



timeware® Countdown to timeware® HRMS...

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www.timeware.org



Mitie-Security
and timeware®
650+ connected...
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YouTube
videos...
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timeware®
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Editor's Comment...

Welcome to Issue 60 of timelines, the official magazine for the timeware® community.

As we move ever closer to the launch of timeware® HRMS, momentum is building across every part of the business. We are now sharing further insight into the platform's key features, along with a series of carefully considered enhancements that refine the user experience and elevate performance even further.

To support this next phase, we are hosting dedicated Product Awareness Meetings. These one-to-one sessions provide a more detailed and structured overview of the system, allowing you to explore functionality in greater depth and understand how timeware® HRMS can support your organisation's future growth.

As always, your feedback is invaluable. We welcome your thoughts and observations and thank you for your continued commitment to timeware®.



Simon Birchall

Managing Director
timeware UK Ltd



Connect to me on [LinkedIn](#)



Certificate No:
IMS-491342025,
509932026



Editors Comment... Page 2

An introduction by the MD, Simon Birchall.

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Employee of the year 2025, Mitie-Security and timeware®, LDRP and more...

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Product Awareness Meeting.

timeware® HRMS... Pages 12-21

Security, HR, Document Management and more...

timeware UK Ltd, based in Rochdale, Greater Manchester, can trace its roots back to the late 1980s, with a clear mission to simplify workforce management. For almost 40 years, and with **more than 7,500 installations**, we have developed and supported all our solutions entirely within the UK.

All software is developed by our in-house team, and all customer support is handled by our UK-based experts, ensuring a personal and reliable touch.

We pride ourselves on our long-serving, dedicated team. Many key members have been with us for years, ensuring continuity, expertise, and a deep understanding of our customers. We believe that investing in our employees and fostering a supportive environment translates directly into the outstanding service we provide.



Simon Birchall
Managing Director.
39 years of service.



Nathan Price
Technical Director.
32 years of service.



Mike Coope
Head of Projects.
14 years of service.



Charlotte Kavanagh
Head of Customer Care.
11 years of service.



Matt Wilkinson
Head of Support.
13 years of service.



Dave Webb
Senior Implementation
Specialist.
21 years of service.

We offer two key solutions: timeware® Professional and timeware® HRMS.

timeware® Professional delivers robust on-premise HR, time, and attendance functionality, including personnel records, absence management, biometric clocking, and advanced.

timeware® HRMS **extends these capabilities into the cloud**, offering HR, real-time dashboards, multi-language support, The Social, the marketplace, the conversation hub, enhanced security with multi-factor authentication, compliance support, queries, and seamless API integrations.

Whether on-premise or cloud-based, both solutions deliver trusted, flexible, and future-ready workforce management.

timeware®
Professional
HR, Time and Attendance Software

ON PREMISE
SOFTWARE

timeware® HRMS
Human Resource Management System

CLOUD
SOFTWARE

Available Q4 2026

Employee of the year 2025...

timeware® Employee of the Year 2025 – Matt Wilkinson

We are proud to announce that Matt Wilkinson, Head of Support at timeware UK Ltd, has been awarded the 2025 Employee of the Year.

Over the past year, Matt has delivered **outstanding contributions** that have strengthened our support function, enhanced our software, and supported major company milestones. He introduced a structured three tier training programme for our support technicians, with Josh Baxter Wild becoming the first to complete it. This initiative has already improved skills development and consistency across the team.

Matt has also played a key role in expanding our on premise software by developing new integrations across security and HR platforms, increasing the flexibility and value of the timeware® solution. In addition, he leads all customer customisation requests, ensuring our **clients receive tailored features** that support their operational needs.

His leadership has extended into the successful onboarding of our internal IT function, contributing to the company achieving ISO 27001, ISO 9001, and Cyber Essentials Plus, all essential as we progress toward the launch of timeware® HRMS in 2027.

Congratulations, Matt and thank you for your exceptional dedication and impact.



Matt Wilkinson, Head of Support at timeware UK Ltd

Mitie-Security and timeware® 650+ connected...

Mitie-Security, one of our early adopters of timeware® HRMS, has deployed **650+ Suprema BioStation 3 devices** nationwide, forming a comprehensive time and attendance solution for approximately **4,000 staff across the UK**. Connected via BioStar back to timeware® HRMS, this marks our largest installation to date.

