

# timelines

Issue 56  
February 2025

The official magazine for the timeware® community

# timeware® Cloud Core HR



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[www.timeware.org](http://www.timeware.org)



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authentication...  
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# Editor's Comment...

## Welcome to edition 56 of the timelines magazine.

In this issue, we provide an exclusive preview of the upcoming timeware® Cloud Core HR features, showcasing how our cloud-based solution is evolving to meet the needs of modern businesses.

We also celebrate our Employee of the Year 2024, highlighting outstanding contributions within the team. Don't miss our latest YouTube videos, offering insights into timeware® solutions in action.

Our 4 Features in Focus section explores key enhancements that make timeware® Professional even more powerful. Plus, we dive into our Legacy Device Replacement Programme, featuring a case study on Salisbury Poultry, including a video highlighting how their timeware® system enhances efficiency.

Enjoy the read, and as always, we appreciate your feedback!



**Simon Birchall**  
Managing Director  
timeware UK Ltd



Connect to me on [LinkedIn](#)



Certificate No:  
491342025



Development Partner



Paxton  
Approved  
Integration

**Editors Comment... Page 2**

An introduction by the MD, Simon Birchall.

**Latest News... Pages 6-8**

Face Authentication, Employee of the year 2024 and Free training.

**Latest YouTube videos... Page 9**

timeware® Community channel at [www.timeware.tv](http://www.timeware.tv).

**Features in focus... Pages 10-13**

Exploring timeware® Professional powerful key enhancements.

**timeware® Cloud... Pages 14-19**

Core HR.

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Salisbury Poultry.

# Focusing on HR, Time and Attendance software...

Company

## **timeware® UK Ltd: The Ultimate HR, Time and Attendance Solution**

At timeware® UK Ltd, we deliver a comprehensive, cutting-edge solution for HR, time and attendance management, combining advanced technology with exceptional service quality.

From the outset, our expert projects team provides tailored consultations, ensuring that every client receives a system that perfectly aligns with their specific requirements. We guide businesses seamlessly through each phase of implementation, ensuring a smooth and hassle-free experience.

Our highly skilled installation specialists, with extensive expertise in HR, time and attendance, and access control, guarantee a fast, reliable setup that integrates effortlessly into your existing infrastructure.

Once installed, our managed service support becomes an extension of your operations, providing ongoing assistance and continuous system optimisation to ensure maximum efficiency.

For cloud-based solutions, our dedicated Azure Operations team ensures optimal performance and reliability, delivering a seamless, secure experience.

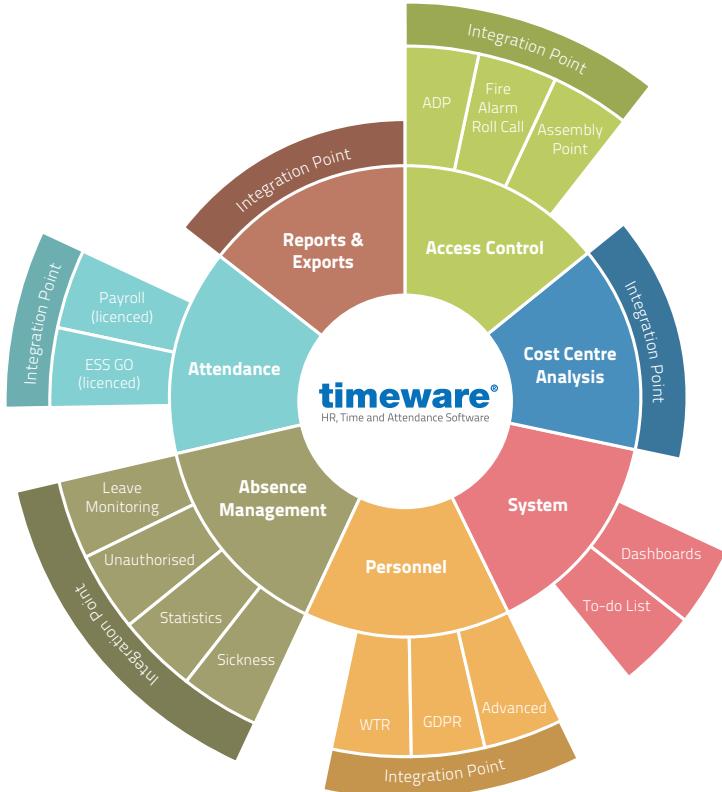
**timeware® UK Ltd – Setting the standard in workforce management.**

**timeware®**  
HR, Time and Attendance Software

timeware® Professional is the ultimate solution for businesses seeking precision in HR, Time and Attendance.

