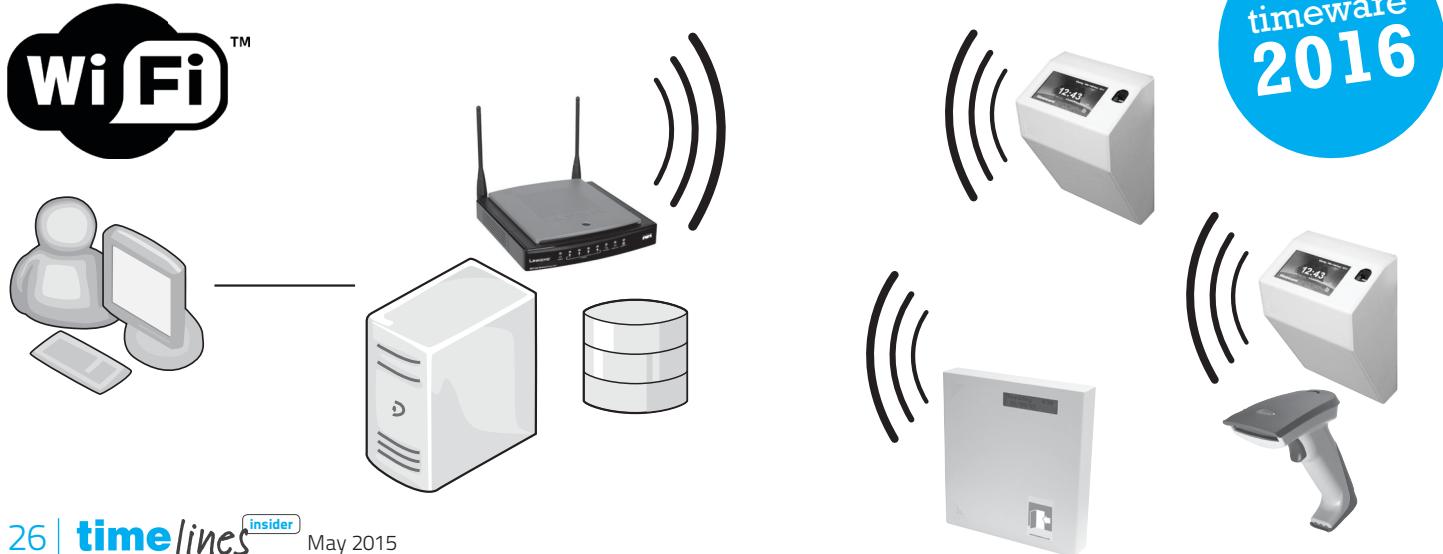
Large multi-site biometric.



What the team is working on right now!

Wi-Fi as standard for 2016...

The development team are pleased to announce that both the attendance and access PCB designs are currently being re-developed to support the 802.11n Wi-Fi standard. It is planned that the v10 access will be renamed as v11 access and that the v11 attendance will be renamed as v12 attendance. The Wi-Fi features on the both of the new PCBs will only be accessible from timeware 2016. Customers with older versions of software requiring the new Wi-Fi features must upgrade to 2016.



'SmartBooking' the new name for enhanced enquiry...

The development team have now completed the SmartBooking feature and are testing the new technology in a number of 'real-world' environments using an early beta version of timeware 2016 and a series of specially developed SmartBooking scripts.



Example 1. Early booking eliminator for an attendance system.

Employees are now not able to book in if they are too early for work. On presenting their badge (or finger), the system identifies their current daily schedule and calculates the number of minutes before the start of work. Any more than fifteen minutes and the message 'booking not accepted, please return in x minutes' is displayed.

Example 2. Tailgate eliminator for an access control system.

In the scenario where an employee 'tailgates' another member of staff and walks through an access controlled area without presenting their badge (or finger), any further attempts to access doors past this point are rejected and the employee is forced to return to the entrance to enter the building correctly.



Example 3. Two managers presence required to enable access server room for a access control system.