The project is coordinated by Mike Coope and Matt Wilkinson, working closely with Jennifer Pawson, Senior Operations Support Manager at Mitie. We extend special thanks to Jamie McMillan, Managing Director of Suprema UK, for his contributions. This installation highlights how timeware® HRMS elevates our technology to a whole new benchmark in scale and capability.



Suprema
SECURITY & BIOMETRICS

timeware® HRMS
Human Resource Management System



Mike Coope, timeware UK Ltd and Jennifer Pawson, Mitie-Security

Legacy Device Replacement Programme (LDRP)...

The **Legacy Device Replacement Programme (LDRP)** is designed to seamlessly transition older timeware® devices to our latest technology. With a focus on minimising disruption, the LDRP ensures that existing installations are upgraded to modern, high-performance devices, such as Suprema BioStation 3 or X-Station 2.

Our expert team will guide your organisation from initial assessment to full deployment, **ensuring minimal downtime**. Additionally, the programme includes training to maximise the benefits of the new hardware.

With ongoing support and the latest security enhancements, the LDRP guarantees a future-ready workforce management solution for your business.



Charlotte Kavanagh

Head of Customer Care



X-Station 2 prox



X-Station 2 fingerprint



BioStation 3

Want to find out more about LDRP? 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.



Join us at **The Security Exhibition**, taking place at the NEC Birmingham from the 28th to the 30th of April 2026. **You'll find us on the Suprema stand, 5/D70.**

We're excited to showcase timeware® HRMS, our HRMS-based time and attendance solution, alongside the integration with BioStar Air. Whether you're curious about **streamlining HR processes** or enhancing access control, **come by for a chat.**

Find us on
the Suprema
stand,
5/D70.



Latest YouTube videos...



Charlotte Kavanagh

Head of Customer Care

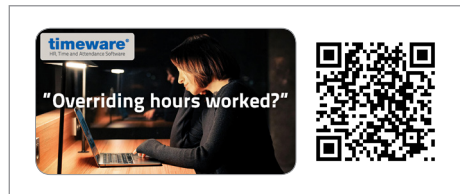
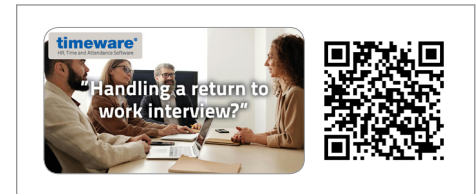
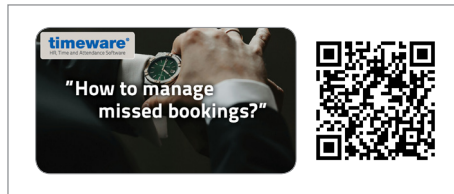
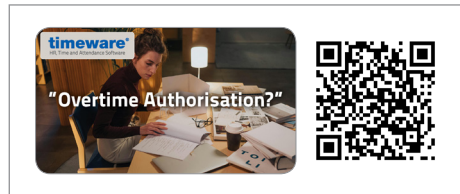
Discover What's New on the timeware® Community Channel!

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!



We're inviting all customers to arrange a Product Awareness Meeting to explore the key new features of timeware® HRMS. These **20-minute sessions cover what's new and how it will benefit your business.**

Charlotte Kavanagh will be in touch, or you can reach out to her directly. Following the meeting, we'll provide a quotation detailing the monthly subscription cost, and we can also reserve a two-week implementation slot tailored to your timeline.

Ensure your organisation is ready to make the most of timeware® HRMS by booking your session today!

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

timeware® HRMS

Human Resource Management System



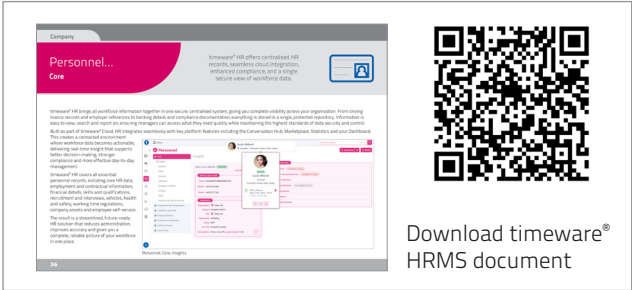
timeware® HRMS...

timeware® HRMS is the official name for what many know as timeware® Cloud. It is the **next step for timeware® Professional users**, but it's completely your choice whether you move.

