time*lines*

timeware® 2022
LAUNCH EDITION

What's new in 22...

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Editor's Comment...

Welcome to the forty-third edition of timelines, the official magazine for the timeware® community!

Software version 2022 has been released!

We have several exiting features to outline in this issue:

- 14 new Dashboards and 50+ new Reports that run within the Dashboard and Report viewer.

- A new timeware® app that will help streamline your HR business processes called ESS GO.

- timeware® Pucks that make attendance booking at remote locations a low-cost and easy to implement option.

I hope that you find this edition of timelines interesting and may I take this opportunity to thank you for your continued support.

If you wish to discuss any of the items covered in this magazine, please don't hesitate to get in touch.

Simon Birchall
Managing Director
timeware® (UK) Ltd

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suprema
INTEGRATION PARTNER

Genetec™

sage
Development Partner

Paxton
Approved
Integration

Contents:

Our Products and Services...

Our experience has been gained over the past three decades and one of our key skills has been our ability to develop a unique solution for each customer. Our software integration and customisation capabilities are world class and our products are further strengthen by our business relationship with Suprema Inc.

We provide Workforce Management Software. timeware® consists of a suite of software modules sold under three product names: timestart®, timeware® Small Business and timeware® Professional.

Software

Personnel	**Asset management**
Absence management	**Dashboards and Reports**
Employee attendance	**Employee self service**
Access control	**ESS GO**
Job costing	**GDPR and WTR**
Cost centre analysis	**Proactive To-do lists**
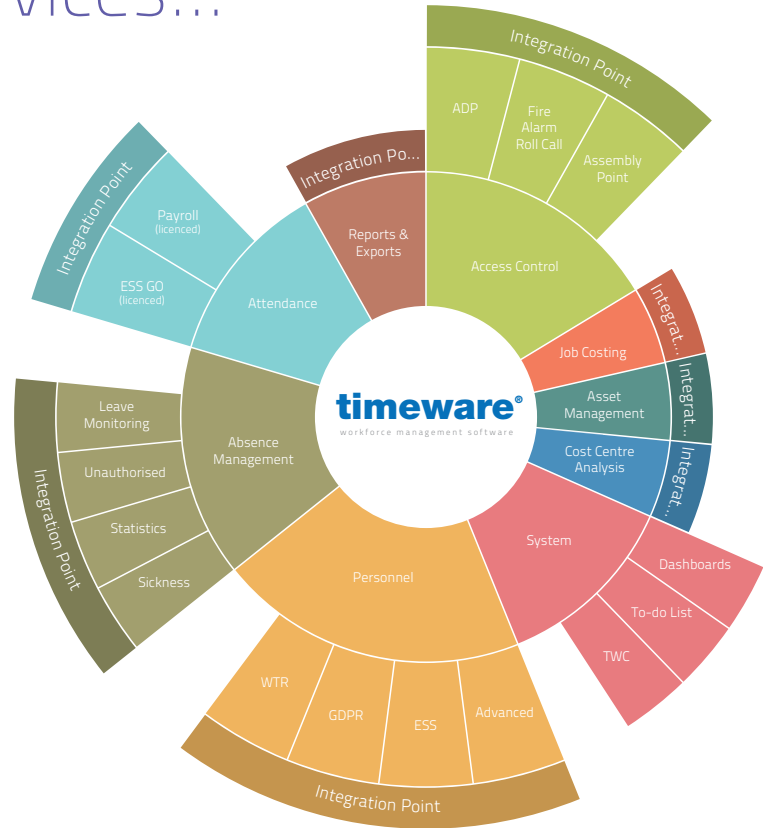
Devices

We are a Suprema Integration Partner and have successfully incorporated their proximity, fingerprint and face recognition devices into our software. We have also developed the Tokyo platform for specialist data collection projects requiring a touchscreen.

Training

We have developed training courses which highlight the key features of the product, allowing each user to maximise timeware® to it's full potential. Training is divided into separate modules and course notes are kept updated on a yearly basis. We also provide official certification for all course attendees which confirms their knowledge of the modules covered.

timeware® Managed Service

Our customer care service is second to none! Between 8.30am and 5.30pm we have a dedicated support team managed by an experienced customer care administrator. We also have an online support logging service for Partners and End-users which is ideal for out of hours fault reporting.

Integration and Customisation

Our ability to integrate with other software along with timeware's customisation capabilities set us apart from the competition. Integration and customisation are timeware's USP.

