

The official magazine for the timeware® community

timeware® Cloud Core HR

Pages 14-19

+44 (0)1706 658222
www.timeware.org



Face
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



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Certificate No:
491342025



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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.

Features in focus... Pages 10-13

Exploring timeware® Professional powerful key enhancements.

timeware® Cloud... Pages 14-19

Core HR.

Case Study... Page 21

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.

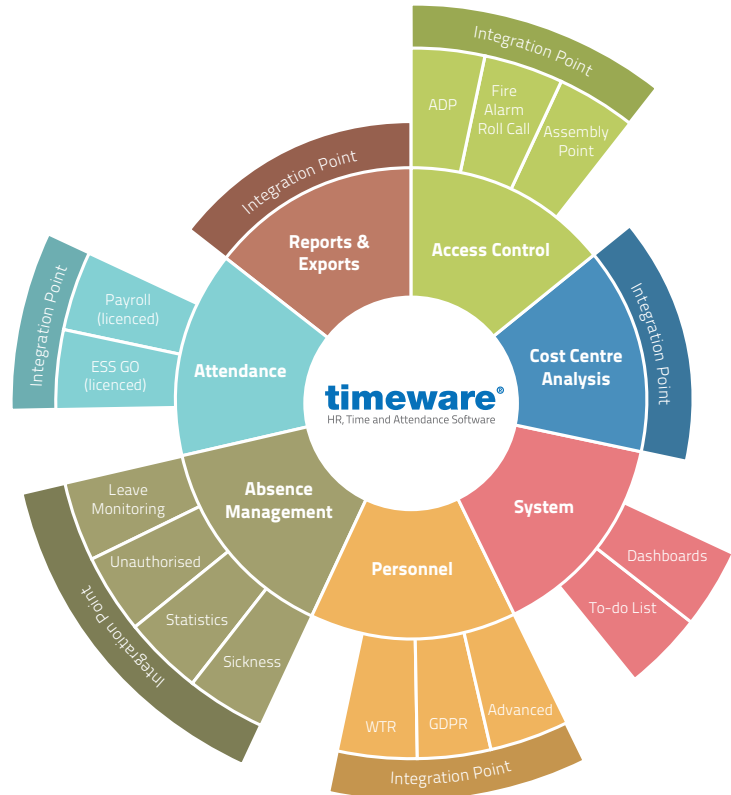
timeware® UK Ltd – Setting the standard in workforce management.

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 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!

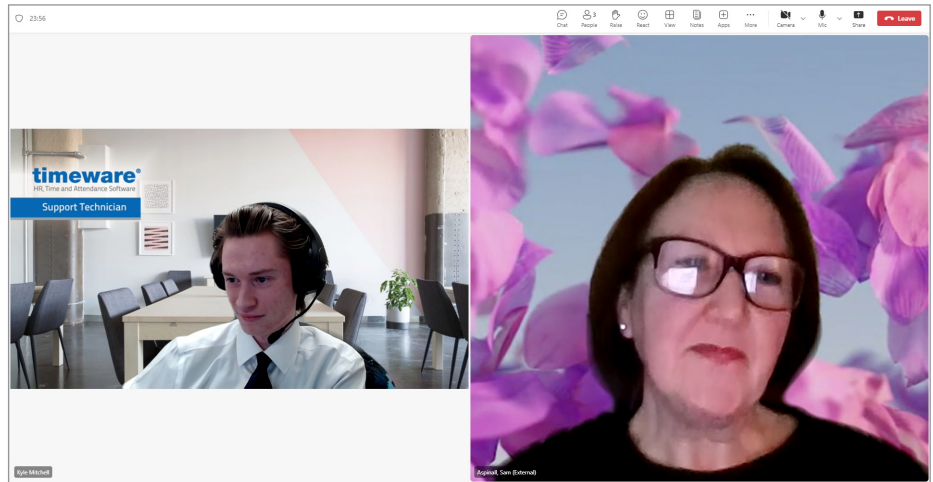
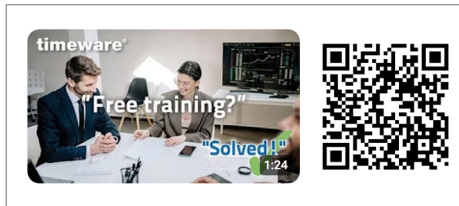


Matt Wilkinson and Josh Birtwistle

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 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, 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...

Feature in focus

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.

Matt Wilkinson
Head of Support

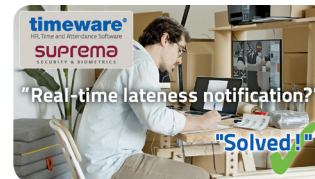


"This feature can be implemented free of charge in less than 2 hours"

"Solved!" 

Want to find out more about real-time lateness notification?
Please contact support on **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.



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 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."



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.

Want to find out more about return to work interview?

Please contact support on 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.



System health check...



Zack Dawson

Support Technician

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



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.

If you are interested in implementing the system health check. Please contact support on 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.



