time*lines*

timeware® 2013

exporting timeware® data into your company spreadsheets...

Editor's comment

Welcome to the eighth edition of timelines® – the official magazine for the timeware community!

Now that the Christmas and New Year celebrations are a distant memory, we get back to work with avengance! This month we take a look at the brand-new export feature available in timeware® 2013 and see how users can easily produce their own bespoke reports and link into their existing spreadsheets.

The Q&A section is back in this issue and helps to answer ten of the most popular queries raised by customers since the launch of timeware® '13 in November.

Looking to the future, the community events page outlines the dates of the next round of community roadshows and the 'What's next' article highlights what we see as our most important hardware development in over 25 years!

As always, I hope you find the magazine useful. If any points require further clarification, please do not hesitate to contact the timeware® customer service care team on +44 (0)17096 659368.

Thank you for your continued support

Simon Birchall

Managing Director - timeware® (UK) Ltd

"At last, a simple method of manipulating the data captured by timeware®. Perfect for ad-hoc reports and analysis...

Remember that **timeware® Professional 2013** includes the following modules:

personnel

access control

fire alarm roll call

absence management

job costing

reports, scripts and exports

THIS MONTHS FEATURED MODULE

attendance

cost centre analysis

pip/ess

optional payroll link

sage   earnie   pegasus   IRIS   IRIS Payroll

Interested in talking further about any of the modules?

Contact customer care on **+44 (0)1706 659368**

Export to Excel...

timeware® is a fantastic tool for capturing and storing large amounts of data relating to employee attendance & absenteeism and the timeware® report module is designed to present that information in a variety of different ways.

Sometimes, companies have a need to produce ad-hoc reports, occasional analysis that requires data to be processed and presented in a unique way.

timeware® have offered a bespoke report development service for many years, but for simple reports and analysis this service may be considered too costly and time consuming.

With the introduction of the export facility in timeware® 2013, users now have another choice: the ability to export timeware® data in Microsoft Excel format which will enable someone with basic knowledge to quickly produce detailed summaries and graphs.

The new Export feature can be used to trigger a process designed to extract data from the timeware® SQL database and to place it into an Excel format file ready for sorting and formatting.

A default export template has been designed that will extract all personnel, absence management, attendance, access control, job costing and cost centre analysis information into a multi-sheet .xls file. This script may be copied, renamed and then edited by the user to suit their exact export requirements.

Once the data is placed into a spreadsheet, pivot tables may be used to group and summarise the data in a concise, tabular format for easier reporting and analysis. Users can sort, count, and total the data, and may, when required, rearrange, hide, and display different category fields within the pivot table to provide alternate views of the data.

Ultimately, the data may be passed to a graph for more visual reporting or simply formatted with headers to provide an instant, ad-hoc report.

Finally, did you realise that timeware® '13 can inject data directly into your existing spreadsheet. This is ideal for adding lots of data, quickly and efficiently, without the need to manually copy and re-key information.

timeware® '13 exporting - the possibilities are endless!

For more information about the export feature in timeware® '13, please contact Liz in timeware® customer care on +44 (0)1706 659368.

Questions & Answers

On these pages we answer some of the most common questions asked by the timeware® community.

Q1. Can timeware® 2013 run on Windows 8?

A1. timeware® 2013 has been successfully tested on Windows 8.

Q2. Has timeware® 2013 been tested on SQL 2012?

A2. Yes. timeware® 2013 has been tested on SQL 2012 and is currently running successfully at a number of installations.

Q3. What performance problems can I expect when running timeware® over terminal server?

A3. Most performance issues are caused by insufficient bandwidth availability on the internet connection. This problem can be further exacerbated by too many concurrent users. timeware® customer care and your IT department should work together to perform tests before a company chooses this type of system configuration.

Q4. Will non-network (RS232), legacy terminals work with timeware® 2013?

A4. No. All of the latest features available at the terminal including the enquiry agent and enhanced enquiry agent require network communication. Legacy terminals can be converted to the latest spec' for £350+vat.

Q5. What version of Excel do I require to run timeware® 2013 exports & reports?

A5. The new export facility will work with Excel 97 and higher

Q6. Can my IT department convert my company's timeware® 2010 system to timeware® 2013?

A6. When converting versions earlier than 2012, we strongly recommend that the timeware® support team completes the task as major changes were made to the absence

management module that require considerable re-configuration.

Q7. Is timeware® compatible with SAGE version 19 (RTI edition)?

A7. Yes. The latest payroll software license enables compatibility between SAGE and timeware 2013. This version also sees the introduction of the SAGE payroll personnel import feature.