Example Devices

FaceStation F2

timeware® Puck using NFC technology.

ESS GO running on Android or iOS.

X-Station 2

Integration and Customisation...

timeware® has two unique selling points, its ability to integrate with other applications and its extensive customisation potential.

Integration

timeware's primary USP is its ability to integrate with other applications, for example a Payroll, HR or Security system. timeware® or the third party software becomes the 'primary' system passing data to the 'secondary'. A well planned customisation enables a business to improve workflow and increase efficiency.

Customisation

timeware's secondary USP is its extensive customisation potential. Over 95% of businesses using timeware® software have implemented at least one unique customisation project. This means that the majority of timeware® customers benefit from a unique business tool that provides a maximum return on their product investment.

For more information about timeware® Integration and Customisation, please contact the Projects Team on
+44 (0)1706 659368 or projects@timeware.co.uk

HR Integration

bambooHR®

Access Control Integration

Genetec™   Paxton | Net2   entrowatch
ACCESS CONTROL THE WAY FORWARD

Visitor Integration

INVENTRY
SIGN IN SOLUTIONS

Payroll Integration

sage   Opera   ADP   earnie
The payroll people

timeware® Training...

One of the new benefits of timeware® Managed Service is the free timeware training facility offered via Microsoft Teams.

We can work with you to plan 'refresher' training for existing Users or 'New Starter' training when someone new joins your team. The training can take place at a time to suit you and can even be split across multiple days to fit in with your work schedule.

The training will be completed by members of the Implementation and Support Team depending on your requirements.

Please note that we can still organise on-site training at a cost of £640 per day.

Certificate of Achievement

timeware®
workforce management solutions
COMMUNITY

This is to confirm that

Eddie Shorrock

having successfully completed the
timeware® Professional 2022 training course
is now a certified **timeware®** operator.

Simon Birchall
Simon Birchall
Managing Director – timeware® (UK) Ltd

26 March 2016
Date

3358/5801
Certificate number

timeware® Certified
OPERATOR

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

For more information about timeware® Training please contact timeware® Customer Care on
+44 (0)1706 658222 or support@timeware.co.uk

It's Time to Change...

Thanks to our status as a Suprema Inc. Integration Partner, we now have a great range of Proximity, Fingerprint and Face-Recognition devices that work seamlessly with timeware® Software.

With features that include IP65, IP67 and IK09 ratings plus live finger detection, PoE, Robust Device Security and Data Encryption, Suprema Inc. devices are the obvious choice for timeware® customers looking to enhance their Work Force Management Software by replacing legacy hardware with the next generation of Proximity and Biometric options.

Contact the Projects Team to discuss the Legacy Device Replacement Programme and the discounts available for multiple device orders.

APPROVED

suprema
BIOMETRICS & SECURITY

X-Station 2

FaceStation F2

ESS Go running on Android or iOS.

Attendance Point

timeware® Puck using NFC technology.

For more information about the timeware® Legacy Device Replacement Programme, please contact the Projects Team on **+44 (0)1706 659368 or projects@timeware.co.uk**

Roadshows are back in 2022...

timeware® Roadshows provide the perfect opportunity to get 'hands-on' experience with the new ESS GO app, a chance to try the latest Attendance and Access control devices from Suprema and time to discuss the new Dashboards and Reports available in timeware® 2022.

Dates and locations will be confirmed in the February issue of timelines and an article will be posted on the Community Support Site, www.timeware.org.

Alternatively, please note that we are happy to visit individual customer premises to demonstrate the face recognition, fingerprint and proximity devices.
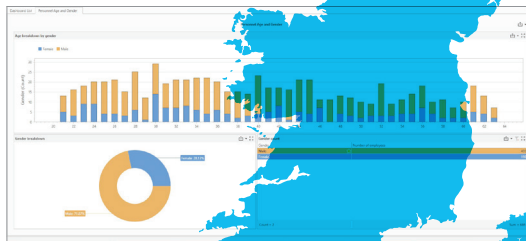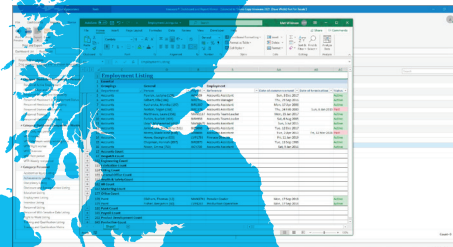
For more information please contact timeware® Customer Care on **+44 (0)1706 658222 or support@timeware.co.uk**

Integrating with Paxton Access Control...

