

The official magazine for the timeware® community

timeware® Integrations... "Solved!"

Pages 11-13

sage

HiBob

Paxton | Net2

Matt Wilkinson Head of Support

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



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Editor's Comment...

Welcome to Issue 58 of timelines, the official magazine for the timeware® community.

In this edition of timelines, we turn the spotlight on integration, an area where timeware® continues to add value for customers. With approved partnerships including **HiBob HR** and **Paxton Net2**, integration remains a core part of our development strategy, ensuring our solutions fit seamlessly into existing business environments.

We're also proud to announce that **timeware® is now certified to ISO 9001 and ISO 27001 standards**. These internationally recognised accreditations underline our commitment to quality management and information security, two key considerations for businesses moving towards cloud-based systems.

Elsewhere in the magazine, we present our latest customer success story: a **video case study featuring A1 Bacon**. This behind-the-scenes look captures how their team has adopted timeware® to improve operational visibility and streamline employee attendance processes across their site.

As always, thank you for reading, and we look forward to your feedback.



Simon Birchall
Managing Director
timeware UK Ltd



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Certificate No:
491342025



Development Partner



Paxton
Approved
Integration

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An introduction by the MD, Simon Birchall.

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HR, Timesheets, Accident Book.

Case Study... Page 21

A1 Bacon.

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.

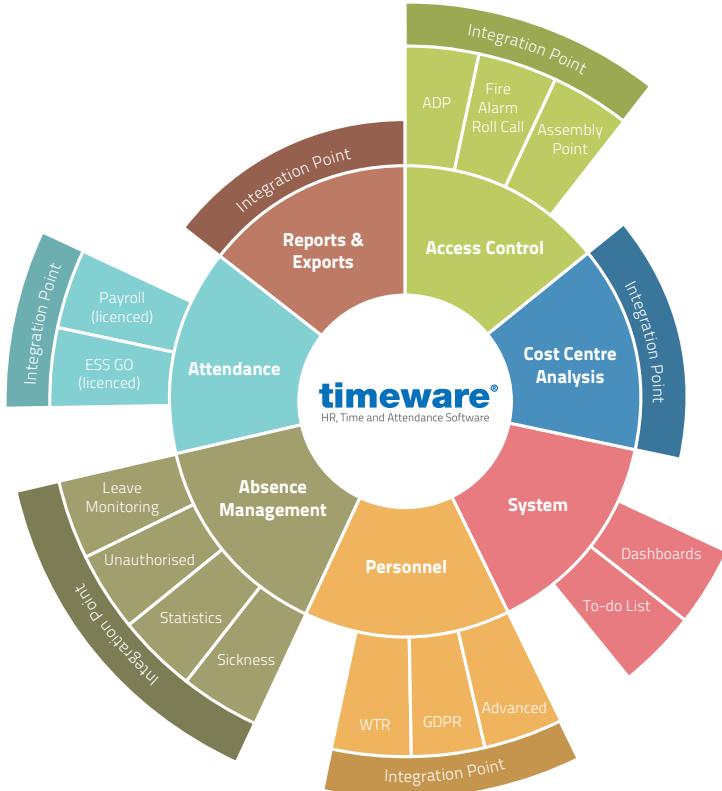
timeware UK Ltd – Setting the standard in workforce management.

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.



timeware® Cloud...

timeware® chosen for major UK Government project

We're proud to announce that the UK's leading facilities management company has selected **timeware® Cloud** to support a large-scale government initiative—representing one of the most ambitious deployments in our company's history.

This landmark project will involve the installation of timeware® Cloud across more than 700 sites nationwide, with employee attendance data captured by **Suprema BioStation 3** face authentication devices.

It's a tremendous opportunity and a rigorous real-world test of our cloud software. With **thousands of employees** expected to clock in and out daily at hundreds of varied locations, the system must be both robust and responsive—precisely what timeware® Cloud was designed to deliver.

