



timeware[®] HRMS

Human Resource Management System



Introduction...

With more than 7,500 successful installations throughout the UK, Ireland, and West Africa, timeware UK Ltd is renowned for its customised solutions, unwavering reliability, and outstanding customer service. The brand stands as a leader in the field of time and attendance systems.

timeware UK Ltd is recognised as a leading expert in Time and Attendance, based in Greater Manchester, UK. With a rich history extending over thirty years, our deep-rooted experience forms the foundation of our proficiency in crafting customised Time and Attendance software solutions, designed to meet the distinct needs of businesses across all scales.

Our committed implementation team engages closely with each client to ensure a smooth integration of timeware's software solutions. This hands-on approach is essential for comprehending and adeptly meeting the unique requirements of every business, resulting in a bespoke software solution that integrates flawlessly.



Simon Birchall
Managing Director
timeware UK Ltd

Connect to me on
LinkedIn



timeware® customers include:



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Overview...

timeware® Time and Attendance software.

Welcome to timeware® HRMS, your comprehensive solution for modern human resource management. Designed to go beyond simple time and attendance tracking, timeware® HRMS centralises all your HR data, from employee records to leave management and detailed reporting, all in one easy-to-use platform.

What sets timeware® HRMS apart is not just its robust core features but also its adaptability. We provide a suite of integration APIs, allowing your organisation to customise and extend the system to fit seamlessly into your existing workflows.

Additionally, the inclusion of the timeware® Buzz, a dedicated tool focused on enhancing employee engagement and retention, ensures that you're not just managing staff but actively fostering a positive workplace culture. The timeware® Buzz serves as a central hub for internal communication and feedback, helping to keep your team connected and engaged.

In essence, timeware® HRMS is more than a management tool; it's a complete ecosystem designed to empower your HR team, integrate smoothly with your existing systems, and enhance the overall employee experience. Welcome to the future of HR management with timeware® HRMS.

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TIME

시간

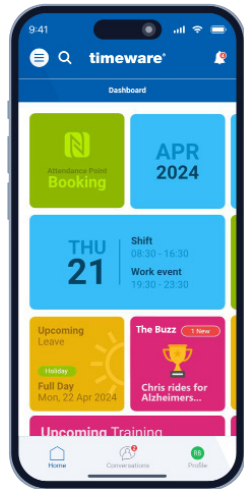
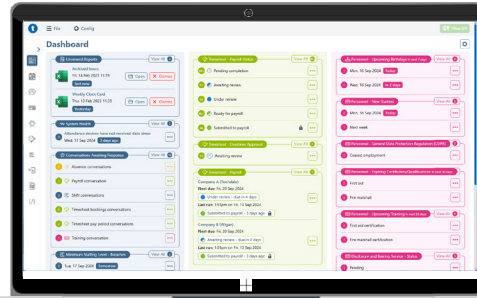
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timeware[®] HRMS

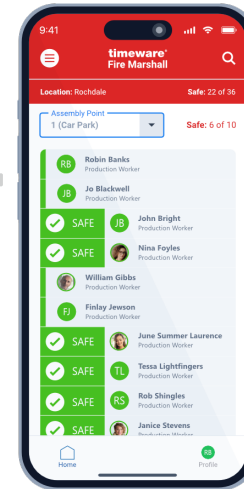


android
iOS
SaaS



Cloud

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Czas
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TEMPUS

Laiks

Infrastructure and Security...

Safeguarding customer data.



At timeware®, security is paramount. With our cloud product, we fully accept responsibility for safeguarding customer data. Built on Microsoft Azure, we ensure enterprise-grade reliability with UK-based hosting. We implement multi-factor authentication, single sign-on, and encrypt data in transit and at rest. Compliance with GDPR, ISO 27001, and Cyber Essentials Plus is embedded. We conduct regular security assessments, limit access strictly to authorised personnel, and provide comprehensive auditing. This robust infrastructure ensures peace of mind while delivering seamless, secure integration into your daily operations.



timeware®

HR, Time and Attendance Software

timeware® Cloud security/infrastructure

At timeware®, we understand the importance of security to HR, time and attendance solutions. That's why timeware® ensures enterprise-grade reliability and performance. Ensures robust data handling compliance aligned with

1. **UK-Based Hosting:**
 - Primary Server Location: UK South (London)
 - Backup Server Location: UK West (Cardiff)
2. **Enhanced Security Features:**
 - Single Sign-On (SSO): Simplified access management
 - Multi-Factor Authentication (MFA): Extra layer of security
3. **Integration & Connectivity:**
 - API Available: Easily integrate with third-party systems
4. **Data Handling Compliance:**
 - Compliance with frameworks including UK GDPR, Data Protection Act 2018, and Essential Plus.
 - All data is encrypted both in transit and at rest.
 - Comprehensive auditing and logging for all data access.
 - Data Retention & Deletion Policies – Configurable for clients.
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 - Data Retention & Deletion Policies – Configurable for clients.

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HR, Time and Attendance Software

6. **Key Components:**
 - a. **Core Business Modules:**
 - HR Management (Reach.Application.HR)
 - Leave Management (Reach.Application.Leave)
 - Attendance Management (Reach.Application.Attendance)
 - Tenant Management (Reach.TenantManagement)
 - Reporting (Reach.Application.Reporting *)
 - Dashboard Widgets (Reach.Application.Dashboard)
 - b. **Infrastructure:**
 - Message Bus (Reach.MessageBus.Core)
 - Event Processing (Reach.EventProcessing)
 - Email Dispatch (Reach.Application.EmailDispatch)
 - Persistence Layer (Reach.PersistenceLayer)
 - c. **Client/Frontend:**
 - Monolith Client (Reach.MonolithClient)
 - Frontend Resources (Reach.FrontendResources)
 - d. **Core Architecture Components:**
 - Domain Layer (Reach.DomainLayer)
 - Application Layer (Reach.ApplicationLayer)
 - Infrastructure Layer (Reach.InfrastructureLayer)
 - Kernel (Core) Components (Reach.KernelComponents)
7. **Technical Architecture:**
 - Uses a multi-tenant architecture
 - Implements event-driven architecture
 - Has separate repositories for each tenant
 - Includes reporting and analytics
 - Uses contract-based services
8. **Technology Stack:**
 - .NET 10.0 - Core
 - Blazor Server - Frontend
 - Azure Services - Cloud

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HR, Time and Attendance Software

- TailwindCSS - For styling
 - MassTransit - For message bus abstraction
 - SQL Server - For data storage
 - Azure App Service - For hosting
9. **Cloud Infrastructure:**
 - Hosted on Azure (UK South region)
 - Uses Azure App Service Plan (Standard S1 tier)
 - Implements Azure Service Bus for messaging
 - Uses Azure Application Insights for monitoring
 - Multi-tenant architecture with sharding support
 10. **Security Features:**
 - HTTPS enforcement with HSTS
 - Anti-forgery protection (CSRF)
 - Authentication and authorisation support
 - Rate limiting implementation
 - Secure configuration management
 11. **Development Features:**
 - Development/Production environment support
 - Health check endpoints
 - Comprehensive logging
 - Local storage support
 - Hot reload support
 - Development debugging tools
 12. **UI/UX Features:**
 - Responsive design
 - Modern UI with TailwindCSS
 - Custom fonts (Open Sans)
 - Client-side routing
 - Error handling pages
 - Localisation support
 13. **Architecture Highlights:**
 - Clean architecture pattern
 - Domain-driven design elements
 - Event-driven architecture

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HR, Time and Attendance Software

- Microservices capabilities
 - Tenant isolation
 - Message-based communication
 - Modular design
14. **Key Business Modules:**
 - HR Management
 - Leave Management
 - Attendance Tracking
 - Tenant Management
 - Reporting System
 - Dashboard Widgets
 - Email Notifications
 15. **Performance Features:**
 - Rate limiting
 - Caching capabilities
 - Message queuing
 - Database sharding
 - Resource optimisation
 16. **Monitoring & Maintenance:**
 - Health checks
 - Application insights integration
 - Structured logging
 - Error tracking
 - Performance monitoring

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HR, Time and Attendance Software

timeware® Cloud security/infrastructure

At timeware®, we understand the importance of security, compliance, and seamless integration when it comes to HR, time and attendance solutions. That's why timeware® Cloud is built on a Microsoft Azure infrastructure, ensuring enterprise-grade reliability and performance.

Ensures robust data handling compliance aligned with GDPR and other relevant regulations.

1. **UK-Based Hosting:**
 - Primary Server Location: UK South (London)
 - Backup Server Location: UK West (Cardiff)



Download timeware® security/Infrastructure document

Company Name: timeware (UK) Ltd.
Registered Office: 3 Fieldhouse Road, Rochdale, Greater Manchester, OL12 0AD.
Company Reg. No. 05886806.
Registered in: England.

Company Name: timeware (UK) Ltd.
Registered Office: 3 Fieldhouse Road, Rochdale, Greater Manchester, OL12 0AD.
Company Reg. No. 05886806.
Registered in: England.

12-0671: Copyright NMD® Ltd

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support@timeware.co.uk
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Customer Care...

Our objective is to cultivate enduring business relationships through exceptional customer care, facilitated by our dedicated customer liaison and support teams. This comprehensive approach ensures unparalleled service quality.



Customer care at timeware® is delivered through two dedicated teams, each with a clear and complementary focus. The technical support team is responsible for annual software upgrades, system performance reviews, and the resolution of immediate support issues. Their role is to ensure every system operates efficiently, remains secure, and benefits from the latest functionality as it becomes available.

Alongside this, the customer liaison team provides structured, non technical support designed to maintain long term system performance and customer satisfaction. This team coordinates upgrades and system reviews, manages regular customer care calls on a six week cycle, and distributes timeware's quarterly magazine, timelines, keeping customers informed of product developments and best practice.

Together, these teams provide a balanced and proactive customer care service. Customers receive timely technical expertise when it is needed, supported by ongoing engagement that helps ensure their system continues to deliver value year after year.



Karl Briggs
Customer Liaison Officer

The skills Karl developed earlier in his career have played a key role in shaping his position within timeware®, bringing a strong customer focused approach and structured service mindset that directly supports the high standards expected by our customers.



Charlotte Kavanagh
Head of Customer Care

Charlotte is the head of timeware® customer care and manages the customer liaison and support teams and reports to the Managing Director.



Matt Wilkinson
Head of Support

Matt brings over a decade of support experience and has played a central role in driving key improvements within the support department. Under his guidance, the support team manages a high volume of scheduled customer calls each day, ensuring that every customer’s software operates reliably and as expected.

In addition to overseeing daily support activity, Matt is responsible for the ongoing training and development of all support team members, helping to maintain consistently high service standards and a knowledgeable, responsive support function.

timeware® HR...

timeware® HR, a secure platform that simplifies employee management, boosts compliance, and enhances workforce efficiency.



Introducing timeware® HR, a comprehensive solution crafted to revolutionise workforce management. By seamlessly integrating time and attendance tracking, employee well-being, and compliance oversight, timeware® HR offers a distinct commercial advantage. Its cloud-based nature provides real-time data access, facilitating sharper decision-making and boosting operational efficiency. Alongside the intuitive Employee Self-Service app, staff can handle their own records and leave requests, significantly lightening administrative workloads. In short, timeware® HR streamlines HR tasks, ensuring a more productive and compliant workforce.

Personnel, Health and Safety, Accident or Injury

Personnel

- Core
- Employment and Compensation
- Compliance and Legal
- Employee Relations
- Professional Development
- Health and Safety**
 - Health
 - Disabilities
 - Accident or Injury
 - Mental Wellbeing
 - Custom Data

Accident or Injury

Due on Thu, 15 Jan 2026 12:32 (Just now)

Accident date: Mon, 5 Jan 2026 09:01

Severity level: **Moderate**

Cause of accident: Equipment failure

Site: Demo Ltd

View Edit Delete

Update DBS Check - Lucie Abbott

Right to Work

Meetings Tasks Documents Comments

DBS Check

Due on: Thu, 15 Jan 2026 10:53

Has employee subscribed to the DBS update service? No

The DBS Update Service is an online subscription service provided by the UK's Disclosure and Barring Service (DBS) that allows individuals to keep their DBS certificate up to date and enables employers to check the status of a DBS certificate in real-time.

1 DBS check details

Status: Awaiting certificate Type of check: Enhanced Initial check date: dd/mm/yyyy

2 Certificate

Number: Issued on: dd/mm/yyyy

3 Outcome

Result: Barred status: Not set

4 Form Completion (Sign-Off)

Completed on: dd/mm/yyyy Completed by: Enter text...

Calendar: January 2026

Cancel Update

DBS Check

Personnel, Core, Insights

Personnel

- Core**
 - Insights
 - Essential
 - Photo
 - Personal
 - Addresses
 - Emergency Contacts
 - Sensitive
 - Banks
 - Employee Self Service Account
- Employment and Compensation
- Compliance and Legal
- Employee Relations
- Professional Development
- Health and Safety
- Custom Data

Insights

Miss Lucie Abbott Employee

Work Contact Details

Email: lucie.abbott138@example.com

Mobile: +447379157400

Phone: +441612777343

Assignments

Organisation: Demo Ltd

Division: European division

Site: Demo Ltd

Department: Marketing

Group: Staff

Job Title: Production worker

Work pattern: One on, one off on week rotation 1 of 4

Location: Main entrance, Wed, 6 Nov 2024 - 07:55, 4 hours 20 mins ago

Personnel, Core, Insights

The Conversation Hub...

A distinctive tool that promotes transparency, enhances understanding between the workforce and management, and assists in the swift resolution of workplace inquiries.



Imagine a feature that empowers both your workforce and management teams to handle time and attendance queries within a secure, fully audited environment, fully compliant with GDPR standards.

Introducing the Conversation Hub - a standard feature offering a controlled messaging system between the timeware® Employee Self-Service (ESS) app and the timeware® software. Seamlessly integrated across the entire time and attendance platform, the Conversation Hub sets a new standard for managing queries, responses, and announcements. This robust integration ensures a consistent and efficient communication channel, enhancing connectivity and collaboration throughout your organisation.

Paul Hilden
Can I request a replacement pair of boots?
Thursday, 23 Feb 2023 at 16:23

Angela Taylor
I'll speak to stores and get back to you tomorrow.
Thursday, 23 Feb 2023 at 16:27

Angela Taylor
Collect your new boots during your break today.
Friday, 24 Feb 2023 at 09:20

Laura Maynard
My bus is stuck in traffic, I'm going to be late. Sorry!
Friday, 17 Feb 2023 at 7:45AM

Stuart Booth
Don't worry, See me when you arrive, and I'll book you in.
Friday, 17 Feb 2023 at 8:45AM

Peter Ellison
Please can I request leave from 22nd – 26th April?
Monday, 20 Feb 2023 at 9:10AM

Sarah Wilkinson
Yes. I'll authorise that immediately.
Monday, 20 Feb 2023 at 9:20AM

Alan Marshall
My overtime isn't right.
Wednesday, 22 Feb 2023 at 10:16AM

Jess Barratt
Which day is wrong?
Wednesday, 22 Feb 2023 at 10:18AM

Alan Marshall
Sunday.
Wednesday, 22 Feb 2023 at 10:19AM

Jess Barratt
OK - did you forget to book in?
Wednesday, 22 Feb 2023 at 10:22AM

Alan Marshall
Yes - 6am
Wednesday, 22 Feb 2023 at 10:24AM

Jess Barratt
OK
Wednesday, 22 Feb 2023 at 10:25AM

Example conversations

The Marketplace...

A streamlined way to notify your workforce about available shifts and overtime opportunities.



The Marketplace functions as a central hub for advertising available shifts and overtime, easily accessible to your workforce through their ESS app. This intelligent feature matches available work patterns with qualified employees, ensuring the right individuals are paired with the right opportunities. Included as a standard feature, the Marketplace serves as the ideal digital notice board for promoting and filling open shifts efficiently.