Paxton Access Ltd have recently approved the Paxton Net2 Integration with timeware Small Business and timeware® Professional.

For customers using Net2, we can configure their timeware® Software to update Net2 with Starters and Leavers. For companies that have Net2 at remote locations where a Time and Attendance system has not been implemented, we can now take Net2 Events from specific doors and process them as attendance bookings in timeware® Software.

The Paxton Net2 Integration option is available from timeware® 2022 onwards.

Paxton
Approved
Integration

For more information about the Paxton Net2 Approved Integration, please contact Liz Broadhurst on
+44 (0)1706 659368 or liz.broadhurst@timeware.co.uk
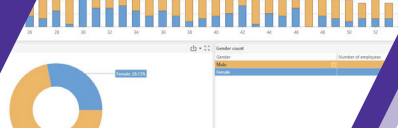
New in 22 – Dashboards…

New for 2022, Dashboards are designed to display data from the Personnel, Absence Management and Attendance modules. There are Dashboards that provide static data, variable date range data and a real-time view of current attendance levels.

Remember that the Dashboard and Report Viewer can be installed on PCs that are not running the timeware software.
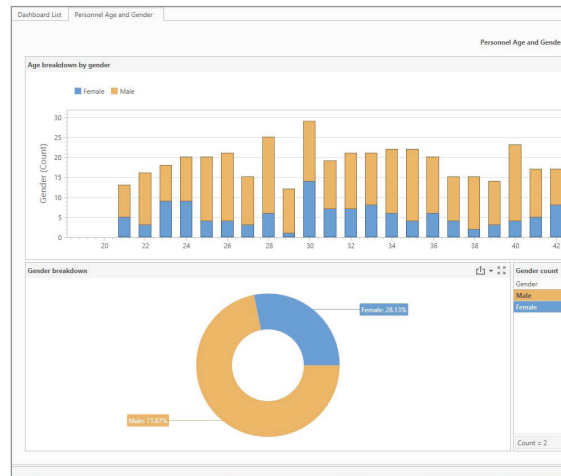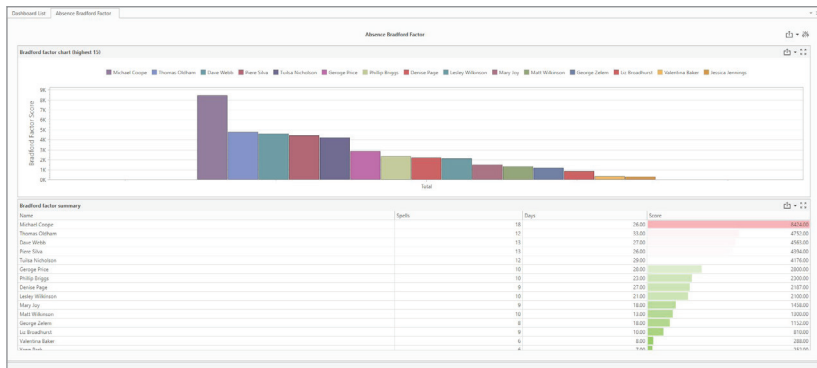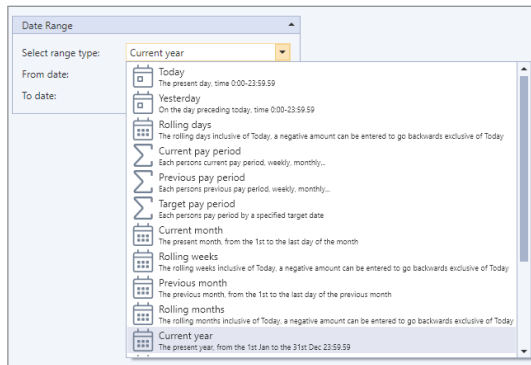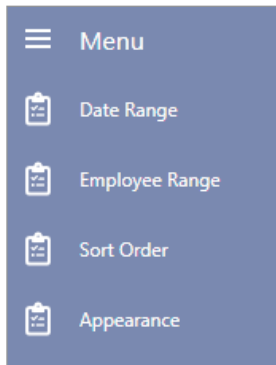
WHAT'S NEXT

If you would like a demonstration of the new Dashboards and you don't want to wait until your SLA upgrade, please contact Customer Care on the number below and we can organise an on-site or Teams meeting at a time to suit you.