- **Personnel** – Securely store and manage employee records, ensuring compliance and efficiency.
- **Absence Management** – Track holidays, sickness, and unplanned absences with automated approvals and real-time updates.
- **Attendance** – Capture accurate clocking data using biometric or proximity devices, eliminating payroll errors.
- **Access Control** – Restrict or permit entry to secure areas based on shift patterns and job roles.
- **Cost Centre Analysis** – Allocate labour costs to specific departments, providing insight into workforce efficiency.
- **Reporting** – Generate real-time reports tailored to business needs, offering deep visibility into employee trends and productivity.

With seamless integration options, timeware® Professional ensures businesses stay in control of their workforce, enhancing security, efficiency, and profitability.



# Face Authentication: The Future of Access Control...

News

Suprema's BioEntry W3, launched earlier this year by Suprema Inc., redefines access control with advanced face authentication. Offering a seamless alternative to fingerprints and proximity cards, it eliminates hygiene concerns and ensures unmatched accuracy.

timeware® UK Limited has installed test systems across various sites, with all trials proving highly successful. The BioEntry W3's waterproof design makes it ideal for both turnstiles and barriers as well as internal doors, ensuring robust performance in any environment.

Face authentication not only enhances security but also streamlines access, reducing the need for physical tokens. With this innovative technology, businesses can elevate their access control systems while enjoying convenience and reliability.



BioEntry W3 Face Authentication Device

**If you are interested** in learning more about face authentication for access control. Please contact Head of Customer Care, Charlotte Kavanagh, on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call **+44 (0) 1706 658222**.

# Employee of the year 2024...

This year, we are proud to celebrate **two** exceptional individuals as our Employees of the Year, recognising their outstanding contributions to timeware® UK Limited.

Matt Wilkinson, our Head of Support, has been honoured for his remarkable achievements in custom script development throughout 2024. His improvements to software testing processes and effective feedback sessions with the development team have driven innovation and efficiency across the company.

Josh Birtwistle has also been recognised for his tremendous dedication to the support department and his key role in producing over 50 support-focused YouTube videos this year. His efforts have significantly improved our training and customer resources.

Josh is now transitioning to the project team, working under Mike Coope. He'll bring his expertise in planning and organising timeware® upgrades, developed over the past two years, to assist in the implementation of new timeware® projects starting in 2025.

Congratulations, Matt and Josh!



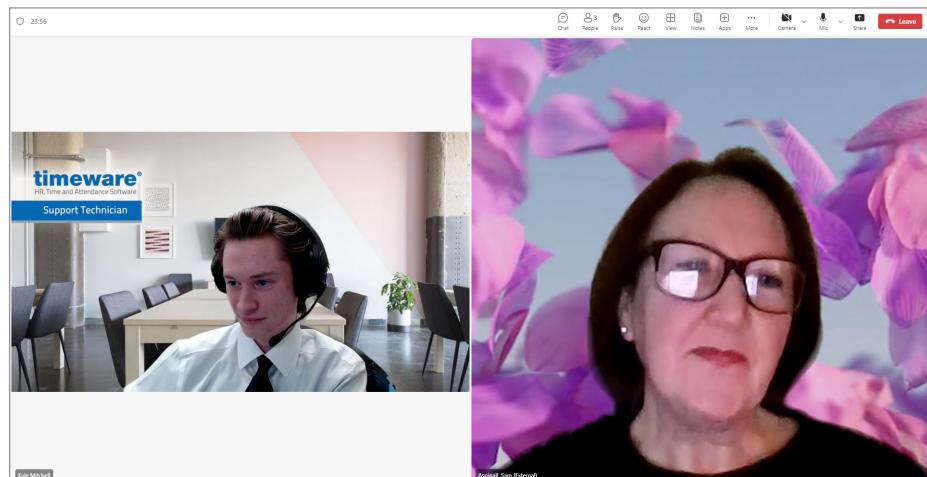
Matt Wilkinson and Josh Birtwistle

# Free training...

As part of its fully managed service, timeware® UK Ltd offers complimentary user training to all its clients. This training is designed to boost users' expertise in navigating the extensive features and functionalities of the software, helping them optimise workforce management and maximise the software's benefits.

