

time lines

Issue 55
November 2024

The official magazine for the timeware® community

timeware®

HR, Time and Attendance Software

2025

Available
now!

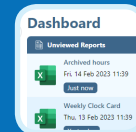
+44 (0)1706 659368
www.timeware.org



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Editor's Comment...

Welcome to the latest edition of timelines.

In this issue, we're thrilled to announce the upcoming release of timeware® Professional 2025 - a powerful upgrade that continues to push the boundaries of time and attendance software, delivering even more flexibility and precision for your workforce management needs.

We are also excited to share news about the merger between NMD3 Hosting Limited and timeware® UK Limited. This strategic move brings our companies closer together as we work towards achieving ISO 27001 accreditation. This international standard will further ensure that our clients benefit from robust information security management.

In this edition of timelines, we focus on six key features that showcase the innovation and improvements within our software. These features are designed to streamline your operations and enhance both security and efficiency.

At timeware®, we highly value your feedback as it drives our commitment to innovation and excellence. We're continuously striving to improve our solutions and services to meet your evolving needs. If you have any queries or wish to discuss any of the topics covered in this magazine, our approachable team is always here to help at +44 (0)1706 658222.

We sincerely thank you for your continued support and for being a valued member of the timeware® community.



Simon Birchall
Managing Director
timeware® (UK) Ltd



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SUPREMA
INTEGRATION PARTNER

Genetec™

sage
Development Partner

 Paxton
Approved
Integration

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Face, finger or cloud.

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Features in Focus...

Learn more about timeware® Professional.

Focusing on Time and Attendance Software...

Company

Welcome to the pinnacle of time and attendance software at timeware® UK Ltd, featuring our exceptional suite: timestart®, timeware® Small Business, and timeware® Professional. With over three decades of expertise, we specialise in bespoke solutions tailored to your specific needs, enhanced by our partnership with Suprema Inc.

Seamless Integration Across Systems

timeware® excels in seamlessly integrating with existing payroll, HR platforms, and security systems. Whether leading or supporting, timeware® manages data exchanges expertly, boosting your operational efficiency dramatically.

Customisation: Unlocking Potential

A remarkable 95% of our users tap into timeware's extensive customisation features, resulting in configurations that are precisely tailored to their requirements, maximising returns on investment.

Embark on a transformative journey with timeware® and let us reshape your business narrative. Choose excellence and precision for managing your workforce, because every second counts in achieving success.



timeware®
HR, Time and Attendance Software

timeware® UK Ltd:

The definitive source for timeware® time and attendance software, covering everything from marketing and sales to installation and support. Our team provides your annual managed service invoices and expert guidance for expanding your timeware® system. Contact us for unmatched expertise in time and attendance management, ensuring your workforce operates with maximum efficiency.

 **NMD³**
Develop

NMD3 Develop Ltd:

The digital architects behind timeware® Professional, ESS GO, and timeware® in the cloud. Our dedicated developers ensure a seamless timeware® experience, providing robust solutions that enhance your operational efficiency. Celebrate innovation with us.

 **NMD³**
Hosting

NMD3 Hosting Ltd:

The backbone ensuring your apps run smoothly in Azure-hosted environments. Currently optimising the ESS GO app, we're excited to announce that by 2025, we will also manage timeware® Cloud. Trust us for unmatched Azure cloud performance and management. Your monthly hosting solutions originate here—where expertise meets innovation.

NMD3 Hosting merges with timeware® in January 2025...

News

timeware® UK Ltd is excited to announce our strategic merger with NMD3 Hosting Ltd, provider of the Azure-hosted ESS Go app. This partnership strengthens our shared commitment to data security and operational excellence, ensuring our clients receive the highest standards in both time and attendance management and cloud hosting services.

A key focus of this merger is achieving the ISO 27001 certification-the international gold standard for information security management systems. We are well on target to obtain this certification by the end of 2024, reinforcing our dedication to protecting our clients' data with best-in-class security measures.

By merging with NMD3 Hosting Ltd, we are enhancing our capabilities, ensuring our systems meet rigorous security protocols, and continuing to deliver unmatched reliability and trust. This achievement will further solidify our reputation as industry leaders in both software and hosting.



If you are interested in learning more about this merger and our subscription based products, please contact Michelle Connolly on michelle.connolly@timeware.co.uk or call **+44 (0) 1706 659368**.

Enhanced security and performance aligned with Cyber Essentials...

timeware® Professional 2025 incorporates crucial updates to enhance security and performance. We've upgraded to .NET 8, delivering improved reliability and faster processing. Additionally, the outdated Microsoft SQL Server 2012 Native Client has been replaced with the more efficient Microsoft OLE DB Driver for SQL Server to ensure seamless database connectivity.