To access a server room, two managers must present their primary or secondary fingers to a bio-access reader within 30 seconds of each other before the door will open.

timeware's® biometric ESS terminals have got smarter - a lot smarter!

The development team are pleased to announce a major update the attendance firmware which enables the employee's fingerprint to be displayed on enrolment and booking screens.

This new feature has been well received at each beta test site as it gives the employee an opportunity to see how well they have positioned their finger on the scanner.

Complaints about unrecognised fingers have been greatly reduced and more importantly, all test sites have reported a 0% false acceptance rate.

Please note that to take full advantage of this development your customers will need to implement timeware® 2015 and re-register all employees.

Download this version and upgrade your demo terminals now!

For more information contact timeware® support on +44 (0)1706 658222.



Available
NOW!

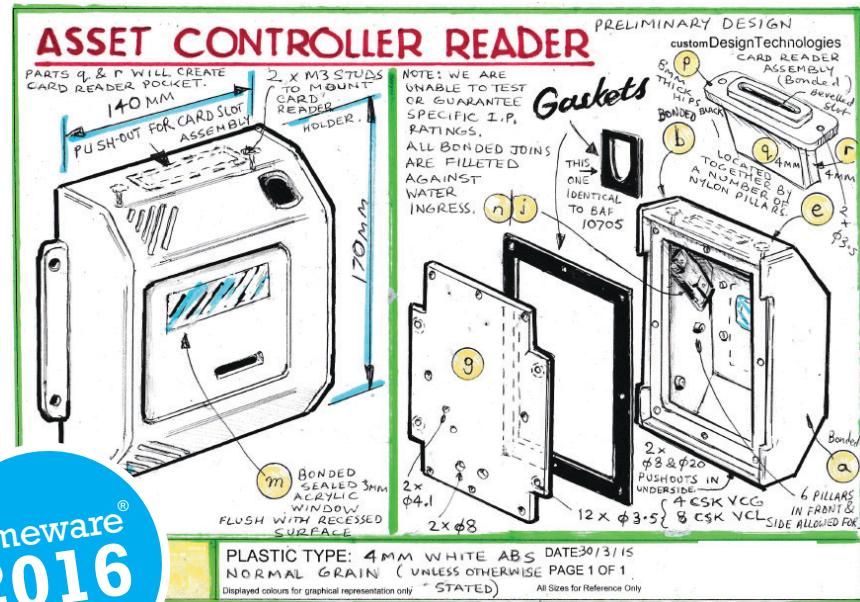
timeware's® 'Asset controller': the latest product under development...

The development team are currently working on a new hardware product designed to work in conjunction with the revised personnel module planned for release in timeware® 2016.

timeware's® 'asset controller' is designed to be mounted directly onto shop-floor equipment, (asset), and will not allow the asset to be switched on unless the staff operating the asset possess the relevant valid qualification.

The asset controller is in the mid stages of development and is based on existing v10 technology. A twenty unit prototype system is due to be installed at a large job-costing site in May.

The final product release will incorporate Wi-Fi which is planned to become a standard feature on all equipment by November 2015.



timeware® SmartBooking provides a unique, customised solution

The development team were recently presented with a unique customer requirement : to stop employees gaining access to sensitive areas of a PCB manufacturing plant unless they has used ESD (electrostatic discharge) equipment to safely discharge any static electricity.

Using a combination of timeware® access controllers with proximity readers and utilising the new SmartBooking technology, the development team were able to create a solution whereby staff present their ID badge to enable the ESD equipment. Next, when entering a controlled area, the system checks to ensure that the employee has completed the ESD process within the last four hours. Failure to comply means that the door simply does not open.

All access tracking information is logged and made available to managers in real-time.

This simple yet effective solution is a great example of timeware's® ability to react quickly and positively to the ever changing needs of its diverse customer base.



Special note for Associate Partners...

timeware® can create customised hardware and software solutions for YOUR customers. Please remember to talk to the development team if you encounter any unusual requests.



www.timeware.info - THE resource centre for timeware® technicians!

