

timeware®

Professional 2013

Widely recognised as one of the leading systems for workforce management solutions, timeware® products are synonymous with reliability, functionality and innovation: incorporating human resources with employee self-service facilities, employee attendance (including payroll integration), absence management, access control, job costing, cost centre analysis and fire roll-call monitoring.

Introduction

timeware® is recognised as the UK's leading developer of workforce management solutions incorporating human resources, attendance, absence management, access control, job costing and fire roll-call systems. With more than 5300 installations across the UK, Ireland and Africa, the timeware® name is synonymous with reliability and innovation.

We employ a full-time team that has been developing workforce management hardware and software for over 20 years. We can install systems efficiently, train your staff and provide unrivalled support. We also listen to every customer to find out how we can improve our product and services.

timeware® 2013 is the eleventh generation of our core product and includes many exciting new features. So whether your organisation is a large multi-site operation or a workshop with only a few staff, we believe that our product is the correct choice for you.

Lordson Abasa Addo

Managing Director - visisure (West Africa) Ltd



“Feedback from the timeware® community has been extremely positive. The best quote so far: **“The best just got a whole lot better!”**”

2013

Case study

Unbeatable Car Supermarkets; The South's Favourite new and used Car Supermarkets

Unbeatable Car is a family run business that has been selling cars to the Trade and Public for over 35 years; Originally starting life as 'Jefferies Farm Trade Centre' our philosophy has always been to continually offer the customer excellent choice at affordable prices. We always have on display a large selection of well prepared cars, all at low trade prices, often several thousand pounds below the main dealers. The three basic family values of choice, value and quality have helped us steadily grow to become without doubt the South's largest new and used car retailer, and one of the UK's most successful Car Supermarkets.



As the business grew at such a rapid rate, it was clearly obvious at a senior level that we needed to introduce a workforce management system to provide not only employee attendance records, but to also satisfy key health & safety issues such as fire-alarm roll call monitoring and physical access control to areas of the company containing sensitive information.

A number of biometric products were considered and several were short-listed, timeware® included.

One of the key features that made timeware® 'stand out from the crowd' was their attention to detail. During the presentation, the timeware® specialists raised questions about working patterns and absence management issues that we have not previously considered. Their commitment to detail was apparent from the first

meeting and coupled with the fact that timeware® products are manufactured in Great Britain meant that the choice of supplier was obvious: the order was placed and the implementation plan agreed.

The timeware® 2013 biometric installation took approximately four days including two days of extremely thorough policy commissioning. Key staff training took a further day and the implementation of the integrated Sage payroll link was completed on day four.

After sales customer care is excellent. We are very happy with the system and look forward to a long-term business relationship with timeware®, a reliable company you can trust!

We would definitely recommend timeware® to anyone interested in implementing an effective workforce management system.

Mark Sopp

Managing Director.
www.unbeatablecar.com

Installation date	2012
Current timeware® version:	2013
Approximate number of staff	140
Number of software clients:	5
Number of locations:	1
Number of bio attendance terminals:	3
Number of bio access terminals:	tba
Number of pip clients:	3
Job costing enabled:	No
Cost centre analysis enabled:	No
Integrated fire alarm monitor:	Yes
Integrated payroll link:	Sage

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timeware® global assist



Personnel overview

People make businesses and organisations successful. Managing those people's information assists in achieving this success. Fitting then, that at the heart of each timeware® system is timeware® personnel.

timeware® personnel provides an effective way of managing all your personnel data. It allows you to store, update and view personnel information, with full auditing, in a secure environment based on company defined permissions. timeware® personnel keeps all of your information in one place. From copies of driving licenses to previous employer references, from blood type to bank account details - timeware® personnel stores the data centrally making it available for viewing and reporting when required.

The key is having all your information in one easily accessible place. Everything from contact details to medical reviews, vehicle information to yearly appraisals – timeware® provides a truly effective solution.

timeware® personnel integrates with the agenda to provide reminders of important events ranging from birthdays to certification renewal.

In short, timeware® personnel sets the standard for integrated H.R.