For more information about timeware® Dashboards, please contact timeware® Customer Care on
+44 (0)1706 658222 or support@timeware.co.uk

New in 22 – Reports…

The 50+ new reports released with 2022 have been re-designed on a modern platform to run faster and provide users with a level of flexibility that was impossible on the legacy equivalents.

The new reports replace all of the older reports and prior to each customer's Annual SLA upgrade, a member of the Projects Team will contact the customer's timeware® Administrator to demonstrate their new improved reports!
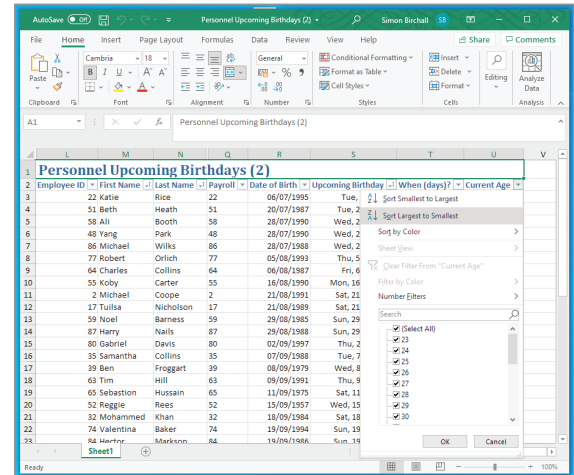
WHAT'S NEXT

If you would like a demonstration of the new reports and you don't want to wait until your SLA upgrade, please contact Customer Care on the number below and we can organise an on-site or Teams meeting at a time to suit you.

For more information about timeware® Reports, please contact timeware® Customer Care on
+44 (0)1706 658222 or support@timeware.co.uk

New in 22 – ESS GO...

Do you know there's a timeware® mobile app that can streamline your business, empower your workforce and eliminate traditional, time consuming tasks?

The app is called ESS GO and it enables users to request leave, check work rotas and view timesheets from their Android or Apple smartphone.

Leave Entitlement and Remaining Balance...

Users can check their annual leave entitlement, leave requests awaiting approval, declined leave requests of course, their remaining entitlement balance.

Leave Requests...

Company rules determine how far in advance a user can make a leave request. Once a leave request has been approved or declined, an email alert is sent to the user informing them of the managers' decision.
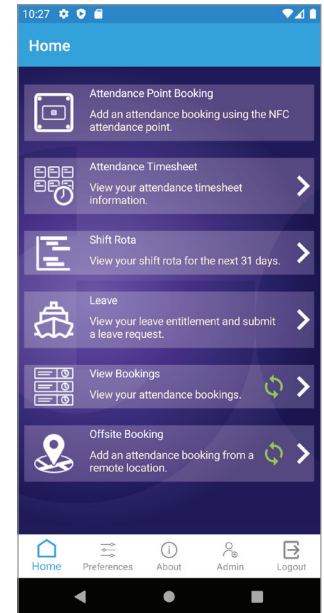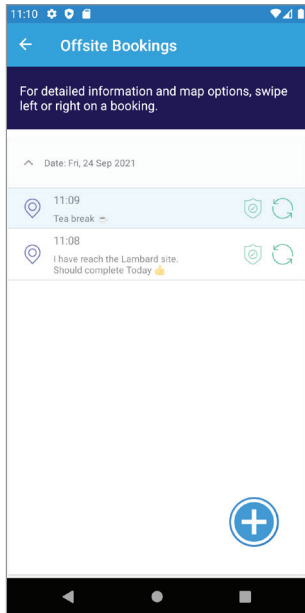
Offsite Attendance Bookings…

