



"Managing People. Connecting People."

NTD
NORTH TIME & DATA

- TIME MANAGEMENT
- ACCESS CONTROL
- ID CARD SOLUTIONS
- MAIL ROOM EQUIPMENT

North Time Pro is widely recognised as one of the UK's leading provider of workforce management solutions. Our philosophy is simple: long-term reliability, enhanced functionality and continuous innovation.

Modules include:

Personnel, Absence Management, Attendance, Access Control, Asset Management, Job Costing, Cost Centre Analysis, Fire Alarm Roll Call, ADP (Attendance Display Panel), Reports, Mobile Worker, To-do List & Dashboards, Payroll Interface, ESS, TWC, Roster Module and GDPR.

Darren Pressley, Technical Lead

How customisation enhances the sales value...

Darren, how important is product customisation?

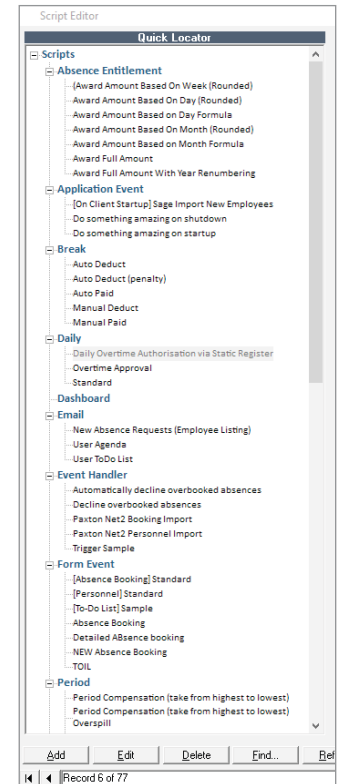
I think it's safe to say that at least 95% of NTD users have some form of customisation. The fact that we can provide a unique solution for each customer is a key part of our success. During the 25 years that I have worked at NTD, I have seen a steady increase in the amount of custom development and the revenue generated from this work is essential for the growth of the organisation.

Please explain more...

You must remember that NTD demonstrations are carried out by either an NTD implementation specialist or a member of the projects team. In our experience, the initial demonstration is not the best place to gather detailed information about the required customisation so we always arrange a follow-up meeting either face-to-face or by phone depending on our perceived complexity of the bespoke work required. Again, in our experience customers appreciate this level of commitment to detail as additional visits help to reinforce the idea that we are a professional company – it also helps to justify the higher charges that we make for customisation work.

What are the charges for customisation?

To be discussed & agreed with the customer.



Script editor

"Can we stop entering data twice?"

"When someone new joins the company, we have to first set them up in the payroll system, and then in NTD Personnel. Is there any way that they could be created in one of the applications and automatically transferred to the other?"

To solve this problem, we developed an NTD Personnel 'integration' script that worked in the following way:

- It was agreed that new people are always initially 'added' into the company payroll system. Next, an NTD Personnel integration script was developed that checked the payroll, every five minutes, for 'new personnel records'.
- When a new person is detected, their basic details such as name, payroll number, address and works number were automatically copied from payroll into NTD Personnel. These 'new' people were given a basic terminal policy setting, and allocated to a basic period schedule.
- This now means that within minutes of being added to the payroll application, new starters are now able to 'book-in' at any location!

Essential Information

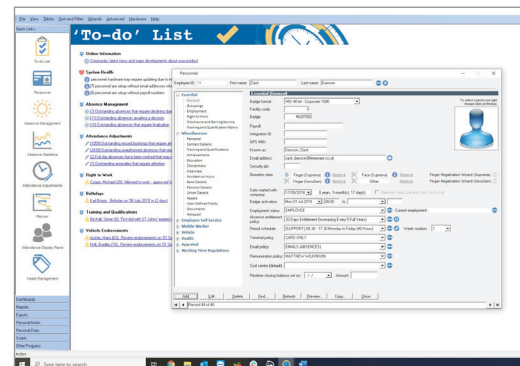
Company A, Northern Ireland	
Approximate number of staff:	350+
Number of software clients:	8
Number of terminals:	4
Number of locations:	1

"It's 2020! Surely we can email Personnel notifications to Managers?"