These sessions are delivered by experienced trainers with comprehensive knowledge of the software and its capabilities.

timeware® UK Ltd's commitment to free user training highlights its dedication to client satisfaction and underscores the importance of empowering clients with the skills and insights needed to fully realise the software's potential.



Kyle Mitchell running an online training course with Sam Aspinall from Salford City Council

**If you are interested** in timeware® user training. Please contact Head of Customer Care, Charlotte Kavanagh, on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call **+44 (0) 1706 658222**.

# Latest YouTube videos...

**Charlotte Kavanagh**

Head of Customer Care

Exciting New Videos on the timeware® Community Channel!

We are thrilled to announce that we've added some fantastic new videos to the timeware® community channel! These videos are designed to provide you with valuable insights, updates, and guidance on making the most of your timeware® solutions.

To explore our latest content, simply follow the QR codes provided in this issue, visit [www.timeware.tv](http://www.timeware.tv), or search for '**timeware community**' on YouTube.

Stay informed, stay connected, and enhance your timeware® experience today!



Link to timeware®  
community channel



# Real-time lateness notification...

timeware® Professional offers robust real-time lateness notifications, ensuring that managers are immediately aware of any delays. For instance, if a forklift truck driver is late, the unloading bay's operations can be significantly disrupted, leading to delays in the supply chain. Similarly, timely notifications can help address issues like the absence of key staff members, allowing quick adjustments and maintaining workflow efficiency.

Whether through the timeware® To-Do List or email, these alerts ensure that no detail is missed, helping your business stay on track and efficient. If you're interested in implementing real-time lateness notifications, simply put a ticket into support and we can schedule the work, getting you up and running swiftly.

**Want to find out more** about real-time lateness notification?  
Please contact support on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call  
**+44 (0) 1706 658222.**

Additionally you can watch the video by scanning the QR code for a link to YouTube.



**Matt Wilkinson**  
Head of Support



"This feature can be implemented free of charge in less than 2 hours"

**"Solved!"**

# Minimum staffing levels...

Implementing minimum staffing level alerts within timeware's time and attendance system offers significant benefits for workforce management. These alerts ensure that your organisation always has the necessary number of staff on hand, helping to maintain smooth operations and meet service demands. For example, in industries where specific roles are critical, such as healthcare or manufacturing, receiving real-time notifications when staffing levels dip below the required minimum can prevent potential disruptions.

This proactive approach helps in reallocating resources quickly, minimising downtime, and maintaining productivity. Moreover, these alerts contribute to better compliance with labour regulations, ensuring you meet necessary staffing requirements and avoid penalties.

Overall, this feature enhances operational efficiency and provides peace of mind, knowing that staffing levels are always optimised for your business's needs.



**Nathan Beveridge**  
Senior Support  
Technician

"Configured and tested free of charge in under 2 hours"

**"Solved!"**

**Want to find out more** about minimum staffing levels?

Please contact support on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call  
**+44 (0) 1706 658222.**

Additionally you can watch the video by scanning the QR code for a link to YouTube.



# Return to work interview...

**Josh Birtwistle**

Support Technician



"This feature can be set up free of charge in just 3 hours."

**"Solved!"**

**Want to find out more** about return to work interview?

Please contact support on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call  
**+44 (0) 1706 658222.**

Additionally you can watch the video by scanning the QR code for a link to YouTube.

Implementing return to work interviews within timeware® Professional offers numerous benefits for both employers and employees. These interviews, triggered automatically when an employee returns from certain types of absence, help to identify any underlying issues, provide support, and ensure a smooth transition back to work. They offer a structured way to discuss any concerns or adjustments needed, fostering a supportive work environment.

This process can also help reduce the likelihood of recurrent absences, ultimately improving overall attendance and productivity. By prioritising employee well-being and maintaining open communication, return to work interviews are an invaluable tool for fostering a more engaged and resilient workforce.



# System health check...



**Zack Dawson**  
Support Technician

"This process could take up to 8 hours, free of charge."