- Store unlimited training details, disciplinary details, vehicle details.
- Use the personnel wizard to quickly set up new employees, ensuring that all the required information has been added correctly.
- The pro-active agenda screen lets you know when qualifications, review dates etc. are about to expire.
- User defined fields allow you to hold unlimited amounts of information specific to your company that is not included in the other personnel modules.
- Print blank forms for new starters so that employee information can easily be collected.



Absence Management overview

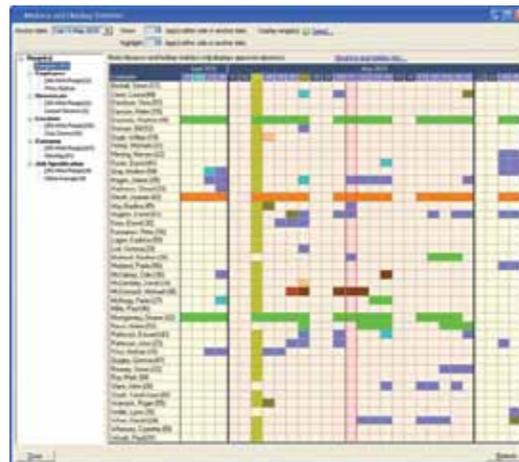
Tracking holiday entitlement, managing holiday schedules and monitoring absenteeism are the three essential factors that make up timeware® absence management.

It is now possible to create absence entitlement policies that define the number of days holiday based on years service from any date. You can specify the amount of time that may be carried forward from one year to the next and even award entitlement credits for additional holidays. All absence management amendments must be approved and finalised for secure auditing.

What would happen if all the fork-lift drivers were on holiday at the same time? Or the first aiders? or the staff qualified to complete key tasks in the workplace? timeware® absence management enables line managers to view holiday plans before authorising an absence booking. timeware® also keeps track of the types of absenteeism in the workplace as well as monitoring the holidays taken and days booked in advanced.

It's like a wall chart - but far more detailed !

- Comprehensive absence and holiday booking screens ensure that the required information has been entered correctly.
- Detailed statistical information is available while booking absences, this will allow you to keep good staffing levels and ensure that employees cannot take more than their yearly entitlement.
- timeware® automatically renews each person's absence entitlements every year, taking into account any days carried forward from the previous absence year and can even award additional time due to a person's years service.
- You can even create absence entitlement policies with special rules for new starters and long serving employees.



Attendance overview

Increasing your company's productivity starts with one important factor – the improvement of your employee's time keeping. The right people in the right place at the right time will guarantee 'smooth running' with maximum efficiency – a goal that every company should strive to achieve.

timeware® attendance provides you with the tools to plan where your workforce should be and how long they should be working. It allows you to plan for each department within the company, selecting employees with the relevant tasks for the job in hand.

An increasing number of businesses are choosing flexitime as the preferred working method, allowing people to choose their own working day around a pre-set '**core-time**'. timeware® attendance can help organise and plan both flexitime and shift based working. Daily and period schedules enable you to define the earliest time that a person may start work, when their breaks should be and most importantly, how their worked time is calculated.



Not all systems are designed to our high standard. timeware® has spent over twenty years developing a sophisticated attendance product that alerts users to several basic, yet important facts;

Who is working now?

Who should be working now?

Who was late?

Have the correct hours been worked?

Has all overtime been authorised?

To enhance the employees' use of the system, we have added several real-time 'request' facilities at the attendance terminal (which include);

Hours worked, or flexi balance request,

Holiday entitlement request

Roster/planner request

Email-me! -sends an email containing various request items to the employees personal email address



Access Control overview

timeware® access control brings you indispensable security, protecting that which is most important - your people and your property.

Simple to use but extremely effective, timeware® access is now installed at more than one thousand companies across the UK and West Africa. Designed to integrate seamlessly with timeware® personnel ensures that when a contractor completes a job or when an individual leaves employment, they will not be able to access your building.

timeware® access can be used to control doors, barriers and gates. Our team of access control specialists will carry out the install in a quick and efficient manner with the minimum amount of disruption to your workplace.

timeware® access – you decide who goes where and at what time!



t9-0360
Biometric Reader



t9-1010 Access
Control Terminal



Full auditing is available – find out what time people left the site rather than the time they finished work and who has attempted to access the site outside permitted hours.