For users that work away from the office, ESS GO supports offsite attendance bookings where the user simply clicks a button when they start or stop work. There is a notepad feature for the user to provide more details about the booking and ESS GO also notes the GPS coordinate of each booking which integrates with the phone's mapping feature.
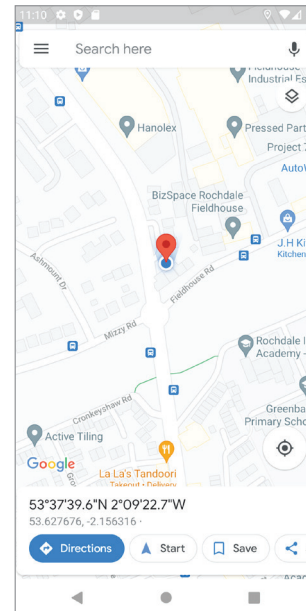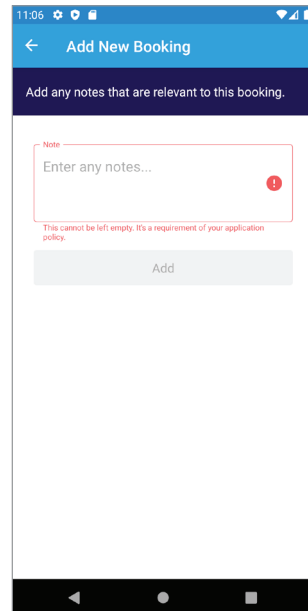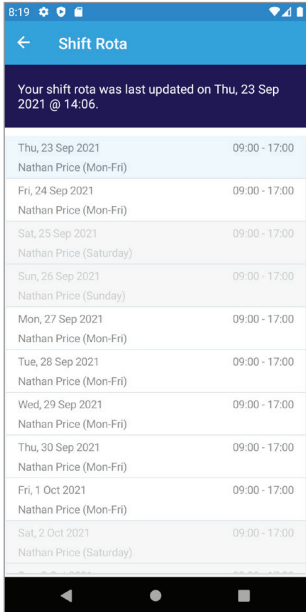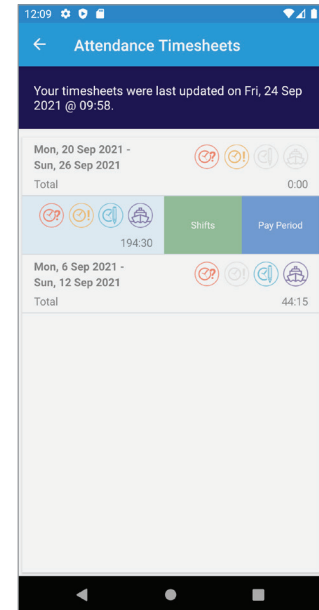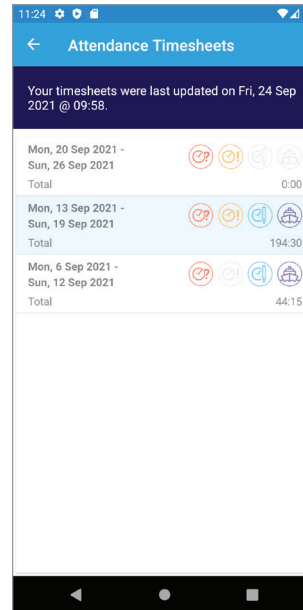
Shift Rota...

Users can see which shifts and rest days have been planned over a rolling 31 day period. If a manager updates a user's shift rota, the change is reflected instantly within ESS GO. An email alert is also sent to the user informing them of the change.

Current and Previous Timesheets...

Users can see their own timesheets for the current and two previous pay periods. They can see their attendance bookings, basic and approved overtime hours and any core-time infringements

Flexi Balance...

If your business operates a flexitime policy, users will see their opening flexitime balance, hours worked and closing flexitime balance on their timesheets.

WHAT'S NEXT

ESS GO is an amazing addition to the timeware® product range. Its ease of use and versatility makes it the perfect solution for so many bottlenecks experienced by HR. If you would like a demonstration of ESS GO, please contact Customer Care on the number below and we can organise an on-site or Teams meeting at a time to suit you.

For more information about timeware® ESS GO, please contact timeware® Customer Care on
+44 (0)1706 658222 or support@timeware.co.uk

New in 22 – timeware® Pucks...

Attendance Bookings at the timeware® Puck...

The new timeware® Puck is the perfect attendance point for businesses where the cost of a traditional attendance device is prohibitive or where network or power is unavailable. Each timeware® Puck incorporates an NFC tag which allows them to be 'read' by all modern smart phones running the ESS GO app from a distance of about 4cm.

If you have a low number of staff working in a retail premises, a remote warehouse or an isolated area, there is now an affordable alternative to the traditional attendance device.

