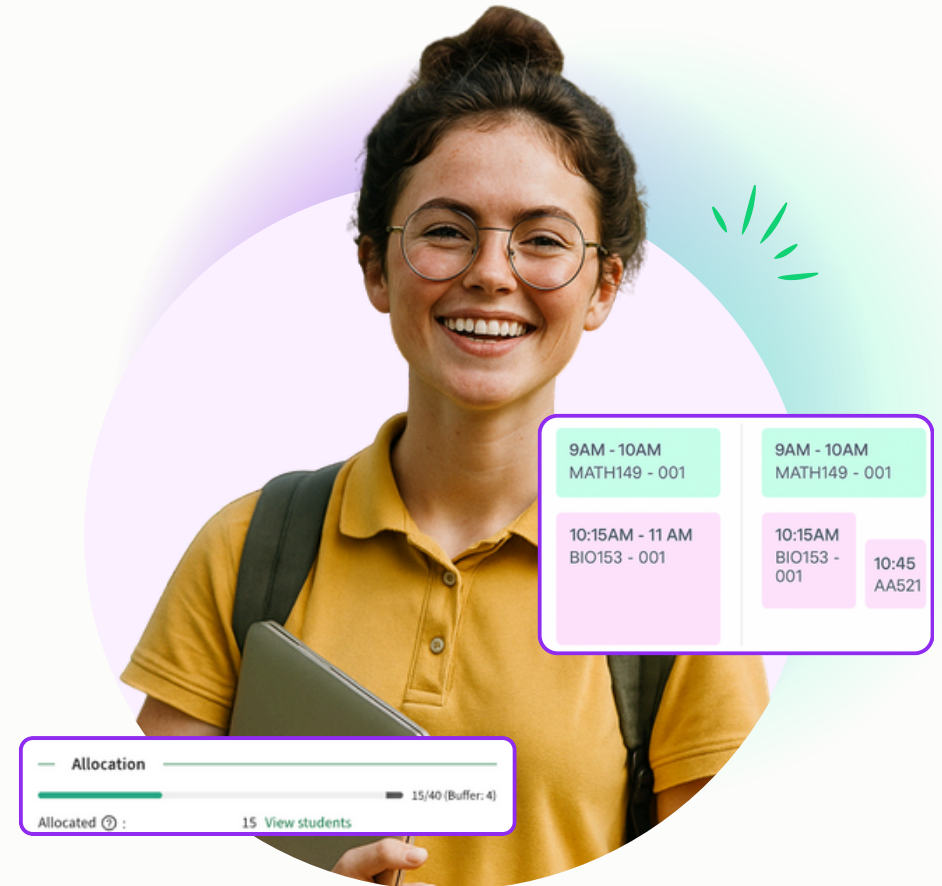


Service Description

Timetabling & Resource Management



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Introduction to TimeEdit

Co-created together with our 200+ clients, TimeEdit deliver the most comprehensive academic operations platform and resource management suite to universities, colleges and institutions worldwide.

Built with flexibility, simplicity, and complete workflow control as the primary objectives, TimeEdit fits your existing workflow and processes and makes academic operations for even the largest institutions simple - just like it always should have been.

With over 25 years and more than 200 implementations delivered, a TimeEdit implementation doesn't just come with the most powerful software suite, but also gives you access to one of the most experienced Customer Success teams within higher education, dedicated to ensuring your organisation reaches its resource scheduling goals.