- Keep track of your employees with real time monitoring.
- Use the alert centre to be immediately notified of failed entry attempts, doors that are ajar and doors that have been forced. Perfect for security guards and system administrators.
- Keep an archive of all door activity for future reference.
- Quickly disable lost and stolen badges.
- Finally, for companies requiring a higher level of security, remember that the access control supports the timeware® fingerprint reader technology.



t9-0240
Proximity Reader



Job Costing overview

Monitoring costs on the shop floor have been made simpler with the introduction of timeware's integrated job costing module.

Not only does timeware® allow costing by job, but it also gives you the flexibility of costing by department, individual employee and specific operation. By using the performance comparison reports, you can check on the effectiveness of your employees and highlight areas for improvement.

Logging job details couldn't be easier. An employee simply presses the clearly marked 'job start' or 'job stop' function buttons on the data collection terminal and follows a series of simple requests such as 'Enter job number', or 'Enter operation'. The terminal keypad may be used although an increasing number of businesses chose to use barcode scanners for increased efficiency.

The data collected by the terminal is passed directly to the timeware® software making it instantly available for reports and enquiries. With clear identification for each job and operation, timeware® lets you drill down to the exact layer of information you need, making it easy to compare performance and address areas where productivity can be improved

The timeware® terminals run special scripts designed specifically for your business ensuring that the solution provided is perfect for you.

Enter Job Number

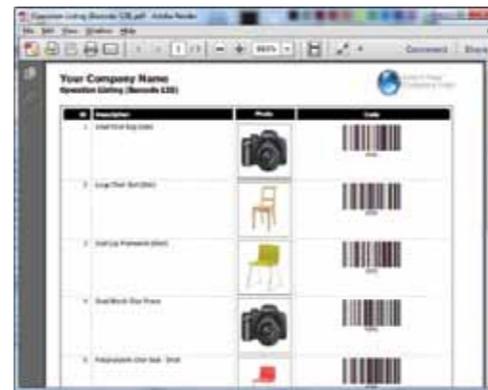
Job

Enter Operation Code

Operation



Jobs



Barcodes



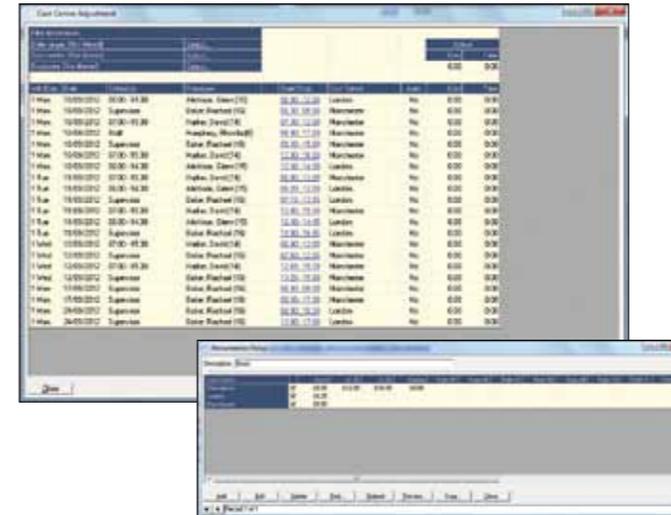
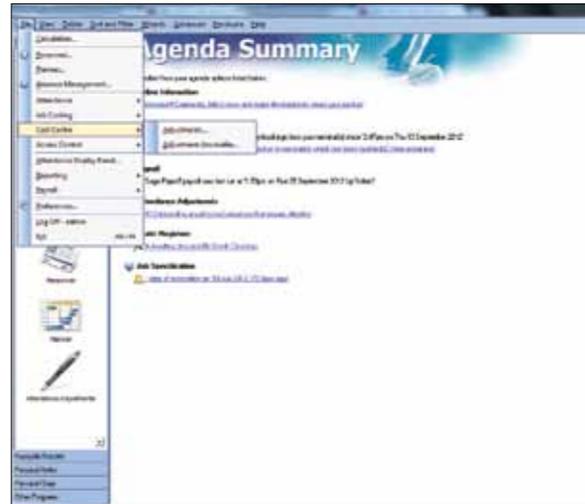
Cost Centre Analysis overview

Different rates of pay for different processes are no problem for timeware's new cost centre analysis module.