In line with Cyber Essentials standards, we've removed older, potentially vulnerable dependencies, including Microsoft C++ 2008 and 2013 Redistributables. These changes align with the best practices for protecting systems against common cyber threats, ensuring your organisation benefits from a secure and high-performing solution. With timeware® Professional 2025, you can confidently stay ahead of security challenges while optimising your system's capabilities.



.NET 8.0





Latest YouTube videos...

We've added six new videos to the timeware® community channel during the past three months.



Follow the QR codes, visit www.timeware.tv or search for timeware community on YouTube.







Charlotte Kavanagh
Head of Customer Care








Link to timeware® community channel






Legacy Device Replacement Programme...

There has never been a better time to upgrade your legacy attendance and access hardware to the latest proximity, fingerprint or face authentication devices.

timeware® software integrates seamlessly with the Suprema range. Features include IP65, IP67 and IK09 ratings plus live finger detection, PoE, Robust Device Security and Data Encryption.

Contact the projects team to discuss the legacy device replacement programme and the discounts available for multiple device orders.



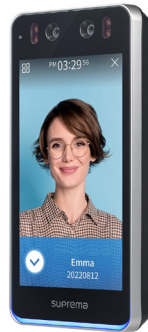
suprema
BIOMETRICS & SECURITY

X-Station 2



Proximity card/fob Fingerprint

BioStation 3



Face authentication

BioEntry W3



ESS Go
running on
Android or iOS.

timeware®
Puck
using NFC
technology.

If you are interested in the timeware® legacy device replacement programme. Please contact Head of Customer Care, Charlotte Kavanagh, on support@timeware.co.uk or call **+44 (0) 1706 658222**.

Payroll integration...

Feature in focus

Matt Wilkinson
Head of Support



At timeware®, we understand the importance of efficiency in managing your workforce. That's why payroll integration is a key feature of our timeware® Professional solution, designed to streamline your payroll processes and ensure accurate and timely payments to your team.

As your time and attendance partner, timeware® continues to innovate and evolve, offering tailored solutions that integrate smoothly with a wide variety of payroll systems. Over the years, we've successfully integrated with many different types of payroll software, providing flexibility to suit your unique business needs. Whether you're using a widely recognised payroll system or a bespoke solution, our integration ensures that time and attendance data flows effortlessly into your payroll, reducing errors and saving time.

"Solved!" 

The benefits of payroll integration are clear. You'll experience faster payroll processing, greater accuracy in employee payments, and reduced manual entry, minimising the risk of costly errors. In addition, your HR team will have more time to focus on strategic tasks, thanks to the automated workflows that eliminate repetitive data entry.

With timeware® Professional, you can trust that payroll integration is designed to help your business run more smoothly, boosting productivity and accuracy across your workforce.



If you are interested in implementing payroll integration, please contact support on support@timeware.co.uk or call **+44 (0) 1706 658222**.

Dashboard and report viewer...



Nathan Beveridge
Senior Support Technician

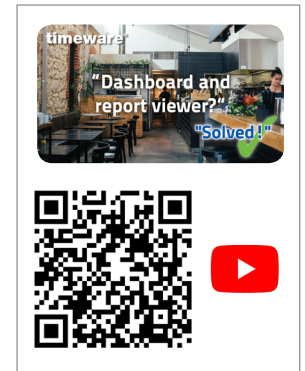
The Dashboards and Report Viewer in timeware® Professional offer a game-changing upgrade, replacing the old reports function with a faster, more efficient system. Reports now generate significantly quicker, providing vital data to decision-makers without the wait times of previous versions.

One of the standout features of the Dashboards and Report Viewer is its ability to run on PCs that do not have timeware® installed. This enhances accessibility, allowing more team members within your organisation to utilise timeware® and access crucial data without needing direct software installation.

All standard reports from the previous version remain available, ensuring continuity while benefiting from the speed and versatility of this new feature.

Dashboards offer an at-a-glance view of key performance indicators (KPIs), giving a snapshot of essential data linked to specific business processes or objectives. This real-time visualisation empowers users to make quick, informed decisions. On the other hand, reports provide a more detailed breakdown of this data, offering comprehensive insights for deeper analysis and strategy planning.

Together, the Dashboards and Report Viewer streamline the process of data monitoring and reporting, making it easier for your team to stay on top of performance metrics and key operational data, ultimately boosting productivity and efficiency across the organisation.



Want to find out more about the dashboard and report viewer? Please contact support on support@timeware.co.uk or call **+44 (0) 1706 658222**.

Accident book...