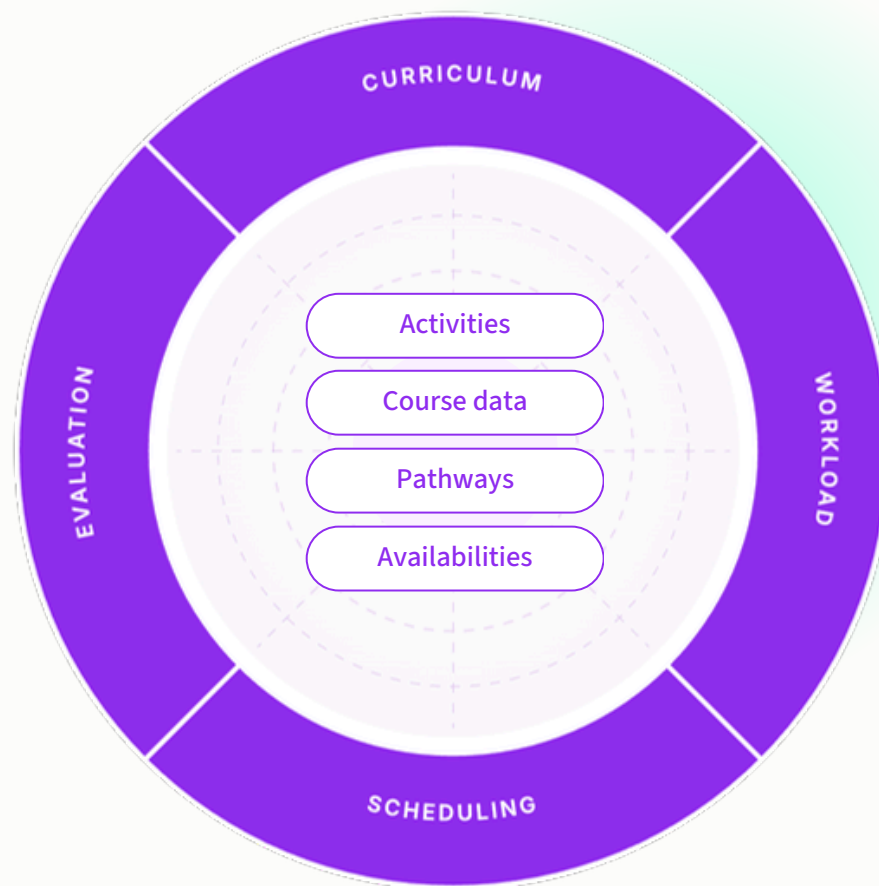
- SaaS and cloud native since 2008
- All resources in one database for easy sharing across departments
- One-stop-shop solution that Includes curriculum management, publication, content evaluation, demand management, scheduling, class registration, allocation, reporting, and analytics - all in one integrated suite.
- Configurable to fit with your existing processes and workflows - no need to change how you work, just enhance efficiency
- Seamlessly connect Curriculum with timetabling solutions, student information systems, learning management systems, business intelligence platforms, analytics tools, and calendar applications
- Gain insights into your processes with custom reports and built-in analytics, empowering informed decisions backed by data.



Unified data across the institution

Institutions are intricate ecosystems - where curriculum, workload, scheduling, and quality teams work tirelessly to make education happen. Yet, too often, these teams operate in silos, each managing their own data and systems. Fragmentation leads to inefficiencies, frustration, and missed opportunities for better student and staff experiences.

We exist to change this. Our mission is to connect the people, data, and workflows that drive academic operations, enabling universities to plan smarter, collaborate better, and deliver stronger outcomes for students and staff alike.



The world's most trusted scheduling solution

220+ Institutions around the world use TimeEdit to improve resource utilisation, streamline operations, and deliver a better experience for students and staff.



RESOURCE OPTIMISATION

95% utilisation

"We schedule almost 60,000 students with a small central team at roughly 95% room usage; without TimeEdit's auto scheduling we often wouldn't get an outcome at all."

Tiger Bailey
Deakin University



OPERATIONAL EFFICIENCY

Saved 75%

"Data collection process was reduced down to 3 weeks; saving a total 9 weeks on data collection. I can clearly see the status of each course, and what data is outstanding. I love it."

Helen Willis
University of Gloucestershire



STUDENT SUCCESS

0 TT complaints

"Our offer-to-enrolment stats has vastly improved. Students can plan their lives better. They're enrolling with more confidence. We are getting 0 timetable complaints after moving to TimeEdit. Zero."