Available shifts

<p>Monday 8th March 16:30 > 20:30 4hr</p>	<p>Tuesday 9th March 16:30 > 20:30 4hr</p>	<p>Wednesday 10th March 16:30 > 20:30 4hr</p>	<p>Saturday 11th March 08:30 > 17:30 8hr 60m unpaid</p>
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Laura Maynard
I'll work the Tuesday 9th March shift please.
Friday, 17 Feb 2023 at 7:45AM

Stuart Booth
Confirmed, thank you.
Friday, 17 Feb 2023 at 8:45AM

Alan Marshall
I'll work the Monday 8th March shift please.
Friday, 17 Feb 2023 at 7:45AM

Jess Barratt
Confirmed, thank you.
Friday, 17 Feb 2023 at 8:45AM

Peter Ellison
I'll work the Wednesday 10th March shift please.
Monday, 20 Feb 2023 at 9:10AM

Sarah Wilkinson
Confirmed, thank you.
Monday, 20 Feb 2023 at 9:20AM

Paul Hilden
I'll work the Saturday 11th March shift please.
Monday, 20 Feb 2023 at 9:10AM

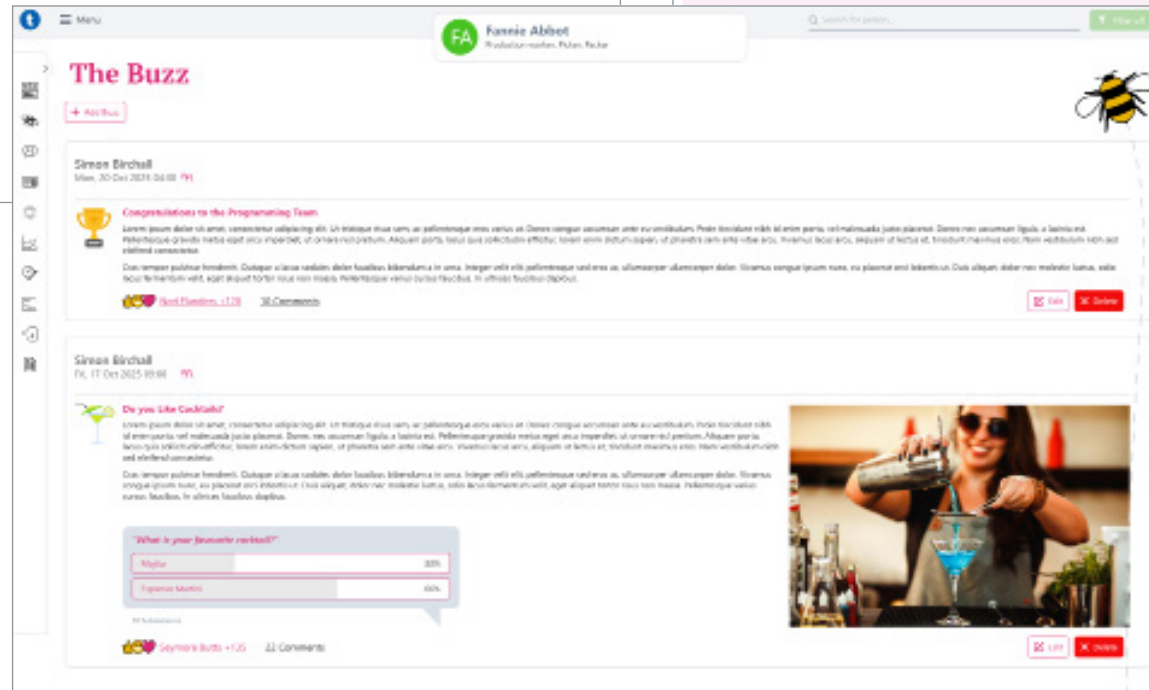
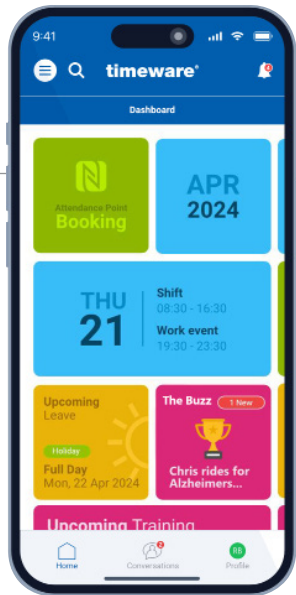
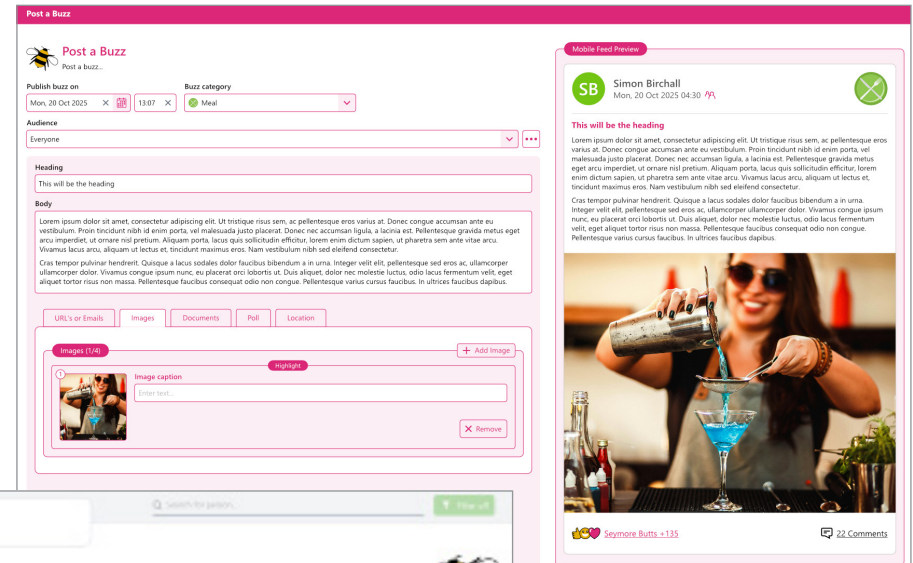
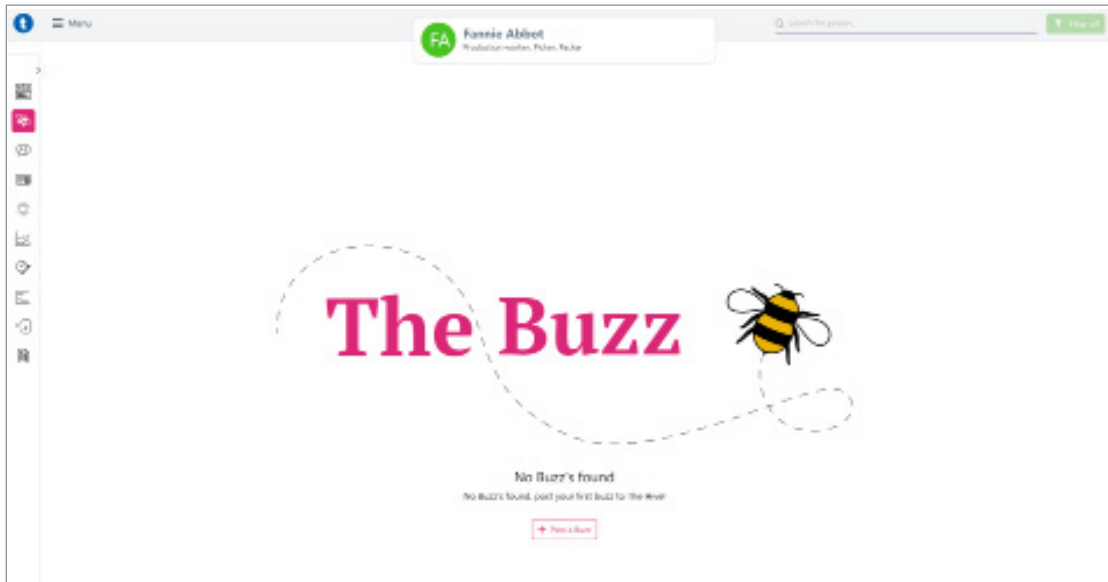
Angela Taylor
Confirmed, thank you.
Monday, 20 Feb 2023 at 9:20AM

The timeware® Buzz...

Create that buzzing environment.



Many companies struggle with teams feeling disconnected, but The Buzz feature within timeware® Cloud is here to bring everyone together. It's a fun, interactive platform where management can share wins, and staff can react, comment, and celebrate together. The Buzz creates that buzzing environment where everyone feels connected, making teamwork something people genuinely enjoy being part of.



Country and Features Localisation...

Enhances compliance and usability by tailoring experiences to local languages, regulations, and norms, improving accuracy and operational efficiency.



Localisation in timeware® Cloud entails tailoring the application or content to suit the specific linguistic, cultural, and regulatory needs of a target market. It goes beyond mere translation, incorporating various elements to ensure the product feels tailor-made for its users, regardless of their language, culture, or location.

Localisation currently includes:

Language Translation

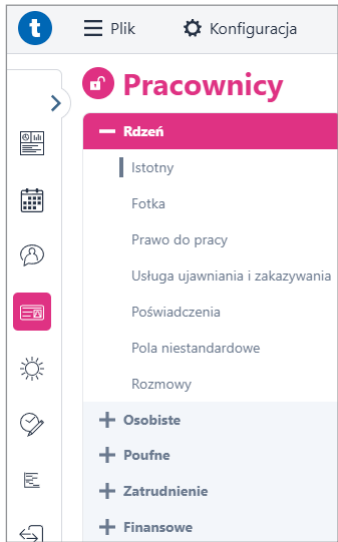
The translation of the product's language to fit the language of the target market, including local dialects, idioms, and cultural nuances that might influence text interpretation.

Technical Localisation

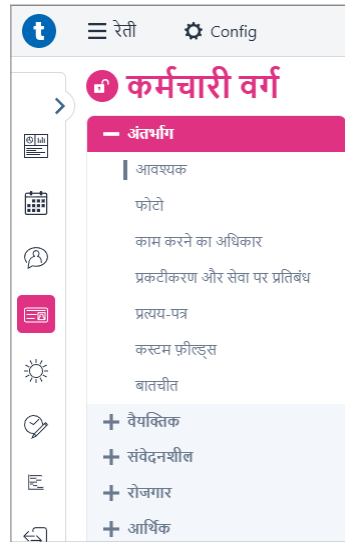
Accommodate local preferences, such as units of measurement, and the formatting of dates, times, currencies, addresses, and phone numbers.

Local User Interface (UI) Adaptation

Includes translating UI text and reconfiguring layouts to accommodate languages read from right-to-left, among other adjustments, to enhance usability.



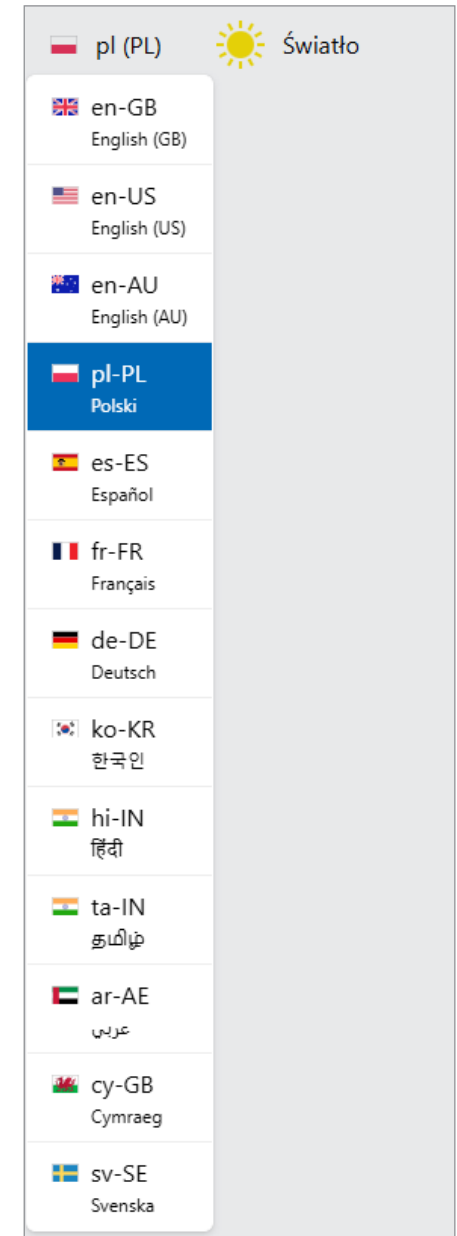
Polish language selected



Hindi language selected



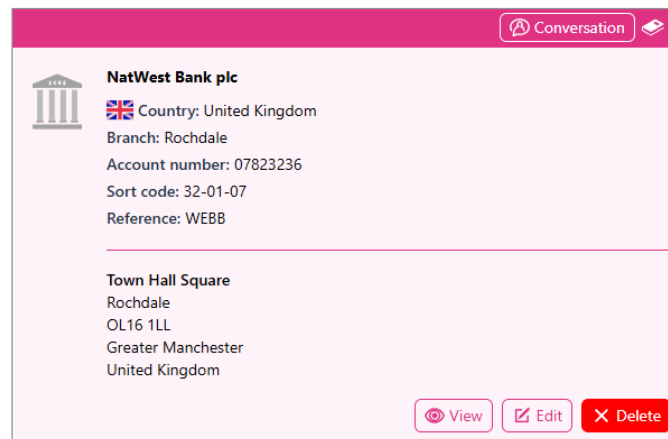
Arabic language selected (UAE right to left)



Reports language format



Republic of Ireland banking standard



United Kingdom banking standard

Integration...

timeware® Cloud seamlessly integrates with top HR, security, visitor management, and payroll systems through the use of APIs, ensuring compatibility with leading software and hardware solutions.



Integrating timeware® Cloud with HR, security, visitor management and payroll systems using APIs offers substantial benefits to your businesses. This seamless connectivity ensures that data flows effortlessly between systems, enhancing accuracy and reducing the need for manual data entry, which in turn minimises errors. For HR, it simplifies workforce management, providing real-time access to attendance records that help in tracking employee performance and compliance. Security systems benefit by synchronising access control with employee attendance, enhancing workplace safety. For payroll, accurate and automated data collection ensures employees are paid correctly and on time, adhering to labour laws and reducing administrative overhead. This integration fosters efficiency, improves regulatory compliance, and supports a more streamlined administrative process.

Security Integration

BioStar 2

 Paxton | Net2


GUARDPOINT 10

Genetec™

Payroll Integration

ADP

 | Earnie IQ

 pegasus

sage

HR Integration

bamboohr™

HiBob

 access People**HR**

Visitor Integration

INVENTORY
SIGN IN SOLUTIONS

Device Integration

suprema
SECURITY & BIOMETRICS

Web Application Integration

 **zapier**

Developer API and Webhooks...

API integration for your timeware® Cloud ensures seamless functionality, personalised solutions, improved efficiency, and access to innovative tools.

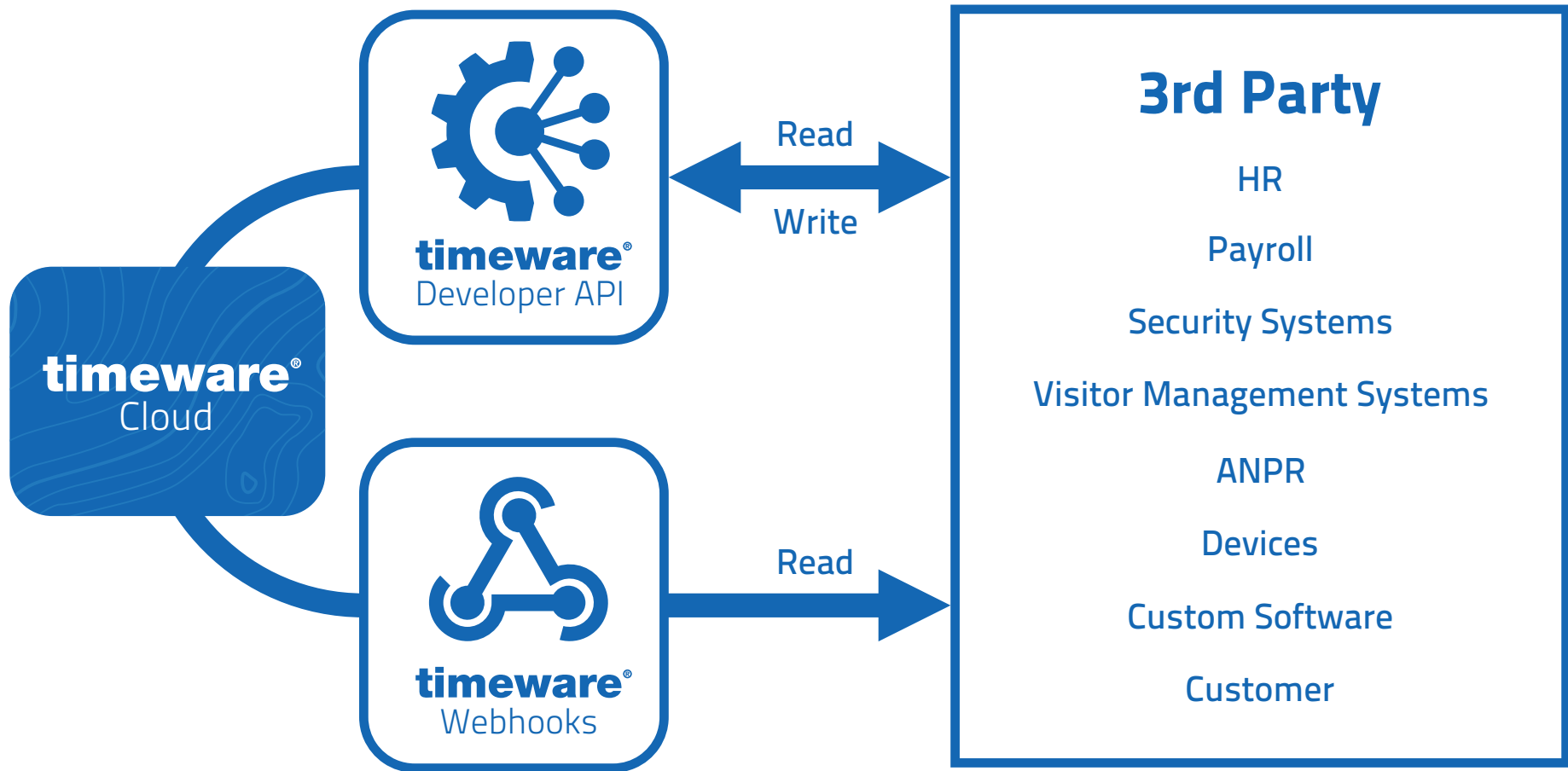


Developer API and Webhooks

Our Developer API and Webhooks open up a world of integration possibilities for timeware® Cloud users. By leveraging the Developer API, businesses can connect our time and attendance platform directly to their own software ecosystems, enabling custom automations and tailored workflows. This flexibility means they can synchronise employee data, manage shifts, or even integrate with HR and payroll systems effortlessly.

Webhooks, on the other hand, provide real-time notifications that allow our customers to receive instant updates whenever certain events occur, such as an employee record being added to the software. This means businesses can respond immediately to changes, maintain up-to-date records, and create a more dynamic and responsive workforce management environment.

In essence, these tools offer our clients the power to shape timeware® Cloud to fit their unique needs, ensuring a smoother and more personalised integration experience.



Customisation...

Customising timeware® Cloud means the system fits your forms, reports, overtime rules, and leave policies exactly to your needs.



When it comes to timeware® Cloud, customisation is at the core of making the software truly fit your organisation's needs. We provide the flexibility to tailor forms so that every piece of data you gather is perfectly aligned with your industry requirements. Our customisable reports mean you can generate the exact insights you need to support your operational goals.

We also make it simple to customise work patterns, particularly when it comes to complex overtime rules. This ensures that your system handles the nuances of overtime calculations effortlessly, reflecting your unique policies. And on top of that, you can customise leave management rules, ensuring that holiday entitlements and absence tracking are tailored to fit seamlessly into your existing processes.

In essence, customisation in timeware® Cloud means the technology moulds to your business, making sure it aligns perfectly with both your day-to-day operations and long-term strategic goals.

Your Company

Powered by **timeware**

New Starter Information Form

Please complete all relevant sections below. Information marked with an asterisk (*) is mandatory.