Feature in focus

Josh Birtwistle

Support Technician

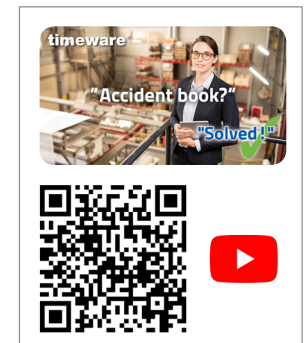


The accident or injury reporting screen offers a host of practical features that can significantly benefit businesses in terms of safety management, regulatory compliance, and operational efficiency. One of its standout features is the ability to capture detailed and structured incident data. The inclusion of fields for the reference number, date, and time of the incident ensures that all accidents are logged accurately, providing a clear, searchable record that can be easily tracked and reviewed.

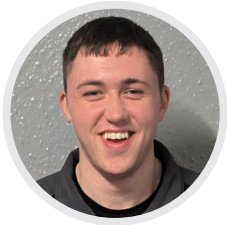
The incident location and cause fields allow businesses to pinpoint exactly where and how incidents occur. By analysing this data, companies can identify patterns and potential hazards, enabling them to take proactive steps to reduce the risk of similar incidents happening in the future. This feature supports the creation of a safer working environment and helps to minimise downtime caused by accidents.

An important aspect of compliance is addressed with the employee consent section, ensuring businesses handle personal data in a transparent and lawful manner. This feature also helps companies meet their obligations under health and safety legislation.

Additionally, the screen facilitates RIDDOR reporting, making it easier for businesses to fulfil their legal duty to report specific workplace accidents to the Health and Safety Executive (HSE). Finally, the document upload and authorisation sections streamline the approval process, allowing managers to make informed decisions swiftly while maintaining a clear audit trail.



Interested in the accident book? Please contact support on support@timeware.co.uk or call **+44 (0) 1706 658222**.



Zack Dawson
Support Technician

With timeware® Professional time and attendance software, the ability to store scanned documents adds significant value for HR departments by streamlining document management and improving efficiency. This feature ensures that all essential employee records are securely stored in one centralised location, accessible whenever needed, reducing the reliance on physical paperwork.

Documents such as signed employment contracts, right-to-work documentation, and employee identification can be digitally stored, making it easier for HR teams to verify and manage employee information. For time and attendance purposes, scanned sick notes, holiday request forms, and disciplinary records can be safely stored, ensuring accurate documentation of employee leave, attendance history, and any relevant warnings or reviews.

Additionally, training certificates or qualifications can also be stored, ensuring that HR can easily track employees' credentials and compliance with mandatory training. Having these scanned documents readily available saves time, improves document accuracy, and supports compliance with industry regulations, especially in industries where legal and health and safety records are paramount.

Ultimately, by integrating document storage into the time and attendance system, HR departments benefit from a more organised, efficient, and secure way to manage their workforce, reducing the risk of lost or misplaced paperwork and improving overall productivity. This ensures that HR professionals can focus more on strategic tasks and less on administrative burdens.



Is document storage of interest to your business? Please contact support on support@timeware.co.uk or call **+44 (0) 1706 658222**.

Shift premiums...

Feature in focus

Kyle Mitchell

Support Technician



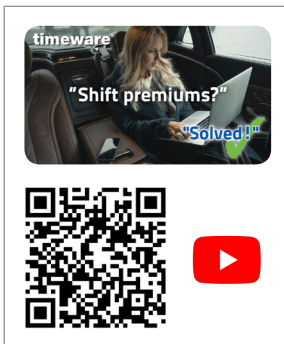
timeware's ability to handle shift premiums is an invaluable feature for businesses that operate beyond the typical 9-to-5 workday. Shift premiums are additional payments made to employees who work non-standard hours, such as night shifts, weekends, or public holidays. These premiums help incentivise employees to work during less desirable times, ensuring the company can maintain 24/7 operations or handle peak demand periods efficiently.



By automating the calculation of shift premiums, timeware® eliminates the complexity of manually tracking and calculating these additional payments. This automation ensures employees are compensated fairly and accurately, based on the specific hours worked and the agreed-upon premium rates.

Companies in industries like healthcare, manufacturing, and hospitality often rely on shift premiums to retain a flexible workforce and meet operational demands. Night shifts, for example, might carry a higher pay rate than daytime hours due to the inconvenience of working late. Similarly, weekend and holiday shifts often come with premiums to attract staff willing to work during these times.

With timeware® software, businesses can seamlessly apply these premiums without error, ensuring payroll accuracy, reducing administrative workload, and promoting employee satisfaction. This ability also ensures compliance with employment agreements and employment laws, making it a crucial tool for companies managing complex shift patterns.



