

timeware[®] HRMS PAMs framework

1. Company

Starting with company history sets the tone by building credibility. It shows your experience, reliability, and evolution. This helps the audience understand you're not just offering a product; you're offering a trusted partnership backed by a solid track record. It also makes the presentation feel personal and grounded.

Key points

- We can trace our roots back to the late 1980s, showcasing decades of experience.
- We are a wholly owned British company, led by two UK-based directors who are actively involved.
- All our software is developed entirely in-house - always has been, always will be.
- We place a massive emphasis on industry standards, ensuring quality and compliance.
- Customer service is at the heart of what we do, driving every decision and innovation.

2. Product

timeware[®] HRMS is a comprehensive, enterprise-level workforce management system hosted securely in Microsoft Azure. It centralises key HR functions within a UK-designed cloud platform, ensuring data accuracy, compliance and the flexibility to tailor the system to organisational needs. This cloud product helps businesses manage their workforce efficiently and is designed to integrate seamlessly with leading access control software.

Core features include

- HR
- Leave management
- Time management
- Attendance points
- Reporting
- Roll call
- Employee self-service app
- Fire marshal app
- Customisation and integration, including integration with access control and payroll software



Certificate No:
491342025

3. Pricing

Studies in behavioural economics often highlight that if people know the cost early, they can focus on the value rather than being distracted by wondering about the price. Leading with pricing can actually set a confident tone and help your audience feel more at ease.

Key points

- Active individuals: £8 per person per month for new customers, including the managed service. For existing customers, £2 per person per month, with the managed service as an annual charge.
- Archived individuals: £1 per person per month.
- Device connection licences: Per terminal/device as applicable.
- Integrations and customisation: Costs may apply based on requirements.

4. Software infrastructure and security

By placing the technical overview early in the presentation, you immediately reassure your audience that timeware® fully understands the responsibility of managing their data in the cloud. This approach demonstrates from the outset that data security is treated with the utmost seriousness. Positioned directly after the pricing, it establishes a tone of openness and professionalism that defines the entire presentation.

Key points

- See document t2-0671

5. App overview

First, there's the main timeware® app, designed for the management team to oversee and control the system. Next, we have the timeware® ESS, or Employee Self-Service, which the staff will use to manage their own time and attendance needs. Finally, there's the Fire Marshal app, specifically for the fire marshals to use in safety and emergency scenarios. In short, we'll emphasise that these three apps cover all the key roles, making it easy for everyone in the organisation to get exactly what they need out of timeware® HRMS.

- timeware®
- timeware® ESS App
- Fire Marshal App

timeware®

Here is your fully aligned, consistency-refined version of the core PAMs framework sections. This keeps a uniform tone, structure, and enterprise-level positioning throughout, ready for direct use in presentations.

6. Competitive Advantages

6.1 Customer Care, Managed Service

timeware® delivers a dedicated customer care approach designed to support organisations at every stage of their journey. Through a fully managed service, the platform is continuously monitored to ensure optimal performance and reliability. Proactive oversight enables potential issues to be identified early and resolved efficiently, allowing organisations to focus on their core operations with complete confidence.

Secure access is controlled through Microsoft Entra, ensuring that all support activity is tightly managed and fully auditable. Technicians are granted time-limited access only when required, maintaining strict security standards at all times.

Continuous performance monitoring is supported by Sentry.io, which tracks system health and triggers real-time alerts if defined thresholds are not met. This enables the support team to respond quickly to emerging issues, while persistent trends are fed back into development to drive ongoing improvements.

6.2 timeware® HR

timeware® HR is a full-featured, enterprise-level human resource management system designed to support the complete employee lifecycle. From onboarding and development through to long-term workforce planning, it provides a unified environment that brings together people, processes, and performance. This ensures HR operates as a fully integrated and strategic part of the wider organisation.

6.3 The timeware® Conversation Hub

The Conversation Hub provides a centralised and structured communication environment for interactions between management and employees. All communication is recorded and auditable, ensuring clarity, accountability, and consistency across the organisation.

6.4 The Marketplace

The Marketplace allows management to post available overtime or extra shifts directly to the workforce. Employees can view and accept these opportunities through the Employee Self-Service app, creating a seamless, transparent system. This ensures shifts are filled quickly and fairly, giving both managers and staff flexibility while optimising workforce coverage.