"When a significant event occurs, can NTD automatically email a Team-Leader or Manager to update them in real-time?"

To solve this customer's requirements, we developed three NTD Event Handler email scripts:

- Email the employee's line Manager 30 days before an employee's trial work period is due to expire.
- Email a Team-Leader and Employee 45, 30 and 15 days before the Employee's Fork-Lift truck licence is due to expire.
- Email the company Health and Safety Officer to organise a COSHH course when selected employees are approaching one month before the recommended three year renewal date.



Company B, Republic of Ireland

Approximate number of staff:	150+
Number of software clients:	3
Number of terminals:	1
Number of locations:	1

"We have an increasing number of staff who have a tendency to take 'sick-leave' on days that had previously been declined for holiday requests!"

"Is there any way that NTD can alert the HR staff to this type of occurrence? It would also be useful if the system could display a 'summary of absence by days of the week' as the HR staff are logging absenteeism records..."

The customer required an effective method of highlighting potential 'dubious' sick-days before they were added into NTD by the HR staff.

- An absence management booking script was developed that only triggered when an absence from the 'sickness category' was selected in the absence management form.
- The script checked to see if the employee had previously requested any type of leave and then checked if it had been declined. If these two criteria were met, the script then displayed a simple analysis of sickness days taken this holiday year and of course a prominent warning for the operator! The sickness could still be registered, but now the management have the relevant information required to discuss the issue with the employee.

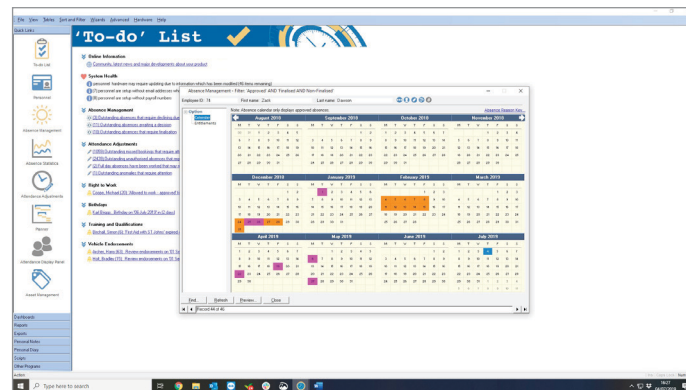
Company C, England	
Approximate number of staff:	7000
Number of software clients:	35
Number of terminals:	21
Number of locations:	2

"Is there an easy way to highlight people missing from work?"

"The team leaders have asked if NTD can highlight a list of people that should be in work but that haven't yet arrived."

This is a standard feature requiring no customisation!

- Not only can the system list employees that are missing, it can also identify anyone that has arrived late for the shift! This information is clearly displayed in the user's To-Do list and is available until the end of the current shift in real time.
- This feature could be customised to automatically email an employee stating that their absence has been noted and asking them to report to their team leader.



Company D, Scotland

Approximate number of staff:	800
Number of software clients:	10
Number of terminals:	18
Number of locations:	1

"Can a manager receive an email when an employee returns to work after a period of illness?"

"We have a large workforce managed by eight team leaders operating out of an enormous warehouse. We currently have a paper-based system that requires a form to be completed when an employee returns to work following three or more days of sickness. On many occasions, employees fail to complete the form and team leaders are not aware that their team members have returned to work. Is it possible for NTD to email the employee's team leader when they return to work?"

This request was completed using a customised event handler script that incorporated the following features:

- Within 20 seconds of the employee booking in following the designated period of absence, NTD automatically sends an email to the relevant team leader.
- The email contains an editable .PDF document that replaces the older paper system. The document is automatically partially completed with the employee's name and the absence dates and requires the team leader and employee to complete the rest. In this example, the .PDF document was identical to the older paper system and once completed, can be stored in the employee's personnel documents.