Marcella Doyle
TAFE SA



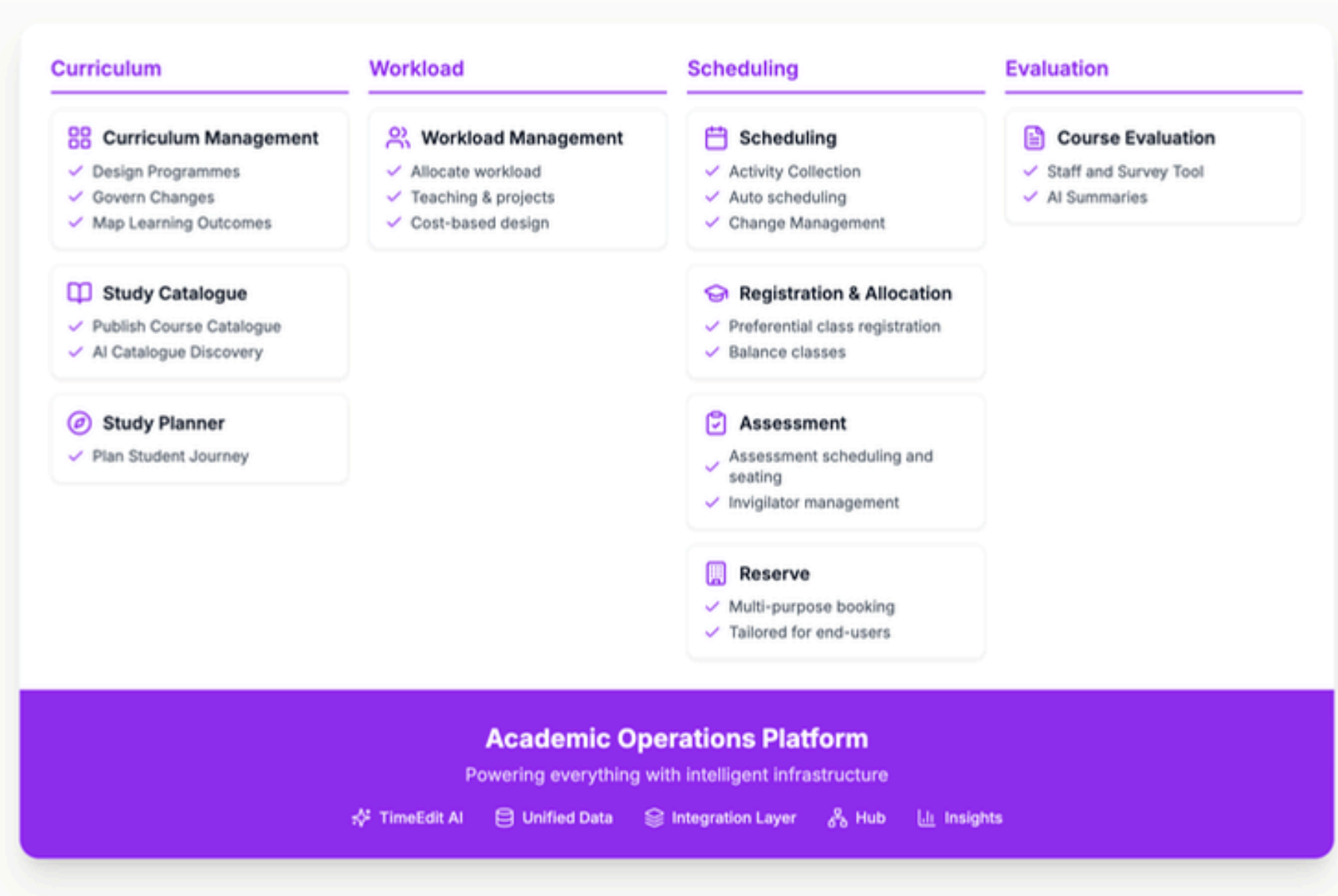
HAPPINESS

Team retention

"The continuous updates make it even easier to schedule, and the support team is fantastic whenever we need help. It's massively improved our day-to-day. In fact, TimeEdit brought back joy to the scheduling team."

Kelly Katterwell
ACU

The full Academic Operations Product Suite



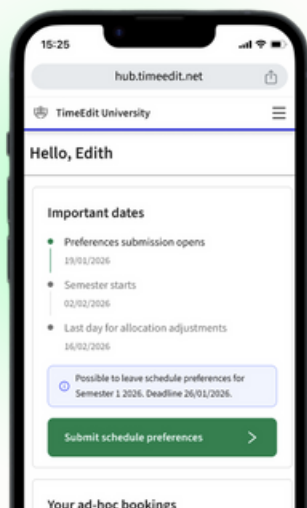
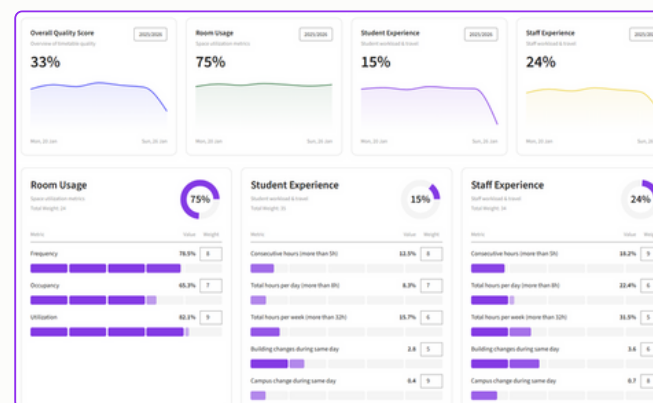
The Academic Operations Platform

Included in any TimeEdit implementation - The Academic Operations Platform provides the secure, cloud-native foundation for all TimeEdit Academic Operations products. It includes platform infrastructure and hosting, unified data and reporting, role-based access and governance, single sign-on (SSO), core APIs and integration layer, and shared AI capabilities such as TimeEdit AI. The Platform enables a consistent user experience across Staff and Student-facing hubs, supports scalable data volumes and institutional complexity, and allows universities to seamlessly add and activate additional Academic Operations products over time without re-implementation.



Platform Highlight: Insights

Built-in analytics that give you visibility into what's happening across your institution. Track product-specific metrics like room utilisation, scheduling quality and resource usage – or combine data from across the entire platform to surface patterns between curriculum, workload and scheduling. Insights helps you move from gut feeling to evidence-based decisions, with dashboards designed for both operational teams and institutional leadership.