**"Solved!"**

If you are interested in implementing the system health check. Please contact support on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call **+44 (0) 1706 658222**.

Additionally you can watch the video by scanning the QR code for a link to YouTube.

A system health check is crucial for maintaining the efficiency and reliability of your time and attendance solutions. Over time, systems can experience wear and tear, or changes within the company can alter operational needs. A thorough health check helps identify potential issues before they become major problems, ensuring your system remains robust and responsive. It also allows for adjustments to align with new business requirements, enhancing productivity and compliance.

Regular health checks are an investment in the longevity and effectiveness of your system, providing peace of mind that your operations are always running smoothly and efficiently.



# Core HR Features in timeware® Cloud: Personnel...

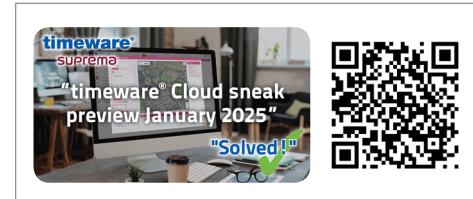
Development

At timeware®, we define Core HR as incorporating personnel management, leave management, and work pattern configuration—key areas essential for business efficiency. With the launch of timeware® Cloud, our goal is to provide customers with a solution that meets their HR needs without requiring a separate HR system.

## Key Features:

- 1. Personnel Management** – Maintain accurate employee records, including job roles, departments, and contracts.
- 2. Leave Management** – Track holiday entitlement, sickness, and other absences effortlessly.
- 3. Work Patterns & Scheduling** – Designed to complement and enhance leave management, ensuring seamless shift coverage and minimising disruption.

While timeware® Cloud offers comprehensive Core HR functionality, we continue to support integrations with leading HR software, ensuring seamless compatibility with existing systems.



**Want to find out more** about timeware® Cloud? Please contact Head of Customer Care, Charlotte Kavanagh, on **+44 (0)1706 658222** or **support@timeware.co.uk**

timeware® Personnel offers a comprehensive suite of features for managing employee records efficiently. Key capabilities include DBS check workflow, unlimited document storage, and auditable comments for transparency. It supports custom fields, credential integration, and secure storage of essential documents like right-to-work records. Additionally, employee self-service (ESS), financial details tracking, and conversation hub ensure streamlined HR management with full compliance.

Personnel, Core, Essential

# Core HR Features in timeware® Cloud: Shift Planner...

Development

Incorporating shift patterns and a shift planner into core HR ensures accurate leave management by aligning requests with scheduled shifts. Each shift includes start and finish times, plus break times, providing essential data for realistic leave approvals.

**Add Shift**

Name

— Options

- Essential
- Core Times
- Grace Times
- Roundings
- Breaks
- Pay Elements
- Pay Element Monitoring
- Staffing Policy
- Under The Bonnet

Essential

Type

Workday schedule? Yes

Schema

Start

Earliest start time Official start time

06:00

09:00

Targets

Shift duration Leave duration

07:30

07:30

Unallocated threshold

07:30

Finish

Official end time Latest end time

17:00

23:45

Shift rules

**Shift Planner**

Mon, 17 Jul 2023 to Sun, 23 Jul 2023

Person View Shift View Search by name...