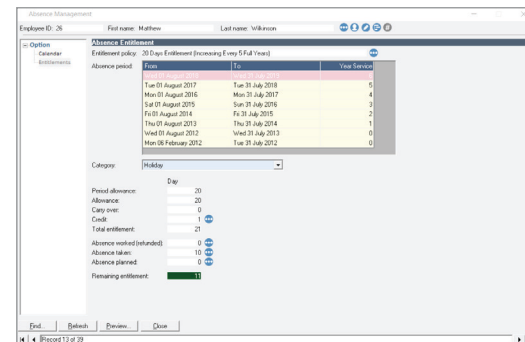
Company E, Middle East	
Approximate number of staff:	800
Number of software clients:	10
Number of terminals:	18
Number of locations:	1

"Can we allow certain employees to carry over holidays into the following year?"

"Our holiday year runs January to December. Due to the lengthy duration of our projects, we would like to allow certain employees to carry up to 4 days holiday entitlement over to the next holiday year on condition that the 'carry-over' days are taken within the first two months. Is this possible?"

This request was completed using several customised absence management scripts that incorporated the following features:

- Employees included in this category were identified by a new grouping.
- The first customised script emails holiday entitlement balances to the grouped employees at the 2, 5, 8 and 11 month points. At the 12 month point, (and if there are days to carry over), an email is sent explaining that up to a maximum of 4 days have been carried over and that they must be taken by the end of February.
- The second customised script converts up to 4 standard holiday days to carry-over holiday days at the end of the year.
- Carry-over holidays can only be booked up to the end of February.



Company F, Northern Ireland

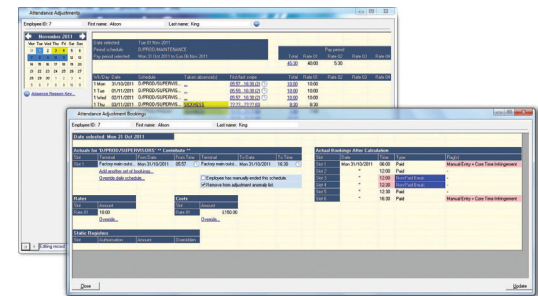
Approximate number of staff:	1500
Number of software clients:	10
Number of terminals:	29
Number of locations:	2

"We have a complex overtime rule. Can this be calculated automatically?"

"Employees are awarded an attendance bonus which is further enhanced based on the number of weekend evening schedules worked. Can NTD help to reduce the manual process by automatically calculating the figures for verification before submitting the results to payroll?"

Requests from customers to develop attendance scripts to accommodate unique overtime rules are by far the most common type of script requests that the team receives.

- First of all, we ask that the customer documents, as precisely as possible, their exact requirements. Try to cover every eventuality: does the script apply to a everyone or to a specific department or group? What are the conditions that cause the bespoke rules to come into effect and are there any exceptions? Think about what should happen when an employee is sick, or on holiday - how should the new rules cope with this scenario?
- Once all possibilities have been considered, send a copy of the documented rules to customer care and a member of the development team will contact you to discuss any obvious problems with your requirements.
- Once the plan has been agreed, NTD will quote for the work and discuss completion dates.



Adjustments

Company G, Republic of Ireland

Approximate number of staff:	200
Number of software clients:	5
Number of terminals:	3
Number of locations:	1

"Some employees in various departments have floating breaks, but only when the employee works a rest day!"

"Several older members of staff have special working agreements that were arranged with the previous owners of the business. Just how flexible is NTD in this type of scenario?"

NTD customised scripts can be used to solve pretty much any type of working pattern issue, no matter how bizarre!

We addressed this special requirement in the following way:

- Employees included in this special agreement were identified by a new grouping.
- We created a customised 'floating break' script and applied it to all of the daily work patterns that this special group could work. The rules governing how this floating break script works are only applied when NTD recognises that the employee has worked a rest day.