If you prefer to remain on timeware® Professional, that option will continue to be fully supported for years to come. For those who choose to move to HRMS, your support costs will remain the same as they are now. The only change will be a monthly subscription charge of £2 per person.

HRMS is a cloud-based solution that integrates all HR and workforce management functions, offering real-time dashboards, seamless compliance, and enhanced security. Whether you stay with timeware® Professional or adopt HRMS, you can expect the same dedicated support.

If you opt to upgrade, you'll gain a **future-proof system** designed to streamline processes, reduce admin, and grow with your business.



timeware® HRMS is a secure, modern workforce management platform built on **Microsoft Azure**, delivering enterprise grade reliability, compliance, and performance for HR, time, and attendance operations. Hosted exclusively in the **UK**, with primary infrastructure in Azure UK South (London) and backup in UK West (Cardiff), the platform ensures full data residency and alignment with GDPR, the Data Protection Act 2018, ISO 27001, and Cyber Essentials Plus requirements.

Security is embedded throughout the system with **Single Sign On (SSO)**, **Multi Factor Authentication (MFA)**, encrypted data in transit and at rest, and strict access controls limited only to authorised timeware® personnel. No third party data handlers are used, and comprehensive auditing, logging, and regular compliance checks maintain a continuously secure environment.

Architecturally, timeware® HRMS uses a layered, multi tenant design supported by event driven components, Azure Service Bus, .NET 9, SQL Server, and Blazor Server. This enables stability, scalability, and seamless integration with HR, payroll, and security systems through API connectivity.

Performance is strengthened by caching, rate limiting, message queuing, database sharding, and continuous monitoring via Azure Application Insights. Users benefit from a responsive interface, modern UI, structured logging, and dependable uptime.

Overall, timeware® HRMS provides a secure, efficient, and future ready platform designed to support businesses as they modernise their workforce management processes.





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

- UK Based Hosting:**
 - Primary Server Location: UK South (London)
 - Backup Server Location: UK West (Cardiff)
- Enhanced Security Features:**
 - Single Sign-On (SSO): Streamlined access management for seamless user authentication.
 - Multi-Factor Authentication (MFA): Extra layers of security to protect user data and encrypted data transfers.
- Integration & Connectivity:**

Download timeware® security/Infrastructure document

timeware® HRMS... HR

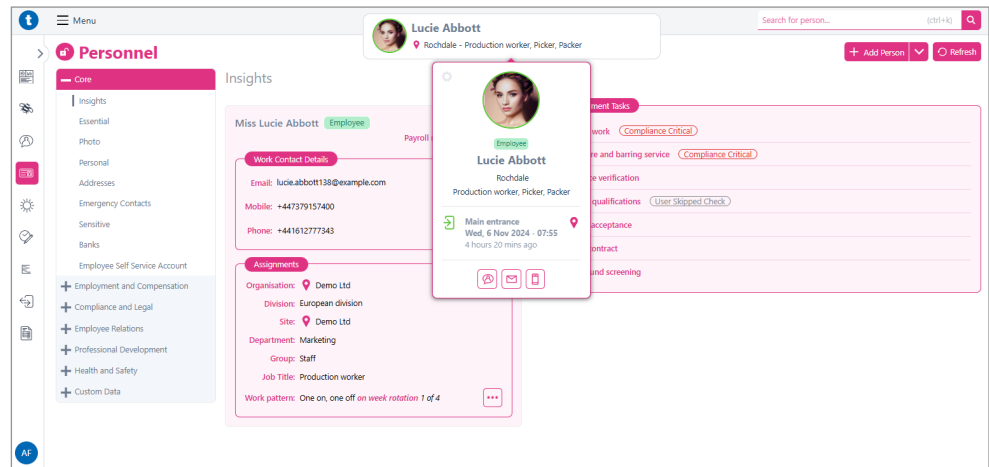
Development

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® HRMS, 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

In timeware® HRMS, 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.