Remember that timestart®, timeware® Small Business and timeware® Professional support any number of timeware® Pucks so now multiple locations become easily affordable.
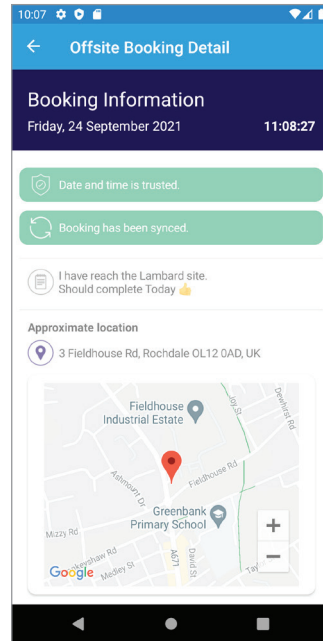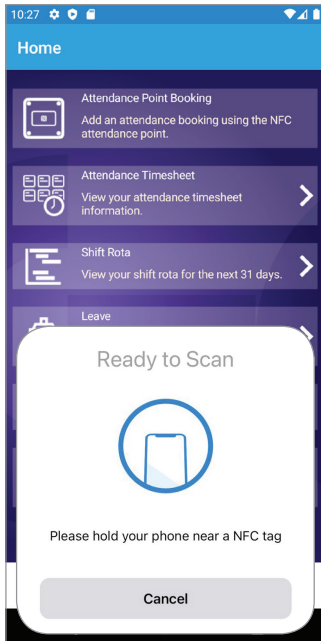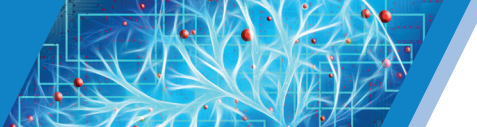
WHAT'S NEXT

If you would like a demonstration of the timeware® Puck, please contact Customer Care on the number below and we can organise an on-site or Teams meeting at a time to suit you.

For more information about timeware® Pucks, please contact timeware® Customer Care on
+44 (0)1706 658222 or support@timeware.co.uk

timeware® Product Road Map...

November 2022: Launch of timeware® 2023

New Integrations

This year the emphasis will be on creating additional integrations! The most exciting will be BioStar 2 which will become the 'comms' layer between timeware and any Suprema devices. The introduction of this integration will see network traffic generated by timeware® reduce by at least 95% as we move from a 'pull' to 'push' method of communication.

sage HR   ⭐ BioStar 2

sage Business Cloud Payroll

▪IRIS | Earnie   ▪IRIS | Cascade   ▪IRIS | Payrite

November 2023: Launch of timeware® 2024

Final 'on-premise' version

After 22 years of service, timeware® Professional finally reaches the end of development.

Please note that this version will contain the necessary tools to assist in the process of migrating the timeware® database from the current 'on premise' solution to the equivalent timeware® Reach product in the cloud.

This version is the final version to support legacy devices. Note that support for this software version and legacy devices will remain available until 2028.

timeware®
workforce management software

FINAL 'ON-PREMISE' VERSION

November 2024: Launch of timeware® Reach

Software as a service

2025 will see the launch of three new timeware® Reach products: timestart, timeware® Small Business and timeware® Professional. All products will be cloud based, multilingual, licenced on a subscription basis, hosted in Microsoft's Azure cloud and accessed through a portal at www.attendance.co.uk.

timeware® Reach will be available to users using a thin client, eg: a web browser, removing the need for RDCs, enabling access from anywhere in the world on all platforms including PCs, Apple Macs, Android tablets and iPads.

2025 – 2028

The plan

We aim to have all legacy 'on-premise' systems ported to timeware® Reach by December 2028.

Historic Data Lockdown...

In focus in a flash is the 'Historic Data Lockdown', suggested by David Webb, timeware® Senior Implementation Specialist.

This feature is designed to be used once any overtime has been authorised and after the payroll has been run. The timeware® administrator can protect data up to a specified date, therefore disallowing any type of amendment. The lockdown is password protected.

The lockdown prevents the amendment of data falling before the 'protect data up to' date both through the adjustments and absence management screens.

This option is found in the Advanced menu beneath 'Payroll'.

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For more information about timeware® 'Historic Data Lockdown', please contact timeware® Customer Care on **+44 (0)1706 658222 or support@timeware.co.uk**

timeware® Software & GDPR...

Another feature in focus is "timeware® Software and GDPR", suggested by timeware Implementation Specialist, Bradley Holt.

