New faces at timeware®...

Editor's Comment...

Welcome to Issue 59 of timelines, the official magazine for the timeware® community.

Issue 59 highlights a significant period of **progress for timeware®**. Upgrades to timeware® Professional 2026 begin this month, introducing a refined, security-focused process that supports our ISO 27001 commitments. Alongside this, beta installations of timeware® Cloud are now live across the UK, allowing us to **fine-tune performance** ahead of the Q4 2026 launch.

We also welcome Jordan Howard and Joshua Baxter-Wild to the support team, **strengthening the service** our customers rely on. Inside this issue you'll find updates on free training, legacy device replacements, **cloud developments** and our continued local sponsorships

We appreciate your continued support and welcome your feedback as we move forward.

Simon Birchall
Managing Director
timeware UK Ltd

Connect to me on Linked in

Integrated Management System

ISO 9001: 2015

ISO 27001: 2022

Citation ISO Certification

REGISTERED

Certificate No:
491342025

CYBER ESSENTIALS PLUS

Contents:

SUPREMA
INTEGRATION PARTNER

Paxton
Approved
Integration

Sage Tech Partner
Standard

Genetec™

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Focusing on HR, Time and Attendance software...

timeware UK Ltd: The Ultimate HR, Time and Attendance Solution

At **timeware UK Ltd**, we deliver a comprehensive, cutting-edge solution for HR, time and attendance management, combining advanced technology with exceptional service quality.

From the outset, our **expert projects team** provides tailored consultations, ensuring that every client receives a system that perfectly aligns with their specific requirements. **We guide businesses seamlessly** through each phase of implementation, ensuring a smooth and hassle-free experience.

Our highly skilled installation specialists, with extensive expertise in HR, time and attendance, and access control, guarantee a fast, reliable setup that integrates effortlessly into your existing infrastructure. Once installed, our **managed service support** becomes an extension of your operations, providing ongoing assistance and continuous system optimisation to ensure maximum efficiency.

For cloud-based solutions, our **dedicated Azure Operations team** will ensure optimal performance and reliability, delivering a seamless, secure experience.

timeware UK Ltd – Setting the standard in HR, Time and Attendance software.

timeware®
HR, Time and Attendance Software

ON PREMISE SOFTWARE

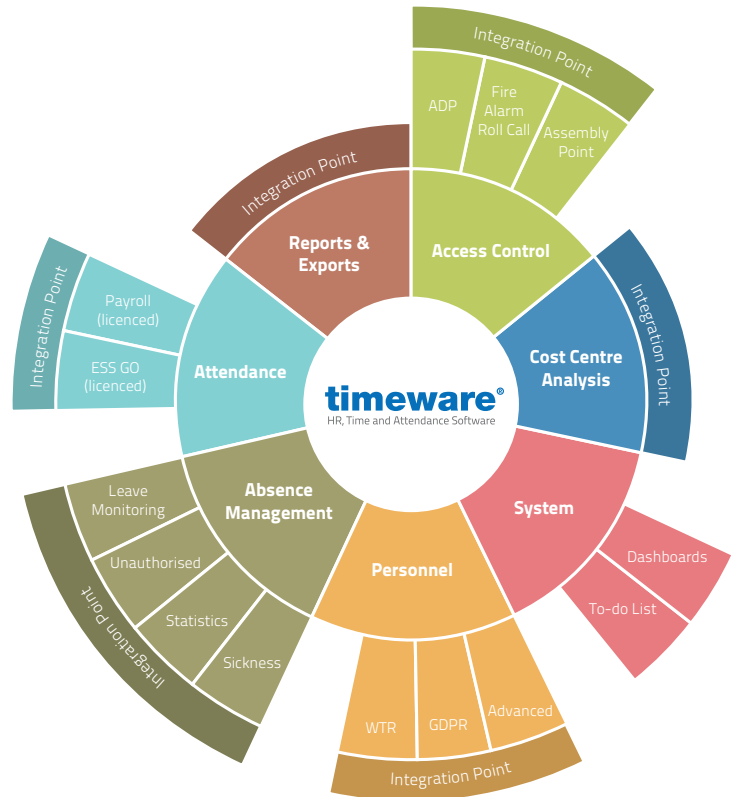**timeware®**
HR, Time and Attendance Software

CLOUD SOFTWARE

Available Q4 2026

timeware® Professional is the ultimate solution for businesses seeking precision in HR, Time and Attendance.