1 Personal Details

Title: Miss Preferred pronouns: [dropdown]
First name*: Lucie Middle name(s): Abbott Surname*: Abbott
Any previous or maiden names: Abbott
Date of birth*: Fri, 30 Jul 1982 Gender: Female Marital status: [dropdown]
Personal email*: [text]
Mobile number: [text] Home phone: [text]

2 Home Address

Address type: [dropdown]
Line 1*: [text] Line 2: [text] Line 3: [text]
Town/City*: [text] County: [text]
Postcode*: [text] Country*: [text]

3 Emergency Contact

Name*: [text]
Relationship*: [dropdown]
Mobile number: [text] Home phone: [text]

Custom Form

Custom Report

Employee ID	First Name	Last Name	Payroll Number	Employment Status	Organisation	Division	Site	Department	Group	Job Role	Manager
138	Lucie	Abbott	PR202600138	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
808	Zoila	Abbott	PR202600808	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
461	Haven	Abernathy	PR202600461	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
680	Shanna	Abernathy	PR202600680	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
423	Vicenta	Abernathy	PR202600423	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
841	Collin	Abshire	PR202600841	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
237	Freddy	Abshire	PR202600237	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
820	Mohammad	Abshire	PR202600820	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
406	Raquel	Abshire	PR202600406	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
870	Trisha	Abshire	PR202600870	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
650	Daisha	Adams	PR202600650	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
371	Domenic	Adams	PR202600371	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
823	Hailee	Adams	PR202600823	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
938	Kristoffer	Adams	PR202600938	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
774	Hulda	Altenwerth	PR202600774	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
900	Laila	Altenwerth	PR202600900	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
697	Walker	Altenwerth	PR202600697	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
121	Gaston	Anderson	PR202600121	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
921	Josefa	Anderson	PR202600921	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1206	Estrella	Ankunding	PR202601206	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
419	Kavon	Ankunding	PR202600419	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1218	Marc	Armstrong	PR202601218	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
346	Belle	Auer	PR202600346	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1157	Ole	Auer	PR202601157	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1160	Avery	Aufderhar	PR202601160	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
831	Flo	Aufderhar	PR202600831	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
177	Emely	Bahringer	PR202600177	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
846	Helena	Bahringer	PR202600846	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1172	Marjolaine	Bahringer	PR202601172	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
476	June	Bailey	PR202600476	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1088	Kaelyn	Bailey	PR202601088	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
304	Landen	Bailey	PR202600304	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
574	Deron	Ballistreri	PR202600574	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
979	Greg	Ballistreri	PR202600979	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
9	Stephania	Bartell	PR202600009	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
694	Adriel	Bartoletti	PR202600694	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
929	Fern	Bartoletti	PR202600929	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
894	Abdullah	Barton	PR202600894	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1227	Keeley	Barton	PR202601227	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
70	Marta	Barton	PR202600070	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	

timeware® ESS app...

Enhance efficiency and engagement. Manage schedules, submit leave, access documents, and communicate securely.



Introducing the timeware® ESS app, a cutting-edge solution designed to enhance the operational efficiency and engagement of your workforce. Accessible to all employees, this powerful tool enables your team to manage their schedules with ease. From reviewing timesheets and submitting leave requests to accessing shift details, the app simplifies these essential processes.

The timeware® Cloud app includes access to the Conversation Hub. This outstanding feature facilitates direct communication between the workforce and the company via a fully audited, GDPR-compliant platform, enhancing dialogue and transparency within the organisation.

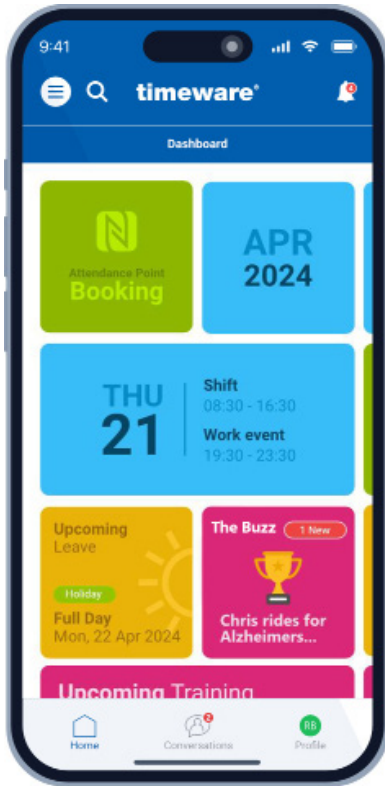
Upcoming events

The Buzz

Conversation hub

Training matrix

Documents



timeware® ESS app

Timesheets

Leave requests

Shift rota

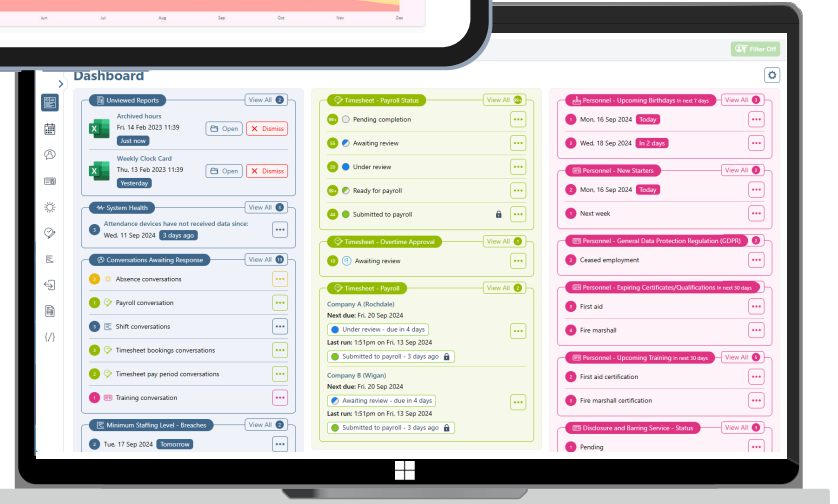
Leave entitlement

Timesheet status

Marketplace



timeware® Cloud



Reporting...

Real-time data accessible at a glance.



timeware® Cloud's reporting features provide managers with instant, detailed insights into workforce attendance, overtime, and absence trends. Reports are customisable, allowing businesses to focus on the metrics that matter most. With real-time data accessible at a glance, managers can make informed decisions swiftly. The system offers automated scheduling of reports - daily, weekly, or monthly - ensuring critical information is delivered when needed. Customers benefit from improved productivity and cost control, as patterns can be identified early, compliance is assured, and operational decisions are grounded in clear, reliable data. In short, it turns workforce data into actionable intelligence, ensuring businesses stay ahead.

Reports

Chosen reports

Name	Category	Last Run	Next Occurrence	Actions
HR				
Personnel Essential Listing	Personnel	Wed, 7 Jan 2026 16:54		[Refresh] [Star] [Share] [Close]
Personnel Personal Listing	Personnel	Fri, 16 Jan 2026 09:56		[Refresh] [Star] [Share] [Close]

Report History

Format	Name	Added On	Status	Completed On	Actions
[XLS]	Personnel Personal Listing	Fri, 16 Jan 2026 09:56	Generated		[Refresh] [Share] [Close]
[XLS]	Personnel Essential Listing	Wed, 7 Jan 2026 16:54	Archived	Wed, 7 Jan 2026 16:54	[Refresh] [Share] [Close]

Configure Personnel Credentials Listing

Name: Personnel Credentials Listing

Employee Filter: [Empty]

Sort Order: [Empty]

Columns: [Empty]

Occurrence

Reoccurring reports can be automated so that they are always ready on time and for when

Never | **Daily** | Monthly

On: [M] [T] [W] [T] [F] [S] [S]

At: 09:00

Forward to: Mary Foster

Notify recipients via email:

Notify yourself via email:

Buttons: Cancel, Update

Employee ID	First Name	Last Name	Payroll Number	Employment Status	Organisation	Division	Location	Department	Group	Job Role
1398	Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1053	Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
873	Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
252	Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
153	Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
593	Lawrence	Abernathy	PR202400593	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1204	Lela	Abernathy	PR202401204	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1039	Abel	Adams	PR202401039	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1178	Darryl	Adams	PR202401178	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
368	Mark	Adams	PR202400368	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
51	Sean	Adams	PR202400051	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1239	James	Altenwerth	PR202401239	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
443	Jason	Anderson	PR202400443	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1045	Nicolas	Anderson	PR202401045	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1408	Vicki	Anderson	PR202401408	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
524	Angel	Ankunding	PR202400524	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
666	Cameron	Ankunding	PR202400666	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1242	Jana	Ankunding	PR202401242	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
517	Krystal	Ankunding	PR202400517	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
373	Cecelia	Armstrong	PR202400373	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
789	Raul	Armstrong	PR202400789	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
438	Bradford	Auer	PR202400438	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1227	Malcolm	Auer	PR202401227	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
622	Orlando	Auer	PR202400622	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1181	Pete	Auer	PR202401181	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
735	Shane	Auer	PR202400735	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1128	Simon	Aufferhar	PR202401128	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
748	Sue	Bshringer	PR202400748	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
957	Alison	Bailey	PR202400957	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1535	Don	Bailey	PR202401535	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1267	Elaine	Bailey	PR202401267	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
418	May	Bailey	PR202400418	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
935	Roxanne	Bailey	PR202400935	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
889	Tyler	Bailey	PR202400889	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
756	Stewart	Balistreri	PR202400756	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
193	Caleb	Barrows	PR202400193	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product

Who else should receive a copy of this report?

Example of an XLSX report

Document Management...

A fully integrated, efficient, document workflow.



In timeware® Cloud, document management streamlines both distribution and completion of key company materials. For documents needing acknowledgment, like company handbooks, timeware® delivers them directly to individuals via the ESS app or other personal devices. Employees confirm they've read these documents, creating an audited record of compliance. Meanwhile, interactive documents, such as onboarding forms, are also distributed, ready to be completed directly on the ESS app or any personal device.

These forms allow employees to submit their information electronically, keeping data collection seamless. Managers gain real-time oversight, ensuring everyone stays on track with mandatory reading and form submissions, creating a fully integrated, efficient, document workflow.

1/4 23%

Your Company

Powered by **timeware**

New Starter Information Form

Please complete all relevant sections below. Information marked with an asterisk (*) is mandatory.

1 Personal Details

Title: Miss Preferred pronouns:

First name*: Lucie Middle name(s): Abbott Surname*: Abbott

Any previous or maiden names: Abbott

Date of birth*: Fri, 30 Jul 1982 Gender: Female Marital status:

Personal email*:

Mobile number: Home phone:

2 Home Address

Address type:

Line 1*: Line 2: Line 3:

Town/City*: County:

Postcode*: Country*:

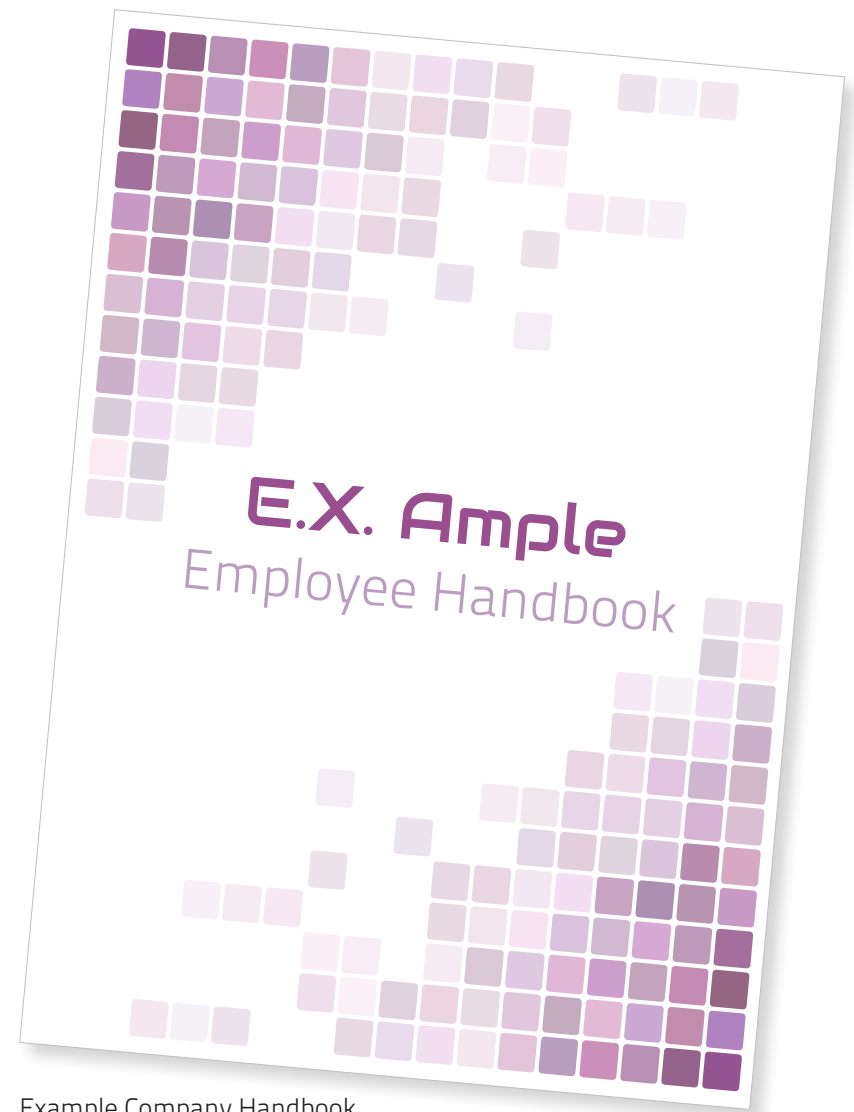
3 Emergency Contact

Name*:

Relationship*:

Mobile number: Home phone:

Custom Form



Example Company Handbook

Dashboard...

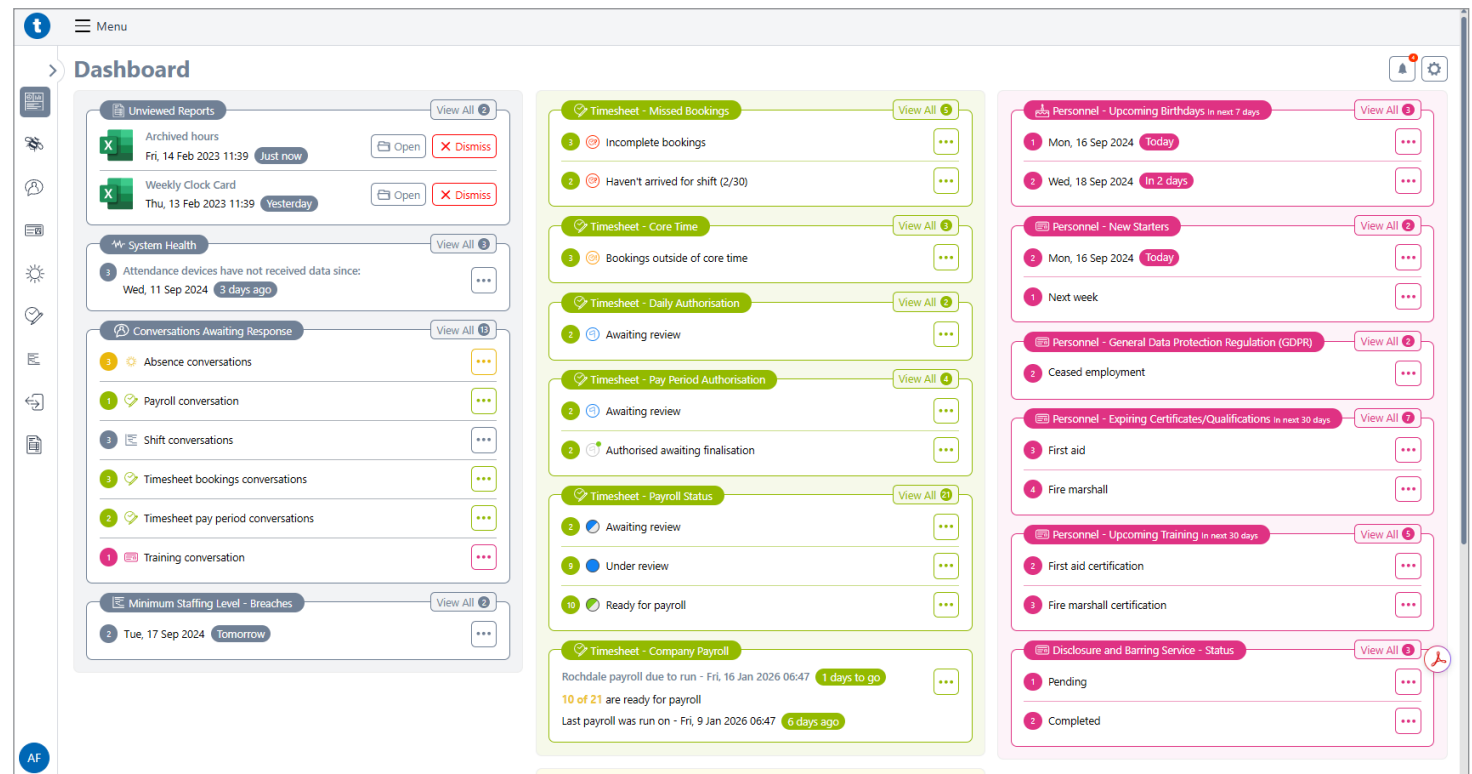
Intuitive, comprehensive, real-time, customisable, efficient, and user-friendly.



The timeware® Cloud dashboard removes the need to search for essential information by presenting key data in a clear, intuitive and easily readable format. At a glance, managers can see what matters most, enabling faster responses and more confident decision-making.

Each dashboard can be tailored to the individual user, ensuring that the information displayed is directly relevant to their role and responsibilities. This personalisation keeps teams focused on the metrics that drive performance, compliance and operational control.

As a core component of timeware® Cloud, the dashboard delivers proactive insight for team leaders overseeing day-to-day operations. It simplifies management, improves efficiency and ensures that the most important information is always immediately available, supporting better oversight, stronger accountability and a more responsive workforce.