Platform Highlight: The Hub

A unified entry point for students and staff, surfacing personalised information, important dates and actions in one place. Students can browse the course catalog, plan their study journey, submit class preferences, book rooms and equipment, and give feedback - all from a single, mobile-friendly interface. The Hub brings together capabilities from across the Academic Operations Platform into one seamless experience.

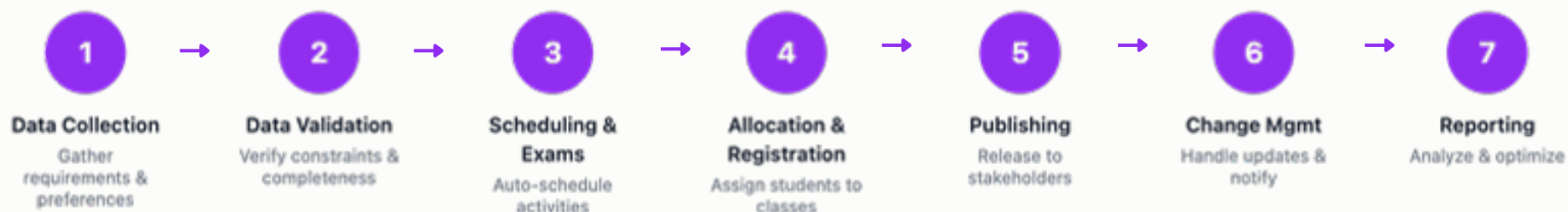
Our scheduling suite covers the process from beginning to end

Scheduling today is about far more than placing activities in a timetable. It's an end-to-end discipline that starts long before the first session is scheduled - and continues long after it's published. The reality is tough: **96% of scheduling teams** say they spend too much time on non-value-adding work, often relying on manual workarounds, spreadsheets, and fragmented tools. At the same time, **84% struggle to understand how scheduling decisions actually impact the student experience**. The result? A lot of effort, but too little clarity.

When we look at how schedulers really spend their time, only a small part is the actual act of scheduling. Up to 70% of the effort sits in the surrounding processes - collecting data, validating inputs, handling changes, communicating updates, and explaining decisions.

And rightly so: this is where student experience is won or lost. That's why TimeEdit treats scheduling as a connected flow - from data collection and validation, through scheduling, allocation, and publishing, all the way to change management and reporting. Every step is designed to reduce manual effort, increase transparency, and help teams focus on what actually matters: making better decisions, faster, with confidence.

This is how scheduling moves from a daily struggle to a strategic capability - from data collection to real, lasting change.



Product overview: Scheduling Solution



Scheduling

Our timetabling, scheduling and resource management solution - at the core of our Academic Operations Platform - supports hundreds of leading institutions across the world. Using TimeEdit, clients can drastically improve their resource utilisation levels, class access ratios, student and staff experience and ultimately student success.

Highlighted features

→ **Cordinated Data Collection**

Scheduling team effortlessly gathers time, room and course sequence preferences from professors & course planners across campus. Real-time validated.

→ **Change Management**

Allow for change request in the publication tool, manage changes in the system. Full audit trail of changes, governed data and reportability - no more separate emails, better understanding of why changes happen.



Registration & Allocation

Students view classes and register for preferred classes. First-come first serve, preferential and waitlist capabilities. Allocation fulfillment is always up to date and visual for schedulers. Allocation (adjustments) can be optimised for student satisfaction, e.g condensed schedule, and group dynamics.

Highlighted features

→ **Flexible, rule based Allocation**

Allocate students using configurable prioritisation and fairness rules - optimising for institutional policy, student satisfaction, and operational constraints.

→ **Preferential Registration**

Allow students to submit preferences on specific classes or general preferences (time of day, condensed, delivery mode), and allow allocation optimisation based on your distribution rules (e.g prioritise first year student preferences)



Assessment

Our exam planning & coordination brings all your institution's exams and assessments into one single platform. Covering the exam management process end-to-end, Assessment is designed to help institutions optimise the use of rooms and ease invigilator coordination, whilst enhancing student experience with a balanced exam timetable.

Highlighted features

→ **Fully integrated with scheduling**

Leverage same interface for data collection and scheduling for complete resource control, demand analytics, and student workload insights

→ **Invigilator management**

Schedule invigilators based on skills, certifications and availability. Get a complete overview of outstanding requests, total hours and contact details - no more spreadsheets.

Product overview: Scheduling Solution



Publishing

Publishing delivers personalised schedules for students, teachers and other end-users. With Publishing, students are notified about last minute changes and facility managers can access the campus data for efficient cleaning / maintenance schedules. Publishing also feeds digital signs with current timetables in a buildings' reception areas, and provides QR-codes for efficient room schedule publishing.