Q8. I have installed a new client and I'm seeing 'Error 70, permission denied' when running the timeware® application. Why is this?

A8. There are several possible reasons for this error. The most reported problem is that the user does not have read/write access to the timeware® folder on their PC. In some rare instances, the user will not have read/write permission to the windows/user folder. Please contact customer care for further assistance.

Q9. Will the timeware® email facility work with Microsoft Exchange Server?

A9. No. The email facility will only work with POP3 and SMTP protocols.

Q10. Can I import job numbers into the timeware® job costing module from my MRP system?

A10. A number of integration scripts have been developed that enable key data to be imported from other systems dcirectly into timeware®. Please contact customer care to discuss this subject further.

Alan Ford

timeware® support team
support@timeware.co.uk

Community events for 2013

For more information about the up-coming timeware® events, please contact
Liz Broadhurst in timeware® customer care on +44 (0)1706 659368.

timeware® community workshop

The development team are running a free workshop for companies
interested in learning more about how the timeware® 2013 export feature
works and how it can be used to quickly produce ad-hoc reports. Places
for this event are limited, so early confirmation is advisable. If you are
interested in learning more about this exciting new feature, please contact
Liz in timeware® customer care to reserve your place.

8th March 2013
timeware® offices
3 Fieldhouse Road
Rochdale OL12 0AD
10am-2pm

timeware® 2013 roadshows

The roadshows are back and provide the perfect opportunity
for timeware® users to relax with a coffee for a couple of
hours as members of the development team explain the
key features of timeware® 2013. Again, places are limited
so early confirmation is essential. For further venue
information please contract Liz in timeware® customer care.

19th April 2013
Broadfield Hotel, Rochdale, OL16 1AF
10am-12pm

17th May 2013 ..... North East, TBA
14th June 2013 ..... South East, TBA

What's next
from the development team...

t9-5250 touch screen terminal

The most important development to be planned in the past twenty years, the timeware® t9-5250 touch-screen terminal is tipped to become our new, flagship product when it is launched in November this year. Incorporating our new v11 PCB and 4.3 inch TFT touch-screen and supporting a totally re-designed user interface, this device will provide additional feature opportunities for all users.

Remember that this device is not a cheap import, it has been designed and manufactured in Great Britain by timeware®.

Great British Technology!

timeware® system

Converting from timeware® 5, 6, 7, 2008, 2009, 2010 or 2011?

Why not arrange with customer care for a timeware® technician to visit your site to convert your system to 2013?

This package will include updating your server, clients and terminal firmware, importing legacy data plus a system health check with full policy commissioning.

The technician will also provide user training with full documentation.

personnel

absence management

attendance

access control

job costing

cost centre analysis

fire alarm roll call

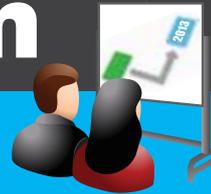reports, scripts and exports

pip/ess

optional payroll link

2 day program

£665

+vat

For more information about the timeware® system upgrade program,

customer.care@timeware.co.uk

upgrade program

Converting from timeware® 2012?

1 **Does your business have the need to identify labour costs?**
Cost centre analysis

2 **Do you want to know who is in work right-now?**
ADP (attendance display panel)

3 **Do you need a simple but efficient method of transferring data from timeware® directly into your Microsoft Excel spreadsheet?**
Export to Excel

4 **Looking for improved holiday entitlement tracking and sophisticated tactical sickness monitoring?**
Enhanced absence management

5 **Does your company require an efficient, easy to use, multi-company payroll link?**
Payroll integration
(additional purchase required)

Free
Option1
Arrange for your IT department to convert your own system to version 2013. timeware® customer care can plan for one of the support team to be on stand-by to give telephone assistance...

Recommended
£345
+vat
Option2
Arrange with timeware® customer care for a timeware® technician to visit your site to convert your system to 2013. This process will include updating your server, any clients and terminal firmware. The technician will then provide 'new feature awareness training'...

please contact Liz Broadhurst in timeware® customer care on
or call **+44 (0)1706 659368**

The next issue of timelines will be available in May 2013!

Useful information:

The timeware® community site is available at
www.timeware.org

Versions

timeware® Professional 2013 (13.1.3)
v10 attendance firmware (10.4.4)
v10 access firmware (10.2.7)
v10 assembly firmware (10.3.1)
v10 fire alarm firmware(10.1.1)

Contact

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Next edition of timelines due May... "Integration!"