Dashboard updates in real time



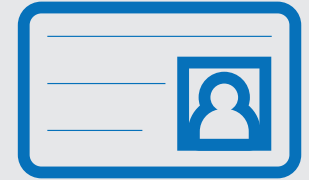
Example dashboard tiles

- **Grouped Categories:** All categories are now grouped according to the associated module. Panels can be reordered within the group as needed.
- **Action Tooltips:** Tooltips are embedded across dashboards, allowing quick access to teams, zoom, Google Maps, telephone, email, mobile, and other resources.
- **User Preferences:** The Cog Wheel on the dashboard allows users to set preferences, which are saved and applied across devices.

Personnel...

Core

timeware® HR offers centralised HR records, seamless cloud integration, enhanced compliance, and a single secure view of workforce data.

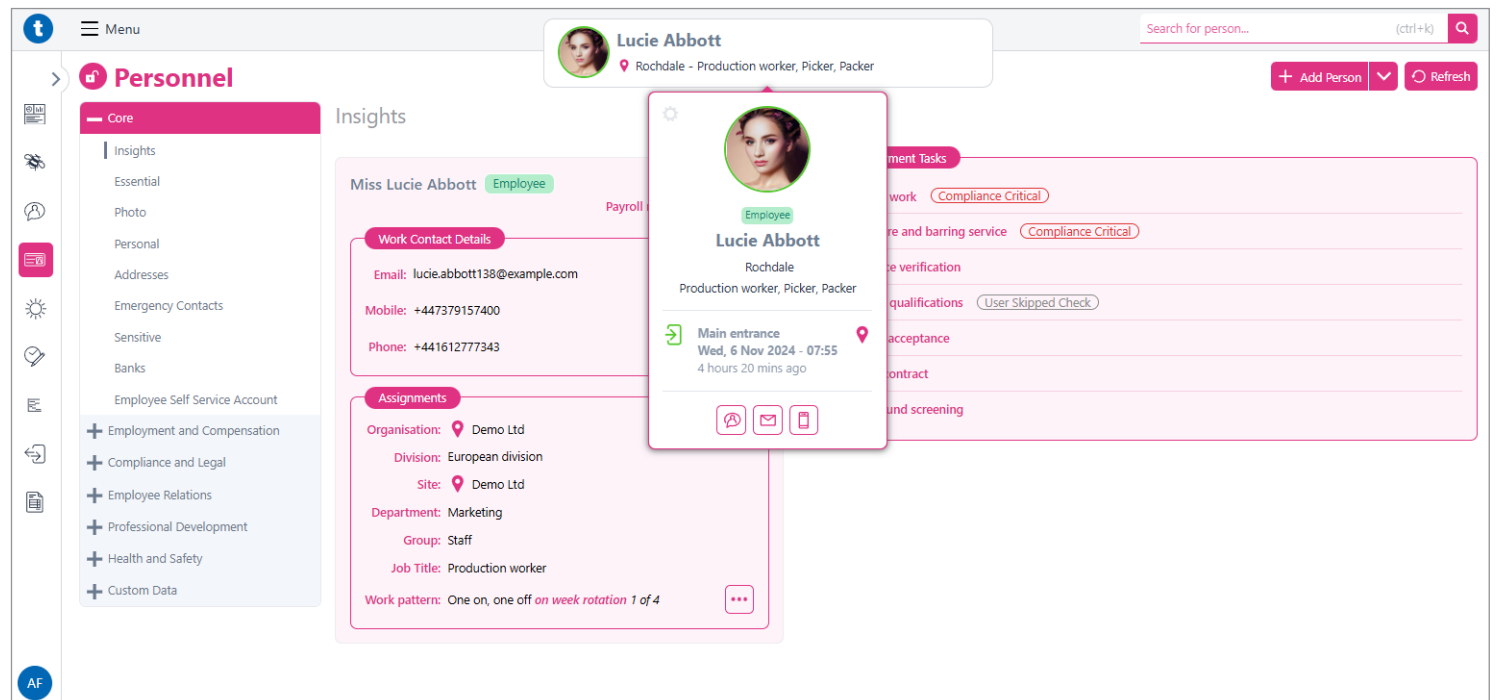


timeware® HR brings all workforce information together in one secure, centralised system, giving you complete visibility across your organisation. From driving licence records and employer references to banking details and compliance documentation, everything is stored in a single, protected repository. Information is easy to view, search and report on, ensuring managers can access what they need quickly while maintaining the highest standards of data security and control.

Built as part of timeware® Cloud, HR integrates seamlessly with key platform features including the Conversation Hub, Marketplace, Statistics and your Dashboard. This creates a connected environment where workforce data becomes actionable, delivering real-time insight that supports better decision-making, stronger compliance and more effective day-to-day management.

timeware® HR covers all essential personnel records, including core HR data, employment and contractual information, financial details, skills and qualifications, recruitment and interviews, vehicles, health and safety, working time regulations, company assets and employee self-service.

The result is a streamlined, future-ready HR solution that reduces administration, improves accuracy and gives you a complete, reliable picture of your workforce in one place.



Personnel, Core, Insights

Personnel Lucie Abbott - Production worker, Picker, Packer

+ Add Person Refresh

Core Essential

Conversation 2

Title Miss x ... Preferred pronouns Select items...
 He/him/his
 She/her/hers
 They/them/their

First name Lucie

Middle name Abbott Abbott (Any previous or maiden names)

Gender Female x v ...

Payroll number PR202600138

Work Contact Details

Work email address lucie.abbott138@example.com

Work mobile +447379157400

Work phone +441612777343

Personnel, Core, Essential

Personnel Lucie Abbott - Production worker, Picker, Packer

Search for person... (ctrl+k)

+ Add Person Refresh

Core Address

+ Add Address

Due on Thu, 15 Jan 2026 07:37 (just now) Due

Home residence 688 Whitworth Road, Rochdale, OL12 0TG, Greater Manchester, United Kingdom

Work residence Lock 50 Business Centre, Oldham Road, Rochdale, OL16 5RD, Greater Manchester, United Kingdom

View Edit Delete

Personnel, Core, Essential

Update Address - Lucie Abbott

Address

Tasks Documents Comments

Due on Sun, 11 Jan 2026 07:07

1 Address Type Work residence

2 Address Search for address... Powered by Google

Lock 50 Business Centre
 Oldham Road
 Line 3
 Rochdale Greater Manchester
 OL16 5RD
 United Kingdom

Ring-fence

Map Satellite

Map showing location: Lock 50 Business Centre, Oldham Road, Rochdale, Greater Manchester.

Manually Enter Coordinates Enable Street View Copy

Cancel Update

Update Address

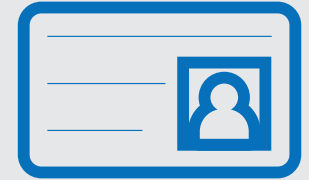


Street View

Personnel...

Employment and Compensation

Employment details, contract records, financial data, and compensation insights in one secure system.



Under the Employment and Compensation section of timeware® Cloud, you'll find all the essential subcategories neatly organised. From managing individual employment details and overseeing salaries to handling benefits, pensions, and employee credentials, each subheading is designed to give you streamlined control.

This structure ensures that all aspects of employment management are accessible in one place, making it easier than ever to oversee compensation and compliance.

The screenshot displays the 'Personnel' section of the timeware® Cloud interface. The sidebar on the left lists various subcategories under 'Personnel', with 'Employment and Compensation' selected. The main view shows the profile of 'Lucie Abbott', a 'Production worker, Picker, Packer' from 'Rochdale'. The 'Current employment' card displays the following details:

- Employment start: Fri, 26 Sept 2025
- Employment end: No date
- Continuous years service: 0 years, 3 months
- Employment status: Employee

Below the card are 'View', 'Edit', and 'Delete' buttons. A 'Pre-Employment' form is overlaid on the right, containing the following sections:

- Complete Pre-Employment Form:** Send a secure link to complete their online pre-employment form (personal details, bank information, tax forms) before their official start date.
 - Due on: Thu, 8 Jan 2026
 - Task status: Completed
 - Completed on: Thu, 8 Jan 2026
- Task List:**
 - 1. PreEmploymentForm_Standard.pdf (Edit, Remove)
 - 2. Email form: No (Last email sent on Thu, 8 Jan 2026 09:17 (7 days, 1 hour ago))
 - 3. Access has expired (Viewed on Thu, 8 Jan 2026 09:18 (7 days, 1 hour ago); Response received on Thu, 8 Jan 2026 09:19 (7 days, 1 hour ago); Employee does not have access)
 - 4. Approve form: No (Awaiting approval)
- Right to Work:** Mandatory right-to-work verification under the Immigration, Asylum and Nationality Act 2006.
 - Due on: dd/mm/yyyy
 - Task status: Not Ready
 - Completed on: dd/mm/yyyy
- Right to work record:** Select item...

Personnel, Employment and Compensation, Employment

Pre-Employment

Your Company

Powered by **timeware**

New Starter Information Form

Please complete all relevant sections below. Information marked with an asterisk (*) is mandatory.

1 Personal Details

Title Miss Preferred pronouns She/her/hers
They/them/their

First name* Lucie Middle name(s) Abbott Surname* Abbott

Any previous or maiden names Abbott

Date of birth* 1982-07-30 Gender Female Marital status

Personal email*

Mobile number Home phone

2 Home Address

Address type

Line 1* Line 2 Line 3

Town/City* County

Postcode* Country*

3 Emergency Contact

Name*

Relationship*

New Starter Information Form

Add Benefit - LA Lucie Abbott

Benefit

Meetings Tasks Documents Comments

Benefit

Due on Thu, 15 Jan 2026 10:42

1 Benefit type

Select item...
Cycle to work scheme
Life insurance
Pension scheme
Private health insurance

3 Coverage

Coverage amount Coverage percentage
Enter a value... Enter a value... %

Coverage details
Enter text...

3 Cost

Currency Cost
Enter a value...

Cancel Create

Add Benefit

View Salary - LA Lucie Abbott

Salary

Meetings Tasks Documents Comments

Salary

Is active? Inactive

Due on Thu, 15 Jan 2026 10:44

Currency format Amount Salary period Payment frequency
GBP £35,024.00 Per Annum Monthly

Payment method Tax code National insurance number
BACS Enter text... Enter text...

Has student loan? No

Form Completion (Sign-Off)

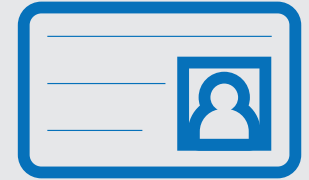
Is completed? No Completed on dd/mm/yyyy Completed by Enter text...

View Salary

Personnel...

Compliance and Legal

It handles compliance data, legal documentation, and regulatory records in a single secure place.



In the Compliance and Legal section of the timeware® Cloud brochure, we highlight how effortlessly you can handle essential legal requirements. From Right to Work checks to Working Time Regulations, every compliance detail is neatly organised and easy to access. This means your business can stay fully compliant with minimal effort, leaving you free to focus on what really matters.

Update DBS Check - Lucie Abbott

Right to Work

- Meetings
- Tasks
- Documents
- Comments

DBS Check Due

Due on: Thu, 15 Jan 2026 10:53

Has employee subscribed to the DBS update service? No

The DBS Update Service is an online subscription service provided by the UK's Disclosure and Barring Service (DBS) that allows individuals to keep their DBS certificate up to date and enables employers to check the status of a DBS certificate in real-time.

- #### DBS check details

Status: Awaiting certificate | Type of check: Enhanced | Initial check date: dd/mm/yyyy
- #### Certificate

Number: Enter text... | Issued on: dd/mm/yyyy
- #### Outcome

Result: Not set | Barred status: Not set

Form Completion (Sign-Off)

Completed on: dd/mm/yyyy | Completed by: Enter text...

< January 2026 > Today

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Cancel Update

Update DBS Check

Personnel, Compliance and Legal, Right to Work

The screenshot shows a web application interface. At the top left is a navigation menu with icons for Home, Menu, and Personnel. The Personnel section is expanded, showing a list of categories: Core, Employment and Compensation, Compliance and Legal (highlighted), Right to Work, Disclosure and Barring Service, Working Time Regulations, Employee Relations, Professional Development, Health and Safety, and Custom Data. The main content area displays a user profile for Lucie Abbott, located in Rochdale - Production worker, Picker, Packer. A search bar is present with the text 'Search for person...' and a search icon. Below the search bar are buttons for '+ Add Person' and 'Refresh'. The 'Right to Work' card shows a 'Due on' date of 'Thu, 15 Jan 2026 10:49 (Just now)' and a status of 'Not started'. The card also features a 'Conversation' button and a 'Due' badge. At the bottom of the card are 'View', 'Edit', and 'Delete' buttons.

Personnel, Compliance and Legal, Right to Work

Update Right to Work

The screenshot shows the 'Update Right to Work' form for Lucie Abbott. The form is titled 'Update Right to Work - LA Lucie Abbott'. It includes a 'Right to Work' section with a 'Due on' date of 'Thu, 15 Jan 2026' and a time of '10:49'. The 'Initial check date' is set to 'dd/mm/yyyy'. The 'Right to work status' is 'Not started' with a description: 'The process to verify the employee's Right to Work has not yet begun.' The form is divided into three main sections: 1. Visa (Current), which includes a 'Requires a visa' checkbox, 'Visa status' (Active), 'Visa type' (Select item...), 'Current visa issue date', and 'Current visa expiration date'. 2. Visa (Applications), which includes an 'Add Visa Application' button and a message 'No visa applications found.' 3. Passport, which includes 'Passport number' (Enter text...), 'Passport issue date', and 'Passport expiration date'. There is also a 'Permit' section with 'Permit number', 'Permit issue date', and 'Permit expiration date'. At the bottom right are 'Cancel' and 'Update' buttons.

Personnel...

Employee Relations

It covers employee relations by storing all HR communications, references, and related records securely in one system.



Within timeware® Cloud, the Employee Relations area provides a structured and professional way to manage every aspect of workplace communication and case handling. From day-to-day conversations and union engagement through to grievances, disciplinary processes and exit interviews, each element is clearly organised in one secure environment.

This ensures that sensitive matters are recorded accurately, actions are traceable, and outcomes are consistently applied. By bringing employee relations into a single, auditable framework, timeware® Cloud helps organisations resolve issues fairly, maintain transparency, and strengthen trust across the workforce while reducing administrative effort and risk.

The screenshot displays the 'Personnel' section of the timeware® Cloud interface. On the left, a navigation menu includes 'Core', 'Employment and Compensation', 'Compliance and Legal', 'Employee Relations' (highlighted), 'Professional Development', 'Health and Safety', and 'Custom Data'. Under 'Employee Relations', there are sub-categories: 'Conversations', 'Unions', 'Grievances', 'Disciplinary', and 'Exit Interview'. The main area shows a profile for 'Lucie Abbott' (Rochdale - Production worker, Picker, Packer) and a 'Conversations' section with 'Open Conversations (1)' and 'Closed Conversations (5)'. The selected conversation is titled 'Conversation with Lucie Abbott - Fri, 17 Feb 2023' and is categorized as 'Training'. The chat history shows:

- Lucie Abbott: 'Hi, just wanted to check if the First Aid course certificate had arrived yet.' (Friday, 17 Feb 2023 at 8:56AM)
- Stewart Booth: 'Hi Lucie, it has arrived, you can pick it up from the office anytime.' (Friday, 17 Feb 2023 at 9:02AM)
- Lucie Abbott: 'Thanks Stuart, I'll pop in before the end of lunch, thanks!' (Friday, 17 Feb 2023 at 9:08AM)

 At the bottom, there are response options: 'No problem', 'I will find out', 'Your request has been approved', and 'Your request has been declined'. A text input field for 'Enter response...' and a 'Send' button are also visible. The interface includes search bars, a 'Menu' button, and a user profile header.

Personnel, Employee Relations, Conversations

Add Grievance - LA Lucie Abbott

Grievance

Due on: Thu, 15 Jan 2026 11:40

Status: Pending

1 Essential

Grievance type: **Grievance date:** Tue, 13 Jan 2026

- Bullying
- Discrimination
- Harassment
- Unfair treatment
- Wage and salary issues
- Work conditions
- Workplace safety

Assign to:

Employee notified on:

Meetings, Tasks, Documents, Comments

Add Grievance

Add Disciplinary - LA Lucie Abbott

Disciplinary

Due on: Thu, 15 Jan 2026 11:41

Status: Pending

1 Essential

Disciplinary type: **Disciplinary date:** Thu, 1 Jan 2026

- Breach of company policy
- Demotion
- Final written warning**
- Gross misconduct
- Performance improvement plan
- Suspension without pay
- Termination of employment
- Unauthorised absence
- Verbal warning

Assign to:

Investigation start date: **Investigation end date:**

Cancel Create

Add Disciplinary

Add Exit Interview - LA Lucie Abbott

Exit Interview

Due on: Thu, 15 Jan 2026 11:43

Status: Pending

1 Prerequisites

Exit reason type: **Interview date:**

Interviewer: **Interviewer position:** **Location:**

2 Employee reasoning and feedback

Reason for leaving:

Suggestions for improvement:

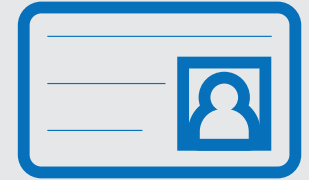
Cancel Create

Add Exit Interview

Personnel...