Do your employees have different rates of pay depending on the cost centre they are working in? If so, timeware's cost centre analysis module and enhanced remuneration feature are now available to identify the amount of time, and the labour cost, of the work.

Specifying the cost centre can be achieved in a number of ways: some companies choose to install separate terminals in each cost centre whilst other companies require that the employee selects the correct cost centre from a list on the terminal screen.

A timeware® specialist will help the customer to identify the preferred method and will then produce a specification for the development team, enabling suitable scripts to be produced, providing a solution that fits the clients exact requirements.



Fire Alarm / Roll Call overview

Did you know that your fire monitoring system can be connected directly to timeware® to produce an accurate roll-call report in the event of an emergency?

An increasing number of safety-conscious businesses have introduced this simple feature to ensure the health and safety of their employees.

The way this feature works is very simple: the roll-call facility within timeware® gathers information from different sources – from attendance terminals, from access terminals, from assembly points and from the PIP. This information is processed constantly to ensure that the roll-call list is kept permanently up-to-date. Using this roll-call list allows timeware® to produce roll-call reports on demand as required.

In the event of the company fire alarm being activated, the timeware® alarm monitor will instantly instruct the software to:

- 1. Automatically unlock and open any access controlled doors in the area.**
- 2. Send a roll-call report, either to a network printer or to a number of preset email addresses.**



The fire alarm roll call service will continue to monitor alarm signals and will never require resetting. If you have chosen to automatically unlock any access controlled doors, they will require re-locking using a simple function available through a Manager's agenda slider bar – ensuring the doors never remain locked in the event of a fire!

Finally, the t9-1510 assembly point terminals have been enhanced to support up to 15,000 employees. This now means that multi-site companies employing large numbers of staff can rely on the timeware® roll-call system to produce a quick and accurate list of exactly who is where.



Reports, Scripts and Exports overview

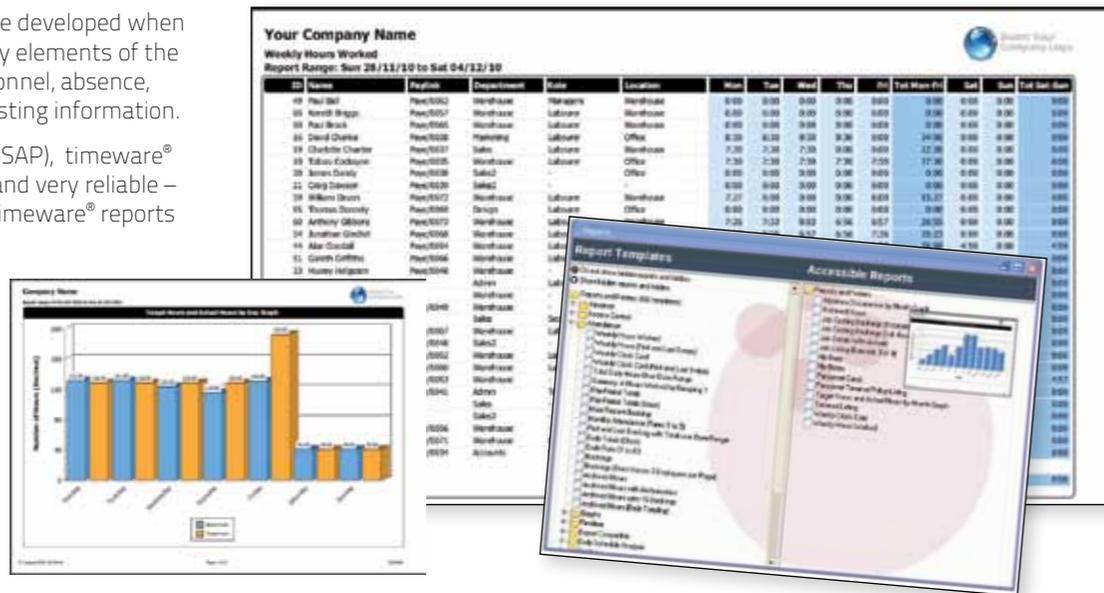
Implementing a sophisticated workforce management system will undoubtedly improve the efficiency of any business, but the addition of a flexible reporting module will enable the information generated by the system to be shared with a wider audience.