Code: [08301730] Description: [SUPPORT] 08:30-17:30

Schedule type: ☒ Flexible

Workday schedule: ☐ No ☒ Yes

Schedule Scheme: ☒ Flexible

Earliest possible start time: 08:30

Schedule start time: 08:30

Schedule finish time: 17:30

Schedule target time: 17:30

Absence target time: 00:00

Unallocated threshold: 00:00

Latest possible finish time: 23:45

1. The earliest possible start time: is a set point for this schedule. Bookings made before the earliest possible finish time: will be excluded from the schedule.
2. The schedule start time: is used to allocate a person to the correct schedule.
3. The schedule finish time: is used when booking absence and also serves as a guide to when the schedule should finish.
4. Optional: The schedule target time: is used to set an amount of core hours that an employee should work against the schedule.
5. Optional: The absence target time: is used to calculate how much absence/holiday should be subtracted from the absence target time. Bookings made after the absence target time: will be excluded from the schedule.
6. If the unallocated time against the daily schedule exceeds the unallocated threshold: the day will be marked as an unauthorised absence.
7. The latest possible finish time: is a set point for this schedule. Bookings made after the latest possible finish time: will be excluded from the current schedule. Bookings excluded from the current schedule are used in the allocation process for the following schedule (see point 2).

Company H, England

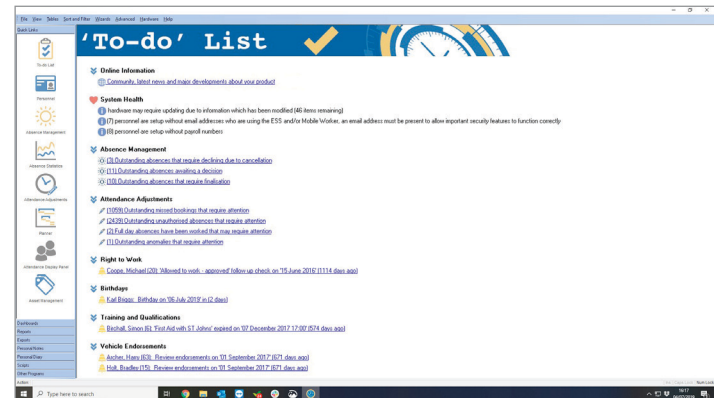
Approximate number of staff:	75
Number of software clients:	5
Number of terminals:	1
Number of locations:	1

"Can the system highlight employees that have worked excessive hours?"

"We are a small but extremely busy packaging company. We are concerned that some employees may be working unhealthy levels of overtime. Is there a quick and easy way to highlight repeat offenders?"

To-do list scripts provide a simple way of displaying important information without having to navigate to special parts of the software. This request was solved with one script identifying three conditions:

- Highlight on the To-Do list if an employee has worked more than 'X' amounts of hours in the current period.
- Highlight on the To-Do list if an employee has worked more than 'X' consecutive shifts.
- Highlight on the To-Do list if an employee has worked more than 'X' amounts of hours in the current period.



Company I, Scotland

Approximate number of staff:	45
Number of software clients:	3
Number of terminals:	1
Number of locations:	1

"Can NTD process monetary shift bonuses?"

"We have a number of bonus award schemes that apply to certain unsociable hours shifts. These bonuses are a fixed monetary value and are awarded when an employee works at least 60 minutes of the shift. At the moment the bonuses are calculated manually which is very time consuming. Can NTD do this automatically?"

We solved this problem with customised daily and period schedule scripts and a modified report.

- The customised scripts were applied to the specific unsociable hours daily and period schedules.
- The daily script incremented a static register by the bonus monetary value, in this case £12.50, once the employee had worked at least sixty minutes. By the end of the period, this register held the bonus for the week, which was £62.50 for five days.
- The Weekly Hours worked report was also modified to display the unsociable hours shift bonus alongside the total hours worked.

Attendance Adjustments

Employee ID: 74

First name: Zack

Last name: Dawson

November 2018

Mon Tue Wed Thu Fri Sat Sun

20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6 7 8 9

Absence Reason Key...

