

Introducing timeware® 2015 biometrics to your clients...



Biometric
features in detail...
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Editor's comment

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

Hello everybody!

I wanted to create a magazine that would be useful for the technicians, sales teams and support staff working for timeware® associate partners and for the rapidly growing numbers of referral partners. My aim is to publish the timelines insider magazine every three months and to send it directly to all people involved with timeware® across the world.

In this edition we look at timeware® biometrics and try to answer some of the questions often asked by both prospective and existing users. Pages 6 & 7 summarise biometrics and the UK data protection act, pages 8 to 17 describe timeware® biometrics in detail and pages 18 to 21 cover two SME case studies for reference. Pages 22 to 25 describe the development teams current projects and finally page 26 & 27 includes a calendar of upcoming events.

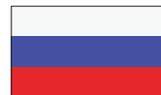
I would be interested in feedback about this publication! If there are any subjects that you would like us to include on a regular basis, or a one-off article that you think would help to clarify an obscure point - I would be very happy to hear your suggestions.

As always, many thanks for your continued commitment to the timeware® brand...

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)



Biometrics and the Data Protection Act?

Currently, biometrics seems to be a hot topic with the timeware® community so I have decided to dedicate this edition to answer some of the more popular questions.

THE LAW ON BIOMETRICS

Several pieces of legislation are relevant to the issue of biometrics, but of these the Data Protection Act 1998 is the most important. The Act provides a framework to ensure that personal information is handled properly and provides individuals with rights, such as the right to find out what personal information is held on them.

The Act stipulates that anyone processing personal information must comply with eight principles. They are:

- 1. Fair and lawful processing of data**
- 2. Processing for limited purposes**
- 3. Adequate, relevant and non-excessive storage of data**
- 4. Keeping data accurate and up to date**
- 5. Ensuring data is not kept for longer than is necessary**
- 6. Ensuring data is processed in line with other rights**

7. Keeping data secure

- 8. Ensuring data is not transferred to other countries without adequate protection**

The first, second, fifth and seventh principles (highlighted) are the most relevant to this issue. The protections they provide are as follows:

1. Fair and lawful processing of data requires that employers ensure that staff are informed about and understand the purpose for which their personal data is being processed. timeware® uses this data to

- ensure that timekeeping & data collection records are accurate.
- ensures a secure environment offering a high level of physical access control.

2. Holding biometric data for limited purposes means that it should not be used for any purpose not directly related to that for which it was collected.

timeware® biometric data is not only held as template data but is also encrypted within the SQL database.

5. Ensuring personal data is not kept for longer than it is needed.

This means that biometric data on staff should be destroyed as soon as they cease to be employed by that employer.

On timeware® biometric installations, a special script ensures that an employee's biometric data is automatically destroyed 30 days after they are flagged as leaving the employment of the company.

7. The security principle means that biometric data should be protected against unauthorised processing and accidental loss, destruction or damage.

timeware® ensures that biometric data is encrypted but it is the companies responsibility to ensure that system backups are kept up-to-date and that system passwords are never compromised.

There is nothing in law to stop employers introducing biometric monitoring in the workplace if they satisfy the conditions set out above.

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



t9-7550
office ESS terminal
supporting biometric/
proximity/keypad options



t8-0355
biometric enrolment device



t9-0390
weatherproof biometric reader
supporting biometric/proximity/
keypad options

What are biometrics?

Biometrics is the science and technology of measuring and statistically analysing biological data. In the time management industry, biometrics usually refers to technologies for measuring and analysing human body characteristics such as eye retinas and irises, facial patterns, fingerprints, and hand measurements.

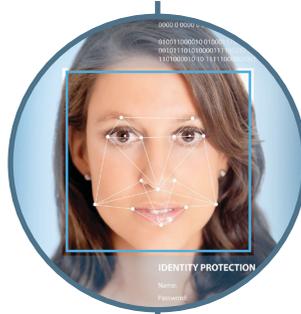
Eyes - Iris & Retina Recognition



The use of the features found in the iris to identify an individual.

The use of patterns of veins in the back of the eye to accomplish recognition.

Face Recognition



The analysis of facial features or patterns for the authentication or recognition of an individual's identity.

Fingerprint Recognition



The use of the ridges and valleys (minutiae) found on the surface tips of a human finger to identify an individual.