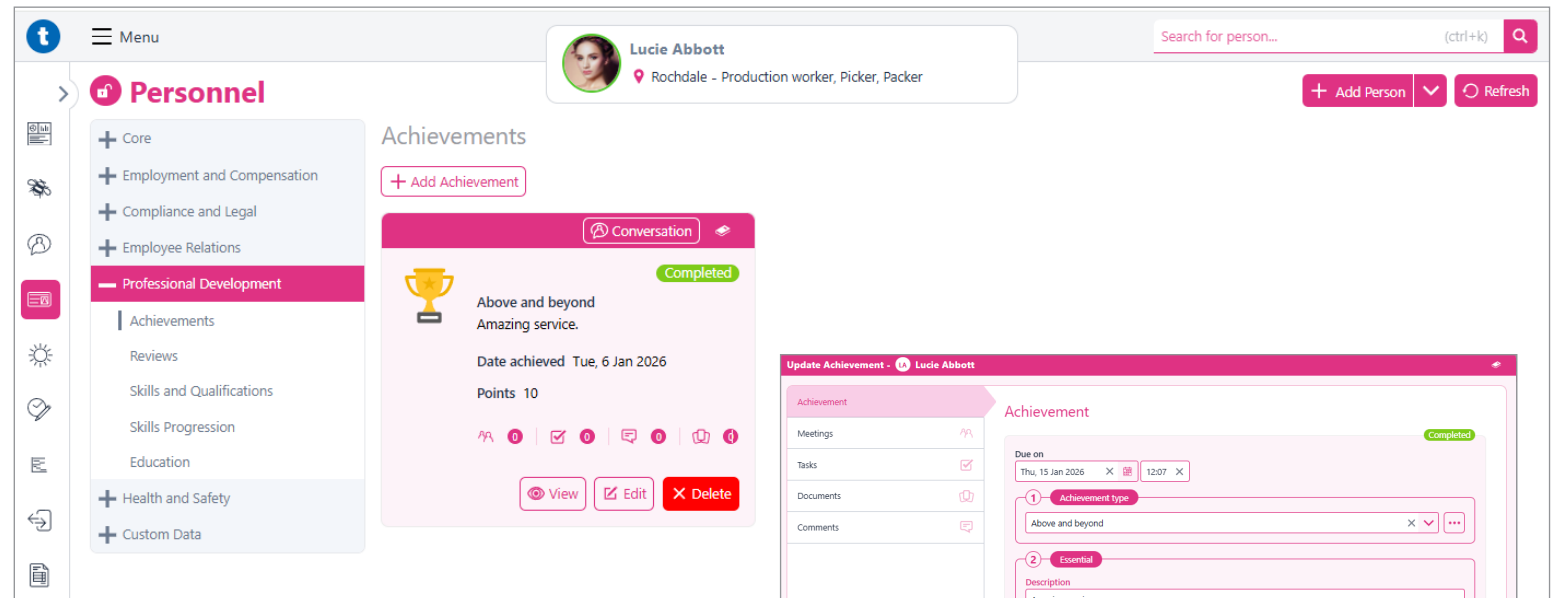
Professional Development

It supports professional development by tracking skills, qualifications, and training records all in one secure place.

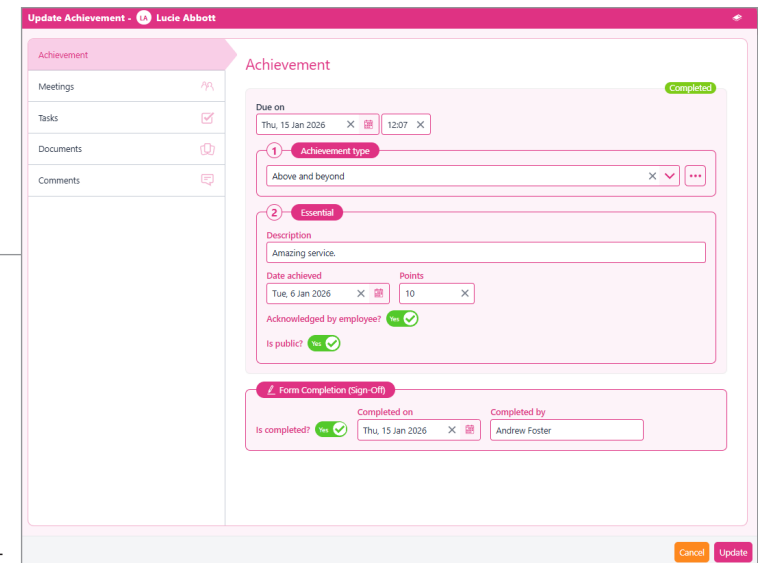


The Professional Development area within timeware® Cloud gives organisations a clear, structured view of employee growth and capability. From recording achievements and managing performance reviews to tracking skills, qualifications, education, and long-term skills progression, every development milestone is captured in one secure location.

This enables managers to identify talent, plan training effectively, and support career development with confidence. By bringing learning, performance, and progression together, timeware® Cloud helps businesses build stronger teams, retain key people, and align individual development with organisational goals.



Personnel, Professional Development, Achievements



Update Achievement

Update Review - LA Lucie Abbott

Review

Meetings

Tasks

Documents

Comments

Review

Due on Thu, 15 Jan 2026 12:12

1 **Review type**
Probationary Review

2 **Essential**
Reviewer: SB Review date: Wed, 14 Jan 2026 09:30

3 **Performance assessment**
Strengths
Enter text...
Improvement areas
Enter text...

Update review

Update Training - LA Lucie Abbott

Training

Tasks

Documents

Comments

Training

Due on Thu, 8 Jan 2026 09:02

1 **Skills and qualifications type**
Fire marshal

2 **Revision and provider**
Revisions: 1.0.0 Debut version Provider: Internal training

3 **Training dates**
No training dates found

4 **Costs**
Course cost: £0.00 Ancillary cost: £0.00 Ancillary cost description: Enter text...

5 **Outcome**
Select item... Certificate issued? No

Participant feedback

Cancel Update

Update Training

Update Education - LA Lucie Abbott

Education

Tasks

Documents

Comments

Education

Due on Thu, 8 Jan 2026 09:15

1 **Course overview**
Course name: Dealing with angry co-workers - de-escalation.
Level of education: Vocational
Started on: Tue, 6 Jan 2026 Completed on: Wed, 7 Jan 2026
Course duration: 2 days

2 **Academic information**
Field of study: Enter text...
Grade/GPA: Enter text...
Mode of study: Enter text...

3 **Verification**

Institution
Institution name: Enter text...
Phone: Enter text... Email: Enter text...
Website: Enter text...
Search for address...
Rochdale Campus
Saint Mary's Gate
Line 3
Rochdale Greater Manchester
OL12 6RY
United Kingdom

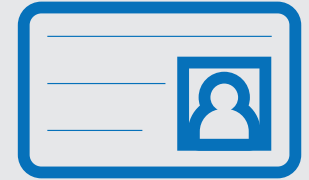
Cancel Update

Update Education

Personnel...

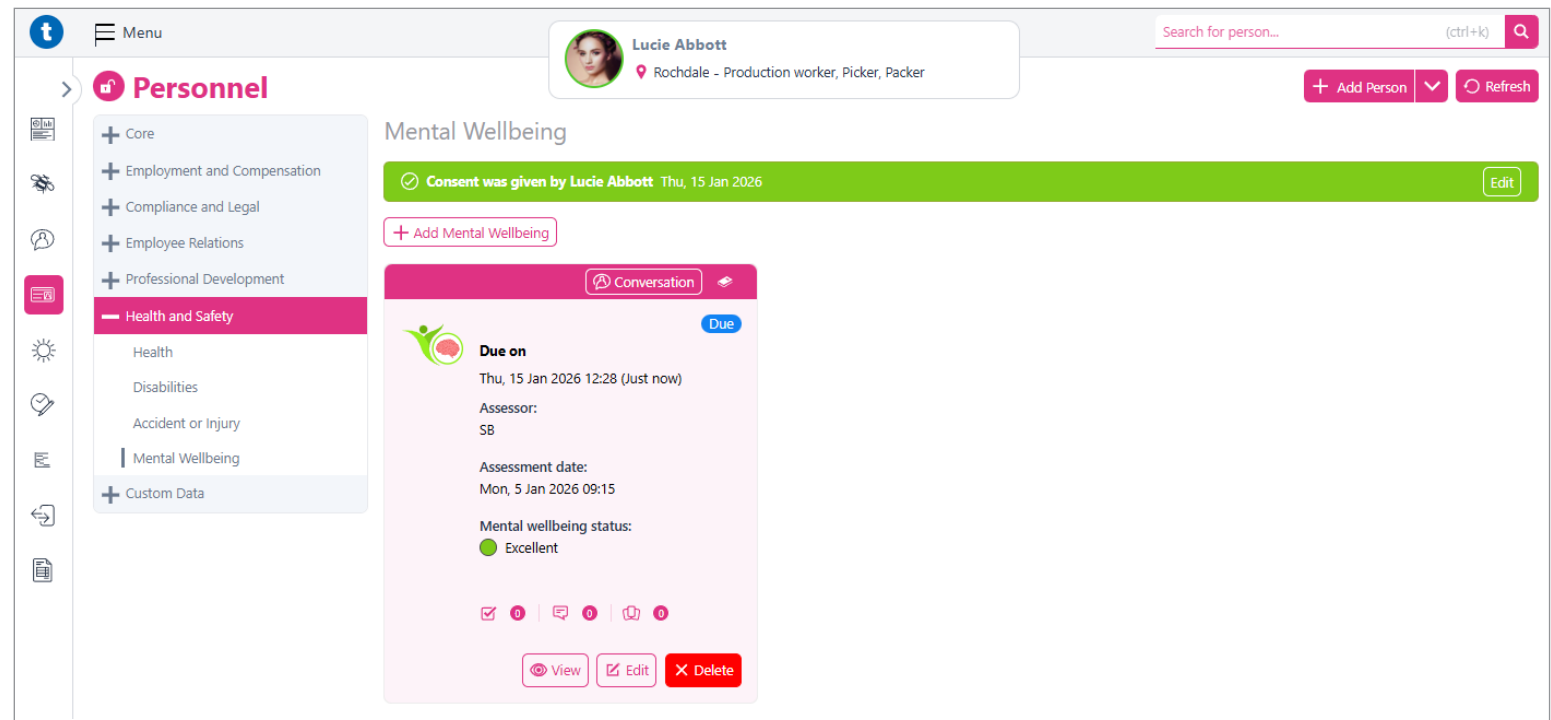
Health and Safety

It manages health and safety records, ensuring all compliance and safety data is securely stored and easily accessible.



The Health and Safety area within timeware® Cloud provides a secure and structured way to manage employee wellbeing and workplace compliance. From recording health information and disabilities to documenting accidents, injuries, and mental wellbeing, every critical detail is stored in one central location.

This ensures that organisations can respond quickly to incidents, meet their duty of care, and maintain clear records for audits and reporting. By bringing all health and safety information into a single, accessible framework, timeware® Cloud helps protect employees, reduce risk, and support a safer, more responsible working environment.



Personnel, Health and Safety, Mental Well Being

Personnel

Lucie Abbott
Rochdale - Production worker, Picker, Packer

Search for person... (ctrl+k)

+ Add Person Refresh

Accident or Injury

+ Add Accident Or Injury

Conversation

Due on
Thu, 15 Jan 2026 12:32 (Just now)

Accident date: Mon, 5 Jan 2026 09:01

Severity level:
Moderate

Cause of accident: Equipment failure

Site: Demo Ltd

View Edit Delete

Personnel, Health and Safety, Accident or Injury

Update Disability - Lucie Abbott

Right to Work

Meetings Tasks Documents Comments

Disability

Due on
Thu, 15 Jan 2026 12:30

Disability status: Has disability
Severity level: Severe

Is condition permanent? Yes

Disability Details
Enter text...

Required adjustments
Enter text...

Required support
Enter text...

Form Completion (Sign-Off)

Cancel Update

Update Disability

Add Health - Lucie Abbott

Health

Meetings Tasks Documents Comments

Health

Due on
Thu, 15 Jan 2026 12:33

Health status: Good
Blood type: A Negative

Allergies
Enter text...

Health conditions
Enter text...

Medication Details
Enter text...

Fitness for work
Enter text...

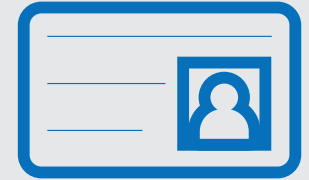
Cancel Create

Add Health

Personnel...

Custom Fields

It offers custom fields to tailor the system to your organisation's unique HR needs, all securely centralised.



The Custom Data area within timeware® Cloud gives organisations complete flexibility to tailor the system around their own operational needs.

By creating bespoke fields with defined formats such as text, numbers, dates, time, or monetary values, businesses can capture information that falls outside standard HR records, from sponsorships and allowances to internal references and specialist data. Each field can be made mandatory, ensuring consistency and accuracy across records.

This adaptable structure allows timeware® Cloud to reflect the unique way every organisation works, delivering a truly personalised workforce management platform without compromising control, security, or reporting clarity.

The screenshot displays the 'View Custom Field Types' interface. A modal window titled 'Update Value type' is open, allowing for the configuration of a custom field. The form includes the following fields and options:

- Name:** Annual sponsorship
- Description:** Amount
- Is required?:** Yes (checked with a green checkmark)
- Value:** A dropdown menu for 'Field type' with the following options:
 - Date (selected)
 - Text
 - Number
 - Date
 - Date and time
 - Boolean
 - Hours and minutes
 - Hours and minutes decimal
 - Money

Buttons for 'Cancel' and 'Update' are located at the bottom of the modal. In the background, a table lists custom field types, with 'Marriage' visible under the 'Name' column. An 'Actions' column contains 'Edit' and 'Delete' buttons. A '+ Add Custom Field Type' button is in the top right corner. At the bottom right of the main interface, there are 'Close' and 'Reorder' buttons.

Custom Field Types



IMPROVED

- **DBS Check Workflow:** The system includes a flow control feature (mini-wizard) that guides users through processes like DBS checks. This workflow technology will be expanded to other parts of the system.
 - **Unlimited Document Storage:** Attach unlimited documents to each sub-personnel form.
 - **Auditable Comments:** Comments added to sub-personnel forms are auditable for transparency.
 - **Personal Identification:** Each sub-form clearly shows the employee's name, ensuring users know which individual they are viewing.
 - **Credential Integration:** Credentials for employees brought in via third-party APIs are now visible within the personnel records, including the type of credential and when it was issued.
 - **Custom Fields:** You can now create unlimited Custom Fields, an enhancement over the previous on-premises UDF (User Defined Fields) system.
 - **Document and Conversation Storage:** Documents such as DBS checks, absences, or next of kin information can be securely stored. Conversations related to these records are also tracked.
- **Core**
 - Insights
 - Essential
 - Photo
 - Personal
 - Addresses
 - Emergency Contacts
 - Sensitive
 - Banks
 - Employee Self Service Account
 - **Employment and Compensation**
 - Employment
 - Benefits
 - Salaries
 - Pensions
 - Credentials
 - **Compliance and Legal**
 - Right to Work
 - Disclosure and Barring Service
 - Working Time Regulations
 - **Employee Relations**
 - Conversations
 - Unions
 - Grievances
 - Disciplinary
 - Exit Interview
 - **Professional Development**
 - Achievements
 - Reviews
 - Skills and Qualifications
 - Skills Progression
 - Education
 - **Health and Safety**
 - Health
 - Disabilities
 - Accident or Injury
 - Mental Wellbeing
 - **Custom Data**
 - Custom Fields

The timeware® Buzz...

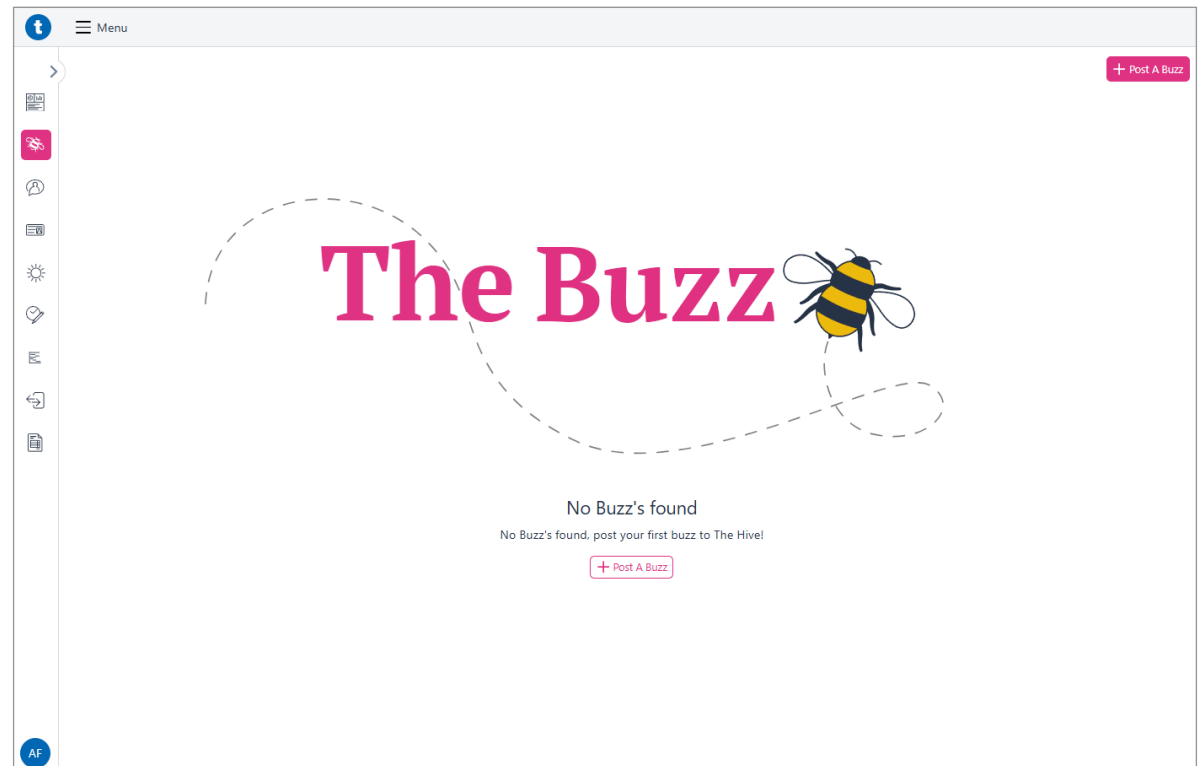
timeware's internal communications hub.