- **Personnel** – Securely store and manage employee records, ensuring compliance and efficiency.

- **Absence Management** – Track holidays, sickness, and unplanned absences with automated approvals and real-time updates.

- **Attendance** – Capture accurate clocking data using biometric or proximity devices, eliminating payroll errors.

- **Access Control** – Restrict or permit entry to secure areas based on shift patterns and job roles.

- **Cost Centre Analysis** – Allocate labour costs to specific departments, providing insight into workforce efficiency.

- **Reporting** – Generate real-time reports tailored to business needs, offering deep visibility into employee trends and productivity.

With seamless integration options, timeware® Professional ensures businesses stay in control of their workforce, enhancing security, efficiency, and profitability.

Updated Professional upgrade ...

From **timeware® Professional 2026** we are introducing a refined upgrade approach designed to improve efficiency and strengthen security. Our team will continue to manage the **server upgrade**, while customers will oversee the **update of their client PCs**. To support this, we provide clear written guidance and an easy to follow video that explains each stage of the process.

This is discussed in detail during the **pre installation meeting** so customers know exactly what to expect. Allowing clients to carry out their own updates removes the need for remote access to their networks and devices which aligns with our commitment to **ISO 27001:2022** information security standards.

The result is a faster, safer and more transparent upgrade experience that benefits customers and the timeware® team alike.

ON PREMISE SOFTWARE

Want to find out more about your upgrade? Please contact **Charlotte Kavanagh, Head of Customer Care**, at **support@timeware.co.uk** or call **+44 (0)1706 658222**.

Step 1	One month before upgrade

Customer liaison contacts customer to arrange dates for:

Pre-installation meeting

Server upgrade

Email customer with links to client upgrade video and documentation

Step 2	On date of pre-installation meeting

Support contacts customer to complete pre-installation meeting

Step 3	On date of server upgrade

Support to complete server upgrade

2 new faces in support...

We are delighted to announce two new additions to our **support team**, reinforcing our commitment to continuous development and exceptional customer service.

First, we welcome **Jordan Howard**, who will be responsible for upgrading our customers' **timeware® Professional** systems. Jordan's role ensures that every installation remains current, stable, and fully optimised for performance, helping customers enjoy a seamless experience with every update.

Joining him is **Joshua Baxter-Wild**, who is currently completing comprehensive training across all areas of **timeware® Professional** support. Once fully trained, Joshua will assist customers directly, providing the same high standard of service that timeware® users have come to expect.

Both Jordan and Joshua will play key roles in helping customers maximise the benefits of their systems, ensuring reliable performance and responsive assistance at every stage. We're thrilled to welcome them to the team and look forward to the positive contribution they will make.

Jordan Howard
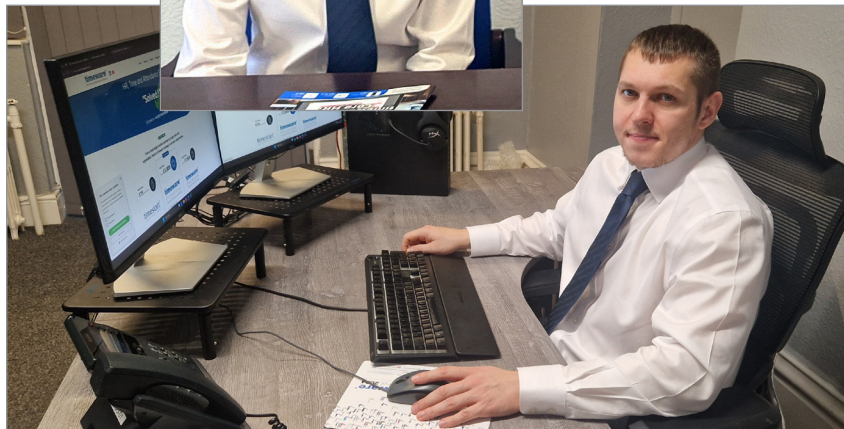
Joshua Baxter-Wild

timeware® Cloud updates...