Hand Geometry Recognition



The use of the geometric features of the hand such as the lengths of fingers and the width of the hand to identify an individual.

What makes fingerprint the ideal solution for attendance, access control and job costing?

Fingerprint biometrics eliminates "buddy punching". No more falsified time cards. No more unauthorised access to restricted area of your buildings.

Fingerprint biometric solutions are better suited for attendance, access and job costing than mag-stripe badges and proximity cards because a fingerprint cannot be stolen or lost.

Consequently, there is no on-going cost with biometrics. No-more ordering replacement cards and remember, a fingerprint reader requires virtually no maintenance – an occasional wipe with a soft cloth will clean a reader fitted in the most dirtiest environment.

Fingerprint biometric systems are extremely accurate, quick to implement, and cost effective.



Readers too large for access control. Can be light sensitive.



Low cost. Readers are very small. Perfect for attendance, access control and job costing installations.



Expensive. Not suitable for multi-door access

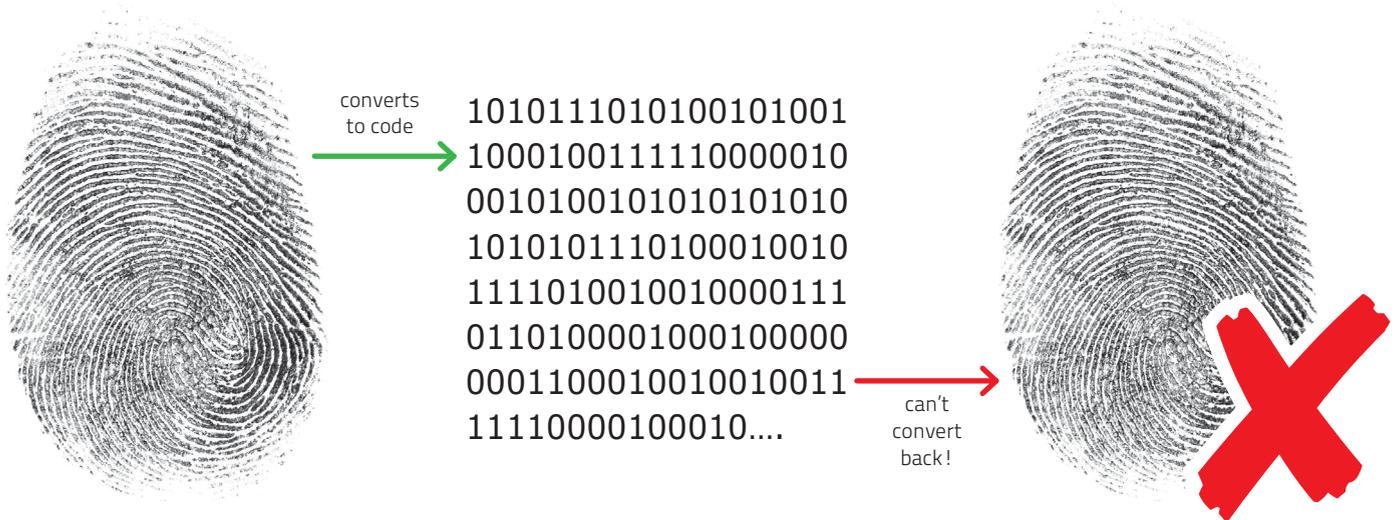


Readers too large for access control. Can be light sensitive.

Can employee fingerprints be recreated or worse – stolen? **No!**

timeware® biometric fingerprint readers never store an image of your actual fingerprint.

The fingerprint sensor identifies unique minutiae points and measurements within your fingerprint and creates a digital template (not an image) for matching.



So what is a template?