6.5 The Social Feed

The Social Feed introduces a modern communication layer that strengthens engagement across the workforce. It enables real-time updates, announcements, and targeted messaging, helping to build a connected workplace culture. Additionally, it allows the team to react with expressive feedback, such as likes and reactions, and to participate in voting, ensuring everyone feels involved in the conversation.

6.6 Localisation

Localisation ensures the platform can adapt to regional legislation, working practices, and language requirements. This flexibility supports organisations operating across multiple territories while maintaining compliance and usability.

6.7 Reporting

The reporting capability provides clear insights into workforce trends and performance. Reports are generated in Excel format, making data easy to manipulate and share, while digital signatures ensure the data remains secure. Real-time insights support informed decisions, keeping everyone on the same page.

6.8 Document Management

Document management ensures secure storage of employee records like policies and contracts. Employees can acknowledge documents via the ESS, confirming they've read them. Additionally, forms can be sent out for completion, with the data consumed back into the system, automatically updating records, streamlining compliance and record-keeping.

6.9 Queries

The queries feature leverages OpenAI technology, enabling users to perform ad hoc questions on data they have access to. This is ideal for immediate, custom insights beyond standard reports. Intuitive filtering and search ensure quick, informed decisions.

6.10 Customisation

timeware® HRMS offers a highly adaptable framework, allowing organisations to configure workflows, rules, and interfaces to meet their specific operational needs. This ensures the system aligns closely with existing processes while remaining flexible for future change.

6.11 Integrations

timeware® HRMS provides seamless integrations with HR, payroll, business systems, and security and access control systems, ensuring efficient data flow across organisations. Acting as a central data engine, it synchronises workforce information, eliminating duplication and improving accuracy.

6.12 Developer API and Webhooks

The platform includes powerful API and webhook capabilities, enabling real-time data exchange and deeper integration with external systems. This supports automation and allows organisations to extend functionality in line with their technical requirements.

Core feature

7. Dashboard

The dashboard is the central hub of the timeware[®] HRMS platform. It provides a real-time view of workforce activity, bringing together onboarding, overtime management, and reporting within a single interface. Designed for clarity and control, it supports efficient day-to-day decision-making across the organisation.

Key points

- Real-time data visualisation for instant insights.
- Role-based views to tailor the info to different users.
- Customisable so you can set up the dashboard exactly how you like it.
- Customisable notifications for mobile managers.

Core feature

8. HR

timeware® HRMS extends beyond time and attendance by delivering a comprehensive HR capability. Designed to replace and enhance existing HR systems, it centralises all key functions within a single platform. This includes document management, skills and competency tracking, automated onboarding, training management, and performance reviews, empowering strategic HR management.

Key points

- Onboarding and offboarding - streamline every step from hire to retire.
- Skills and competency matrix - track employee skills and identify gaps for training.
- Training and qualification tracking - monitor progress and renewals of all employee training.
- Performance reviews and appraisals - schedule, document, and track appraisals, feeding into career progression.
- Comprehensive document management - organise and securely store employee contracts, policies, and certifications.

Core feature

9. The Social Feed

The Social Feed enables direct communication between management and employees, either organisation-wide or within targeted groups. It supports both operational messaging and cultural engagement, helping to strengthen connection, improve communication, and enhance employee retention.

Key points

- Enables direct communication from management to employees or targeted groups, ensuring updates feel personal.
- Reinforces company culture by sharing achievements, milestones, and recognition.
- Reduces isolation in hybrid or remote teams by fostering a sense of community.
- Strengthens employee retention by making individuals feel connected and valued.

Core feature

10. The Conversation Hub

The Conversation Hub provides a centralised and structured environment for conversations between management and employees. Every interaction is recorded and fully auditable, helping to promote clarity, accountability and consistency across the organisation. By bringing communication into one secure and organised space, it supports better oversight, reduces misunderstandings and helps ensure important discussions are easy to track and review.

Key points

- Centralised communication ensures all interactions are accessible in one place.
- Fully auditable conversations support compliance and accountability.
- Miscommunication is reduced by having structured discussions.
- Management updates are streamlined for prompt employee awareness.
- Transparent communication fosters consistent engagement across the organisation.

Core feature

11. Leave management

Leave management provides a structured and transparent approach to managing all forms of absence, including holidays and sickness. By aligning leave requests with working schedules and company policies, it ensures accuracy, visibility, and operational continuity.