Working in close partnership with the implementation team at the facilities management company, timeware® Cloud will **streamline attendance tracking**, enhance compliance, and provide real-time visibility for both managers and stakeholders.

The BioStation 3's cutting-edge facial recognition technology guarantees attendance is secure, contactless, and ideally suited to high-footfall, multi-user environments.

As this high-profile project progresses, timeware® Cloud will demonstrate its **scalability, accuracy and reliability** on a national scale—affirming its position as a future-ready solution for modern workforce management.



Accreditation...

timeware UK Ltd Achieves ISO 9001 and ISO 27001 Accreditation

We are proud to announce that timeware UK Ltd has recently been awarded **ISO 9001 and ISO 27001 Accreditation** – a significant milestone in our continued commitment to excellence and security.

ISO 9001 Accreditation demonstrates our dedication to delivering consistently high-quality products and services. It confirms that we have well-defined, repeatable processes in place to meet customer requirements efficiently and reliably. For our customers, this means greater confidence in our solutions, streamlined project delivery, and a continued focus on improvement.

ISO 27001 Accreditation assures that we follow internationally recognised standards for information security management. With data protection more important than ever, this certification guarantees that your sensitive information is handled securely and responsibly.

We would also like to remind all readers that every member of the timeware® team undergoes annual **BS7858** screening as part of their employment contract, further reinforcing our commitment to security and trust.

With these accreditations in place, you can be confident that your business data is in safe hands.



Certificate No:
491342025

Want to find out more? Please contact timeware® compliance officer Michelle Connolly on micelle.connolly@timeware.co.uk or call **+44 (0) 1706 659368**.

Approved Contacts...

Setting the Standard for a Seamless Start

At timeware®, we understand that the success of any workforce management solution begins with a solid foundation. That's why we've developed a carefully structured customer onboarding process that ensures nothing is left to chance. From the moment a new customer is welcomed aboard, our team initiates a quality-assured process that **captures all the essential company information** to ensure smooth configuration, accurate licensing, and clear communication.

Our onboarding form is more than just paperwork, it's the first step towards a long-term partnership. By requesting details such as trading addresses, billing contacts, VAT and registration numbers, and preferred account communication channels, we **minimise delays** and ensure every aspect of the customer's setup is correct from day one.

This structured approach reflects our wider commitment to professionalism and consistency. Whether you're a small manufacturer or a multi-site enterprise, we apply the same meticulous standards to every implementation. With **thousands of successful installations** behind us, our onboarding process is just one of the reasons timeware® is trusted by businesses across the UK, Ireland, and West Africa.

Keeping us informed helps us help you. To review or update your approved contacts, please get in touch with the Customer Care team today on **+44 (0)1706 658222** or email **support@timeware.co.uk**



timeware®
HR, Time and Attendance Software

Customer Onboarding
Please can you complete and return this form to accounts@timeware.co.uk.

1. Company Details

Customer Name: Boyer Brown PLC

Licence Name (if different from customer name):

Trading Address: Scott Carlton Industrial Estate

City: Greater Manchester

Postcode: M40 2PS

Telephone: 0161 123 456

Registered Address (if different from trading address):

City:

Postcode:

Telephone:

2. Accounts

Billing Address (if different from trading address):

City:

Postcode:

Telephone:

Company Registration No.:

Name: Alan Brown

Tel No.: 0161 123 4567

VAT Registration No.:

Email address: ab@boyerb.co.uk

Accounts Contact:

02-0011: Copyright NMD Ltd (2025)

Protecting Your Data, Respecting Your People

Alongside **efficient onboarding**, we take data privacy and information security just as seriously. That's why we request all new customers to complete an authorised contacts form as part of the setup process. This step ensures our support team only communicates with individuals who have been pre-approved by your organisation.