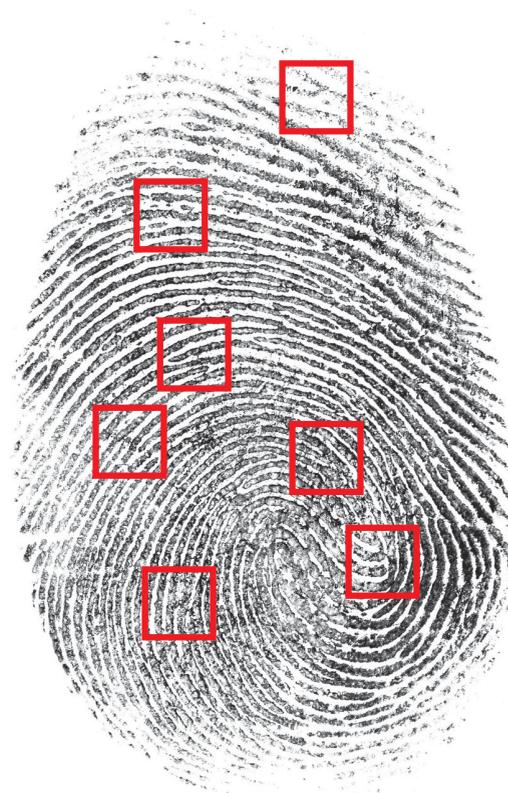
A fingerprint template is a set of lines, angles and measurements (minutiae) based upon the unique characteristics of an individual's fingerprint. These details are captured upon enrolling a person's fingerprint into the system, and later used for 1:1 or 1:n matching.

No actual fingerprint images are stored in the timeware® database - the template is simply a mathematical representation of your fingerprint's unique characteristics.

Two templates per employee are recorded. The templates are referred to as the primary and secondary templates. We normally recommend registering the right thumb and right index finger.

It is important to note that timeware® biometric templates are encrypted and cannot be reverse-engineered to form a fingerprint image.

timeware® uses a world standard fingerprint template methodology approved by NIST (National Institute of Standards and Technology), the leading biometric standards organisation.



Now for some technical stuff: "What is 1:1 and 1:n matching?"

1:1 matching is the name for verification

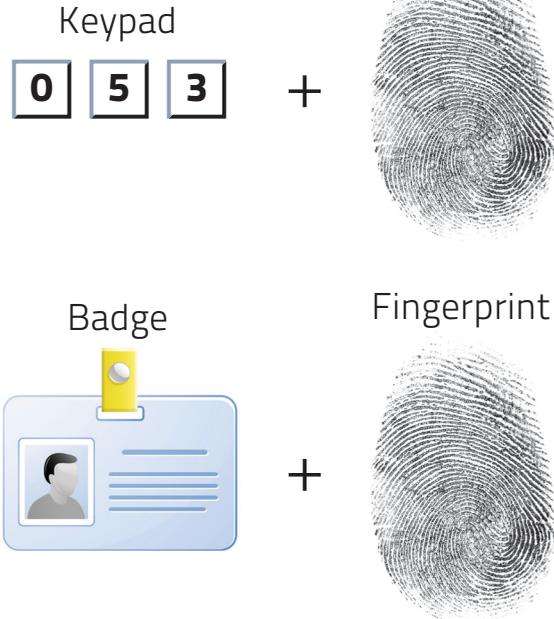
This is a method of examining one biometric record against another in order to determine whether the two match.

This is the type of biometric match that occurs when a biometric system is set up for badge plus finger matching.

The user presents a badge or enters a number which tells the biometric reader who the user is supposed to be.

The user then proves their identity by scanning a finger on the device.

This type of matching is very fast and accurate, and has been in use for some time.



Fingerprint only

1:n matching is the name for identification

1:n matching is a means of identifying a person against a broad database of other users simply by means of a fingerprint.

The user simply places his / her finger on the biometric reader, and a very rapid search is initiated in order to find and verify the user's identity.

This type of matching is more convenient since no PIN numbers or cards are required.

This is the most popular method and is used by the majority of timeware® biometric installations



Why are timeware® biometrics better than others?

timeware® biometric sensors are designed by SecuGen Corporation, the world's leading provider of advanced, optical fingerprint recognition technology.



Durable

SecuGen fingerprint sensors are extremely rugged and feature a virtually indestructible sensor prism. From the sensor surface to the internal lens and electronic components, SecuGen sensors are designed to be strong and dependable to deliver consistent performance in indoor, outdoor, hot, cold and other harsh environments.

Accurate

SecuGen sensors are very accurate thanks to a patented optic design that produces distortion free images from which data points are extracted for matching. Higher quality images mean greater precision, less false rejection and acceptance, and better overall performance.

Maintenance-free

Unlike semiconductor-based sensors and other optical sensors in the market, SecuGen sensors are made with a hard quartz-like material that needs no coatings but resists scratches, ESD, corrosion and other stresses. The optic parts are tightly assembled so that if the sensors are ever dropped, there is no need for recalibration.