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 Preferred pronouns

Miss

First name* Middle name(s) Surname*

Lucie Abbott Abbott

Any previous or maiden names

Abbott

Date of birth* Gender Marital status

Fri, 30 Jul 1982 Female

Personal email*

Mobile number Home phone

2 Home Address

Address type

Line 1* Line 2 Line 3

Town/City* County

Postcode* Country*

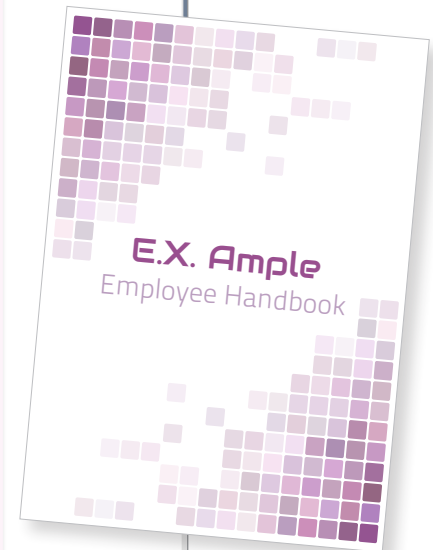
3 Emergency Contact

Name*

Relationship*

Mobile number Home phone

Custom Form



Example Company Handbook

timeware® HRMS...

The timeware® Conversation Hub

Development

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.

Example conversations

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

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

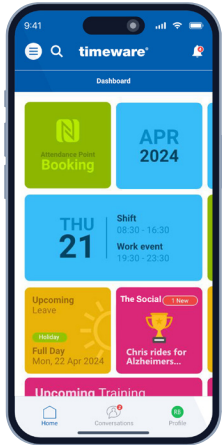
Angela Taylor

Collect your new boots during your break today.

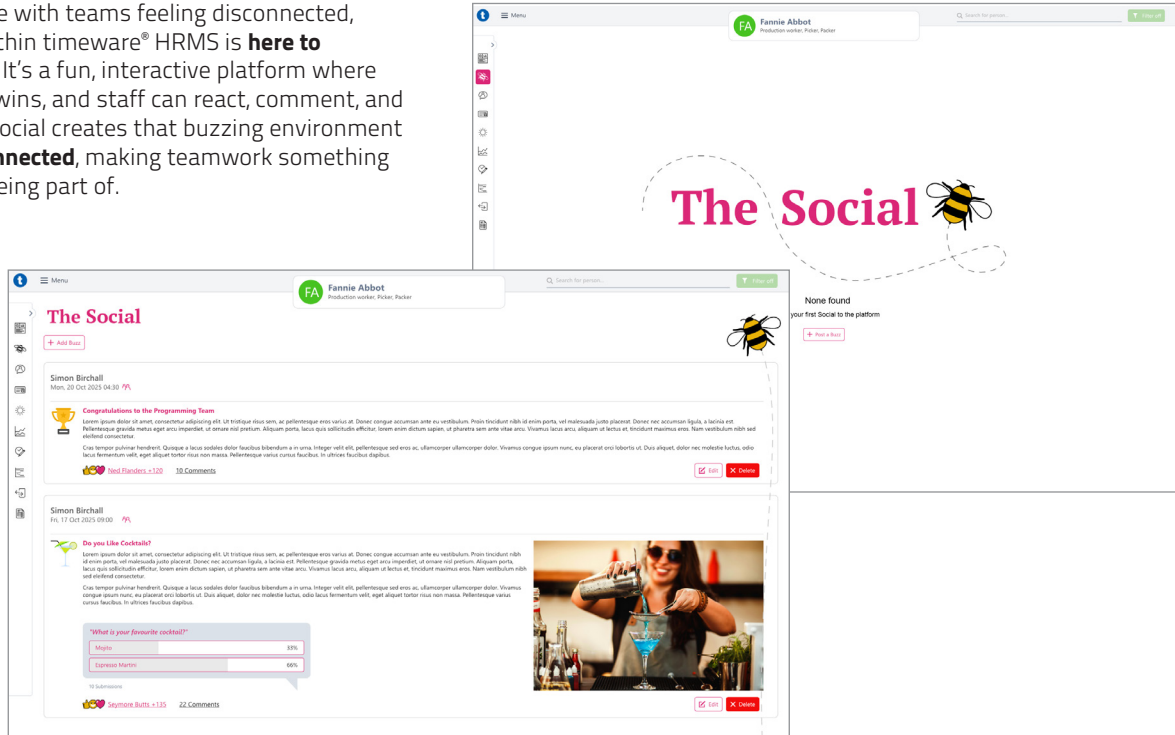
Friday, 24 Feb 2023 at 09:20

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

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



Access The Social from the ESS app



Or access The Social from the timeware® client

timeware® HRMS...