This isn't bureaucracy, it's best practice. With GDPR requirements shaping how organisations handle and share data, the days of ad hoc telephone support are over. By **specifying approved personnel in advance**, you're protecting your employees' information and safeguarding your business against unauthorised disclosures. And with timeware's ISO 27001-certified processes underpinning everything we do, you can be confident that your data is handled with the highest levels of care and integrity.

To keep things current, we **update the approved contact**

list annually as part of our quality assurance. If there are any changes to your authorised personnel in the meantime, please let us know as soon as possible, so we can update our records and avoid any disruption to your service.

Security and service go hand in hand. From the first phone call to ongoing support, we build trust by doing things properly. Because at timeware®, **protecting your workforce** starts with protecting their data.

timeware®
HR, Time and Attendance Software

Approved contacts

Customer

Customer reference number

This form must be completed and returned to support@timeware.co.uk by

Failure to comply will result in a temporary suspension of the support service. This is a GDPR requirement.

Name	Telephone Number	Email	Primary/Secondary	Active
Alan Brown	0161 123 456	ab@boyerb.co.uk	Primary	Active
Helen Boyer	0161 123 457	hb@boyerb.co.uk	Primary	Active
Sophie James	0161 123 458	sj@boyerb.co.uk	Secondary	Active
Jonathan Hill	0161 123 459	jh@boyerb.co.uk	Secondary	Active

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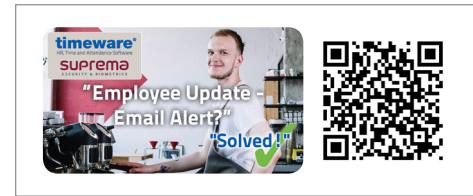
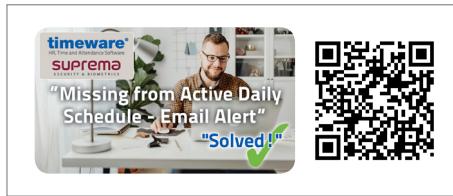
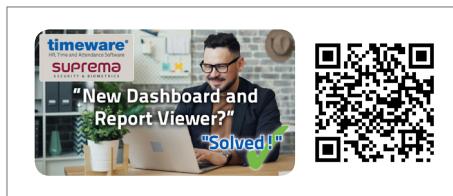
Latest YouTube videos...

Discover What's New on the timeware® Community Channel!

We're delighted to share that a range of **new videos** have been added to the **timeware® Community Channel**, each created to give you practical insights, the latest updates, and helpful tips to help you get even more from your **timeware® solutions**. Simply scan the **QR codes** in this issue, visit www.timeware.tv, or search for '**timeware community**' on YouTube to explore the latest content.

Click subscribe and ring the bell to receive notifications of the latest video releases. Stay connected – and make the most of your timeware® experience!

Charlotte Kavanagh
Head of Customer Care





Matt Wilkinson
Head of Support

Sage Payroll Integration...

The timeware® to Sage payroll link provides a **seamless bridge between attendance and payroll**—eliminating the need for duplicate data entry, **improving accuracy, and increasing the speed of payroll processing**. Not only can new starters be created in either system and passed across automatically, but once attendance data in timeware® has been approved, working hours can be transferred directly to Sage in seconds, ensuring staff are paid accurately and on time.

This tight integration keeps both **systems perfectly aligned** and removes the need for manual intervention. timeware® has been an official Sage Development Partner for over ten years, reflecting our commitment to providing trusted, compliant solutions that **simplify the payroll process** for busy HR and finance teams.



Development Partner

"Solved!"



Want to find out more about Sage Time and Attendance Integration? 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.

HiBob HR...

HiBob is a leading HR platform designed for small and medium-sized businesses, offering **intuitive tools for managing employee data, onboarding, and leave**.

The timeware® integration with HiBob ensures seamless synchronisation between both systems, eliminating the need for duplicate data entry. Once approved in Bob, new employee records and time-off requests are **automatically transferred into timeware® Professional**, enabling efficient absence management and attendance tracking.