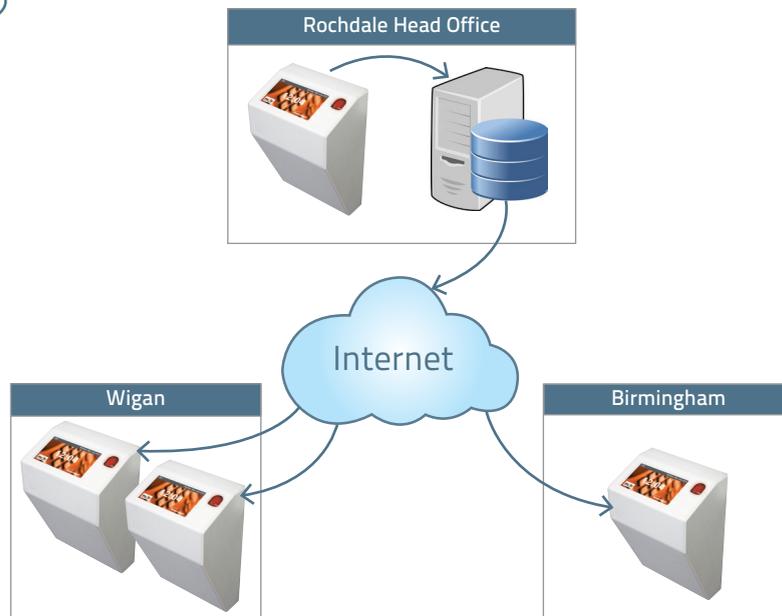
Cost-effective

SecuGen designs, develops and manufactures fingerprint sensors that are built to last. SecuGen guarantees the best product quality in the industry, which translates into savings by eliminating costly replacements and losses from system downtime

Can timeware® biometric terminals be installed at different sites around the country?

timeware® biometric terminals, just like our standard terminals, are extremely simple to install and configure. Sitting on your standard network, they collect information locally and then pass the data back to the software every few seconds. They can be installed on both local networks (LANs) and wide networks (WANs). We have many customers that have installed terminals initially at their head office and then expanded their system to incorporate sites in other towns and even other countries!

Here is a simple diagram of a multi biometric terminal installation with the head-office in Rochdale and two remote sites, one in Birmingham and one in Wigan. Please note that if one of the sites closed down, say Birmingham, the terminal could be very easily relocated to a new location anywhere else in the country.



How easy is it to enrol employee fingerprints?

Before beginning the enrolment process you must first ensure that the employee has been added into timeware® personnel.

Once this is complete, you have a choice of either enrolling their fingerprints at a biometric attendance terminal, a biometric access terminal or at a PC using the desktop enroler.

Most companies prefer to enrol fingerprints at the PC – its quick and simple and can become part of the new employee induction process.

Remember that within seconds of the new fingerprints being added, they are instantly sent to all of the attendance, job costing and access control terminals that the employee is allowed to use through their terminal policy.

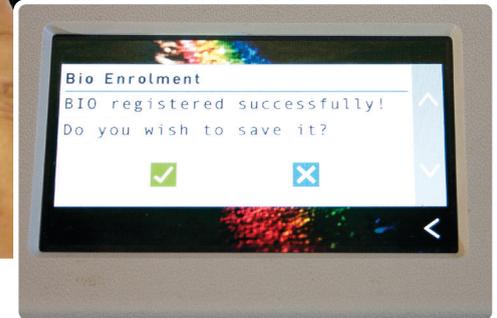
Enrolling at the terminal – ideal for remote locations without access to a timeware® PC.



The supervisor begins the enrolment process by accessing a PIN protected option at the terminal.

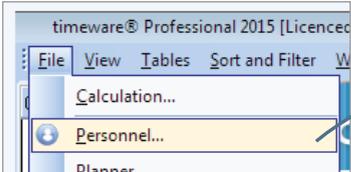


The supervisor controls the employees primary and secondary finger enrolment procedure.