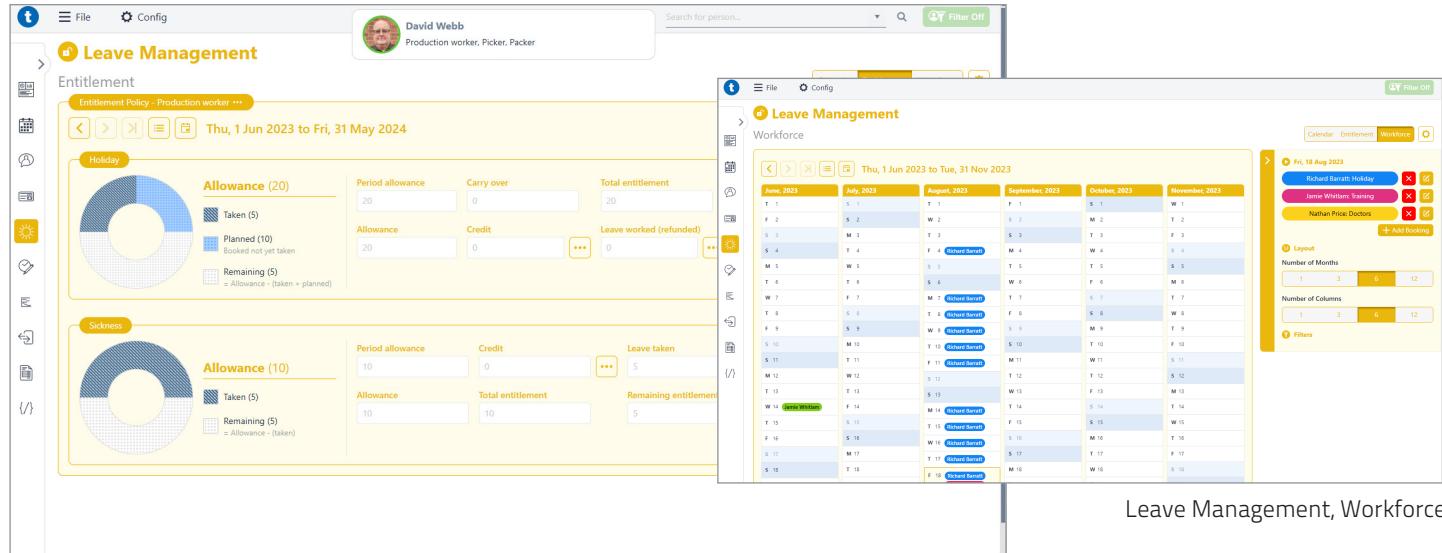
Employee	Mon, 17th Jul 2023	Tue, 18th Jul 2023	Wed, 19th Jul 2023	Thu, 20th Jul 2023	Fri, 21st Jul 2023
<b>Jo Blackwell</b> JB Role: Production worker Skills: Picker, Packer <b>40 of 40hrs per week</b>	<b>08:00 &gt; 16:30</b> 8hr 30m 30m unpaid				
<b>Nick Dewet</b> ND Role: Production worker Skills: Picker, Packer <b>43 of 40hrs per week</b>	<b>08:00 &gt; 16:30</b> 8hr 30m 30m unpaid				
<b>Janice Stevens</b> JS Role: Production worker Skills: Picker, Packer <b>23 of 23hrs per week</b>	<b>08:30 &gt; 16:30 R</b> 5hr	<b>08:30 &gt; 16:30</b> 5hr	<b>08:30 &gt; 16:30</b> 5hr	<b>08:30 &gt; 16:30</b> 5hr	<b>08:30 &gt; 16:30</b> 5hr
<b>Finlay Jewson</b> FJ Role: Production worker Skills: Checker <b>23 of 23hrs per week</b>	<b>+ Add Shift</b>	<b>+ Add Shift</b>	<b>08:00 &gt; 16:00</b> 7hr 30m 30m unpaid	<b>+ Add Shift</b>	<b>+ Add Shift</b>
<b>June Summer Laurence</b> JL Role: Production worker Skills: Picker, Packer <b>7.5 of 0hrs per week</b>	<b>08:00 &gt; 16:30</b> 8hr 30m 30m unpaid				
<b>William Gibbs</b> WG Role: Production worker Skills: Picker, Packer <b>0 of 40hrs per week</b>	<b>08:00 &gt; 16:30</b> 8hr 30m 30m unpaid <b>Holiday</b>				

Plan which shifts can be worked on each day

# Core HR Features in timeware® Cloud: Leave Management...

## Development

Incorporating **leave management** into core HR ensures seamless absence tracking, improving efficiency and compliance. With **centralised records**, HR teams can easily manage **holiday, sick leave, and personal days**, reducing administrative workload. **Real-time visibility** allows employers to approve requests quickly and monitor absence trends, supporting workforce planning. Integration with **planned shifts** ensures greater accuracy when processing leave requests.



The image shows two side-by-side screenshots of the timeware® Cloud Leave Management interface. The left screenshot, titled 'Leave Management Entitlement', displays a circular 'Allowance (20)' chart with segments for 'Taken (5)', 'Planned (10)', and 'Remaining (5)'. It includes fields for 'Period allowance', 'Credit', 'Leave worked (refunded)', and 'Remaining entitlement'. The right screenshot, titled 'Leave Management Workforce', shows a grid of a 6-month period from June 2023 to November 2023, with each day color-coded by leave status. A sidebar on the right provides filtering and layout options for the calendar view.