Highlighted features

→ **Always in real-time, but with granular permission rules**

Set-up views of anything from programs, courses, buildings, rooms and equipment. Use the granular access model to steer users to exactly the information they need.

→ **Part of Student & Staff Hub**

In the Academic Operations Platform - we collect all relevant interfaces for students & staff in one place, so students have one top shop for their room bookings, timetables and registration.



Reserve

Our self-service booking solution lets staff and students reserve rooms, equipment and other resources through an easy-to-use interface. Fully integrated with TimeEdit's scheduling solution, all bookings and change requests flow directly into Scheduling - giving the scheduling team complete visibility while empowering users to help themselves.

Highlighted features

→ **Configurable Booking Rules**

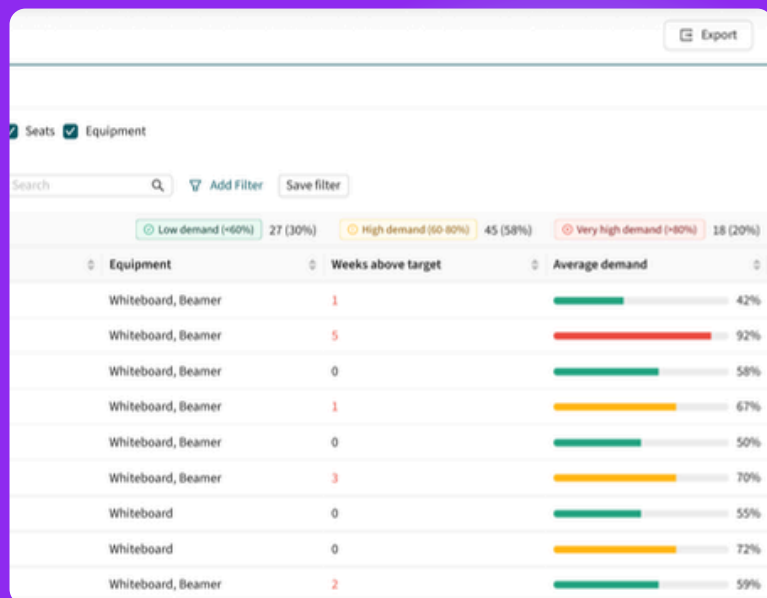
Define what resources can be booked, who is allowed to book them, and set advanced rules to match your institution's policies. Add required or optional fields to capture the right information at the time of booking.

→ **Flexible Booking Pages**

Build booking pages that make sense for your context – whether it's study rooms, AV equipment or event spaces. Configuration is highly flexible to fit different use cases across campus.

What makes our scheduling solution different?

We asked 104 users who migrated from legacy systems (S+, CMIS, Celcat) to TE on their favorite features:



- **Data validation in data collection:** “Saving weeks by using smart and flexible data collection tool”
- **Plan with different room sizes:** “The ability to schedule in multiple different room size configurations”
- **Variation is no longer a problem** “How easy the system enables to change individual occurrences in a series of classes”
- **Built-in change requests with reporting** - “Getting rid of undesired change requests, and allow to limit change request window”
- **Self-service roll-over of data and activities** - “Now takes 5 minutes instead of 5-15 days”



Built on a trusted foundation

The Academic Operations Platform is built for institutions that need reliability, security and scale. With 17 years of cloud experience and 99.99% uptime, we deliver continuous improvements – not disruptive upgrades. Our ISO 27001-certified environments, role-based access control and ongoing penetration testing keep your data secure. More than 200 customers trust TimeEdit, with a 100% implementation success rate and no customer ever leaving for a competitor. An API-first design with 1000+ integrations makes it easy to connect to your existing systems, while best-practice playbooks and a dedicated Customer Success team ensure you get value from day one.

Performance at Scale

- 17 years experience of cloud
- Continuous improvement, not static updates
- Scaleable, multi-tenant
- 99.99% uptime

Vast Experience

- More than 200 customers with 100% implementation success rate
- No customer has ever left TE platform for competitor

Configurable lead with best practice

- Best-practice configuration playbooks
- Composable modularity, not bespoke
- Governed flexibility, only when it matters

Security & Compliance

- ISO 27001-certified environments
- Role-based access control
- Cont'd pen-testing and vulnerability scanning

Integration Ecosystem

- API first-design
- 1000+ of integrations built on the TE platform
- Dedicated integration resources

Enterprise class Customer Success

- 98% CAST scores
- Certification programs
- Dedicated Technical CS team, with named consultants



Your Security is Our Top Priority

Providing mission critical software to universities across the world comes with great responsibility. That's why we obsess over the details to make sure we get it exactly right. We believe trust is rooted in transparency, which is why we will always be open about what our approach is to cybersecurity, any vulnerabilities we detect, our compliance process and privacy policies.