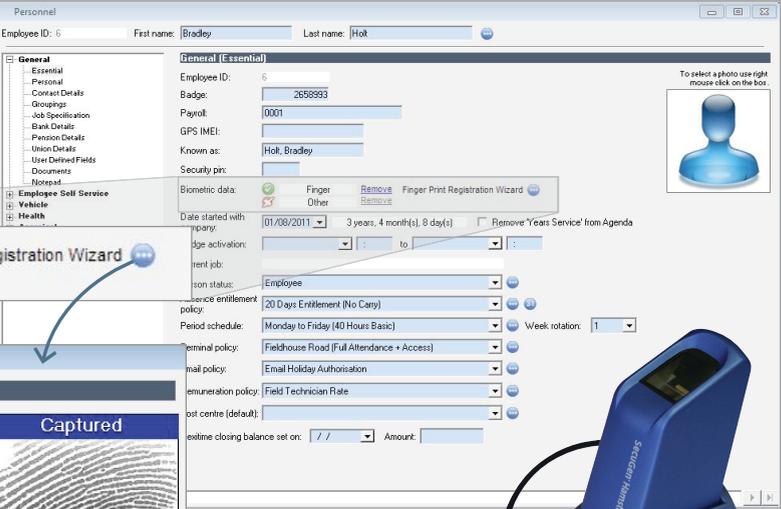
When successfully registered the fingerprint template is saved and distributed across the timeware® network

Enrolling at the PC – just another small step during the employees induction process.

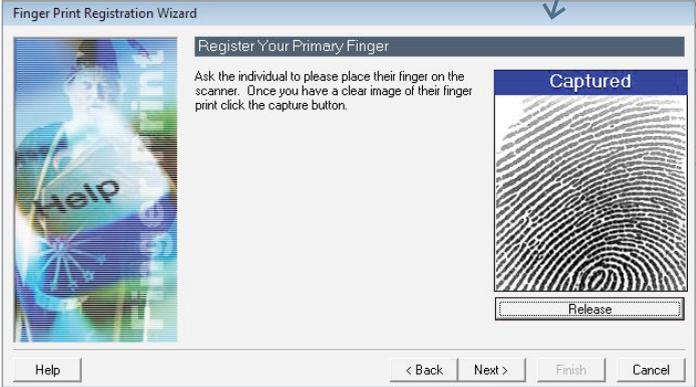


Select personnel from the menu

Edit the personnel record



Select the wizard



t8-0355 biometric enrolment device

Enrol the fingerprint using the t8-0355 biometric enrolment device.

When successfully registered the fingerprint template is saved and distributed across the timeware® network

Scan Computers hails new workforce management system

A fast-growing hardware technology company based in the North West has transformed its HR department by implementing a new biometric workforce management system. The system has helped by speeding up the payroll system, flagging up absentee employees and uncovering individuals that weren't playing by the rules.

Scan Computers, based in Bolton, employs more than 210 individuals and is one of the UK's biggest suppliers of hardware technology, dealing with 12,000 different product lines and shipping over 1,500 orders per day.

Scan Computers first came across timeware®, a workforce and time management solutions company based in Manchester, while searching for ways to soothe the growing pains as its head count skyrocketed. With the addition of dozens of new employees, it required a system that allowed it to keep track of attendance, timekeeping, personal details, holiday entitlement and monthly payroll.

Nisha Raja, head of HR at Scan Computers, said: "With around 200 members of staff, organising employees' details and sorting out the payroll was proving to be quite challenging, not to mention

time-consuming. However, since timeware has been introduced, we have noticed a vast improvement in our procedures efficiency.

"A comprehensive package was offered to us by timeware®, and was completely tailored towards our needs and requirements. Within weeks we were operating with all new systems in place. It took a while to get used to some of the procedures, but timeware® was great at giving us support and guidance to ensure the transition was as smooth as possible."

Scan Computers was able to pick and choose the features it wanted from the timeware® Professional Package, which covers areas such as personnel, absence management, biometric attendance, access control, cost centre analysis, reports and ESS (employee self service). The initial installation was overseen by timeware®, while the business also ran the training programme and ongoing support package.

Scan Computers adopted a variety of systems to tackle inefficient and laborious everyday working practises. For starters, employee attendance was implemented to manage an individuals working hours, as well as ensuring people were in the right place at the right time.



By Royal Appointment

By Appointment To
Her Majesty The Queen
High Performance Personal
Computers & IT Hardware
Scan Computers International
Ltd
Bolton



Scan have been accredited Investors in
people award for excellent company standards
and employee relations

Meanwhile, absence management was used to record employee's days off, track holiday entitlement and manage holiday schedules, and payroll link and reports were also implemented, simplifying the payroll system and making the payment process much quicker.