Leave Management, Entitlement

Leave Management, Workforce

File Config

## Leave Management

Calendar

Entitlement Policy - Production worker

Thu, 1 Jun 2023 to Fri, 31 May 2024

June, 2023	July, 2023	August, 2023	September, 2023	October, 2023	November, 2023	December, 2023	January, 2024	February, 2024	March, 2024	April, 2024	May, 2024
T 1	S 1	T 1	F 1	S 1	W 1	F 1	M 1	T 1	F 1	M 1	W 1
F 2	S 2	M 3	W 2	S 2	M 2	T 2	S 2	F 2	S 2	T 2	T 2
S 3	T 4	F 4	S 5	M 4	T 5	F 5	S 3	S 3	S 3	W 3	F 3
S 4	W 5	S 6	T 6	S 6	W 6	M 7	T 7	T 7	W 6	T 7	T 7
M 5	T 6	F 7	S 8	M 10	W 9	S 9	M 10	F 8	S 10	T 11	F 9
T 6	W 7	S 8	T 8	T 10	W 11	F 11	T 11	S 10	T 12	F 13	S 11
W 7	T 8	S 9	S 9	S 10	M 11	S 12	F 12	M 11	F 13	S 14	M 12
T 8	F 9	M 10	M 10	T 10	W 12	F 11	T 11	S 10	S 12	F 14	T 13
F 9	S 10	T 11	W 9	W 11	W 12	S 11	M 11	W 11	S 13	S 15	W 14
S 10	S 11	W 11	M 10	T 11	T 12	F 11	T 12	S 11	M 13	M 14	W 15
S 11	M 12	T 12	M 11	S 10	F 12	S 12	F 13	S 12	F 14	S 15	S 16
M 12	T 13	F 13	W 12	W 11	W 13	M 11	S 13	M 11	S 13	S 16	T 15
T 13	W 14	S 14	T 13	T 12	F 14	S 11	T 12	F 11	S 14	T 17	S 17
W 14	De...	F 15	F 14	F 13	S 15	M 14	F 14	S 15	T 14	S 17	S 18
T 15	F 16	S 16	S 15	S 16	M 15	W 16	T 15	M 15	F 15	S 16	F 16
F 16	S 17	M 17	S 16	M 16	W 17	S 17	T 17	S 16	T 17	S 17	S 18
S 17	S 18	H...	M 17	M 17	T 18	F 18	T 18	T 18	S 17	F 18	Train...
S 18											

Leave Booking - Wilbur Abbott

1 Request

Enter how the request was submitted, the date and time of the request and if the request was submitted by the employee or another person.

How was the request submitted? Who submitted the request? Date and time request submitted?

Telephone  19/12/2024 11:20

2 Leave type

Leave category? Leave reason?

Sickness

3 Leave dates

06/08/2024  Continuous

Entitlement deduction 1 day

4 Authorization

Awaiting review

5 Back to work interview

Date and time of interview? 19/12/2024 11:20

Who carried out the interview? Alexander Friedmann

Has return to work interview been conducted?

Documents  No documents found.

Comments  No comments found.

Allowance (10)

Taken (5) Remaining (5) Allowance - taken

Period allowance	Allowance
10	10
Credit	Total entitlement
0	10
Leave taken	Remaining entitlement
5	5

Bradford Factor

Leave instances	Total days absent	Bradford score
5	5	125

5<sup>2</sup> x 5 = 125

Selected date Fri, 18 Aug 2023

Training  Doctors

Selected year Thu, 1 Jun 2023 - Fri, 31 May 2023

Leave list  Planner

Organisation Demo  Division European Division

Leave Management, Calendar

# timeware® win award at Suprema event...

News

timeware UK Limited has proudly been awarded the MARCOM award at Suprema's SGPP 2024 event in Malta.

This accolade recognises our innovative approach to marketing and communications, reflecting our commitment to excellence and creativity. Our success is rooted in a forward-thinking strategy that resonates with clients and sets new industry standards. We're honoured to receive this recognition, highlighting our dedication to pushing the boundaries of what's possible in the world of time and attendance solutions.



