

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 Functions

1. We can trace our roots back to the late 1980s, showcasing decades of experience.
2. We are a wholly owned British company, led by two UK-based directors who are actively involved.
3. All our software is developed entirely in-house - always has been, always will be.
4. We place a massive emphasis on industry standards, ensuring quality and compliance.
5. 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

1. HR
2. Leave Management
3. Time Management
4. Attendance Points
5. Reporting
6. Roll Call
7. Employee Self-Service App
8. Fire Marshal App
9. Customisation and Integration, including integration with access control and payroll software



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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 Functions

1. Active individuals: £2 per person per month, with the managed service as an annual charge.
2. Archived individuals: £1 per person per month.
3. Device connection licences: Per terminal/device as applicable.
4. Integrations and customisation: Costs may apply based on requirements.

4. 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 Functions

1. 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.

1. timeware®
2. timeware® ESS App
3. Fire Marshal App

timeware[®]

Here are some of the core features and key functions that make timeware[®] HRMS stand out in the market. From our fully managed service and intuitive HR tools to advanced reporting and seamless integration, every element is designed to give you control and clarity. With customisation, localisation, and developer tools, timeware[®] HRMS ensures your workforce management is future-proof.

6. Competitive Advantages

6.1. Managed Service

We provide a fully managed solution, supporting you every step, from setup to ongoing optimisation.

6.2. timeware[®] HR

A powerful HR platform that streamlines your people management with precision and ease.

6.3. Conversation Hub

Centralised, auditable communication, ensuring clarity and accountability across teams.

6.4. Marketplace

Offer shifts and opportunities to staff transparently, ensuring operational agility.

6.5. Leave Management

30+ years developing unbeatable leave management features.

6.6. Time Management

30+ years developing unbeatable time management features.

6.7. Social Feed

Foster engagement with a dedicated feed for company updates and interaction.

6.8. Localisation

Adapt the system to regional needs with full multi-language support, ensuring compliance across locations.

6.9. Reporting

Gain deep insights with customisable reports that support data-driven decisions.

6.10. Document Management

Organise documents securely, including editable PDFs, allowing data to be consumed directly back into the system.

6.11. Queries

Create ad-hoc, natural language queries for instant answers from your data.

6.12. Workflow

Automate processes for smooth, efficient task management across the system.

6.13. Customisation

Tailor the platform to reflect your exact operational needs and preferences.

6.14. Integration

Connect timeware[®] HRMS seamlessly with other business systems for a unified experience.

6.15. Developer API & Webhooks

Extend functionality and automate interactions with developer tools.

Core feature

7. timeware[®] Customer Care

After your timeware[®] system is configured and staff training is complete, we seamlessly transition you to customer care. In the first weeks, a dedicated liaison collaborates daily with your administrator. Our customer care includes two key teams: the Technical Support Team, which handles queries, upgrades, and system checks, and the Customer Liaison Team, which ensures operational reliability, reviews, and the 'timelines' publication. Both teams, led by the Head of Customer Care, ensure consistent support and a fully optimised system.

Key Functions

1. Dedicated onboarding transition with daily liaison support to ensure a smooth and successful system adoption.
2. Fully managed customer care service, providing ongoing support and continuous system optimisation.
3. Technical Support Team delivering fast issue resolution, annual upgrades, and system performance reviews.
4. Customer Liaison Team ensuring operational reliability, regular reviews, and proactive engagement.
5. Structured ongoing engagement including roadshows, system reviews, and quarterly communications.

Core feature

8. timeware[®] Customer Liaison Team

The Customer Liaison Team at timeware[®] ensures consistent support and high service standards through tailored system performance reviews, regular six-weekly customer care calls, and the quarterly timelines magazine. Together, these services keep systems running smoothly, provide ongoing guidance, and keep clients informed of the latest developments.

Key Functions

1. Tailored system performance reviews to optimise efficiency and explore new features.
2. Six-weekly customer care calls to ensure smooth operations and direct support.
3. timelines magazine, keeping clients updated on innovations and developments.

Core feature

9. timeware[®] Technical Support Team

The Technical Support Team within the timeware[®] Managed Service takes full responsibility for administering your system. They handle setup, user configuration, routine tasks, and regular upgrades. The team also conducts performance reviews, offers weekday support, and manages change requests, ensuring your system remains efficient and aligned to your needs.

Key Functions

1. Fully managed service with expert support handling system configuration, user setup, and ongoing administration.
2. Proactive system optimisation including annual upgrades, performance reviews, and continuous improvement.
3. Accessible support and training with dedicated technicians, remote assistance, and regular customer care engagement.

Core feature

10. 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 Functions

1. 'Requires attention' section on left with shortcuts to resolve key operational issues.
2. Analytics widget section on right displaying interactive key metrics.
3. Fully customisable to individual users and roles.