The personnel module was an added bonus because it enabled the company to upload photos of each employee to a central database, which proved very helpful when reporting problems and thefts to the police.

"An important part of the package for us was the employee biometric attendance system," said Nisha. "With this new system we were able to track workers more accurately and uncover individuals that were previously trying to trick the system. As a result, we were able to confront the small minority that weren't abiding by the rules, which has improved overall motivation levels. Hours worked are now scheduled and recorded more accurately so no one feels they are being treated differently.

"All the systems offered by timeware® have helped us enormously. Using its software has enabled us to become more efficient with our everyday business processes. It makes my job a lot easier, not to mention that of my other managers and staff members."

Simon Birchall, managing director at timeware®, said: "When we were first introduced to Scan Computers, it was evident that the business was expanding rapidly, but urgently needed some robust systems to effectively manage this growth.

"Our solutions have enabled Nisha 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 Scan Computers has benefitted so much from using our management systems."

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

More details about Scan Computers and their products can be found at: www.scan.co.uk

| | |
|--------------------------------|------|
| Original Installation Date | 2006 |
| Locations | 1 |
| Software Clients | 5 |
| Approximate Number of Staff | 200 |
| Number of Attendance Terminals | 2 |

Sysco Group praise new biometric workforce management system

A Liverpool-based premier training and consultancy company increased staff efficiency after implementing a new workforce management system which enables administration staff to monitor employee's hours, holidays, sickness and flexi-time more effectively.

The Sysco Group, which incorporates Sysco Business Skills Academy and Brighter Futures, is the largest Institute of Leadership and Management (ILM) training provider in the North West of England. It provides apprenticeships, traineeships, workplace learning, unemployed support and employer skills fund training for young people and adults throughout the region.

Sysco was introduced to timeware®, a workforce and time management solutions company based in Manchester, in order to ensure flexitime was managed better. The management team at Sysco, which has over 70 members of staff, also wanted help with recording holidays, sickness and absence because existing systems were inefficient and sometimes inaccurate.

A spokesperson at Sysco, said: "Recording our employees working hours can be quite complicated because all of our employees are

contracted to do flexitime hours. People are constantly moving in and out of the building so we needed something that would track people's movements accurately.

"With 70 members of staff split over two companies it's vital that we keep track of each employee's working hours and absences including sickness and time-off, to make things easier when it comes to things like payroll and holiday entitlement. The timeware® biometric employee attendance system has enabled us to do this with greater efficiency allowing us to record working hours, sick days, and absences and calculate holiday entitlements more precisely.

"This makes things a lot easier for the business and means everyone is treated in the same way. Motivation and fairness in the workplace is a big priority for us and, so it's great that timeware® has provided a solution to help with this. Every employee at Sysco knows their hours are recorded accurately, in the same way and using the same methods."

The biometric employee attendance software, part of the timeware® Professional Package, uses fingerprint identification in order to



track employee’s whereabouts throughout the working day. The software can cope with any type of work pattern and calculate overtime using its unique script engine.

The initial installation of the new system at Sysco was overseen by timeware®, while the business also ran the training programme for all employees as well as the ongoing support package. All the staff members have been fully trained on the new equipment so they are aware of how the system works and the new procedures in place.

Simon Birchall, managing director at timeware®, said: “The management team at Sysco understand the benefits of flexitime, but realised the firm needed a robust procedure in place to ensure they were tracking everyone’s movements effectively. With over 70 members of staff, it’s important that it has a trouble-free system in place to maintain accurate records of its employees working hours.

“With so many companies opting for flexitime or rotational shifts nowadays, we’ve developed a piece of software that makes these

methods a lot easier to put into practise. The timeware® biometric solution has made Sysco’s whole process of recording flexitime hours more precise, ensuring that each employee is treated fairly and equally.”

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

For more information about the services Sysco provide go to: www.sysco.uk.com

| | |
|--------------------------------|------|
| Original Installation Date | 2007 |
| Locations | 1 |
| Software Clients | 8 |
| Approximate Number of Staff | 70 |
| Number of Attendance Terminals | 1 |

What the team is working on right now!

www.timeware.info is finally here!

Designed specifically with associate and referral partners in mind, this new website contains content for both sales and technical staff.