This integration enhances workflow by combining Bob's advanced HR functionality with timeware's powerful time and attendance capabilities. Ideal for businesses that want **streamlined processes and improved data accuracy**, the integration is enabled via API and requires an annual licence. Setup is quick and tailored to each organisation.

Zack Dawson
Implementation
Specialist



Want to find out more about HiBob Time and Attendance Integration? 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.





Kyle Mitchell
Support Technician

Paxton is a global leader in security solutions, securing over 25,000 buildings annually.

The **timeware® API integration with Paxton Net2** offers customers a feature-rich, software-only attendance solution without the need for additional hardware. This approved integration allows user data, door events, and access permissions to flow seamlessly between the two systems, eliminating duplicate entry and reducing administrative tasks. Access points in Net2 can be designated as attendance terminals, with all bookings **automatically processed by timeware®**.

The setup supports synchronisation of personnel, door groups, access levels, and departments, and operates via the NMD3 event handler service. Compatible with Net2 version 6.02 and above, this integration is enabled by an annual licence and **configured to fit each customer's environment**.

If you are interested in Paxton Net2 Time and Attendance Integration? 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.

Paxton Net2...



"Solved!"



Health & Safety and Employment Law Services...

News



Meet Citation – Here to help your business go further.

timeware® is delighted to be **joining forces with Citation** to make your work life easier, safer, and more straightforward. At timeware® we understand the complexities of compliance for small businesses, which is why we've teamed up with Citation, a leading provider of Health & Safety, HR and certification services for businesses like yours.

Citation's team of seasoned professionals know the ins and outs of compliance and have taken the pressure off **30,000+ businesses** so far. They offer the peace of mind you need, giving your business the support it deserves and freeing up your time to focus on what you do best.



Here's how Citation can help:

- **HR & Employment Law** – Get expert, no-nonsense advice, watertight documentation, and 24/7 support, so you're always ahead of the curve.
- **Health & Safety** – Protect your people and reputation with tailored guidance, 100s risk assessments and all the tools you need to stay compliant, without the extra stress.
- **Guaranteed advice** – Protection against Employment Tribunals and HSE Fee for Intervention (FFI) providing you follow their advice.
- **Atlas** – a smart, intuitive platform that makes managing compliance, e-learning, holidays and rotas a breeze.
- **ISO Certification** – Boost your credentials with globally recognised standards, covering quality, environment, security, and more.
- **SSIP Accreditation** – Show your clients you mean business when it comes to safety, and breeze through pre-qualification.

Curious about how Citation can support you?

To be put in touch with our dedicated Citation representative, please contact **Charlotte Kavanagh, Head of Customer Care**, at support@timeware.co.uk or call **+44 (0)1706 658222**.



As a small business employing about 10 people, we have been very pleased by the support we have received from Citation for our Health & Safety, for risk assessment, but especially HR advice. Always available by email or on the phone, Citation's HR advisors have been instrumental business support for us.

Gavin Pritchard
Lochranza Community Inn Limited

timeware® Cloud - HR...

This screenshot showcases the Personnel Insights screen within timeware® Cloud HR, providing a **clear overview of an employee's essential details** and pre-employment status. It highlights contact information, current assignment, and work pattern, while also presenting a checklist of pre-employment tasks such as right to work, disclosure checks, and proof of qualifications. Each item is **easily trackable**, supporting HR compliance and onboarding workflows.

The intuitive layout enables managers to view and manage employee data efficiently, reinforcing **timeware® Cloud HR's commitment to accuracy, security, and simplicity**. This interface exemplifies how digital personnel files can transform administrative processes for modern organisations.