Date selected: Mon 05 Nov 2018

Period selected: [SUPPORT] 08:30 - 17:30 Monday to Friday (40 Hours)

Pay period selected: Thu 01 Nov 2018 to Fri 30 Nov 2018

Authentication

Total

Open

Bk

Accumula

Target

Clos

Bk

Overse

Basic

OT

52.45

0.00

52.45

104.00

6.15

0.00

57.45

Wk

Day

Date

Schedule

Taken

Absence

Booking

Auth

Total

Open

Bk

Accumula

Target

Clos

Bk

Basic

OT

1

Thu

01/11/2018

[SUPPORT] 08:30 - 17:30

08:16:17:24(2)

8.00

0.00

8.00

8.00

0.00

8.00

1

Fri

02/11/2018

[SUPPORT] 08:30 - 17:30

08:14:16:47(2)

Approved

8.00

0.00

8.00

8.00

0.00

8.00

1

Sat

03/11/2018

Non-Working day

22:22:22:22(0)

22.22

0.00

0.00

0.00

0.00

0.00

1

Sun

04/11/2018

Non-Working day

22:22:22:22(0)

22.22

0.00

0.00

0.00

0.00

0.00

1

Mon

05/11/2018

[SUPPORT] 08:30 - 17:30

08:16:17:24(2)

8.00

0.00

8.00

8.00

0.00

8.00

1

Tue

06/11/2018

[SUPPORT] 08:30 - 17:30

08:16:17:24(2)

8.00

0.00

8.00

8.00

0.00

8.00

1

Wed

07/11/2018

[SUPPORT] 08:30 - 17:30

08:16:17:24(2)

8.00

0.00

8.00

8.00

0.00

8.00

1

Thu

08/11/2018

[SUPPORT] 08:30 - 17:30

08:17:17:18(2)

Approved

8.00

0.00

8.00

8.00

0.00

8.00

1

Fri

09/11/2018

[SUPPORT] 08:30 - 17:30

08:14:16:47(2)

Approved

8.00

0.00

8.00

8.00

0.00

8.00

1

Sat

10/11/2018

Non-Working day

22:22:22:22(0)

22.22

0.00

0.00

0.00

0.00

0.00

1

Sun

11/11/2018

Non-Working day

22:22:22:22(0)

22.22

0.00

0.00

0.00

0.00

0.00

1

Mon

12/11/2018

[SUPPORT] 08:30 - 17:30

08:17:17:24(2)

8.00

0.00

8.00

8.00

0.00

8.00

1

Tue

13/11/2018

[SUPPORT] 08:30 - 17:30

08:16:17:24(2)

8.00

0.00

8.00

8.00

0.00

8.00

1

Wed

14/11/2018

[SUPPORT] 08:30 - 17:30

08:20:17:30(2)

Approved

8.00

0.00

8.00

8.00

0.00

8.00

1

Thu

15/11/2018

[SUPPORT] 08:30 - 17:30

08:20:17:30(2)

Approved

8.00

0.00

8.00

8.00

0.00

8.00

1

Fri

16/11/2018

[SUPPORT] 08:30 - 17:30

08:20:17:30(2)

8.00

0.00

8.00

8.00

0.00

8.00

1

Sat

17/11/2018

Non-Working day

22:22:22:22(0)

22.22

0.00

0.00

0.00

0.00

0.00

1

Sun

18/11/2018

Non-Working day

22:22:22:22(0)

22.22

0.00

0.00

0.00

0.00

0.00

1

Mon

19/11/2018

[SUPPORT] 08:30 - 17:30

08:20:10:15(2)

1.45

0.00

1.45

8.00

6.15

1.45

Booking(s) analysis calculation

Day

Date

Time

Type

Authentication

Company J, Middle East	
Approximate number of staff:	650
Number of software clients:	5
Number of terminals:	4
Number of locations:	4

"We are required to produce a series of exports incorporating an analysis of workforce 'key facts' "

"This information must include a summary of the age and sex and ethnic background of each department. This export can be requested on an ad-hoc basis and can take up to an hour to produce manually. Is there any way that NTD could simplify this process?"

When developing a bespoke export, it is always useful if the customer knows approximately what information it should contain and the required style of the report.

- A hand drawn example, scanned and emailed to the development team is a great starting point. From this we can ask questions about the exact content, totals, and possible summary pages.
- Once we have created a 'test version', the support team will be asked to implement the export, using remote access facilities across the internet. We would then expect the customer to further test the export, and to 'sign off' the export only when they are totally satisfied with the layout and content.
- As always, we work closely with each customer to ensure that the bespoke export meets with their exact requirements.



Company K, Northern Ireland

Approximate number of staff:	950
Number of software clients:	20
Number of terminals:	8
Number of locations:	4