Certified ISO 27001

This security certification ensures TimeEdit complies to the highest levels of security - hence ensuring the security of your data and information



Penetration testing

Our suite includes threat-modelling, manual code review, automated scanning, and third-party assessments.



Breach detection and monitoring

Our product team is dedicated to detecting signs of a data breach. Our security practices are constantly evolving in order to address new types of security threats and further strengthen our detection capabilities.



Cyber Essentials Certified

TimeEdit complies with the requirements of the Cyber Essentials Scheme



“TimeEdit have been fantastic to work with – flexible, collaborative, and genuinely invested in our success. Our Implementation Manager took time to understand how we work and guided us through options that made sense for Bath Spa.

We’ve now got a solution that fits our needs and gives us a solid foundation for smarter, more efficient planning”

Jamie McCaskie
Timetabling and Module Selection
Manager, Bath Spa University

A modern cloud solution

Delivered as a Service (SaaS)

TimeEdit's products are all software delivered as a service (SaaS). This means that for the absolute majority of TimeEdit's applications, no software will have to be installed on the end-users' computers. Additionally, all data is stored on secure, heavily encrypted enterprise grade servers, meaning that not only is your data as secure as possible, you can also use TimeEdit from any computer or mobile device anywhere in the world. Additionally, thanks to the SaaS delivery model, TimeEdit is able to maintain rapid release cycles, where new features and potential bug fixes can be addressed and released to everyone instantaneously, should it be needed.

APIs and Integrations

TimeEdit provides multiple API interfaces depending on the individual use-case and client preference. At the lowest level, TimeEdit provides both a SOAP and a REST API that - depending on authentication - provides access to both public and private data. TimeEdit provides API knowledge, support, and expertise to ensure the success of an integration project.

TimeEdit integrations exist with 300+ key systems like HR and Finance tools, Student Information Systems, Learning Management Systems, and curriculum solutions, ensuring smooth data exchange and interoperability across your institution's technology stack.

Single Source of Truth

TimeEdit is one on single platform - so you do not have the inconvenience of having to roll data from one calendar year to the next, and you can easily work on multiple academic years. Furthermore, the data from all years remains available for auditing, traceability, reporting and analytics.

Continuous Development

Dedicated exclusively to the education sector, TimeEdit continuously invests in developing innovative solutions tailored to meet the evolving needs of academic institutions, ensuring long-term value and industry-specific excellence.



A Journey to Success Implementation and Onboarding

While extremely proud of our Academic Operations Platform and what it can deliver, any system will only reach its full potential when placed in capable hands. As such, we at TimeEdit strongly believe that the right implementation is just as important as the solution itself. That is why we place a very strong focus on not just delivering a world class solution, but also a world class implementation experience.

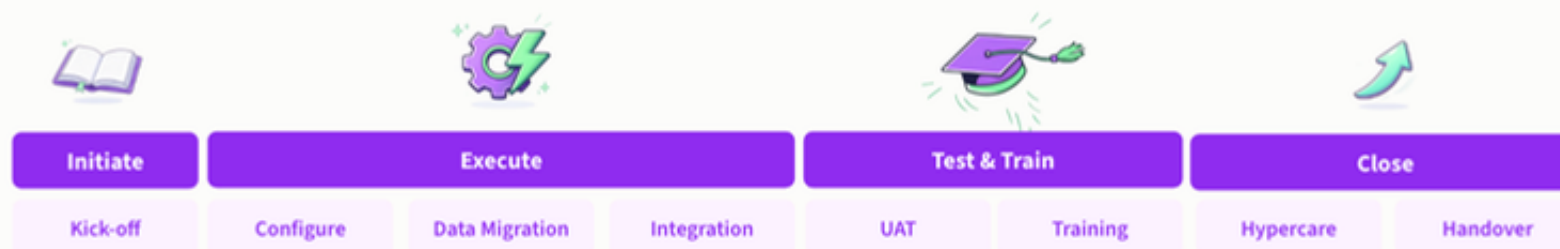
Furthermore, with 200+ client onboardings under our belt, we know what it takes to deliver a successful implementation project.

“Our approach to implementation is built on partnership. We take the time to understand your institution, your challenges and your goals – because going live is just the beginning. Our job isn't done until you're seeing real results.”

Maria, [Head of Customer Onboarding](#)

With that experience, we have defined our own TimeEdit Implementation Method consisting of four main phases; Initiate, Execute, Test & Train and Close. A method with which we guide you through the entire onboarding and ensure a successful implementation of TimeEdit.





Our proven Implementation Method

INITIATE

During the initiate phase we ensure we all have a mutual understanding of the work to be done, ensure all the resources are lined up and plan for a smooth start.