The screenshot displays the Personnel Insights screen for Jodie Simonis. The top navigation bar includes a search bar, a 'Filter Off' button, and buttons for '+ Add Person' and 'Refresh'. The main content area is titled 'Insights' and shows the following details:

- Employee:** Miss Jodie Simonis (Employee, Payroll number PR202500390)
- Work Contact Details:** Email: jodie.simonis390@example.com, Mobile: +447367710029, Phone: +441616017476
- Assignments:** Organisation: Demo Ltd, Division: European division, Location: Demo Ltd, Department: Marketing, Group: Staff, Job Title: Production worker, Work pattern: One on, one off on week rotation 1 of 4
- Pre-Employment Tasks:**
 - Right to work (Compliance Critical)
 - Disclosure and barring service (Compliance Critical)
 - Reference verification
 - Proof of qualifications (User Skipped Check)
 - Offer of acceptance
 - Signed contract
 - Background screening

To find out more, please contact **Charlotte Kavanagh, Head of Customer Care**, at **support@timeware.co.uk** or call **+44 (0)1706 658222**.

This timeware® Cloud timesheet screen offers a clear, **real-time overview of an employee's attendance** across a defined pay period. It presents each day's shift, booking records, and absence types, while also calculating basic and overtime hours at multiple rates. **Visual indicators** make it easy to identify incomplete bookings, holidays, and manual overrides.

The layout supports accurate payroll processing and provides both HR and finance teams with a transparent audit trail. This intuitive interface not only **enhances workforce visibility** but also ensures **every minute worked is tracked and verified**, reinforcing timeware® Cloud's role as a reliable, user-friendly time and attendance solution.

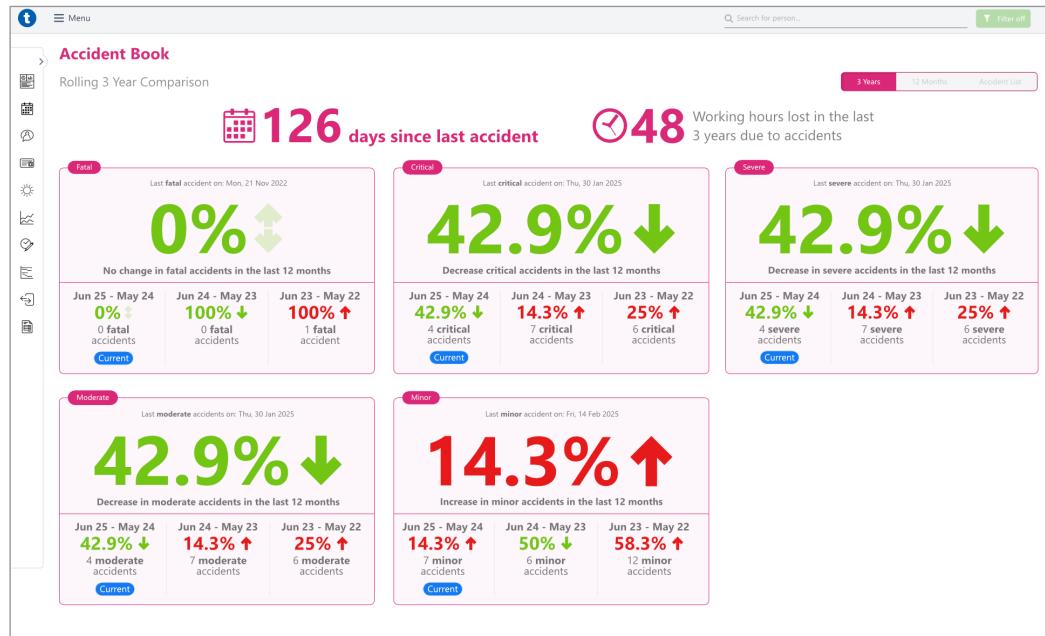
Week/Day	Date	Shift	Taken Absence(s)	Booking(s)	Total	Basic	x1.33	x1.50	x2.00
2 Mon	20/02/2023 12:12:12	09:00-17:00		1 No bookings	22:22				
2 Tue	21/02/2023 12:12:12	09:00-17:00		2 09:06-17:00	7:45 Overridden	5:00	2:45		
2 Wed	22/02/2023 12:12:12	09:00-17:00		3 09:00-16:54	22:22				
2 Thu	23/02/2023 12:12:12	09:00-17:00		1 09:00- incomplete	22:22				
2 Fri	24/02/2023 12:12:12	09:00-17:00		2 09:00-17:00	2:00 Overridden	8:00			
2 Sat	25/02/2023 12:12:12	Saturday Overtime		3 No bookings	22:22				
2 Sun	26/02/2023 12:12:12	Sunday Overtime		3 No bookings	22:22				
3 Mon	27/02/2023 12:12:12	09:00-17:00		2 09:00-17:00	8:00	8:00			
3 Tue	28/02/2023 12:12:12	09:00-17:00		2 09:00-17:00	8:00	8:00	2:00		
3 Wed	01/03/2023 12:12:12	09:00-17:00		2 09:00-17:00	8:00	8:00	1:00		
3 Thu	02/03/2023 12:12:12	09:00-17:00	Holiday	3 09:00-17:00	8:00	8:00			
3 Fri	03/03/2023 12:12:12	09:00-17:00	Holiday	2 09:00-17:00	8:00	8:00			
3 Sat	04/03/2023 12:12:12	Saturday Overtime		3 No bookings	22:22				
3 Sun	05/03/2023 12:12:12	Sunday Overtime		3 No bookings	22:22				