The installation of timeware® Cloud is now underway at selected beta sites across the UK, marking a significant milestone in the journey towards our official launch in **Q4 2026**.

Working in **partnership with these early adopters** allows us to monitor real-world performance, gather valuable feedback, and make precise refinements to optimise functionality. Every detail is being carefully adjusted to ensure the system meets the same high standards of reliability and performance that timeware® customers have come to expect from our on-premise solutions.

These beta installations are a crucial part of our development process, enabling the team to validate new features, enhance user experience, and confirm that the cloud platform performs flawlessly across diverse business environments. By the time of launch, every aspect will have been rigorously tested to guarantee a smooth, confident transition for all future users.

CLOUD SOFTWARE

timeware®
Cloud

BioStar Air
Cloud

timeware® users

Suprema attendance points
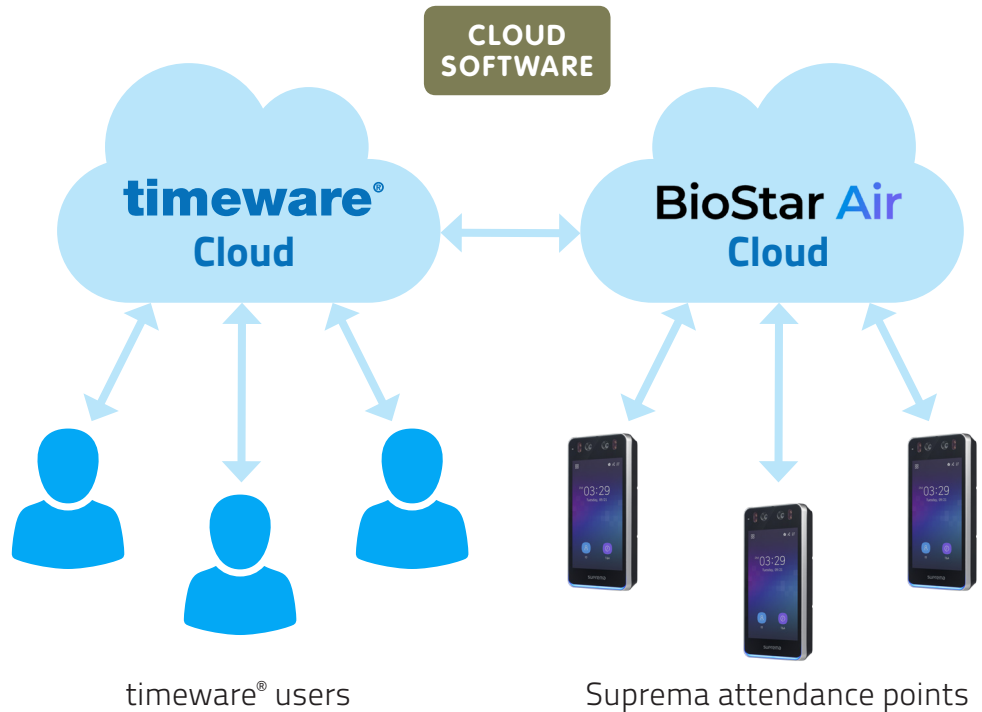
Channel Partner Development Manager...

Another key October appointment at timeware®!

We're pleased to welcome **Tim Groves** as our new **Channel Partner Development Manager**.

With close to a decade of experience in the UK workforce management sector, Tim brings fresh insight and unique perspective to the team. His focus will be on strengthening relationships with integration partners such as **Genetec** and **Paxton**, while also building a network of new channel partners ahead of the **timeware® Cloud** launch in **Q4 2026**.

Exciting times ahead as we continue to grow the reach of timeware®.

Tim Groves and timeware® MD, Simon Birchall

Latest YouTube videos...

Charlotte Kavanagh
Head of Customer Care

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

We're delighted to share that a range of **new videos** have been added to the **timeware® Community Channel**, each created to give you practical insights, the latest updates, and helpful tips to help you get even more from your **timeware® solutions**.

Simply scan the **QR codes** in this issue, visit **www.timeware.tv**, or search for **'timeware community'** on YouTube to explore the latest content.

Click subscribe and ring the bell to receive notifications of the latest video releases.

Stay connected – and make the most of your timeware® experience!