Dave webb & Matt Wilkinson timeware UK Ltd, Hanchul Kim CEO of Suprema Inc, Mike Coope & Zack Dawson timeware UK Ltd

# Salisbury Poultry...

## The Best of Tailored Workforce Management

For nearly 20 years, Salisbury Poultry has relied on timeware® to expertly manage their workforce, now exceeding 1,000 employees. With a system customised to perfection, timeware® Professional integrates seamlessly with Suprema BioEntry W2 and BioStation 3 devices, utilising advanced face authentication and fingerprint recognition technology.

This innovative combination ensures precise time and attendance tracking, enhancing operational efficiency and supporting their sustained growth.

Discover how these cutting-edge solutions power their success by watching our short case study on YouTube.

<b>Employee number:</b>	>1,100
<b>Company turnover:</b>	>£100m
<b>Suprema device count:</b>	100+
<b>Suprema device type:</b>	BioEntry W2, BioEntry W3 and BioStation 3

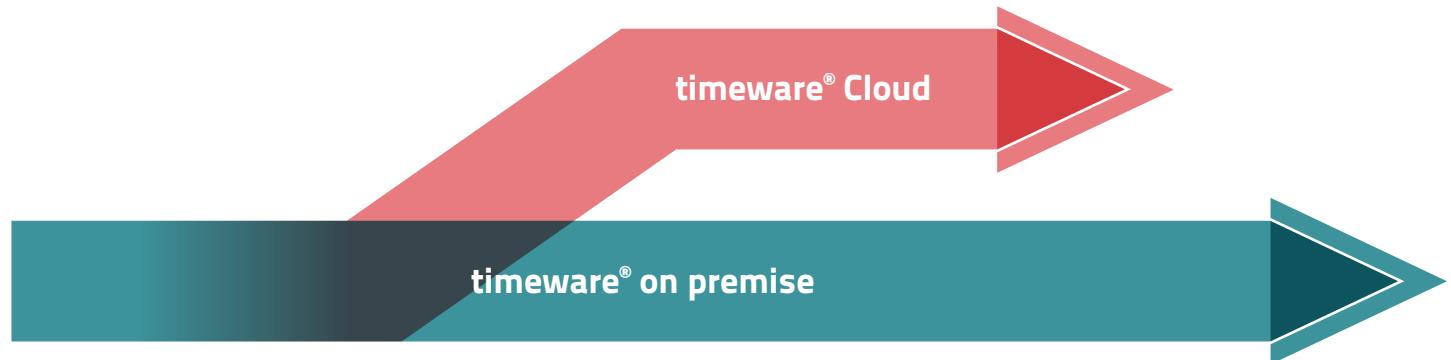


**Interested?** Please contact Mike Coope, on [mike.coope@timeware.co.uk](mailto:mike.coope@timeware.co.uk) or call **+44 (0) 1706 659368**.

# timeware® Road Map...

timeware® customers will soon have the option of migrating from their on premise software to the cloud. This option will be available from Q4 2025. Customers requiring cloud demonstrations should contact Charlotte Kavanagh to arrange a time and date.

Customers wishing to remain on premise will be able to do so for many years to come. Our continued dedication to our legacy software involves ongoing advancements in security for the foreseeable future.



**Upgrades to timeware® 2025** began in November 2024. Please contact Head of Customer Care, Charlotte Kavanagh, on **+44 (0)1706 658222** or **support@timeware.co.uk** to check the planned date for your upgrade.

# timeware® Community Support

[www.timeware.org](http://www.timeware.org)

This website serves as the central hub for timeware® community support. Visit the site to report issues, submit change requests, and stay informed about the latest developments in the timeware® universe!



- **timeware® support:**

Operators can report issues directly to the team, while administrators can submit system change requests.

- **Documents:**

Access a collection of timeware®-related downloadable PDF documents.

- **YouTube channel:**

Visit the timeware® Community YouTube channel, [www.timeware.tv](http://www.timeware.tv) for instructional videos and tutorials.



The official magazine for  
the timeware® community

Next edition of timelines: **May 2025**

Security...

# timeware®

HR, Time and Attendance Software



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