EXECUTE

During the execute phase we dive into the details: the details of your current processes, your needs, and the possibilities of TimeEdit. We do this module per module guiding you through all the possible outcomes and decisions to be made.

TEST & TRAIN

This phase is potentially the most critical phase within the project. It is now up to the project team to perform the User Acceptance Testing to find any final inconsistencies in the configuration and confirm that the configuration supports all the specified use cases. To do so the end-users need to be trained, and we are now getting ready for the big deployment.

CLOSE

During the close phase we reach the end of the onboarding of TimeEdit. Starting with going live with TimeEdit we reach a significant milestone. We will also ensure we have a full transition to on-going support where you will be supported by your Customer Success Manager as your first point of contact for any question and to deliver additional services.

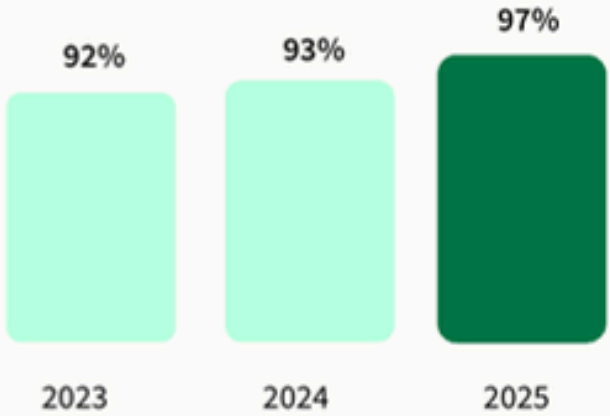


Not just about going live - but about outcomes

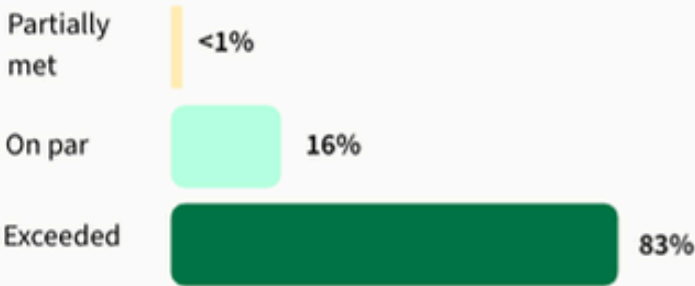
Our implementation track record speaks for itself. Customer satisfaction post implementation has climbed year on year, reaching 97% in 2025. And when we look at project objectives, 83% of implementations exceed expectations by the second planning cycle – with less than 1% falling short.

Across 334 implementations and 230 Higher Ed customers, TimeEdit has never failed an implementation, and no customer has ever left for a competitor.

Customer Satisfaction, Post Implementation Survey



Objectives met, by project, 2nd planning cycle



Unrivalled Customer Success and Support

At TimeEdit we acknowledge the fact that delivering a scheduling or curriculum system is delivering mission critical software that needs immediate attention if something goes wrong. That's why we make sure that reliability and swift problem resolution remains a core of the TimeEdit support experience.

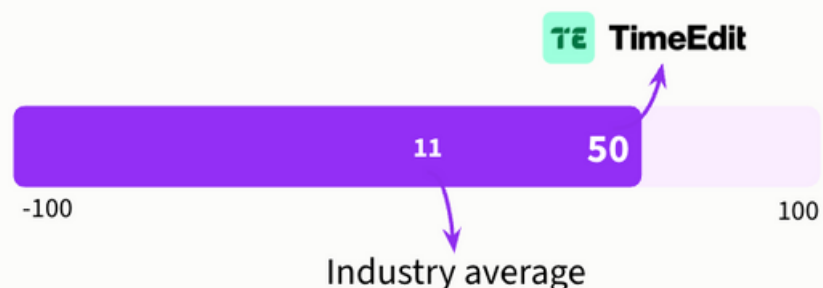
As a customer, at TimeEdit you get access to our Customer Success Team, Help Desk support, an extensive knowledge base covering user guides, support questions, and training material for all applications in our product suite. Should there ever be anything you cannot find, our dedicated support team is never more than a phone call away. But don't just take our word for it.

Throughout 2025, we managed 6548 support tickets

- ✓ Response rate **<1 hour in average**
- ✓ Ticket satisfaction score **97.3%**
- ✓ More than a third of tickets solved through first reply

A customer first culture that win awards

TimeEdit awarded Customer Hero Award 2026 for highest Customer Satisfaction and best relationships with customers across all Monterro Portfolio Companies (one of Europe's largest long-term owners of Software Companies)





Don't take our word for it

The implementation managers are brilliant, absolutely brilliant. It's that brilliant working relationship with TimeEdit - it's not a vendor, it's a partner.