Link to timeware® community channel

"Sage 50 Payroll integration?" "Solved!"

Baird Group Case Study

"timeware® Professional Client Install?" "Solved!"

"Benefits of Biometrics?" "Solved!"

"ESS GO Explained?" "Solved!"

"Employment records?" "Solved!"

Free timeware® training...

Zack Dawson
Implementation Specialist

Many customers may be pleasantly surprised to learn that **we offer complimentary training** covering all aspects of timeware® Professional. These sessions, **delivered via Teams**, are ideal for new starters as well as those needing refresher training.

We cover everything from booking attendance to authorising leave and approving overtime, ensuring that typical end users – whether they manage daily operations or oversee specific tasks – feel confident and efficient.

This training is designed to **help every user maximise the benefits** of timeware® within their role.

"Solved!" ✓

Want to find out more about free timeware® training? Please contact support on **support@timeware.co.uk** or call **+44 (0) 1706 658222**.

Additionally you can watch the video by scanning the QR code for a link to YouTube.

Face, finger or prox...

Upgrading legacy hardware to Suprema's face authentication, fingerprint, or proximity devices isn't just a step forward—it's a leap into the future of access control. These solutions deliver enhanced security and efficiency today while ensuring your business is fully prepared for tomorrow's cloud environment.

Whether you choose the **convenience of face recognition**, the **precision of fingerprint**, or the **reliability of proximity**, each device integrates seamlessly with timeware® Professional. You're not just upgrading hardware - you're investing in a scalable, flexible system that evolves with your company's needs, making sure you're ready for whatever comes next.

Compatible with: **ON PREMISE SOFTWARE** **CLOUD SOFTWARE**

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

X-Station 2 prox

X-Station 2 fingerprint

BioStation 3

Certification...

At timeware®, we're proud to announce that we've achieved **Cyber Essentials Plus** certification, strengthening our commitment to security and customer trust. This government-backed accreditation confirms that our systems have been independently tested to ensure they meet the highest standards of protection against cyber threats.

Cyber Essentials Plus joins our existing **ISO 9001:2015** and **ISO 27001:2022** certifications, which demonstrate our dedication to quality management and information security. Together, these accreditations highlight the robust processes and safeguards we have in place to protect customer data and maintain system reliability.

In addition, every member of our team holds **BS 7858 certification**, ensuring that all staff are thoroughly vetted and trustworthy. This comprehensive approach to quality and security gives our customers complete confidence in both our people and our technology.

At timeware®, we believe that maintaining these standards is essential to delivering secure, dependable and professional workforce management solutions.

Citation ISO Certification

Integrated Management System

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ISO 27001: 2022

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CYBER ESSENTIALS PLUS

BS7858

timeware® Cloud...

Many companies struggle with teams feeling disconnected, but **The Hive 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 Hive creates that buzzing environment where **everyone feels connected**, making teamwork something people genuinely enjoy being part of.
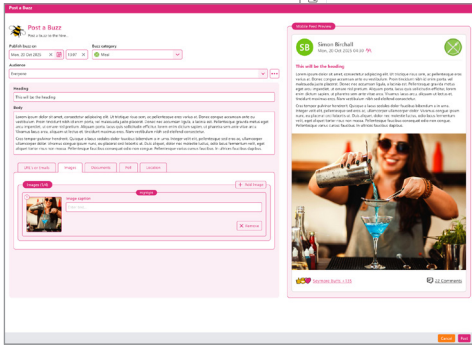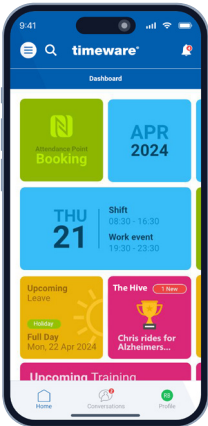
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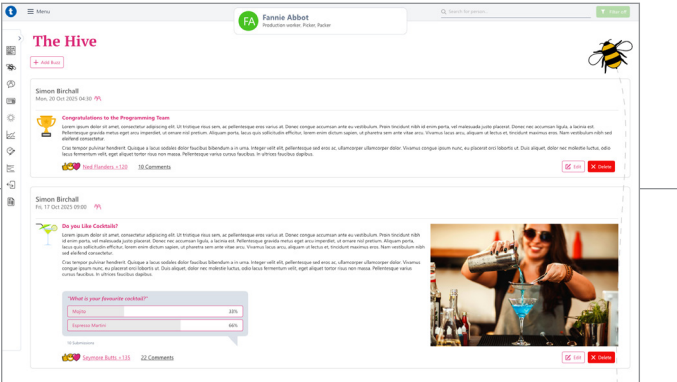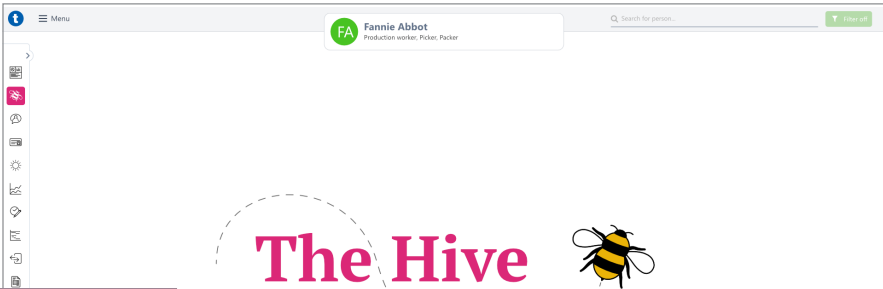
timeware® Cloud...