Core feature

11. Personnel

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 Functions

1. Essential personnel data records from hire to retire.
2. Automate repetitive tasks for greater efficiency with Workflows.
3. Bespoke configuration of fields to match your company's needs.
4. Create custom forms and manage how information and documents flow and are stored in your business.
5. Create, monitor and review employee skills and qualifications and identify training needs.

Core feature

12. 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 Functions

1. Digital noticeboard enabling sharing of good news stories, events and achievements.
2. Keep employees engaged and connected with a robust communication platform.
3. Fosters strong culture by connecting remote offices & teams.
4. Enable companies to stay connected and promotes engagement and collaboration daily.
5. Improves staff retention by allowing employees to feel valued through connection.

Core feature

13. 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 Functions

1. Secure platform for 1-1 communication between manager and employee.
2. Fully audited conversations for greater transparency and compliance.
3. Controlled messaging channel to handle queries in an audited environment.
4. Centralised platform that can improve response times, increase transparency and collaboration in a team.

Core feature

14. Marketplace

The Marketplace provides a central hub for advertising available shifts and overtime, accessible to employees through the ESS app. This intelligent feature matches available work patterns with qualified employees, ensuring the right opportunities reach the right people.

As a standard feature within timeware[®] HRMS, the Marketplace acts as a digital noticeboard, enabling organisations to promote, manage and fill shifts quickly and efficiently.

Key Functions

1. Acts as a digital noticeboard to advertise availability of shifts, overtime etc.
2. Right opportunities able to quickly reach the right people in your workforce.
3. Shift swapping made easy and efficiently.
4. Available in the ESS App for quick but improved communication out of hours.

Core feature

15. 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 Functions

1. Comprehensive holiday management enabling the processing and tracking of annual leave.
2. Robust sickness tracking ensures all absences - short or long-term - are recorded accurately.
3. The system checks leave requests against work schedules, ensuring leave aligns with actual working days.
4. Managers can grant additional holiday credits, offering extra days of leave as incentives or rewards.
5. Tactical absence alerts.
6. Prohibitive leave days.
7. Two tier approvals and flexible carry over limits.

Core feature

16. 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 Functions

1. Integrates with attendance points to verify attendance accurately.
2. Automated calculation of hours worked.
3. Supports a wide range of working patterns including standard shifts, flexitime and rostering.
4. Complex overtime rule support.
5. Incorporates planned leave into time calculations.
6. Unlimited pay rates.
7. Generates data ready for payroll preparation.

17. 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 Functions

1. Flexible deployment with the timeware[®] Puck, ideal for sites without infrastructure.
2. Seamless integration with Suprema devices, including BioStation 3 and X-Station.
3. Multi-technology authentication including face recognition, fingerprint, and proximity cards.

18. 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 Functions

1. Real-time visibility of who is on-site in real-time.
2. Integrates with the customer's fire alarm system for automatic roll call triggering.
3. Supports compliance with workplace safety and evacuation procedures.

19. 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 Functions

1. Reports can be delivered in both Excel and PDF formats.
2. Excel format supports digital signatures and password protection.
3. Reports support multi-language.
4. Reports can be run on demand or scheduled, providing flexibility and automation.
5. Permission based views allow tailored data for different users.

20. Document Management

In timeware[®] HRMS, document management delivers a streamlined process from end to end. Employees receive documents via the ESS app - such as a company handbook - and can acknowledge them, creating a record.

Managers can create documents, like return-to-work forms, under preset conditions directly in the system. Interactive onboarding forms are sent to employees, completed digitally, and consumed without manual data entry. Every document is indexed by AI, enabling managers to search key phrases across typed and handwritten documents alike. This ensures seamless retrieval and a fully integrated document workflow.

Key Functions

1. Unlimited document storage.
2. Automatic document indexing with OCR - boosts efficiency and retrieval of information.
3. Editable forms consumed by the app to eliminate duplicate data entry and reduces errors.
4. Fully integrated document workflow.

21. Queries

Introducing "Queries" in timeware[®] HRMS: a powerful AI-driven tool designed for those moments when standard reports won't suffice. In the everyday flow of business, managers often need specific data at a moment's notice. Queries allows you to ask those ad-hoc questions directly, no predefined report necessary.

Imagine a manager asking: "Can you provide a list of everyone in the production department who worked over one hour of overtime last month?" With Queries, that information is at your fingertips. Or, consider: "Can you list all accounts department employees over 55?" Queries instantly delivers the results.

By harnessing natural language, Queries makes workforce insights accessible to all. In timeware[®] HRMS, every spontaneous question can yield actionable answers, empowering managers and saving valuable time.