GDPR affects every business in the UK. timeware's customisable GDPR controls ensure companies work within their own data protection rules.

Customer care will organise a meeting where a timeware® technician will discuss your company's GDPR policy with your GDPR data controller.

We identify any personal information fields within timeware® that are not required and take steps to ensure that they are made invisible.

We discuss how long certain information needs to be kept by the company for people classed as employed or as a leaver. We will then create a series of GDPR housekeeping scripts that will ensure these rules are upheld.

Here are 6 examples:

1. If timeware® is not being using as the primary HR system do not allow address information to be recorded.

2. If timeware® is not being using as the primary HR system do not allow National Insurance data to be recorded.

3. When an employee leaves the company, remove their biometric data within 24 hours.

4. When an employee leaves the company, remove all records of their future holidays and medical appointments within 24 hours.

5. When an employee leaves the company, delete all passwords to the timeware® app', the TWC and the ESS within 24 hours.

6. When an employee has left the company and after the statutory period, remove all attendance and absence information and personal data.

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For more information about timeware® Software & GDPR, please contact timeware® Customer Care on
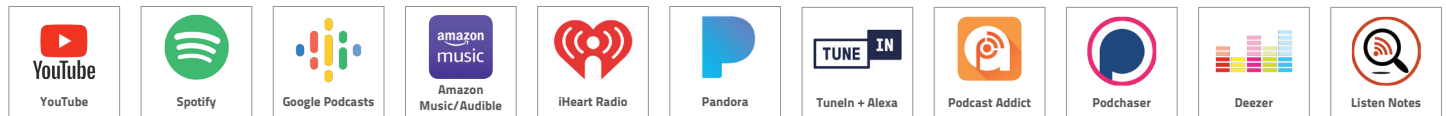**+44 (0)1706 658222 or support@timeware.co.uk**

Charlotte Kavanagh
Head of Customer Care

Podcasts and Videos...

There are 9 new podcasts available on your favourite streaming platform. Listening in the office? Simply go to www.timeware.org and click on the ▶ YouTube or 🌱 icons at the top right of the screen.

Description	Media	Date
timeware® Personnel Form Event	▶ YouTube 🌱	27th October 2021
timeware® Absence Management Form Event	▶ YouTube 🌱	20th October 2021
timeware® GDPR	▶ YouTube 🌱	13th October 2021

| YouTube | Spotify | Google Podcasts | Amazon Music/Audible | iHeart Radio | Pandora | TuneIn + Alexa | Podcast Addict | Podchaser | Deezer | Listen Notes |

Description	Media	Date
timeware® User Training	YouTube	6th October 2021
timeware® System Health Check	YouTube	30th September 2021
Logging a timeware® Support Call	YouTube	22nd September 2021
Upgrading to timeware® 2022	YouTube	8th September 2021
timeware®/InVentry Integration	YouTube	18th August 2021
timeware®/Paxton Net2 Integration	YouTube	12th August 2021

www.timeware.org

This site is the hub for timeware® community support.

Visit this site regularly log faults, make change requests and to keep up to date with everything timeware® related.

- **timeware® support**
  Operators can log faults directly into Vivantio.
  Administrators submit system change requests.
  Give timeware® support access to your system.

- **timeware® articles**
  Keep up to date with interesting stories and excerpts from the timelines magazine.

- **Documents**
  Access a list of timeware® related downloadable .PDF documents.

- **YouTube Channel**
  Access the timeware® Community YouTube channel to view our 60 second tutorial videos.

- **Podcasts**
  Access the latest timeware® podcasts covering a wide range of subjects.

Follow us on LinkedIn
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timewareCommunity

Want a life with less stress?

Choose timeware® Managed Service...

Customers covered by the Managed Service benefit from prioritised support, an annual visit for a software upgrade, annual new feature awareness training, support for change requests and annual Post Installation meetings to ensure the smooth running of their timeware® system.

For more information about the timeware® Managed Service, please contact timeware® Customer Care on **+44 (0)1706 658222 or support@timeware.co.uk**

timeware®

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Next edition of timelines due:

February 2022

Post Installation Meetings...

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Podcasts

YouTube	Spotify	Google Podcasts	Amazon Music/Audible	iHeart Radio	Pandora	TuneIn + Alexa	Podcast Addict	Podchaser	Deezer	Listen Notes