The timeware® report module provides over 160 clear concise user editable reports, forms and graphs as standard.

Bespoke unique reports may be developed when required, which can contain any elements of the timeware® data including personnel, absence, attendance, access and job-costing information.

Powered by Business Objects (SAP), timeware® reports are extremely flexible and very reliable – over 5300 UK companies use timeware® reports to provide essential information on demand.

timeware® 2013 includes an extremely flexible Export module enabling the customer to import and manipulate the data within Microsoft Excel.



Superb reports & graphs available from Crystal and Excel...



timeware® acknowledges any logos and/or trademarks used within this document

PIP / ESS overview

As the workplace becomes increasingly diverse, it is not always practical for employees to 'clock-in' at a conventional attendance terminal.

For the employee, the timeware® PIP provides the ideal solution, offering the facility to book-in, request time-off and to check remaining holiday entitlements. For the supervisor, the timeware® PIP enables instant access to employee attendance and absence information whilst allowing authorisation of various requests – all this from home, from the train or even from their iPad!

timeware® ESS

timeware® 2013 sees the employee self-service (ESS) features really starting to become a valuable asset to any HR department. The main advantage for companies providing ESS is that it presents an efficient means of delivering information to employees, completely unattended, twenty four hours a day.

With an increasingly internet savvy workforce, the concept of requesting data from their phone and receiving updates via email is not new. Similarly, requesting information from the attendance terminal is becoming equally acceptable with more companies allowing staff to send up-to-date holiday entitlements, overtime figures and shift rotas straight to their personal email addresses.

For businesses without admin staff at remote locations, timeware® ESS terminals connected via VPN to the timeware® server hundreds of miles away can help to empower employees and reduce potential paperwork errors.

It has also been suggested that ESS is becoming increasingly popular as more businesses 'go green' in an effort to reduce paper waste.

Holiday Entitlement ▾

Hours Worked Summary ▾

Daily Schedule Rota ▾

Email-Me!

timeware® PIP empowering the employee

Why not give your employees read-only access to their own attendance information and let them check the status of pending absence requests from home? Allowing employees to check how many holidays they have left will reduce the amount of wasted time as they will no longer need to contact the HR department.

Employees can also make attendance bookings from within the PIP and request time-off.

Ideal for supervisors that are rarely in the office. The PIP offers full support for supervisors also, enabling them to view their employees attendance information and giving them the facility to authorise (or decline), booking and time-off requests.



Payroll Link overview

timeware® 2013 now includes an authorised, integrated multi-company payroll link option that eliminates the need for third party 'payroll linking software'.

Please note that for companies requiring 'bespoke' software links, we are able to offer a unique development service utilising the timeware® scripting engine.

Every company has a deadline for running the payroll yet how many times has the deadline had to be delayed due to line-managers failing to approve overtime?

timeware® 2013 now includes a 'payroll reminder' agenda item. Set by the timeware® administrator, this new feature provides a countdown reminder of the oncoming payroll deadline!

Finally, once the timeware® payroll link has passed the hours worked to the company payroll, the agenda item changes and highlights the date and time of the successful payroll link.