Country and Features Localisation

Development

Localisation in timeware® HRMS 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.



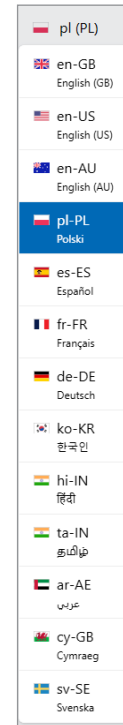
Hindi language selected



Arabic language selected (UAE right to left)



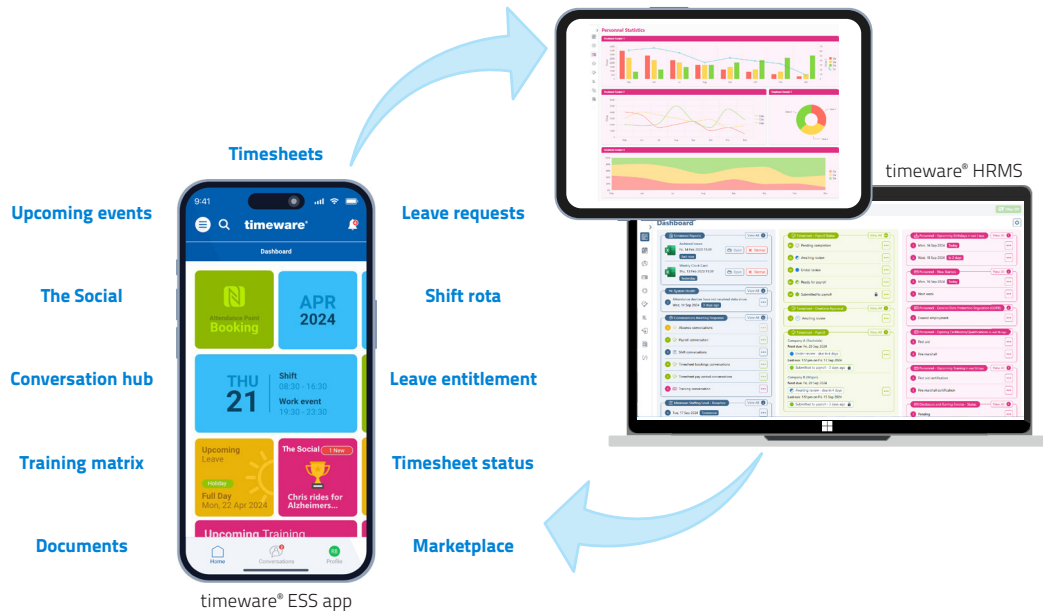
Republic of Ireland banking standard



Language selection

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® HRMS 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.



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

timeware® HRMS...