Features include:

download

- re-branded versions of timeware®
- release notes

documents

- under the bonnet: timeware® hardware
- pre & post installation documents
- timelines insider magazine

knowledge base

- Weekly updated knowledge base prepared by the Head of timeware® support, Mike Coope.

events

- timeware® workshop dates
- timeware® roadshow dates

case study

- access to professionally written case studies

timeware.info has been designed by timeware's® approved design company: TA Design Studio Limited

www.ta-design.co.uk tel: 01706 861662

The screenshot displays the timeware® website interface. At the top, the logo 'timeware®' is prominent, with the tagline 'workforce management solutions' below it. A navigation bar includes 'About timeware', 'Contact timeware', and 'Interested in talking about timeware? Call customer care on +44 (0) 1706 658368 Call support on +44 (0) 1706 658222'. A 'Technician Information' section features tabs for 'Revision Notes', 'Documents', and 'Knowledge Base'. Below this is a 'Notice Board' with sections for 'Events', 'News', 'More', and 'stuff', each containing placeholder text and a 'more' link. To the right, there are buttons for 'www.timeware.org community website', 'www.timeware.co.uk company website', and 'touchscreen theme design & development'. A 'timeware® news' section is also visible. The footer contains 'Site Map', 'Trademarks', 'Terms of Use', 'Privacy Policy', and copyright information: '© 2015 timeware® (UK) Ltd - 3 Fitchhouse Road, Lanchashire, UK, OL12 0AD' and 'website by www.ta-design.co.uk'.

Biometric enrolment modification



This new feature can be added to an ESS touch-screen terminal by simply upgrading the firmware.



In the software based fingerprint enrolment process, users have been able to see a real time image of their finger since timeware® 2009 (9.1.5).

The hardware team are busy adding a new feature to the terminal biometric enrolment process. Users will soon see a clear, real-time image of their finger as they enrol. This additional feedback is just one of the many new features being added to improve the quality of timeware® biometric registrations.

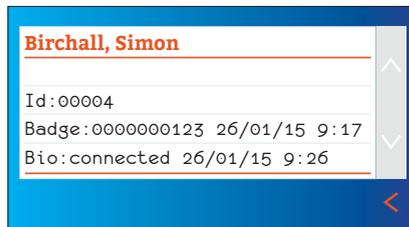


What the team is working on right now!

More improvements to the enrolment procedure...

Having the ability to create a very clear and accurate biometric enrolment is extremely important to the smooth running of any biometric timeware® system. timeware® support have requested that the enrolment procedure be modified to include a date, time and location stamp each when an enrolment is carried out.

Once completed, this will enable a user to see the exactly when and where the enrolment to place. This feature is not only for biometrics – it will also work with proximity systems!



Viewing the date, time and location at the ESS terminal and on the personnel screen



t9-7550
office ESS terminal
supporting biometric/
proximity/keypad options



t9-0230
proximity enrolment device



t8-0355
biometric enrolment device



workshop target audience:

Associate partner technicians, engineers and IT staff.

The next technicians workshop has been arranged for Thursday 12th February 2015 at 10:30. This meeting will be a great opportunity to discuss the features included in the final version of timeware® 2015 and for the team to answer any questions you may have about the ESS & TWC, the IIS manager, dashboards, scripts and just about anything timeware® related!

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

Lunch will be provided, (big portions for the chaps from NETR!)

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

timeware® workshop dates:

Thursday 12th February, 10:30 onwards

Thursday 14th May, 10:30 onwards

Thursday 13th August, 10:30 onwards

timeware® offices
3 Fieldhouse Road
Rochdale
Lancashire
OL12 0AD



roadshow target audience:

timeware® end users

Referral partner potential users

The roadshows are back due to popular demand!

These two hour events are great opportunities for existing (and potential) customers to see the latest timeware® product features, to chat to the team and to find out how timeware® 2015 can reduce stress and make your life even easier!

Representing timeware® at the meeting will be Dave Webb, Liz Broadhurst and Simon Birchall.

Light refreshments will be provided.

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

timeware® 2015 roadshow dates:

Thursday 19th March, 10:30 - 12:30

Best Western Broadfield Hotel, Sparrow Hill, **Rochdale**, OL16 1AF

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



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

Contact

general enquiries: **+44 (0)1706 659368**

community support: **+44 (0)1706 658222**

timelines **insider**

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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:

May 2015

Access Control