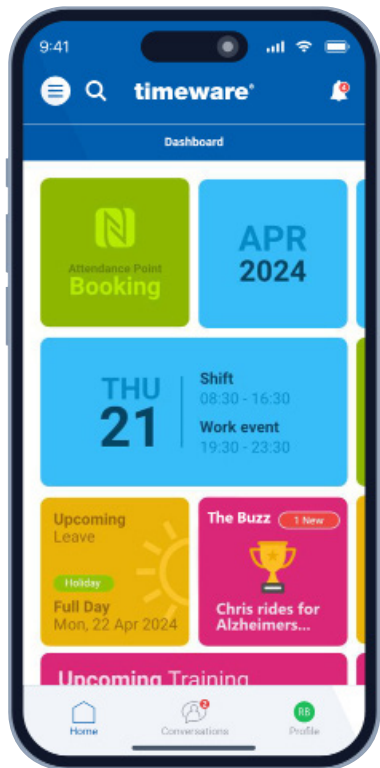
timeware® Buzz is timeware's internal communications hub, designed to bring people, information and engagement together in one simple, secure space. Through quick, targeted posts known as Buzz, managers can share updates, recognise achievements, promote events and gather instant feedback across the organisation. Whether announcing a policy change, celebrating a team success or running a short poll, timeware® Buzz ensures every message reaches the right audience at the right time.

With a clean, intuitive interface and a mobile friendly presentation, employees stay connected wherever they are, reducing reliance on email and improving day to day visibility. Rich content such as images, documents, locations and interactive polls can be added in seconds, while comments and reactions encourage genuine two way communication rather than one way announcements.

As a core part of the timeware® Cloud platform, timeware® Buzz integrates seamlessly with workforce data, dashboards and HR features, creating a central point for both information and interaction. The result is a more informed and engaged workforce, clearer internal communication and a stronger connection between management and staff. timeware® Buzz turns routine updates into meaningful conversations, helping organisations build culture, improve awareness and keep everyone aligned with what matters most.



Posting a Buzz



Post a Buzz

Post a buzz

Publish buzz on
Thu, 15 Jan 2026 12:53

Buzz category
Social event

Audience
Everyone

Heading
Meal with cocktails

Body
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec id quam lobortis, rutrum urna cursus, fermentum tellus. Proin ut interdum enim. Aenean et eros

URL's or Emails
Images
Documents
Poll
Location

Story images (2/4) + Add image

Mobile Feed Preview

Simon Birchall
Thu, 15 Jan 2026 12:53

Meal with cocktails
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec id quam lobortis, rutrum urna cursus, fermentum tellus. Proin ut interdum enim. Aenean et eros imperdiet, venenatis massa quis, tempor nulla. Maecenas ultrices aliquet nibh nec lobortis. Fusce tempor odio id massa maximus, ut auctor lorem pulvinar.

"What is your favourite cocktail?"

Mojito	33%
Espresso Martini	67%

30 Submissions

The Buzz

+ Post A Buzz

Simon Birchall
Mon, 20 Oct 2025 04:30

Audience

Meal with cocktails
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec id quam lobortis, rutrum urna cursus, fermentum tellus. Proin ut interdum enim. Aenean et eros imperdiet, venenatis massa quis, tempor nulla. Maecenas ultrices aliquet nibh nec lobortis. Fusce tempor odio id massa maximus, ut auctor lorem pulvinar.

30 Submissions

"What is your favourite cocktail?"

Mojito	33%
Espresso Martini	67%

Sue Demall + 98 22 Comments

Simon Birchall
Fri, 17 Oct 2025 09:00

Audience

Congratulations to the Programming Team
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut tristique risus sem, ac pellentesque eros varius at. Donec congue accumsan ante eu vestibulum. Proin tincidunt nibh id enim porta, vel malesuada justo placerat. Donec nec accumsan ligula, a lacinia est. Pellentesque gravida metus eget arcu imperdiet, ut ornare nisi pretium. Aliquam porta, lacus quis sollicitudin efficitur, lorem enim dictum sapien, ut pharetra sem ante vitae arcu. Vivamus lacus arcu, aliquam ut lectus et, tincidunt maximus eros. Nam vestibulum nibh sed eleifend consectetur. Cras tempor pulvinar hendrerit. Quisque a lacus sodales dolor faucibus bibendum a in urna. Integer velit elit, pellentesque sed eros ac, ullamcorper ullamcorper dolor. Vivamus congue ipsum nunc, eu placerat orci lobortis ut. Duis aliquet, dolor nec molestie luctus, odio lacus fermentum velit, eget aliquet tortor risus non massa. Pellentesque varius cursus faucibus. In ultrices faucibus dapibus.

22 Submissions

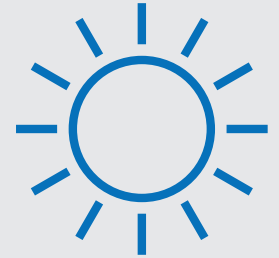
Seymore Butts + 109 22 Comments



- **Upcoming Events:** Display all upcoming events within the company, viewable by employees in the app.
- **Stories:** Highlight events or employee achievements, such as charity work or milestone celebrations.
- **Messages:** Used to target specific groups (e.g., office staff, shop floor teams) for announcements or updates.

Leave Management...

timeware® Cloud Leave Management allows custom holiday policies, carry-over limits, two-tier approvals, and alerts for breaches in leave rules.



timeware® Cloud Leave Management is designed to simplify and centralise the way organisations manage employee absences. It provides a clear, efficient method for recording and tracking all types of leave, including holiday, sickness, compassionate leave and personal days, ensuring that every request is captured accurately and consistently.

Managers can review and approve requests in seconds, with full visibility of individual entitlements, remaining balances and team availability. This allows workforce planning to be handled with confidence, helping departments maintain appropriate cover while supporting employees in taking time away when needed. Real time reporting highlights absence patterns and trends across the organisation, enabling informed decisions and proactive management.

The intuitive interface makes it easy for both managers and employees to access the information they need without complexity. Requests can be submitted quickly, approvals are clear and auditable, and all activity is automatically recorded for future reference.

As a fully integrated part of timeware® Cloud, Leave Management works seamlessly alongside time and attendance, dashboards and HR features. This ensures that attendance data is always synchronised and up to date, supporting accurate records, payroll preparation and compliance with internal policies and employment legislation. The result is a streamlined, reliable and professional approach to managing absence across the entire organisation.



Start a conversation with David Webb

Conversation Hub

The screenshot displays the 'Leave Management' interface for user Lucie Abbott. The main section is titled 'Entitlement' and shows details for 'Leave Policy - Production worker' from 'Thu, 1 Jun 2023 to Fri, 31 May 2024'. It features two main categories: 'Holiday' and 'Sickness', each with a donut chart and associated data tables.

Category	Allowance	Period allowance	Carry over	Total entitlement	Leave taken	Remaining entitlement
Holiday	20	20	0	20	5	5
Sickness	10	10	0	10	5	5

Additional data shown in the interface includes:

- Holiday Breakdown:** Taken (5), Planned (10), Remaining (5). Formula: Remaining = Allowance - (taken + planned).
- Sickness Breakdown:** Taken (5), Remaining (5). Formula: Remaining = Allowance - (taken).
- Other Metrics:** Leave worked (refunded) 0, Leave planned 10, Credit 0.

Leave Management, Entitlement

Menu

Lucie Abbott
Rochdale - Production worker, Picker, Packer

(ctrl+k)

Leave Management

Calendar

Calendar Entitlement

Leave Policy - Production worker ...

< > >> ☰ 📅

Thu, 1 Jun 2023 to Fri, 31 May 2024

June, 2023
T 1
F 2
S 3
S 4
M 5
T 6
W 7
T 8
F 9
S 10
M 10
T 11
F 11
S 12
T 13
T 13
W 14
T 15
F 16
S 17
M 17
T 18
W 19
T 20

July, 2023
S 1
S 2
M 3
T 4
W 5
T 6
F 7
S 8
S 9
M 10
T 11
F 11
S 12
T 13
T 13
S 15
S 16
M 17
T 18
W 19
T 20

August, 2023
T 1
W 2
T 3
F 4
S 5
S 6
M 7
T 8
W 9
T 10
F 11
S 12
M 14
T 15
W 16
T 17
F 18
S 19

September, 2023
F 1
S 2
S 3
M 4
T 5
W 6

October, 2023
S 1
M 2
T 3
W 4
T 5
F 6

January, 2024
M 1
T 2
W 3
T 4
F 5
S 6

February, 2024
T 1
F 2
S 3
S 4
M 5
T 6

March, 2024
F 1
S 2
S 3
M 4
T 5
W 6

April, 2024
M 1
T 2
W 3
T 4
F 5
S 6

May, 2024
W 1
T 2
F 3
S 4
S 5
M 6

Leave Booking - LA Lucie Abbott
Conversation 1

Booking

Meetings 🗨️

Tasks ✅

Documents 📄

Comments 💬

Booking

1 Request

Request from: timeware® ESS app Reason: Holiday full day Submitted on: Mon, 12 Aug 2024 09:00

Comment by Lucie Abbott: Booked trip to Spain during school holidays.

2 Leave type

Leave category? Holiday Leave reason? Holiday full day

3 Leave date(s)

Leave from/to: Mon, 4 Aug 2025 Up to? Wed, 27 Aug 2025

Continuous? No

Entitlement deduction: 18 days Advanced Workforce

4 Authorization

Awaiting review

Holiday Entitlement

Allowance (28)

Taken (2)

Planned (5)
Booked not yet taken

Remaining (21)
= Allowance - (taken + planned)

Balance

- i You will have 3.00 days remaining after this booking.
- i This booking covers 18 working day(s).
- i This booking spans 6 rest day(s) which are not deducted.
- i Employee is 3 months into the entitlement period with 100% (28 day(s)) of their entitlement remaining.

Bank Holiday Proximity

Leave request is within 0 working day(s) of a bank holiday (1 on Mon, 25 Aug 2025).

Cancel
Create

Leave Management, Calendar

Leave Management...

Menu

Lucie Abbott
Rochdale - Production worker, Picker, Packer

(ctrl+k)

Leave Management

Workforce Calendar

< > >| ☰ 📅

Thu, 1 Jun 2023 to Fri, 31 May 2024

No preset Everyone

June, 2023	July, 2023	August, 2023	September, 2023	October, 2023	November, 2023
T 1	S 1	T 1	F 1	S 1	W 1
F 2	S 2	W 2	S 2	M 2	T 2
S 3	M 3	T 3	S 3	T 3	F 3
S 4	T 4	F 4 Richard Barratt ...	M 4	W 4	S 4
M 5	W 5	S 5	T 5	T 5	S 5
T 6	T 6	S 6	W 6	F 6	M 6
W 7	F 7	M 7 Richard Barratt ...	T 7	S 7	T 7
T 8	S 8	T 8 Richard Barratt ...	F 8	S 8	W 8
F 9	S 9	W 9 Richard Barratt ...	S 9	M 9	T 9
S 10	M 10	T 10 Richard Barratt ...	S 10	T 10	F 10
S 11	T 11	F 11 Richard Barratt ...	M 11	W 11	S 11
M 12	W 12	S 12	T 12	T 12	S 12
T 13	T 13	S 13	W 13	F 13	M 13
W 14 Jamie Whitlam ...	F 14	M 14 Richard Barratt ...	T 14	S 14	T 14
T 15	S 15	T 15 Richard Barratt ...	F 15	S 15	W 15
F 16	S 16	W 16 Richard Barratt ...	S 16	M 16	T 16
S 17	M 17	T 17 Richard Barratt ...	S 17	T 17	F 17
S 18	T 18	T 18 Richard Barratt ...	M 18	W 18	S 18
M 19	W 19	F 18 Richard Barratt ...	T 19	T 19	S 19
T 20	T 20	Jamie Whitlam ...	W 20	F 20	M 20
		Nathan Price ...			

>
▶ Fri, 18 Aug 2023

Richard Barratt: Holiday ✕ 📄

Jamie Whitlam: Training ✕ 📄

Nathan Price: Doctors ✕ 📄

+ Add Booking

Layout

Number of Months

1
3
6
12

Number of Columns

1
3
6
12

Filters

AF

Leave Management, Workforce



- **Absence Control:** Full control over leave management, including the ability to modify individual days (e.g., half-days) and manage absence spells more effectively.
- **Leave Statistics:** View a calendar that shows leave statistics for multiple employees at once.
- **Workforce View:** View which employees in a specific assignment group (e.g., department) are off on leave.
- **Individual calendar**
- **Individual entitlement**
- **Workforce calendar**
- **Multiple absences on a day**
- **Tactical absences**
- **Continuous absences**
- **Conversation Hub**
- **Comments**

Attendance...

Flexible scheduling, extensive overtime calculations, real-time calculations and alerts.



timeware® Cloud Attendance is designed to support a wide range of established working patterns, including standard hours, flexitime and complex rotating shifts. Schedules can be created and managed up to a full year in advance, giving organisations long-term visibility and control over workforce planning. Built-in grace periods and rounding rules ensure accurate, consistent time capture, while flexible break classifications allow different working practices to be reflected precisely within the system.

The platform supports an extensive range of overtime calculation methods, making it ideal for organisations with bespoke pay rules or industry-specific requirements. Overtime can be authorised using multiple approval routes, ensuring that policies are applied correctly and transparently across departments. Automated email notifications and on-screen alerts keep managers informed, highlighting pending approvals and helping prevent delays in payroll processing.

By combining robust scheduling, precise time recording and intelligent overtime management in a single, integrated solution, timeware® Cloud Attendance delivers both operational efficiency and absolute confidence in workforce data. It provides managers with the tools they need to maintain compliance, control labour costs and respond quickly to changing business demands, all within a secure, cloud-optimised environment.

Week/Day	Date	Shift	Taken Absence(s)	Booking(s)	Total	Opening Balance	Accumulated	Closing Balance	Overflow	Shortfall
2 Mon	20/02/2023 12:12:12	08:00-17:00/30		No bookings	7:27					
2 Tue	21/02/2023 12:12:12	08:00-17:00/30		08:06-17:00	7:45					
2 Wed	22/02/2023 12:12:12	08:00-17:00/30		09:00-16:54	7:27					
2 Thu	23/02/2023 12:12:12	08:00-17:00/30		09:00-incomplete	7:27					
2 Fri	24/02/2023 12:12:12	08:00-17:00/30		09:00-17:00	8:00					
2 Sat	25/02/2023 12:12:12	Saturday Overtime		No bookings	7:27					
2 Sun	26/02/2023 12:12:12	Sunday Overtime		No bookings	7:27					
3 Mon	27/02/2023 12:12:12	08:00-17:00/30		09:00-17:00	8:00					
3 Tue	28/02/2023 12:12:12	08:00-17:00/30		08:03-16:47	11:00					
3 Wed	01/03/2023 12:12:12	08:00-17:00/30		09:00-17:00	8:00					
3 Thu	02/03/2023 12:12:12	08:00-17:00/30	Holiday ***	09:00-17:00	8:00					
3 Fri	03/03/2023 12:12:12	08:00-17:00/30	Holiday ***	09:00-17:00	8:00					
3 Sat	04/03/2023 12:12:12	Saturday Overtime		No bookings	7:27					
3 Sun	05/03/2023 12:12:12	Sunday Overtime		No bookings	7:27					

Timesheet

Tue, 21 Feb 2023

08:00-17:00/30 Planned

Calculation Log 9

Time Entries									
Clock-in Source		Clock-in Time			Clock-out Source		Clock-out time		
Reception	▼	Tue, 21 Feb 2023	08:03	×	Rear Door	▼	Tue, 21 Feb 2023	10:15	×
Rear Door	▼	Tue, 21 Feb 2023	10:30	×	Rear Door	▼	Tue, 21 Feb 2023	12:30	×
Rear Door	▼	Tue, 21 Feb 2023	14:50	×			Tue, 21 Feb 2023	18:30	×
Reception	▼								

Pay Breakdown	
Overridden	
Pay Element	Author
#1 Basic	Author
#2 1.50x	Author

Add Pay Element			
Value	Cost		
9:30	£116.03	Override	🗑️
1:30	£27.48	Override	🗑️
11:00	£143.51		

Calculation Log

Type	Action
System Clock rounding	08:03 rounded to 08:00 in favour of employee. + 3m Adjustment
Fixed Break Rule Standard	Window ☰ 10:00 - 11:00 ✓ 15m Paid (Included)
Fixed Break Rule Standard	Window ☰ 12:00 - 14:00 - 30m Unpaid (Deducted)
Fixed Break Rule Standard	Window ☰ 14:30 - 15:30 ✓ 15m Paid (Included)
System Before pay rule	#1 Basic ☰ 8h 30m
System Before pay rule	#2 x1.50 ☰ 1h 30m
Pay Rule Consistency award	Worked three consecutive Tuesdays. + 60m Bonus Added
System After pay rule	#1 Basic ☰ 9h 30m £116.03
System After pay rule	#2 x1.50 ☰ 1h 30m £27.48

Timesheet Entries and Calculation Log

Attendance...

The screenshot shows the 'Person View' of a roster system. At the top, there's a navigation bar with a 'Menu' icon and a 'Roster' title. Below that, a 'Person View' tab is active, with a 'Shift View' tab also visible. A search bar shows 'All Sites' and '1 - 50 of 250 people'. A date range selector shows 'Mon, 17 Jul 2023 to Sun, 23 Jul 2023'. The main area is a grid of employee shifts. Employees listed include Jo Blackwell, Nick Dewet, Finlay Jewson, Janice Stevens, and William Gibbs. Each employee's row shows their assigned shifts for each day of the week, with details like start/end times and duration.

Roster, Person View

The screenshot shows the 'Shift View' of the roster system. It features a similar navigation bar and search filters. The main area is a grid of shifts across days. The 'Rochdale' site is expanded, showing shifts for employees like Nick Dewet. The 'Heywood' site is also visible, showing shifts for employees like Finlay Jewson and Janice Stevens. Each shift cell contains details like time and duration, and some have an 'Add Shift' button.

Roster, Shift View



Start a conversation with David Webb

Conversation Hub



Timesheet Management

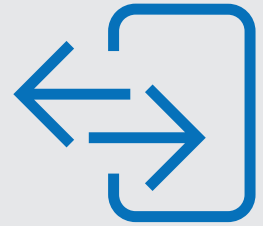
- **Timesheet Approval Workflow:** The timesheet approval process now includes multiple phases—Awaiting Review, Pending Payroll, and Passed to Payroll—giving greater control over timesheet management.
- **Pay Elements:** The system supports up to 60 pay elements, capped for reporting purposes.
- **Pay Element Types:** Each pay element can be configured as hours, minutes, decimal hours, or boolean figures.
- **Enhanced Approval Process:** The timesheet approval process has been redefined to provide deeper control compared to the old premise model.