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.

timeware®
HR

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.



Workforce
Structure



Customised
Workflows



eSign



Document
Management



Workforce
Statistics



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.

The screenshot displays the 'Personnel' web application interface. The top navigation bar includes a 'File' menu, 'Config' settings, a search bar for 'Search for person...', and buttons for 'Filter Off', '+ Add Person', and 'Refresh'. The left sidebar shows a 'Core' menu with options like 'Essential', 'Photo', 'Right to Work', 'Disclosure and Barring Service', 'Credentials', 'Custom Fields', and 'Conversations'. Below this is a list of categories: 'Personal', 'Sensitive', 'Employment', 'Financial', 'Skills and Qualifications', 'Interviews', 'Transport', 'Health', 'Working Time Regulations', 'Assets', and 'Employee Self Service (ESS)'. The main content area is titled 'Essential' and features a profile card for 'David Webb', a 'Production worker, Picker, Packer'. The profile card shows a photo, name, title, and a recent location history entry: 'Main entrance Wed, 6 Nov 2024 - 07:55 4 hours 20 mins ago'. Below the profile card, there are sections for 'Policies' (Leave entitlement policy, Device policies, Pay policy) and 'Assignments' (Organisation, Division, Location, Department, Group, Role, Manager, Shift pattern, Week rotation). The 'Policies' section includes dropdowns for 'All-purpose leave and time off policy', 'Main entrance', and 'National living wage compliance'. The 'Assignments' section includes dropdowns for 'Demo Ltd', 'European division', 'Marketing', 'Staff', 'Production worker', and 'Select item...'. An 'Edit' button is located at the bottom right of the main content area.

Personnel

Core

Essential

Photo

Right to Work

Disclosure and Barring Service

Credentials

Custom Fields

Conversations

+ Personal

+ Sensitive

+ Employment

+ Financial

+ Skills and Qualifications

+ Interviews

+ Transport

+ Health

+ Working Time Regulations

+ Assets

+ Employee Self Service (ESS)

David Webb

Production worker, Picker, Packer

Search for person...

Filter Off

+ Add Person

Refresh

Essential

Title

Mr

Preferred pronoun

Select one or more

First name

David

Middle name

John

Gender

Male

Employment status

Employee

Policies

Leave entitlement policy

All-purpose leave and time off policy

Device policies

Main entrance

Pay policy

National living wage compliance

Assignments

Organisation

Demo Ltd

Division

European division

Location

Demo Ltd

Department

Marketing

Group

Staff

Role

Production worker

Manager

Select item...

Shift pattern

Select item...

Week rotation

Select item...

Edit

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

06:00

Official start time

09:00

Targets

Shift duration

07:30

Leave duration

07:30

Unallocated threshold

07:30

Finish

Official end time

17:00

Latest end time

23:45

Cancel

Create

Shift rules

File
Config

Shift Planner

K
<
Mon, 17 Jul 2023 to Sun, 23 Jul 2023
>
>
📅

Person View
Shift View

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

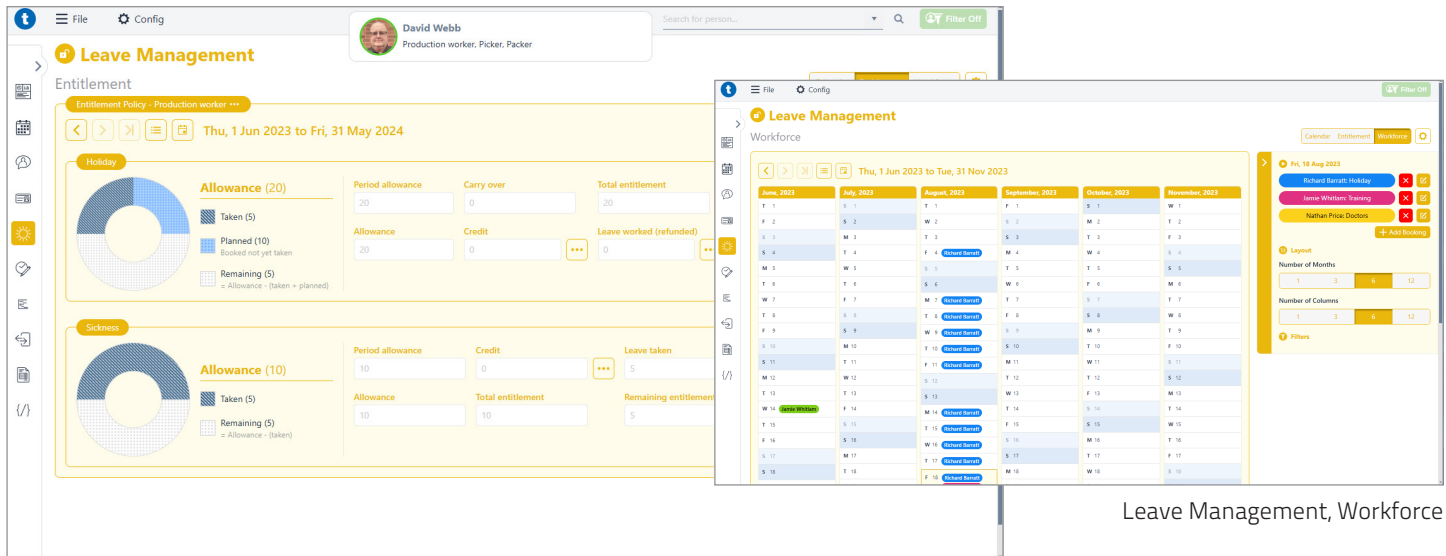
Edit

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.