Louise Dawson, [Leeds-Beckett](#)

The system's innate flexibility, combined with access to expert and personable consultancy through our implementation journey, has been essential in solving our unique process challenges."

Fran Haygarth, [University of Lancashire](#)

After using our previous software for a long time we were keen not to just replicate the ways we have been working if there are improvements we can make. The TE team has guided us through 'best practice', that we have adopted with tweaks to make sure it works for us. In addition, they're very friendly and communicative. All the workshops and training have been so well received by the team"

It's an intense project and so having good project management has been key – we've been really pleased with our TE Project Manager."

Helen Willis, [University of Gloucestershire](#)

"TimeEdit have been fantastic to work with – flexible, collaborative, and genuinely invested in our success. Our Implementation Manager took time to understand how we work and guided us through options that made sense for Bath Spa.

We've now got a solution that fits our needs and gives us a solid foundation for smarter, more efficient planning"

Jamie McCaskie, [Bath Spa University](#)



Be a part of a vibrant community



A cornerstone of this community is our annual TE Summit, the largest Academic Operations conference of the year, which brings together over 300 experts in scheduling, curriculum management, IT, resource management and facility management, providing a unique opportunity for collaboration and learning.

If you're looking for something a little more bite-sized, we host regular events such as webinars and regional TE Con where different users can meet online or face to face to share ideas, best practices and experiences to further the collective knowledge and benefit the entire community.

Further, we regularly host webinars together with our customers - both to discuss best-practices, share customer stories, and share the latest Timeedit.



Build with TimeEdit

TimeEdit is fully dedicated to delivering a comprehensive suite that integrates curriculum, scheduling, workload, and student registration, all tailored for a student-centric approach in higher education. So with TimeEdit being a strongly focused, client driven company, this translates to significant collaboration with our clients to help shape our future products through initiatives designed to meet their future requirements:

- Feature request **idea contribution and prioritisation**
- **Co-development** opportunities
- Constant **flow of information** (release notes, roadmaps etc) and regular system updates
- Different types of **community** events - both national and regional, encouraging **thought leadership**

Working with our clients as partners during the ongoing evolution of timetabling, academic operations and institutional needs and goals of educational institutions is core to our DNA.

One such platform for fostering collaboration is the TimeEdit user community that we have created and continue to enhance. This inclusive community welcomes all types of users, facilitating the exchange of ideas, adoption of best practices, and sharing of knowledge and innovations.

“We love the collaborative approach. The reporting team, for example, spent hours with us to understand our advanced needs. It feels like real co-development.”

Tiger Bailey, Deakin University

Case Study – University of Gloucestershire

University of Gloucestershire had been using their previous scheduling software for a long time, but were keen to do more than simply replicate existing ways of working. They wanted a partner who could guide them towards best practice while adapting to what works for their institution. With Tribal SITS as their SIS and a need to modernise data collection, timetabling, publishing and room booking, they chose TimeEdit.

Project highlights

- Completed phase 1 migration and transition within four months
- Data collection process reduced from 12 weeks down to 3 weeks
 - saving 9 weeks every cycle

- Now using TimeEdit for data collection, timetabling, publisher, room booking, group allocation and O365 integration

“After using our previous software for a long time we were keen not to just replicate the ways we have been working if there are improvements we can make. The TE team has guided us through ‘best practice’, that we have adopted with tweaks to make sure it works for us. In addition, they’re very friendly and communicative. All the workshops and training have been so well received by the team”

It’s an intense project and so having good project management has been key – we’ve been really pleased with our TE Project Manager.”

HELEN WILLS, REGISTRY MANAGER AT UNIVERSITY OF
GLOUCESTERSHIRE

Case Study – Bath Spa University

Bath Spa University needed a scheduling solution that could adapt to the way they work – not the other way around. Migrating from S+ and using Tribal SITS as their SIS, they were looking for a partner who would take the time to understand their needs and guide them towards a smarter, more efficient approach to timetabling and resource planning. They chose TimeEdit.

Project highlights

- Completing migration within timeframe
- SITS integration achieved early in the project, enabling seamless access to core student, staff and module data – replacing a range of manual processes
- Successfully launched Data Collection in January 2026, their first major use of the live system – gathering detailed timetabling requirements from across the university
- Now using TimeEdit for data collection, timetabling, publisher, room booking, group allocation, O365 integration and reporting

"TimeEdit have been fantastic to work with – flexible, collaborative, and genuinely invested in our success. Our Implementation Manager took time to understand how we work and guided us through options that made sense for Bath Spa. We've now got a solution that fits our needs and gives us a solid foundation for smarter, more efficient planning."

JAMIE McCASKIE, TIMETABLING AND MODULE SELECTION MANAGER AT
BATH SPA UNIVERSITY