Developer API and Webhooks

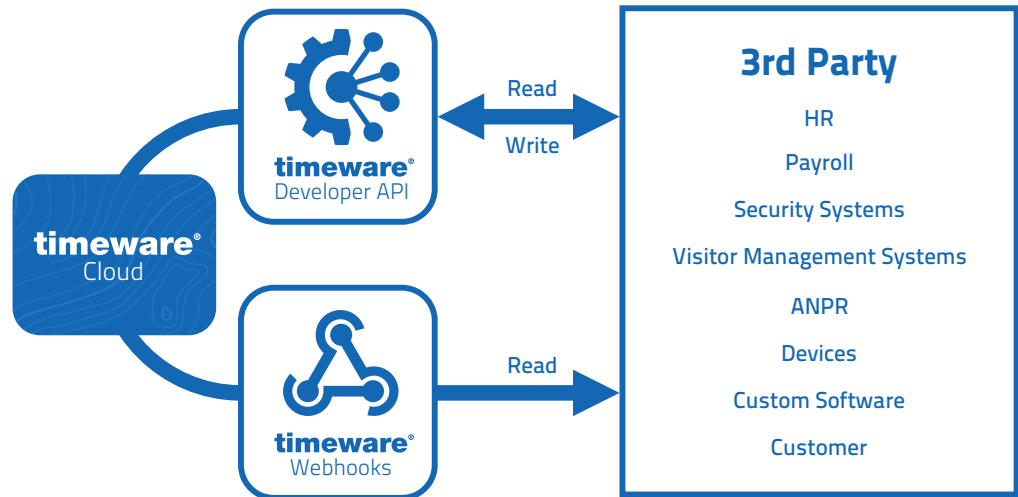
Development

Our Developer API and Webhooks open up a world of integration possibilities for timeware® HRMS 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.

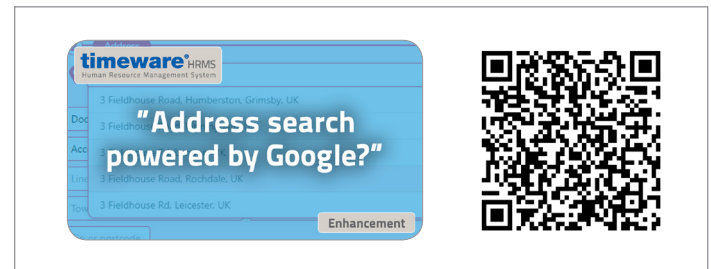
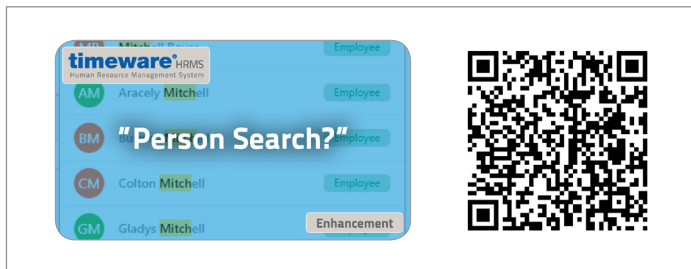
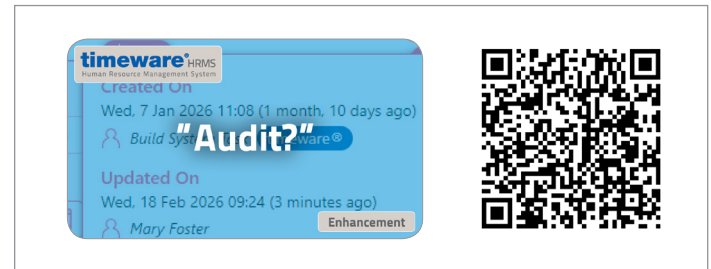
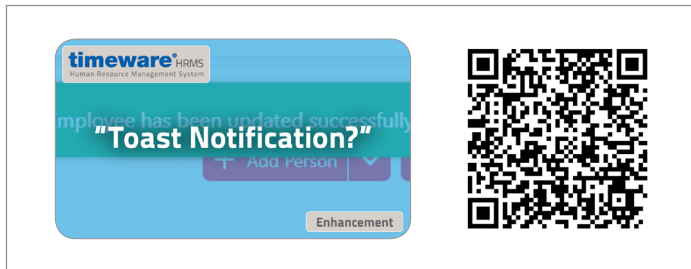
This means businesses can **respond immediately to changes**, maintain up-to-date records, and create a more dynamic and responsive workforce management environment.

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



Here we showcase four **key enhancements to the timeware® HRMS platform**. These videos highlight features that refine the user experience: from the audit trail giving visibility on record changes, to streamlined address lookups and quick custom notifications. Each enhancement is a small detail designed to make daily **HR and Time Management tasks smoother**.

Subscribe and click notify to receive notifications of video updates.



timeware® Road Map...

On premise or HRMS?...

timeware® customers will soon have the option of **migrating from their on premise software to the HRMS**. This option will be available from Q4 2026. Customers requiring a product awareness meeting (PAMS) 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® HRMS

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.



Next edition of timelines: **May 2026**
Access Control and Integrations...

The official magazine for
the timeware® community

timeware®
HR, Time and Attendance Software



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