To find out more, please contact **Charlotte Kavanagh, Head of Customer Care**, at **support@timeware.co.uk** or call **+44 (0)1706 658222**.

timeware® Cloud - Accident Book...

The **Accident Book feature** in timeware® Cloud is a powerful health and safety tool designed to help businesses monitor and manage workplace incidents with precision and ease. The feature offers both a detailed list of reported accidents and a **dynamic dashboard** that visualises accident trends over the past 12 months and three years. Each incident is categorised by severity—from minor to fatal—making it simple to identify patterns and address high-risk areas.

The dashboard presents **real-time statistics**, such as the number of days since the last accident and the total working hours lost due to incidents, allowing management to **measure the effectiveness** of safety policies at a glance. It also breaks down the most common causes of accidents, aiding proactive prevention efforts.



With **intuitive filters**, businesses can drill into data by location, injury type, or accident cause, helping health and safety officers take immediate, informed action. Whether you're aiming to meet compliance obligations or create a safer working environment, timeware® Cloud's Accident Book delivers the clarity, structure, and accountability organisations need to **protect their workforce** and reduce operational disruption.

The screenshot shows the timeware® Cloud Accident Book interface. At the top, there's a search bar and a '3 Months' filter. Below that is a '5 Most Common Accidents by Cause' section. The main area displays an 'Accident List' with columns for Severity, Body Part, Injury Type, Accident Cause, Location, Date and Time Reported, and Actions. Each row in the list includes a small map icon and a detailed view button. The list contains 15 entries, mostly 'Minor' injuries like sprains and bruises.

This screenshot shows a detailed view of an accident. At the top, there's a search bar and a '3 Months' filter. Below that is a '5 Most Common Accidents by Cause' section. The main area displays an 'Accident Book' with a table showing 'Cause', 'Number of occurrences', 'Last occurrence', and 'Severity' (Fatal, Critical, Severe, Moderate, Minor). The table lists 5 accidents: Slip (6 occurrences), Fall (4), Thermal contact / heat exposure (2), Crash (1), and Blunt force trauma (1). A 'View by Map' button is at the bottom.