Key Functions

1. AI interrogation of the timeware[®] database.
2. Perfect for ad-hoc queries, offering instant answers when no standard report fits.
3. Natural language interface, allowing managers to ask questions in plain English.
4. Empowers managers by saving time and making data accessible at any moment.

22. Workflow

The workflow system in timeware[®] HRMS is designed to transform how repetitive routine tasks are handled. By enabling users to create workflows for recurring processes such as onboarding, leave approvals, or compliance checks, it ensures consistency and efficiency.

With a simple interface, managers can automate task sequences, assign them to key personnel, and set notifications. This means fewer manual follow-ups and less risk of missed steps. For clients, this translates to smoother processes whether it is ensuring an employee's training is completed on time or that compliance tasks are never overlooked. In essence, this feature takes our already robust system to a whole new level, ensuring each customer's operations run like clockwork.

Key Functions

1. Automates recurring processes like onboarding or leave approvals.
2. Ensures consistency by standardising task sequences.
3. Assigns tasks to key personnel with automated notifications.
4. Reduces manual follow-ups, minimising the risk of missed steps.
5. Enhances operational efficiency, ensuring processes run smoothly and on time.

23. General Data Protection Regulation (GDPR)

GDPR affects every business in the UK. timeware's customisable GDPR controls ensure companies work within their own data protection rules.

Key Functions

1. Fully customisable GDPR controls to align with each organisation's data policies.
2. Configurable retention rules for both current staff and leavers.
3. Highlighted records requiring attention, ensuring deliberate and audited actions.
4. Safeguards against accidental data loss by preventing automatic deletions.
5. Housekeeping rules to manage sensitive data removal post-employment.

24. Working Time Regulations (WTR)

The Working Time Regulations (1998) implement the European Working Time Directive into GB law.

Key Functions

1. Real-time dashboard alerts for managers when staff approach or exceed legal limits.
2. Compliance with maximum weekly working time (48-hour average).
3. Monitoring daily rest periods, ensuring 11 consecutive hours between shifts.
4. Ensuring rest breaks for shifts longer than six hours.
5. Supporting compliance with weekly rest periods and night work limits.

25. Customisation

Customising timeware® HRMS means the system fits your forms, reports, overtime rules, and leave policies exactly to your needs.

Key Functions

1. Forms - ensuring data collected aligns with your processes.
2. Reports - to generate insights that reflect your priorities.
3. Time management rules, including complex overtime agreements.
4. Leave management policies to match your entitlement rules.
5. Workflows for automating routine tasks in line with your processes.
6. Analytic dashboard widgets.

26. Integration

timeware[®] HRMS seamlessly integrates with top HR, security, visitor management, and payroll systems through the use of APIs, ensuring compatibility with leading software and hardware solutions.

Key Functions

1. Flexible integration using third-party APIs and webhooks.
2. Ability to connect with previously unintegrated software systems.
3. Tailored solutions based on customer-specific needs.
4. Ensures seamless data flow and operational efficiency.
5. Delivers effective, custom integrations for a streamlined experience.

27. Developer API and Webhooks

API integration for your timeware[®] HRMS ensures seamless functionality, personalised solutions, improved efficiency, and access to innovative tools.

Key Functions

1. Developer API allows custom extensions and integrations with external systems.
2. Webhooks provide real-time event notifications for external applications.
3. Empower developers to create bespoke workflow automations.
4. Enable seamless data exchange, ensuring up-to-date information across platforms.
5. Facilitate agile system adaptations to meet evolving business needs.

28. Access Control

Integrating with Suprema BioStar brings you indispensable security, protecting that which is most important - your people and your property.

Key Functions

1. Allows existing hardware to be repurposed as attendance points and access events as attendance bookings.
2. Authorised integration with Suprema BioStar X and BioStar Air.
3. Control doors, barriers, and gates with world-class security systems.
4. Specialist team handles installation quickly and efficiently.
5. Minimal disruption to the workplace during installation.

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 Functions

1. Employee Self-Service App, designed to keep your workforce connected, informed and engaged.
2. Leave management - check holiday balance, request time off.
3. Time management – check rostered work patterns, volunteer for overtime (via marketplace), view timesheets, make attendance bookings via app or timeware[®] Puck.
4. Access to Training and Development records, giving staff access to growth opportunities.
5. Access to company documents plus read receipts.
6. Work-Life Balance Features like flexible hours and remote work options.
7. Social feed incorporating recognition and rewards to celebrate employee achievements and engagement surveys, to gather employee insights and improve workplace culture.

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 Functions

1. Ensures staff are safely evacuated during fire emergencies.
2. Designed for designated fire marshals to verify individual safety.
3. Cloud-based platform synchronises data in real-time across all marshal devices.
4. Provides accurate, up-to-date status of each staff member with minimal latency.
5. Enhances coordination and effectiveness of emergency response efforts.