The updated shift planner in **timeware® Cloud** provides a clear and efficient way to manage staffing across multiple locations. The person-view layout presents each employee's schedule for the week, showing shifts, hours, overtime and holidays in a clean, structured format.

Managers can quickly identify gaps, assign additional cover and review staff roles and skills to ensure suitable allocation. **Navigation between days and weeks is effortless**, and new shifts can be added directly from the grid, creating a practical and dependable planning tool for day-to-day operations.

CLOUD SOFTWARE

timeware® Cloud...

The add-shift screen in timeware® Cloud introduces a structured and intelligent approach to building the perfect shift. **Managers can select the required hours**, review pay element authorisations and then choose staff based on roles, skills and availability.

The staffing policy panel instantly highlights whether the shift meets minimum and optimal requirements, ensuring safe and efficient coverage. **Clear role and skill indicators**, combined with real-time availability, make it easy to assemble balanced teams and maintain consistent staffing standards across busy operations.

CLOUD SOFTWARE

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

Sponsorship...

timeware UK Ltd is proud to **sponsor Rochdale Futsal Club** for the 2025/2026 National Futsal League season. Supporting local teams is a natural fit for us as their dedication and teamwork mirror the values we bring to time and attendance.

We're excited to back their journey and help drive that work ethic on and off the court. Here's to a successful season ahead!

For more information about Rochdale Futsal Club, you can visit their Facebook page at **facebook.com/RochdaleFutsalClub.**

timeware® Road Map...

timeware® customers will soon have the option of **migrating from their on premise software to the cloud**. This option will be available from Q4 2026. Customers requiring cloud demonstrations should contact Charlotte Kavanagh to arrange a time and date.

Customers wishing to remain on premise will be able to do so for many years to come. Our **continued dedication** to our legacy software involves ongoing advancements in security for the foreseeable future.

timeware® Cloud

timeware® on premise

Upgrades to timeware® 2026 began in November 2025. Please contact Head of Customer Care, Charlotte Kavanagh, on **+44 (0)1706 658222** or **support@timeware.co.uk** to check the planned date for your upgrade.

timeware® Community Support
www.timeware.org

This website serves as the central hub for timeware® community support. Visit the site to report issues, submit change requests, and stay informed about the latest developments in the timeware® universe!

- **timeware® support:**
  Operators can report issues directly to the team, while administrators can submit system change requests.

- **Documents:**
  Access a collection of timeware®-related downloadable PDF documents.

- **YouTube channel:**
  Visit the timeware® Community YouTube channel, www.timeware.tv for instructional videos and tutorials.

Follow us on LinkedIn
timeware (UK) Ltd

Subscribe to our YouTube channel
**timewareCommunity at
www.timeware.tv**

Next edition of timelines: **February 2026**
Migrating to timeware® Cloud...

timeware®
HR, Time and Attendance Software

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