Key points

- Comprehensive holiday management allows employees to request and track annual leave with ease through the ESS asp.
- Robust sickness tracking ensures all absences - short or long-term - are recorded accurately.
- The system checks leave requests against work schedules, ensuring leave aligns with actual working days.
- Managers can grant additional holiday credits, offering extra days of leave as incentives or rewards.
- All leave balances and approvals are centralised, ensuring transparency and consistency.
- The process ensures smooth coordination between holidays, sickness, and shifts, supporting accurate payroll.
- Tactical absence alerts
- Prohibitive leave days.

Core feature

12. Time management

Time management consolidates workforce data to deliver accurate calculations of hours worked, overtime, and shift activity. By incorporating leave and absence data, it produces reliable, payroll-ready information and ensures consistency across the organisation.

Key points

- Automated calculation of hours worked.
- Seamless overtime tracking.
- Configurable shift rules.
- Incorporates planned leave into time calculations.
- Integrates with attendance points to verify time.
- Generates data ready for payroll preparation.

13. Attendance points

Attendance points provide flexible and secure methods for recording time. Organisations can utilise the timeware® Puck for simple, infrastructure-free deployment or advanced Suprema devices offering face authentication, fingerprint recognition, and proximity access, ensuring suitability across all working environments.

Key points

- Compatible with Suprema BioStation 3, offering market-leading face authentication.
- Integrates with Suprema X-Station 2 for fingerprint recognition.
- Supports Suprema X-Station 2 proximity card use.
- Works seamlessly with the timeware® Puck, ideal for environments lacking infrastructure.
- Supports mobile/home workers allowing attendance bookings via the ESS app.

14. Reports

Reporting enables organisations to generate both ad hoc and scheduled reports, delivered in Excel format for ease of analysis and sharing. Digital signatures ensure data integrity, while real-time insights support informed decision-making across the business.

Key points

- Reports can be run on demand or scheduled, providing flexibility.
- They are delivered in Excel format for easy sharing and analysis.
- Digital signatures ensure the integrity of report data.
- Role-based views allow tailored data for different users.

15. Roll Call

The Roll Call feature provides real-time visibility of who is on-site and integrates directly with fire alarm systems to trigger automatic roll calls during emergencies. This ensures accurate headcounts and supports effective emergency response procedures.

Key points

- Integrates with the customer's existing fire alarm system for automatic triggering.
- Provides instant, accurate headcounts for safety procedures.
- Real-time visibility of who is on-site during emergencies.

timeware® ESS

Next up is timeware® ESS, the Employee Self-Service app that truly puts control into the hands of your staff. It offers flexible scheduling, real-time notifications for attendance and leave, and automated leave management to make requesting and approving time off a breeze. Employees can manage their schedule easily and even receive performance feedback and take part in engagement surveys to share their insights.

With customisable reporting for managers and recognition systems to celebrate achievements, it's designed to support work-life balance and even offers training and development portals. In short, timeware® ESS is all about making life simpler, more transparent, and more engaging for everyone.

Key points

- Employee Self-Service App, allowing staff to manage their schedules and requests easily.
- Real-Time Notifications for attendance and leave, keeping everyone in the loop.
- Flexible Scheduling, helping employees balance their work-life needs.
- Automated Leave Management, making it simple to request and approve time off.
- Engagement Surveys, to gather employee insights and improve workplace culture.
- Recognition and Reward Systems, to celebrate employee achievements.
- Access to Training and Development records, giving staff access to growth opportunities.
- Work-Life Balance Features, like flexible hours and remote work options.

timeware® Fire Marshal

The timeware® HRMS Fire Marshal App is an essential tool designed to ensure that all staff members have safely evacuated during a fire emergency.

This cloud-based app synchronises in real time to ensure a highly accurate and up-to-date status of every individual with minimal delay. In other words, each fire marshal is always informed of the latest situation, greatly improving the coordination and effectiveness of emergency

Key points

- **Real-time synchronisation:** Ensures all fire marshals have up-to-date information instantly.
- **Cloud-based accessibility:** Allows marshals to access the app from any device, anywhere.
- **Accurate staff status tracking:** Provides a clear view of which staff members are accounted for in safe locations.
- **Enhanced emergency coordination:** Improves the effectiveness and coordination of emergency responses by keeping everyone informed.
- **Minimal latency:** Ensures that updates are shared with virtually no delay, giving real-time accuracy.