Leave Management, Workforce

Leave Management, Entitlement

File

Config

David Webb

Production worker, Picker, Packer

Search for person...

Filter Off

Leave Management

Calendar

Entitlement Policy - Production worker ...

<

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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	W 2	S 2	M 2	T 2	S 2	T 2	F 2	S 2	T 2	T 2
S 3	T 4	T 3	S 3	T 3	F 3	S 3	W 3	S 3	S 3	W 3	F 3
S 4	W 5	F 4	M 4								
M 5	T 6	S 5	T 5								
T 6	F 7	S 6	W 6								
W 7	S 8	M 7	T 7								
T 8	S 9	T 8	F 8								
F 9	M 10	W 9	S 9								
S 10	T 11	T 10	S 10								
S 11	W 12	F 11	M 11								
M 12	T 13	S 12	T 12								
T 13	T 14	S 13	W 13								
W 14	F 14	M 14	T 14								
T 15	S 15	T 15	F 15								
F 16	S 16	W 16	S 16								
S 17	M 17	T 17	S 17								
S 18	T 18	F 18	M 18								

Leave Booking - Wilbur Abbott

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

Enter name...

19/12/2024

11:20

Leave type

Leave category?

Leave reason?

Sickness

Sickness full day

Leave dates

06/06/2024

Continuous?

Entitlement deduction

1 day

Advanced

Workforce

Authorization

Awaiting review

Back to work interview

Date and time of interview?

Who certified out the interview?

19/12/2024

11:20

Alexander Friedemann

Has return to work interview been conducted?

Documents

No documents found

Comments

No comments found.

Sickness

Donut chart showing 10 taken, 5 remaining

Allowance (10)

Taken (5)

Remaining (5)

Period allowance

10

Allowance

10

Credit

0

Total entitlement

10

Leave taken

5

Remaining entitlement

5

Bradford Factor

Leave instances	Total days absent	Bradford score
5	5	125

5² x 5 = 125

Calendar

Entitlement

Workforce

Fri, 18 Aug 2023

Training

Doctors

+ Add Booking

Selected date

Fri, 18 Aug 2023

Leave statistics

Planner

Attendance adjustment

Selected year

Thu, 1 Jun 2023 - Fri, 31 May 2023

Leave list

Leave entitlement credits

Leave requests (original)

Filters

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.



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



Salisbury Poultry
case study

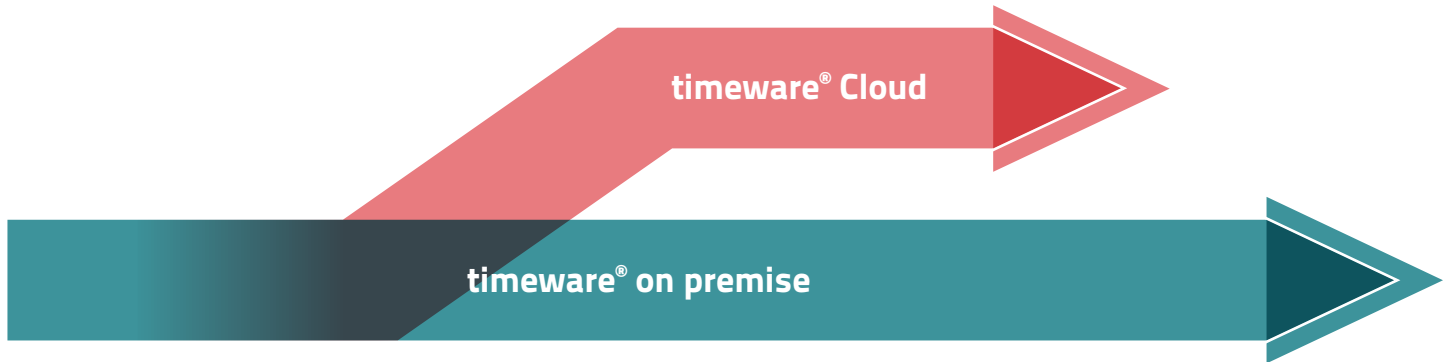
Interested? Please contact Mike Coope, on mike.coope@timeware.co.uk or call **+44 (0) 1706 659368**.

timeware® Road Map...

On premise or cloud?...

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

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 for instructional videos and tutorials.



Next edition of timelines: **May 2025**
Security...

The official magazine for
the timeware® community

timeware®
HR, Time and Attendance Software



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Company Reg. No: 05886806.

Registered in: England.

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