Service Description

Workload Management



TimeEdit

TIMEEDIT.COM

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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 goals.

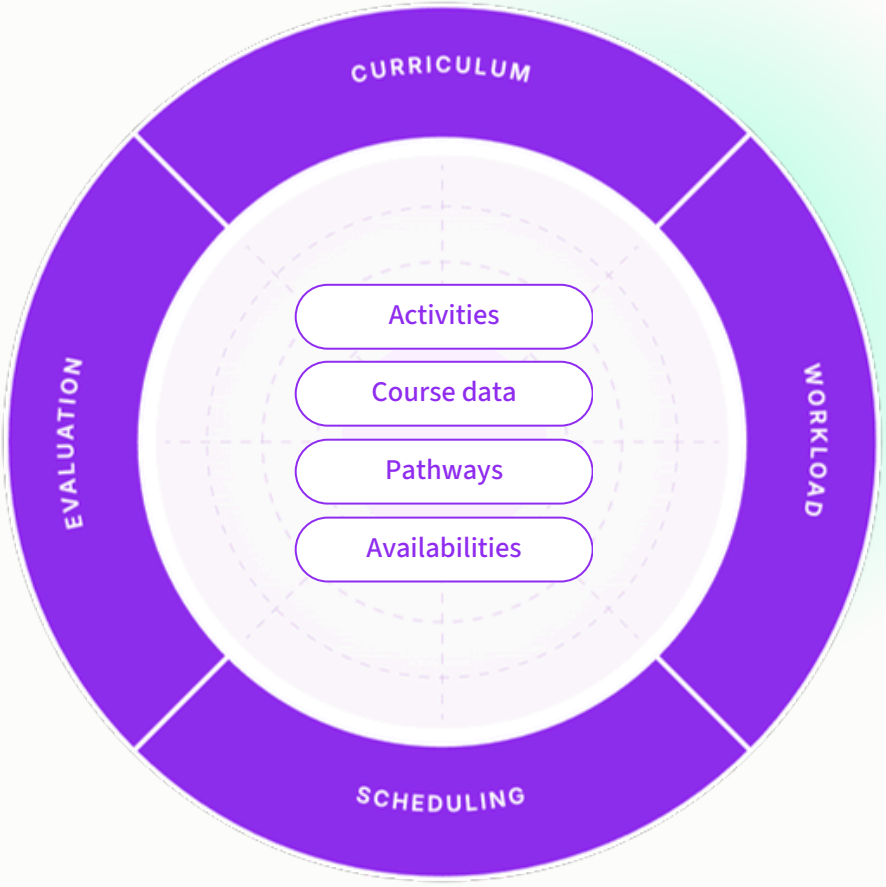
- SaaS and cloud native since 2008
- All resources in one database for easy sharing across departments
- One-stop-shop solution that Includes curriculum management, publication, content evaluation, demand management, scheduling, class registration, allocation, reporting, and analytics - all in one integrated 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

Institution 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 Academic Operations Platform

220+ Institutions around the world use TimeEdit to centralise into one single source of truth, and to create better student experiences through our curriculum solutions



MODERNISE IT

One source of truth

We move away from fragmented, manual processes to a centralized, streamlined way of managing curriculum. With TimeEdit, we're creating a single source of truth and building the foundation for integrated, future-ready academic operations.

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

Design to Delivery

"Our offer-to-enrolment stats has vastly improved. Students can plan their lives better. They're enrolling with more confidence."