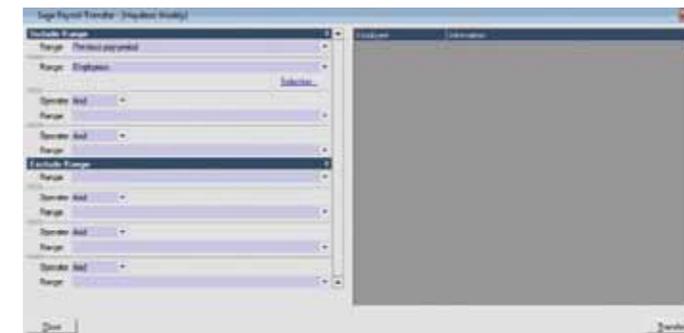
Once this feature has been configured, the process of passing data from timeware® to your payroll is as easy as 1, 2, 3!

1. Ensure all line-managers have approved their staff overtime.
2. Click File, then Payroll, and select the correct company.
3. Press the 'Transfer' button!

Within seconds, the timeware® data is passed to your payroll, eliminating all human data entry errors - it really is that easy!



Optional multi-company payroll link



Payroll transfer automation

Customer Care overview

Once the timeware® system has been implemented we believe that it is our responsibility to ensure that the system always runs smoothly. The timeware® customer care team achieve this goal by working closely with each client in a pro-active manner.

It is the customer care team's responsibility to ensure that all customers are satisfied with their timeware® product and consequently they are responsible for making care calls, organising additional training and managing the support team.

A member of the timeware® customer care team will contact each client every month to check that the system is functioning correctly, ensuring potential problems are addressed before they can be classed as an incident.

The customer care team also oversee the distribution of timelines, timeware®'s quarterly magazine.



Training

Customer care can organise planned training courses with full documentation which aim to teach staff from each department how to realise the total value of timeware® 2013.

Your place or ours?

Training can be carried out at our offices in Rochdale or at your business premises anywhere in the UK.

Courses

Courses can be created for each customer's individual needs. There are however, a set of standard courses which cover such topics as basic introduction, personnel, access control and job costing.

A short technical course, (45 minutes), is also available for your company's IT specialist as we may require their assistance on larger installations.

Certification

All training courses carry authorised certification.



Workshops

The customer care team organize free workshops at the timeware® offices throughout the year. Customers can arrange to attend these 'product awareness' sessions to learn more about key aspect of their system. People that attend the workshops have an opportunity to speak to the development team and gain a greater insight into the timeware® product.

Product launch roadshows

Each year in the months of November and December the customer care team organize a series of roadshows to highlight the new features of the latest product release. Email invitations are sent and the team will contact each customer to arrange for them attend a local roadshow. These two hour events are held at Best Western Hotels and give the customers an opportunity to see how the latest improvements within timeware® could help their businesses whilst relaxing with a coffee and pastry!



timeware® global assist

Sometimes things go wrong and usually at the most inconvenient time. When this happens, the timeware® support team are ready to help you get back on track!

What is timeware® global assist?

timeware® global assist is the name given to the support agreement that timeware® offers all of its customers.

The services are divided into two parts: software and hardware.

Before you purchase a new system, the extent of your timeware® global assist agreement will be documented within your quotation. Usually this includes a twelve month software support agreement and a twelve month hardware warranty.

When you purchase a system you will receive both of these documents through the post.

After this initial period, you will be sent an invoice for the following year's global assist. Support is not compulsory but is strongly recommended!



How will the timeware® support team help?

Within customer care we have a full-time, office based support team that are available to answer your questions between 9am and 5pm, each weekday. Incidents can also be reported out of office hours using our web-based helpdesk service.

When addressing an incident, the support team utilise remote desktop support technology to access your PC, (with your permission), to identify and rectify the reported problem. Members of the support team have also worked in the development team and as a result, are able to provide an extremely high level of technical product knowledge.

glance.net

join
me

showmypc.com

TeamViewer





t9-5150
biometric terminal



t9-5010
biometric terminal



t9-0380
biometric reader



t9-0240
proximity reader



t9-0700
GPRS module



t9-0230
proximity enrolment device



t8-0355
biometric enrolment device



t9-1010
access terminal

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