Injury Type	Accident Cause	Location	Date and Time Reported	Actions
Sprain	Slip	Oldham	Fri, 14 Feb 2025 09:45	
Fracture	Slip	Middleton	Tue, 4 Feb 2025 @ 10:37	
Bruising	Slip	Roachdale	Wed, 11 Dec 2024 16:05	
Sprain	Slip	Roachdale	Thu, 21 Nov 2024 10:18	
Fracture	Slip	Oldham	Fri, 17 Oct 2024 12:18	
Graze	Slip	Oldham	Tue, 13 Aug 2024 11:16	

To find out more, please contact
Charlotte Kavanagh, Head of Customer Care, at support@timeware.co.uk or
call +44 (0)1706 658222.

England call-up for Aaron...

We're proud to congratulate **Aaron Briggs**, son of **Karl Briggs** from our timeware® customer service team, on his selection for the **England Under-17s Rugby League squad**! Having sponsored Aaron over the years, we've seen his dedication and hard work pay off. This milestone is a testament to his relentless effort and passion for the sport. Karl is incredibly proud of Aaron's achievements, and we're delighted to support Aaron's journey. We **wish him the very best of luck** as he embarks on this exciting journey!



Aaron aged 6



Aaron aged 9



Aaron and Karl Briggs

A1 Bacon is a respected name in British food manufacturing, slicing premium bacon from its BRCGS AA-grade facility in Harlow, Essex for over 40 years.

Serving the foodservice, retail and hospitality sectors, the business is known for its **precision and reliability**. Since installing timeware® Professional in 2011, A1 Bacon has consistently invested in workforce technology to support efficient operations.

In 2024, the company enhanced its setup by integrating **timeware® Professional with HiBob HR**. This upgrade improved visibility across attendance, absence and HR processes - boosting efficiency, compliance, and employee engagement.

As part of this transformation, A1 Bacon also **upgraded its attendance and access points** to Suprema biometric devices. This delivers a contactless experience for staff and a reliable audit trail for managers. The combined solution of timeware®, HiBob and Suprema reflects A1 Bacon's ongoing commitment to security, efficiency, and innovation.



Employee number:	80+
Company turnover:	£80m+
Integration:	Biostar 2. HiBob.



A1 BACON CO. LTD.

Committed to foodservice



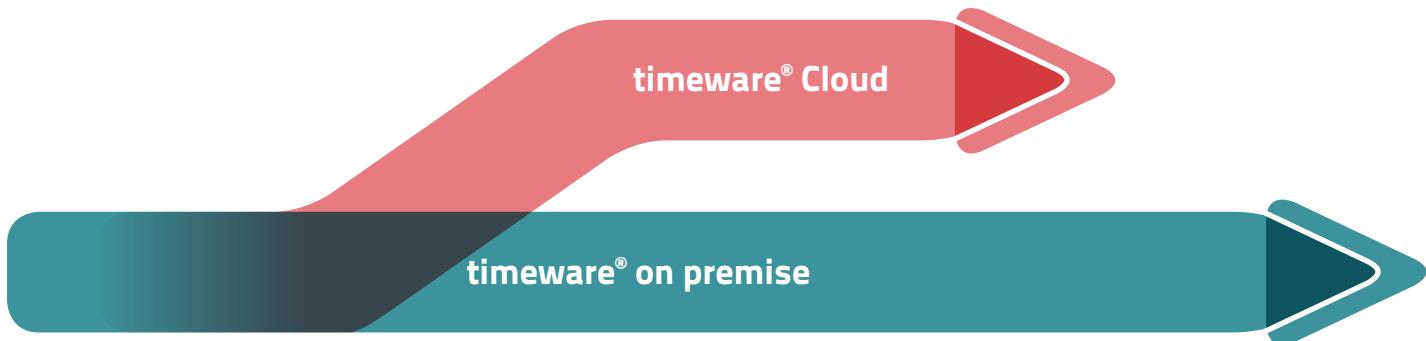
SUPREMA
BioStar 2

HiBob

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 2026. 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.



The official magazine for
the timeware® community

Next edition of timelines: **November 2025**

Launch of timeware® Professional 2026...

timeware®

HR, Time and Attendance Software



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Registered in: England.

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