Would shift premiums be useful at your business. Please contact support on support@timeware.co.uk or call **+44 (0) 1706 658222**.

Overtime authorisation...



Matt Wilkinson

Head of Support

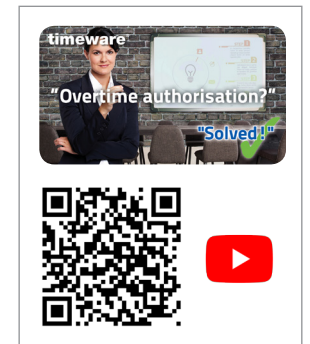
Efficient overtime authorisation is a key feature within timeware® Professional, ensuring that both managers and the payroll department can work together seamlessly to handle extra hours worked. A streamlined process for overtime authorisation saves valuable time and eliminates errors, creating a smooth workflow for everyone involved.

In timeware® Professional, managers are notified of overtime worked, enabling them to quickly approve or reject these hours with minimal effort. This slick authorisation process ensures that overtime is only approved by the right people, and once authorised, it is immediately available for the payroll department to process, reducing delays and miscommunication. The result is a smoother payroll cycle, with fewer discrepancies and greater employee satisfaction.

timeware® offers several methods of overtime authorisation, including automatic approval based on predefined rules or manual manager review. The flexibility of the system allows organisations to choose the method that best suits their internal processes. However, it may be worth considering whether your organisation is using the most effective method. For expert guidance, discussing your overtime authorisation process with the timeware® support department could help optimise your system, ensuring you get the best results.

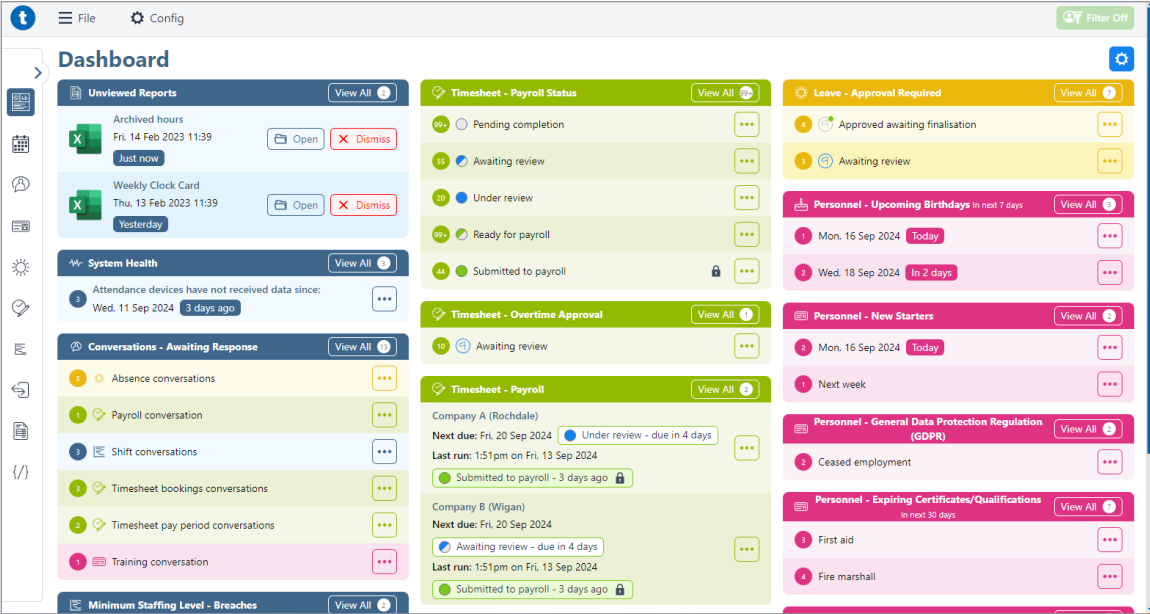
By integrating a robust authorisation workflow, timeware® Professional helps businesses maintain accurate records, reduce administrative workload, and ensure fair compensation for employees' extra efforts.