The timeware® partner site is now up and running and used regularly by technicians across the world. Please ensure that you visit the site frequently as content changes on a daily basis. Contact timeware® support for your user name and password.

documents 



timeware® 2015 I.T. system requirements

Code: t2-0410
Date: 06/03/2015

Recommended system requirements for different types of timeware® installations



timeware® 2015 IIS, ESS & TWC setup information

Code: t2-0461
Date: 16/04/2015

Details on configuring IIS in preparation for the ESS and TWC.

downloads 

Beta Software Release

Web Application Suite 2016



Latest timeware® 2016 ESS and TWC beta software for use at trial sites only



Latest firmware for all timeware® V10 and V11 products.

timeware Professional 2016



Latest timeware® 2016 beta software for use at trial sites only

'Genuine timeware®' certification...

timeware® have launched two updated certificates to coincide with the release of the latest version of timeware® Professional. The operator & administrator certificates have been completely revised and now carry a 'Genuine timeware®' hologram and unique certification number.

These revised certificates help to reinforce timeware's® commitment to professional user training and assist in our goal to ensure that all users are completely happy with their investment in a timeware® product.



We Do That!
See page 34
for TA Design



Special note for Associate Partners...

Why don't you start to award certificates, in frames, to everyone that you train? In our experience the majority of people will hang the frame on the wall, (providing free advertising), and will definitely include the training when compiling their CV. The more companies that see and hear about timeware®, and its re-brands, the better!

Remember: certificates without frames get filed – where no-one can see them!

Certificate of Achievement



This is to confirm that

Eddie Shorrock

having successfully completed the
timeware® Professional 2015 training course
is now a certified **timeware®** administrator.

Simon Birchall

Simon Birchall
Managing Director – timeware® (UK) Ltd

26 March 2015

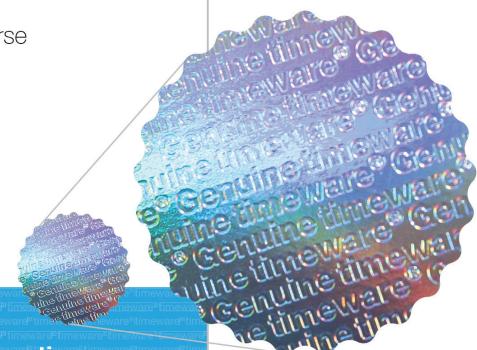
Date

3358/5801

Certificate number



www.timeware.org
t: +44 (0) 1706 659368



We do that!

TA Design offer a comprehensive service specialising in brand development, website design, magazine and catalogue design.

We have worked with timeware® for over seventeen years, developing their brand identity, websites, documentation and market presence. Along the way we have also developed our own skill set to suit their specialist requirements.

We now design the touchscreen themes to a stage where they are ready for instant upload to the terminal and have assisted timeware® with the look and development of the latest ESS and TWC software, personalising it and much more for many of the Associate Partners.

Below is a list of some of the items we produce for timeware® and opposite are a few examples:

Websites

Re-branding & exhibitions

Touchscreen theme designs

Logos & advertising

Hologram certificates

Brochures & stationery

Custom
touchscreen
terminal
themes from
£80
+VAT

The Gatehouse, Fieldhouse Road, Rochdale, OL12 0AA | talk@ta-design.co.uk | www.ta-design.co.uk | **01706 861662**

The timeware® partner site is available at
www.timeware.info



Follow us on Twitter [@timewarepartner](https://twitter.com/timewarepartner)

Contact

general enquiries: **+44 (0)1706 659368**
community support: **+44 (0)1706 658222**

timelines insider

timeware® workshop dates:

Thursday 11th June, 10:30 onwards

Thursday 13th August, 10:30 onwards

timeware® offices

**3 Fieldhouse Road
Rochdale
Lancashire
OL12 0AD**

Why not attend a timeware® workshop for a chance to discuss the timeware® product range with members of the development team, technicians and support staff?

For more information please see www.timeware.info

next edition of timelines insider:

August 2015

Customisation