Marcella Doyle
TAFE SA



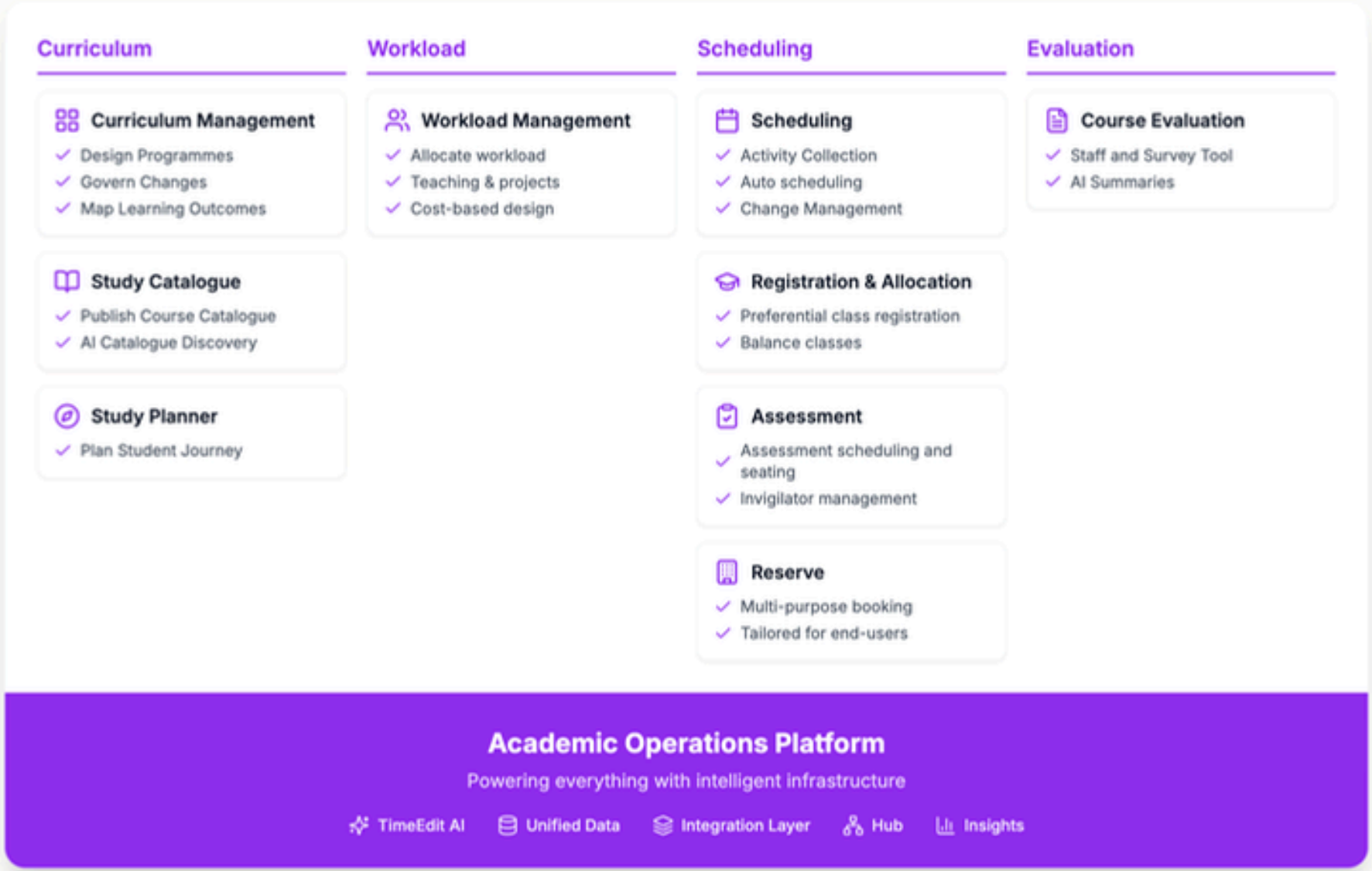
HAPPINNESS

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

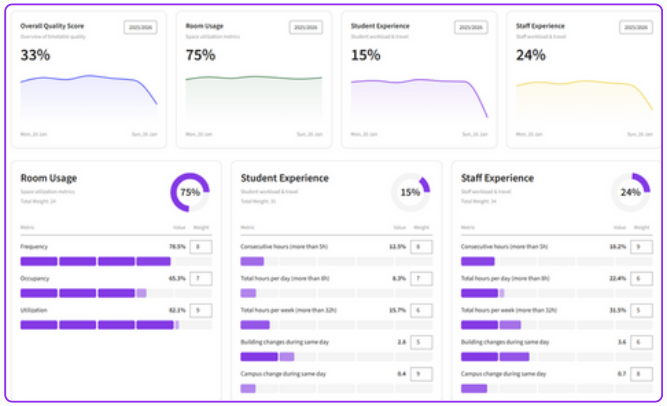


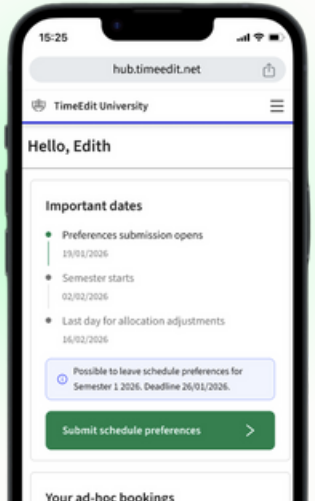
The Academic Operations Platform

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.

Product overview: Workload Solution

Workload Management

Our workload management solution gives you full control over how teaching, research and administrative responsibilities are planned, distributed and tracked – across departments, faculties and institutions. Move beyond spreadsheets and assumptions. Build a unified, transparent and equitable view of academic staff workload that supports both institutional goals and individual wellbeing. This isn't just about teaching – it's about the whole job: research, supervision, course development, committee work, outreach and beyond

Highlighted features

→ **Smart Budgeting Rules**

Design your workload model using hours, percentages, credits or dynamic variables like number of students or sessions. Flexible enough to match how your institution actually calculates workload.

→ **Manual or Automated Allocation**

Assign work manually or let the system suggest allocations based on historical patterns, availability, expertise and rules. Either way, you stay in control.

→ **Transparent Dashboards**

Provide lecturers, department heads and HR teams with tailored views of workload plans and allocations. Everyone sees what they need – from individual assignments to institution-wide summaries.

→ **Deep Integration with Scheduling**

Already using TimeEdit for scheduling? Workload plans sync directly to ensure consistency. Teaching activities captured in Workload feed straight into TimeEdit Data Manager – preparing you for scheduling with no duplicate data entry.

What makes our Workload Solution different?

We have talked to our clients, listened to their challenges and realised there wasn't a single system which could take on board all the component parts of providing outputs which are equitable, transparent and give clarity on fiscal oversight.

TimeEdit have worked tirelessly to design a user-friendly solution that is capable of collecting any and all relevant information to provide staff and line managers with a comprehensive workload allocation. It can include teaching, research, committee work or other scholarly and professional activities.

Seamlessly integrated with TimeEdit's complete academic operations platform, it enhances timetable and exam scheduling and conducting programme/course/module evaluations and analytics.

- **Workload Modification**
  Amend tariffs centrally or update specific staff, task, or activity allowances granularly. Changes instantly apply and appear in their bespoke workload plan.

- **Delivery Methods**
  You can support exceptionally diverse curricular types, even at the assessment method level, allowing for distinct workload allocations.

- **Bespoke Formats**
  Plan within a bespoke format, aligning with institutional policies. Customisable fields, marked as mandatory or optional, ensure consistency and enhance data analysis.

- **Intregrations**
  Our open API integrates with HR, Student Records, or Curriculum Systems, automating essential data uploads and significantly reducing manual intervention.



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

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 o 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.