If you are interested in implementing overtime authorisation, please contact support on support@timeware.co.uk or call **+44 (0) 1706 658222**.



timeware® Cloud dashboard...

timeware® Cloud dashboard

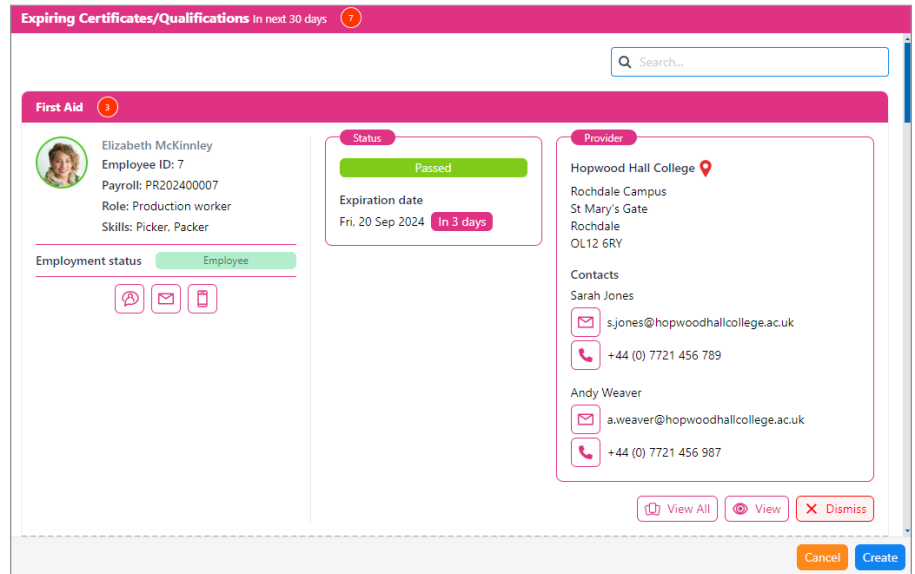


If you are interested in timeware® Cloud. Please contact Head of Customer Care, Charlotte Kavanagh, on support@timeware.co.uk or call +44 (0) 1706 658222.

timeware® Cloud incorporates a comprehensive set of features designed to streamline workforce management. With Core HR, organisations can easily manage employee data, payroll, and attendance, ensuring accurate records and compliance. Employee Well-being and Compliance promotes health and safety, helping businesses stay compliant with regulations while supporting employee welfare.

Talent & Performance Development focuses on tracking employee progress, setting goals, and enhancing skills, ensuring staff growth aligns with business objectives. Meanwhile, Asset & Resource Management optimises equipment and resource allocation to boost productivity. The Communication and Collaboration tools foster seamless interactions between teams, enhancing workplace efficiency.

The intuitive dashboard, as seen in the images, provides real-time insights into key areas such as timesheets, payroll, and expiring qualifications. This visual representation simplifies decision-making and keeps management fully informed, helping maintain operational continuity and employee engagement.



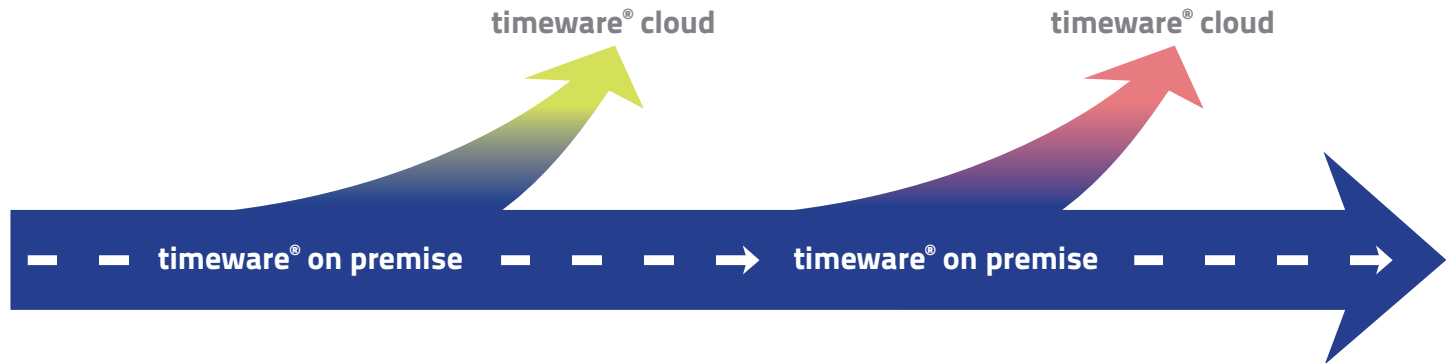
timeware® Cloud skills and qualifications

timeware® Road Map...

On premise or cloud?...

timeware® customers will soon have the option of migrating from their on premise software to the cloud. This option will be available from Q4 2025. 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.



Upgrades to timeware® 2025 begin in November 2024. 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 2025**
timeware® Cloud HR...

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timeware® UK Ltd.
3 Fieldhouse Road, Rochdale, OL12 0AD. United Kingdom

Community support:

Tel: **+44 (0)1706 658222** Web: **www.timeware.org** Email: **support@timeware.co.uk**