Planner

- **Two View Modes:**
 1. **Person View:** A traditional planner view that integrates staffing levels, similar to the on-premise model.
 2. **Shift View:** This view focuses on shifts within a day, highlighting potential staffing level breaches. It also allows the creation of new shifts on-demand, in addition to existing shifts.

Roll Call...

timeware® Cloud's Roll Call feature boosts workplace safety and efficiency, offering real-time on-site presence visibility during emergencies.



The timeware® Cloud Roll Call feature offers an unparalleled advantage for enhancing workplace safety and efficiency.

This powerful tool provides real time visibility of who is present on-site, crucial during emergencies or unexpected events.

	Booking	Shift	Assignments
JB Jo Blackwell Production worker	Main entrance Mon, 17 Jul 2023 - 08:00 4 hours 20 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head Nathan Price
ND Nick Dewet Production worker	Back door Mon, 17 Jul 2023 - 12:20 20 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head Simon Birchall
JS Janice Stevens Production worker	Back door Mon, 17 Jul 2023 - 07:55 4 hours 25 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
FJ Finlay Jewson Production worker	Back door Mon, 17 Jul 2023 - 7:58 4 hours 22 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
JL June Summer Laurence Production worker		08:00 > 16:30 8hr 30m 30m Unpaid Holiday	Employee Demo Ltd European Division Head
WG William Gibbs Production worker		08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
JB John Bright Production worker	Main entrance Mon, 17 Jul 2023 - 08:01 4 hours 19 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
NF Nina Foyles Production worker	Main entrance Mon, 17 Jul 2023 - 08:00 4 hours 20 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head

Roll Call



- **Multi-site support**
- **Multiple filters and sort orders**

Reports...

timeware® Cloud Reports provide essential insights for tracking attendance, overtime, and absences, enhancing decision-making and operational efficiency. Available in PDF or Excel format.



Elevate your operations with the powerful reporting capabilities of timeware® Cloud. Detailed, easy-to-understand reports give you precise visibility of employee attendance, overtime, and absence trends, enabling managers to act quickly and make informed decisions that improve productivity and reduce operational costs. With real-time data always available, you gain immediate insight into workforce performance without delay. Reports can be run instantly or scheduled to generate automatically at set times during the week or month, ensuring that critical information is delivered exactly when it is needed for confident planning, compliance, and effective management.

The screenshot displays the 'Reports' section of the timeware Cloud interface. It features a sidebar with navigation icons, a main content area with a search bar and '+ Add Report' button, and two primary data tables: 'Chosen reports' and 'Report History'. A notification bubble in the top right corner indicates that a report is ready to view.

Chosen reports					
Name	Category	Last Run	Next Occurrence	Actions	
▼ HR					
Personnel Essential Listing	Personnel	Wed, 7 Jan 2026 16:54			
Personnel Personal Listing	Personnel	Fri, 16 Jan 2026 09:56			

Report History					
Format	Name	Added On	Status	Completed On	Actions
	Personnel Personal Listing	Fri, 16 Jan 2026 09:56	Generated		
	Personnel Essential Listing	Wed, 7 Jan 2026 16:54	Archived	Wed, 7 Jan 2026 16:54	

Reports

Reports are designed to provide a detailed breakdown of key data.

- Personnel
- Leave management
- Attendance
- Roll call
- GDPR
- Working time regulations

All reports may be crafted as PDFs or Excel format for further manipulation and analysis.



Select Report Template

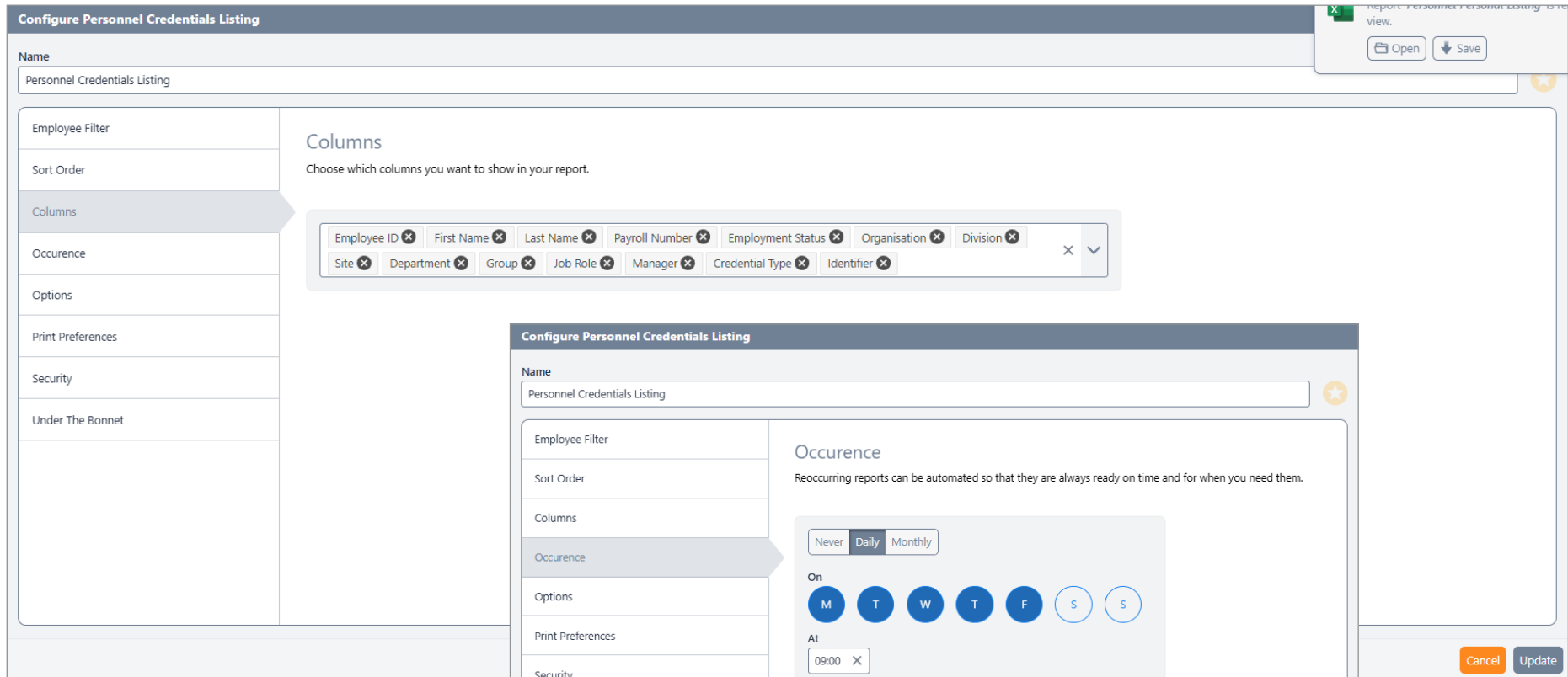
Search... (ctrl+k) 🔍

Name	
▼ HR	
Personnel Achievements Listing The personnel achievements Listing contains employee accomplishments: Achievement type, description, date achieved, points, and acknowledged by employee.	+ Select
Personnel Address Listing The personnel address listing contains address details: Address type, address lines, city, state/province, zip/postcode, country, and ring-fence status with radius.	+ Select
Personnel Bank Listing The personnel bank listing report contains account and contact details: Account and routing numbers, branch info, contact details, and address.	+ Select
Personnel Benefits Listing The personnel benefits listing contains benefit details: Benefit type, enrolment and expiration date, coverage details, cost and terms.	+ Select
Personnel Credentials Listing The personnel credentials listing contains credential details: Credential name, type, identifier and location.	+ Select
Personnel DBS Check Listing The personnel DBS (Disclosure and Barring Service) check listing report provides DBS status details: check type, certificate number, issue date, follow-up dates, status, and the result of the check.	+ Select
Personnel Disciplinary Listing The Personnel Disciplinary Listing contains employee disciplinarys: Type, date, status, details, investigation, outcome and appeal.	+ Select
Personnel Emergency Contacts Listing The personnel emergency contacts listing contains contact information: Name, relationship, mobile, phone, alternate phone, and email.	+ Select
Personnel Essential Listing	+ Select

Cancel

An extensive range of reports, each with clearly identifiable permissions

Reports...



Control which fields appear in the report

Control the time and day that a document crafts automatically

Who else should receive a copy of this report?

XLSX spreadsheet reports are digitally signed and can be password protected

Configure Personnel Credentials Listing

Name: Personnel Credentials Listing

Employee Filter

Sort Order

Columns

Occurrence

Options

Print Preferences

Security

Under The Bonnet

Under The Bonnet

Under the hood contains advanced report options.

Set your preferred document type

XLSX
The XLSX file format is used for spreadsheets and can be opened in Microsoft Excel.

Set the language for the report

en-GB
English (GB)

Set the time zone for the report

(UTC+00:00) Greenwich Mean Time

Cancel Update

Configure Personnel Achievements Listing

Name: Personnel Achievements Listing

Options

- Employee Range
- Sort Order
- Columns
- Occurrence
- Options
- Security
- Under The Bonnet

Security

XLSX spreadsheet reports are digitally signed by *.timeware.com* to verify their authenticity. You can enhance security by adding features below to prevent unauthorized access or editing of these reports.

Please note: Non XLSX formats are unprotected.

SECURE
SSL ENCRYPTION

Password Protection

Secure the XLSX spreadsheet report to stop users without a password from opening it.

Password:

Confirm password:

Enable Password

Restrict Editing

Stop users without a password from editing the XLSX spreadsheet report.

Password:

Confirm password:

Restrict Editing

Cancel Create

Specify document type, language and a time zone for automatically generated reports

Reports...

AutoSave Off | omtbhqpa - Protected View • Saved to this PC

File Home Insert Page Layout Formulas Data Review View Automate Help | Comments Share

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

A1 Personnel Personal Listing

Personnel Personal Listing										
Essential					Assignments					
Employee ID	First Name	Last Name	Payroll Number	Employment Status	Organisation	Division	Location	Department	Group	Job Role
1398	Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1053	Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
873	Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
252	Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
153	Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
593	Lawrence	Abernathy	PR202400593	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1204	Lela	Abernathy	PR202401204	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1039	Abel	Adams	PR202401039	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1178	Darryl	Adams	PR202401178	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
368	Mark	Adams	PR202400368	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
51	Sean	Adams	PR202400051	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1239	James	Altenwerth	PR202401239	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
443	Jason	Anderson	PR202400443	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1045	Nicolas	Anderson	PR202401045	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1408	Vicki	Anderson	PR202401408	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
524	Angel	Ankunding	PR202400524	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
666	Cameron	Ankunding	PR202400666	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1242	Jana	Ankunding	PR202401242	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
517	Krystal	Ankunding	PR202400517	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
373	Cecelia	Armstrong	PR202400373	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
789	Raul	Armstrong	PR202400789	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
438	Bradford	Auer	PR202400438	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1227	Malcolm	Auer	PR202401227	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
622	Orlando	Auer	PR202400622	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1181	Pete	Auer	PR202401181	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
735	Shane	Auer	PR202400735	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1128	Simon	Aufderhar	PR202401128	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
748	Sue	Bahringer	PR202400748	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
957	Alison	Bailey	PR202400957	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1535	Don	Bailey	PR202401535	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
1267	Elaine	Bailey	PR202401267	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
418	May	Bailey	PR202400418	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
935	Roxanne	Bailey	PR202400935	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
889	Tyler	Bailey	PR202400889	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
756	Stewart	Balistreri	PR202400756	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product
193	Caleb	Barrows	PR202400193	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product

Sheet1 | Ready | 100%

Example of an XLSX report



Identyfikator pracownika	Imię	Nazwisko	Numer listy plac	Status zatrudnienia	Organizacja	Dzielenie	Lokalizacja	Dział	Grupa	Stanowis
1398	Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Producti
1053	Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Producti
873	Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Producti
252	Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Producti
153	Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Producti

Report language set to Polish

कर्मचारी आईडी	प्रथम नाम	कुलनाम	पेरोल नंबर	रोजगार की स्थिति	संगठन	बैतवारा	स्थान	विभाग	समूह	नौकरी की
1398	Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
1053	Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
873	Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
252	Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
153	Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio

Report language set to Hindi

ID Gweithiwr	Enw cyntaf	Enw olaf	Rhif y Gyflogres	Statws cyflogaeth	Sefydliad	Rhaniad	Lleoliad	Adrannau	Grwpiau	Rôl swydd
1398	Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
1053	Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
873	Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
252	Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio
153	Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Productio

Report language set to Welsh

- **Ready-to-Use Templates:** All reports are complete and available in the report templates.
 - **Enhanced Security:** SSL certification and encryption applied to Excel reports, ensuring report integrity and verification via timeware.com.
 - **Password Protection:** Reports can now be password-protected for both viewing and editing. Editing restrictions are set through a separate password for added data security.
 - **Password Management:** No passwords are stored within the cloud; forgotten passwords can be reset without requiring the previous one.
- **Excel and PDF format**
 - **Multi language**
 - **Report history**
 - **Employee range**
 - **Sort order**
- **Columns**
 - **Occurrence**
 - Instant
 - Daily
 - Monthly

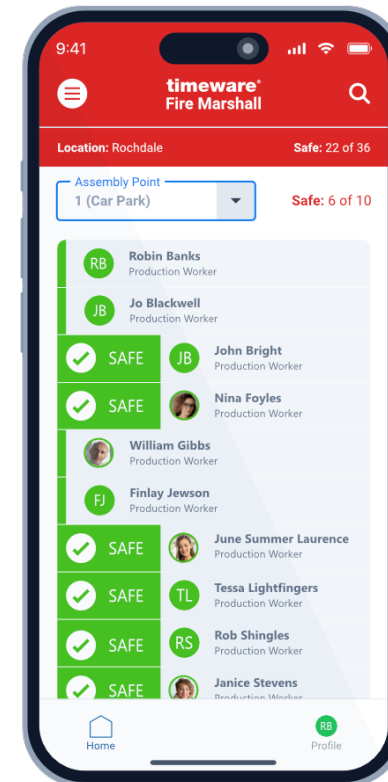
timeware® Fire Marshall app...

timeware® Cloud Fire Marshall App ensures staff safety during emergencies, offering real-time updates across marshal devices for efficient coordination.



timeware® Cloud Fire Marshall App is an essential solution for ensuring that staff members have safely evacuated during a fire emergency. This innovative app is specially tailored for installation on devices held by designated fire marshals, enabling marshals to swiftly verify the presence of individuals at safe locations. As it operates on a cloud-based platform, the app synchronises in real-time across all devices used by the marshals, thereby providing an exceedingly accurate and up-to-date status of each staff member with minimal latency. This feature ensures that every marshal is informed of the current situation, significantly enhancing the efficacy and coordination of emergency response efforts.

List of staff with pictures



Swipe right to confirm sight of team member

timeware® fire marshall app





- **Supports multi-location businesses**
- **Supports multiple Fire Marshalls**
- **Supports multiple assembly locations**
- **Swipe right to confirm sight of team member**
- **Swipe left to cancel**
- **Multiple view sorts**

General Data Protection Regulation (GDPR)...

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



The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).

What does this mean for a company using timeware® Cloud?

We will 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.

Please note that the timeware® software will never automatically delete any personal data. We think it is much safer that timeware® operates within your data controller's policies and highlights data that requires deletion. This will always be completed by your data controller and is fully audited.

Some example GDPR housekeeping rules:

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

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

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

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

When an employee leaves the company, disable access to the timeware® app and the ESS GO app with immediate effect.

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

Working Time Regulations (WTR)...

The Working Time Regulations (1998) implement the European Working Time Directive into GB law.



timeware® Cloud is designed to ensure that your workforce operates within the strict confines of the Working Time Directive. Managers benefit from real-time notifications on their dashboard, alerting them when staff members are nearing or have exceeded regulatory limits. This proactive feature is essential for maintaining compliance and preventing any breaches that could lead to penalties or legal challenges.



Rule 1 Maximum weekly working time

Workers have a statutory right to a maximum average working week of 48 hours.



Rule 2 Rest period

Workers are entitled to a rest break in each shift lasting more than six hours.



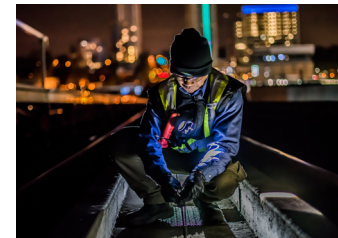
Rule 3 Daily rest period

Workers are entitled to 11 hours' consecutive rest between shifts each day.



Rule 4 Weekly rest period

Workers are entitled to one day off each week, or two days off every two weeks.



Rule 5 Night workers

Night workers should not exceed an average of eight hours in each 24-hour period.



Rule 6 Holidays

You must give everyone who works for you paid annual leave - unless they are genuinely self-employed.

Company...

A clear view of your monthly expenditure.

The breakdown of each component contributing to your monthly charges is clearly detailed on the subscription page.

Administrators can easily modify these components - switching them on or off and adjusting values - by contacting timeware® support.

