

The timeware® project journey

When you choose timeware®, you're not just buying software—you're investing in a proven twelve-step journey that ensures your system is tailored, tested and ready to deliver long-term value. Every stage has a clear purpose, a documented outcome and the reassurance of a professional team guiding you throughout

Step 1: Demonstration

Your journey begins with a no-pressure demonstration, where we explore your goals and show how timeware® software and Suprema devices can meet real-world workforce challenges.

Step 2: Customisation Meeting

We capture the detail—your shifts, pay rules, approval processes and special requirements—so we can shape a system that mirrors your business.

Step 3: Site Survey

Our specialists visit your sites to identify device locations, network considerations and installation requirements, eliminating surprises later.

Step 4: Quotation

You receive a clear online quotation, consolidating the findings of the demo, customisation and survey stages, with full transparency on costs.

Step 5: Pre-Installation Meeting

This stage aligns stakeholders, confirms technical prerequisites and validates responsibilities, ensuring a smooth delivery.

Step 6: Software Installation

Our team installs the system to your agreed specification, following your IT policies and confirming full connectivity.

Step 7: Enrolment & Testing

Biometric enrolment is managed carefully, with thorough testing to build trust and ensure reliable performance across all shifts.

Step 8: Hardware Installation

Experienced engineers install and configure your Suprema devices, validating communication with timeware[®] and providing a clear installation report.

Step 9: Project Build

We configure your system according to the agreed specification, applying any bespoke features requested.

Step 10: Commissioning

Comprehensive testing ensures that workflows, rules and integrations behave exactly as expected.

Step 11: Training

Your team receives role-appropriate training, designed to ensure confident day-to-day use of timeware[®] from the very start.

Step 12: Post-Installation Meeting

The journey concludes with a review of outcomes, the resolution of any final points, and a seamless transition into our scheduled support model.