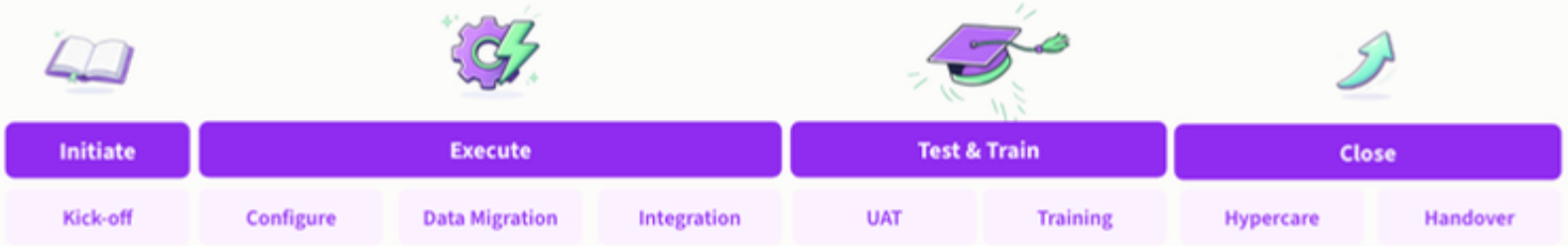
Furthermore, with 200+ client onboardings under our belt, we know what it takes to deliver a successful implementation project.

"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

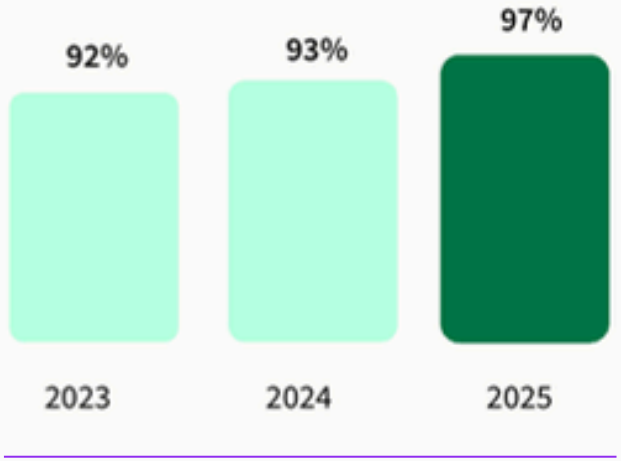
During the close phase we reach the end of the onboarding of TimeEdit. Starting with going live with TimeEdit we reach a significant milestone. We will also ensure we have a full transition to on-going support where you will be supported by your Customer Success Manager as your first point of contact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

Not just about going live - but about outcomes

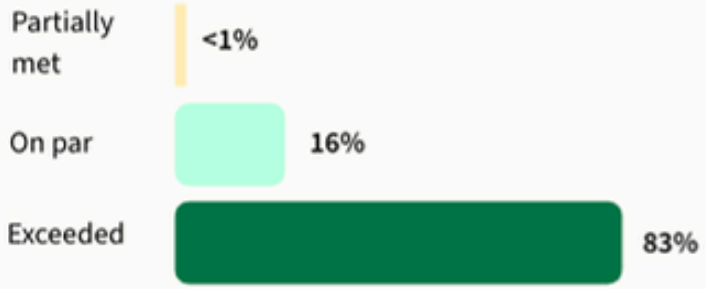
Our implementation track record speaks for itself. Customer satisfaction post implementation has climbed year on year, reaching 97% in 2025. And when we look at project objectives, 83% of implementations exceed expectations by the second planning cycle – with less than 1% falling short.

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 plannig 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.

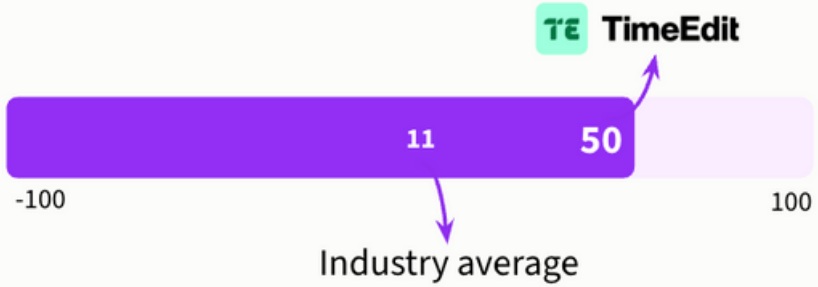
As a customer, at TimeEdit you get access to our Customer Success Team, Help Desk support, an extensive knowledge base covering user guides, support questions, and training material for all applications in our product suite. Should there ever be anything you cannot find, our dedicated support team is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

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