Subscription Package

Component	Status	Cost	Next Billing Date
Support (Manager)	Active	-	-
Core	Active	£100.00	01/11/2023
Employees (1250 of 25000)	Active	£50,000.00 (25000 x £2.00)	01/11/2023
Attendance devices (1 of 500)	Active	£5,000.00 (500 x £10.00)	01/11/2023
Access Devices (0 of 500)	Inactive	£2,500.00 (500 x £5.00)	-
timeware® API	Inactive	£6,250.00 (25000 x £0.25)	-

Automation Integrations

Integration	Status	Cost
Zapier	Active	£6,250.00 (25000 x £0.25)

Payroll integrations


Integration	Status	Cost
Sage	Active	£6,250.00 (25000 x £0.25)
ADP	Cancelled	£6,250.00 (25000 x £0.25)
IRIS EarnielQ	Inactive	£6,250.00 (25000 x £0.25)
Pegasus	Inactive	£6,250.00 (25000 x £0.25)

File, [Company Name]



Tenant country United Kingdom	Tenant currency Pound sterling (GBP)	Tenant time zone (UTC+01:00) British Summer Time
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timeware® Cloud recognises the importance of localisation



Employees (1250 of 1300)
Next billing date **01/11/2023**

£2,500.00
1300 x £1.92

Employee records are available for purchase in blocks of 25



Sage
Active

£1,000.00
1300 x £0.77

Enable integrations with other applications by simply contacting timeware® support

- **Tenant country**
- **Tenant currency**
- **Tenant time zone**
- **Subscription Package**
- **Automation Integration**
- **Payroll Integration**
- **HR Integration**
- **Security Integration**

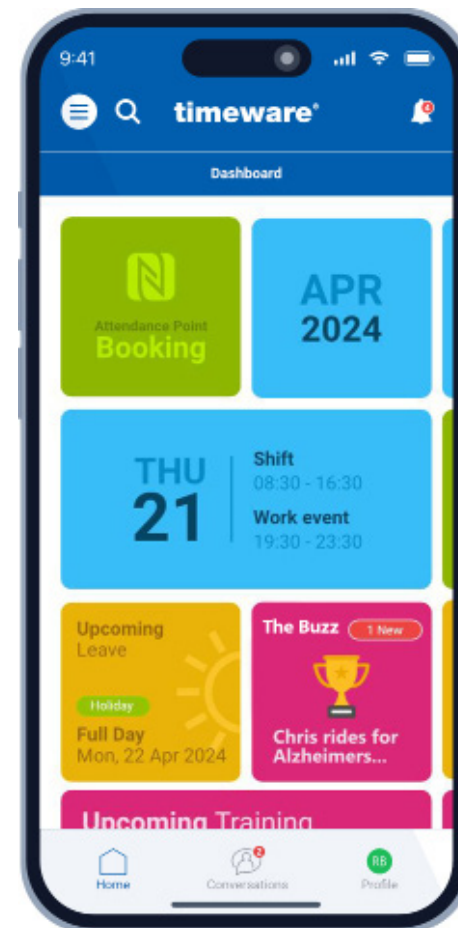
timeware® ESS app...

The timeware® ESS app is an ideal solution for management teams to maintain transparent communication with the workforce regarding time and attendance.

timeware®
ESS

Discover the versatility of the timeware® ESS app, designed to keep every member of your workforce connected, informed, and engaged. This powerful tool enables employees to take control of their schedules by reviewing timesheets, submitting leave requests, and viewing shift details with ease. It also offers instant access to leave entitlements, upcoming events, and essential training materials, ensuring everyone stays up to date.

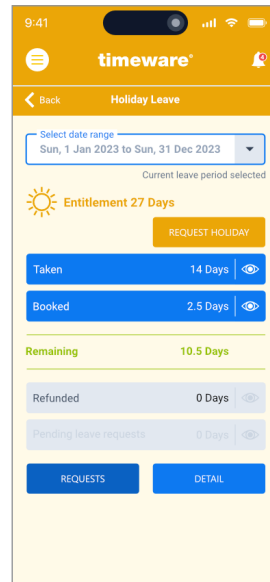
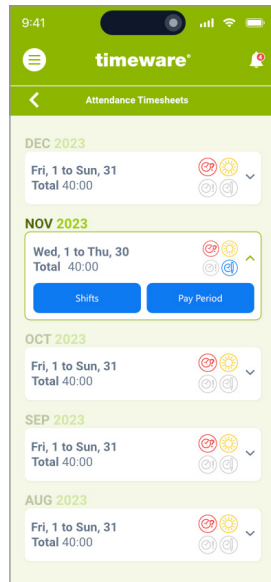
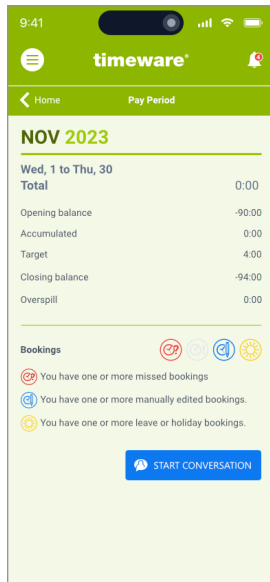
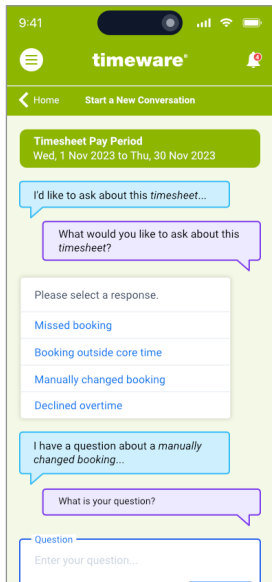
Employees can securely access company documents at any time and explore available shifts, promoting flexibility and participation across the organisation. Within the app, The Buzz acts as a central feed for company updates, allowing management to share announcements and news directly with staff. Most notably, the timeware® ESS app includes access to the Conversation Hub - an intelligent, fully audited, GDPR-compliant platform that enables open dialogue between employees and management. Together, The Buzz and Conversation Hub enhance communication, improve transparency, and foster a more connected workplace.



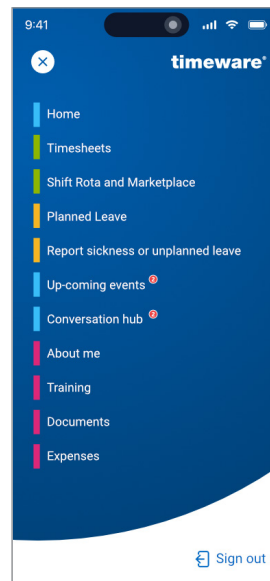
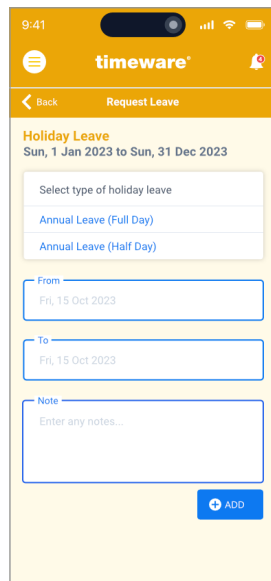
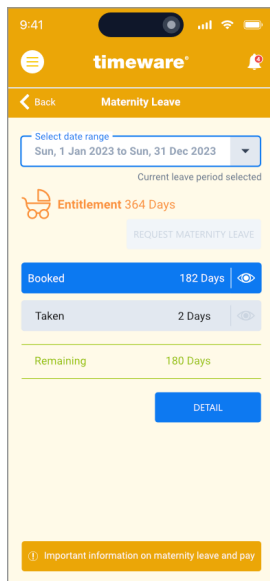
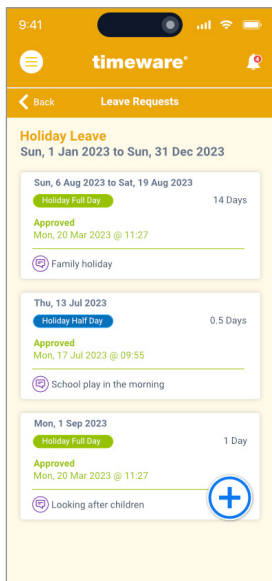
timeware® ESS app

android 

 iOS



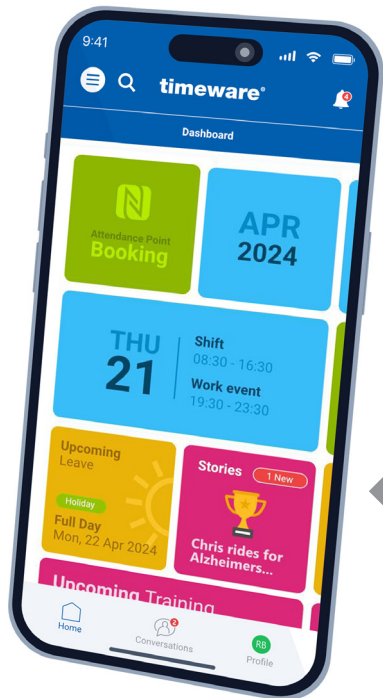
timeware® ESS app screen shots



- Timesheets
- Timesheet status
- Leave entitlement
- Leave requests
- Shift Rota
- Marketplace
- Documents
- Training Matrix
- Conversation Hub
- Upcoming events
- The Buzz
- Messages
- Attendance booking

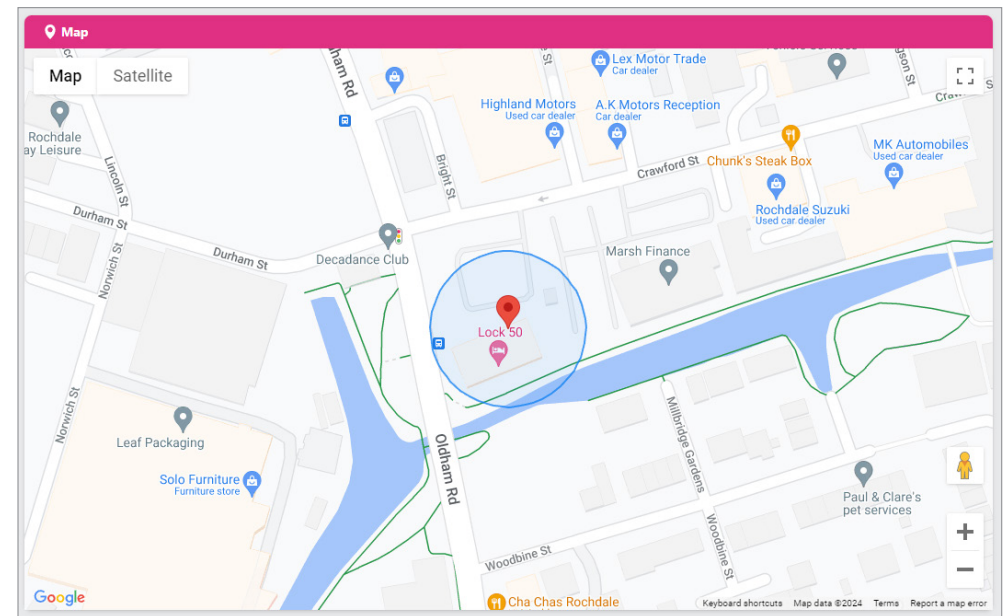
Attendance Booking...

Mobile, NFC tag, face authentication, fingerprint or proximity fob. There are ways to make an attendance booking for all types of business.



timeware® Puck
Incorporates low cost NFC technology.
Recommended for internal or external attendance and assembly points when there is no network or power points.
IP67 rated.
Works with ESS GO app.

timeware® ESS App
Multifunction attendance and absence management app.
Recommended for a mobile or static workforce.
Recommended to eliminate absence request bottlenecks.
Runs on Android and iOS.



Ring-fenced attendance booking using timeware® ESS app



BioStation 3
Face recognition and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.



X-Station 2
Fingerprint and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.

X-Station 2
Proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.



timeware® Customer Care...

Once your timeware® software has been implemented, we believe that it is our responsibility to ensure that your system always runs smoothly. The timeware® customer care teams achieve this goal by working closely with each client in a pro-active manner.

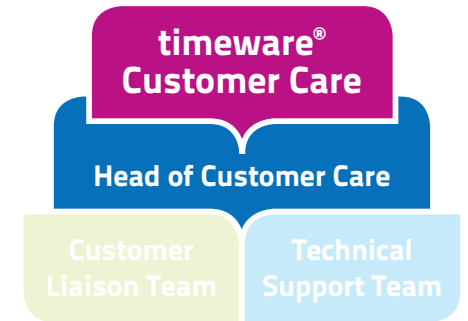


Upon successful configuration of your timeware® system and completion of staff training by our implementation team, the transition to customer care will commence. During the initial weeks, a dedicated liaison team member will engage daily with your timeware® administrator to ensure optimal functionality and coordinate any necessary support.

Our customer care service is bolstered by two pivotal teams: the Technical Support Team and the Customer Liaison Team. Supervised by the Head of Customer Care, these teams are essential for maintaining seamless operations within the department.

The Technical Support Team consists of highly trained technicians committed to resolving support queries efficiently. As part of our managed service, this team will also perform annual software upgrades and regular system performance evaluations to enhance your timeware® experience.

Meanwhile, the Customer Liaison Team focuses on the operational reliability of your timeware® system. Though non-technical, their role is crucial in organising annual software upgrades, system reviews, and customer care engagements. Additionally, they coordinate roadshows and manage the production and distribution of timeware's quarterly publication, timelines.



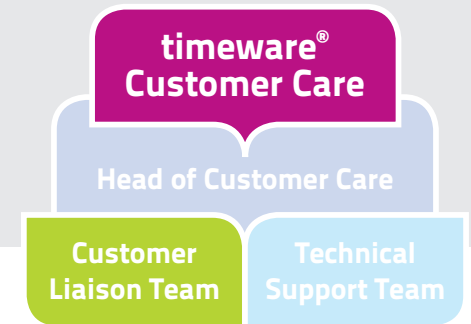
Charlotte Kavanagh
Head of Customer Care

Charlotte is the head of timeware® customer care and manages the customer liaison and support teams and reports to the Managing Director.



timeware® Customer Liaison Team...

The liaison team ensure you are getting the most out of your timeware® investment.



The Customer Liaison Team at timeware® is dedicated to ensuring that every client receives exceptional service and support through four principal areas of responsibility:

Annual Software Upgrades:

Every client is assigned a specific month for their upgrade, during which our team visits to install the latest software version. This session also includes training on new features to ensure that all staff are proficient and can leverage the newest functionalities and security enhancements for optimal performance.

System Performance Reviews:

These crucial meetings provide an opportunity for timeware® administrators to engage with our implementation and support teams. Together, they evaluate system efficiency, resolve any bottlenecks, and explore new software features. The frequency of these reviews is tailored to the complexity and scale of the client's system.

Customer Care Calls:

Our administrators reach out to clients every six weeks to confirm that the timeware® system is functioning smoothly. These calls are essential for maintaining direct communication, offering insights into system performance, and addressing any immediate support needs.

Timelines Magazine:

The customer liaison team meticulously plans and oversees the distribution of timelines, timeware's quarterly magazine. This publication keeps all registered contacts informed about the latest developments and innovations at timeware®.

Each of these services is designed to enhance the client experience, ensuring that every interaction with timeware® not only meets but exceeds expectations. Whether through regular updates, direct support, or strategic insights, we are committed to delivering excellence and driving success for our clients.



Karl Briggs
Customer Liaison Officer

The skills Karl gained during his time at Virgin Trains have been instrumental in the development of his role within timeware®.



timeware® Technical Support Team...

The Technical Support Team take on the responsibility of administering your timeware® software as part of your timeware® managed service.

The timeware® Managed Service offers a straightforward and effective solution, ensuring that all timeware® customers enjoy a hassle-free managed experience. This service is structured around the availability of a skilled timeware® support technician, who takes charge of essential tasks such as setting up absence entitlement policies and adding new timeware® users tailored to your specifications.

Delegate routine tasks to timeware® support and focus your efforts on the critical administrative processes that are key to your business success! With timeware® Managed Service, you gain the expertise of seasoned specialists ready to resolve any timeware® queries and customise settings exactly as you need them. Experience simplicity and efficiency like never before!

Included in the timeware® Managed Service:

Support Accessibility:

Reach the timeware® technical support team from 8:30 AM to 5:30 PM, Monday to Friday, including bank holidays (excluding Christmas and New Year).

Efficient Change Management:

timeware® commits to fulfilling approved change requests promptly within a predetermined schedule.

Proactive Upgrades and Training:

Annually, our technical support team will schedule a visit or call to upgrade your software to the newest version and conduct training on new features.

Performance Optimisation:

Conduct regular system performance reviews to diagnose and resolve data flow issues, and discuss the implementation of new software standards.

Complimentary Training and Support:

Benefit from free remote training and courtesy calls from the customer liaison team every six weeks.

Exclusive Community Insights:

Enjoy a free subscription to the timeware® community magazine, 'timelines', for each member of your approved contacts list.

How does the timeware® support team assist?:

Our dedicated support team, based in our office, is ready to assist you with any inquiries from 8:30 AM to 5:30 PM on weekdays. For after-hours support, you can use our ticketing system. Utilising remote desktop technology, our team can access your PC, with your consent, to swiftly diagnose and fix any issues. This close collaboration between our support, implementation, and development teams allows us to deliver an unparalleled level of technical expertise and product knowledge.



timeware® Managed Service Change Request Procedure:

To initiate a change request, a timeware® administrator will log a ticket through the ticketing system. Upon receipt, our support team will arrange an initial consultation call with the technical support team to discuss the details of the request more thoroughly and plan the execution of the work within a mutually agreed time frame.

Items included in the timeware® Managed Service Change Request:

General:

- Setup and configuration of user accounts, including permissions
- Policies for To-do Lists and email notifications
- Monitoring and managing timeware® system health and performance

System Administration:

- Creating and updating notifications for users and employees
- Management of terminal and remuneration policies
- Establishment and updates to groupings and training matrix policies
- Configuration of reports, exports, and dashboards
- Maintenance during scheduled system shutdowns

Absence Management:

- Creation and maintenance of absence reasons
- Establishment of absence entitlement policies
- Management of absence block bookings

Attendance Systems:

- Development and maintenance of daily and period schedules

Technical Support Team Overview:

Matt, with over nine years of support experience, has played a pivotal role in advancing the capabilities of the support department. His team handles approximately 49 scheduled calls daily, ensuring optimal software performance for all customers. Additionally, Matt is committed to the ongoing training and development of his support team members.



Matt Wilkinson
Head of Support

timeware[®] HRMS

Human Resource Management System

Head office

timeware UK Ltd.

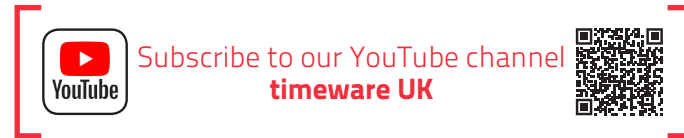
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Company Reg. No: 05886806.

Registered in: England.

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