

## Software and Service

### Frequently Asked Questions

#### Q01. Do you really only write software for Electro-Mechanical Repair & Service Companies?

A01. Yes we do! We believe that by specialising in Electro-Mechanical repair and servicing software, we have developed the best product possible for our target market and simply provide a much better solution than any of the competition. We understand this market and we understand the business of servicing and repair better than any other I.T. company.

Our solutions are 90% business practice and 10% financial, unlike most of the competition that start with finance and then build in business practice. Is your business 90% finance? Or 90% about repair and servicing? We think our software echoes the priorities of our customers, not just of their accountants! [though our finance system is pretty special!]

#### Q02. How do I know that EMIR and BOSS will suit my business?

A02. Because EMIR and BOSS have been developed over the last 10+ years with only Electro-mechanical repair and service companies in mind, you can be sure that they include Best Practice techniques and will provide all the core functionality you need to run your repair and service business. Why not take a look at what our customers' think of our products and service take a look at the Testimonials page.

#### Q03. Are EMIR and BOSS 'off the shelf' packages?

A03. EMIR and BOSS can be taken as a standard solution directly 'off the shelf', but our specialty is customising our solutions to meet your needs exactly. This may mean a simple modification to your EMIR or BOSS system so that it prints onto your pre-printed stationery, or may mean developing a major piece of functionality to control a unique aspect of your business, or provide you with special reporting for a particularly demanding client! EMIR Easy is done as an 'off-the-shelf' solution where no customisation is available.

#### Q04. How much will the solution cost?

A04. The cost of the EMIR or BOSS Standard or Professional solutions is dependent on the number of users and modules purchased. Currently prices start from £995 for a single user system. This price includes 1 day of on-site Training for you and 60 days of Technical and Helpdesk support, but special offers may apply from time to time. The 'Easy' version of EMIR retails for around £395.

#### Q05. Can payments be spread at no extra charge?

A05. Yes, payments are spread as standard to allow you to purchase the [Standard and Professional] software over 3 installments, completely interest free. The payment terms are 40% with order, 40% on installation [with training], and the remaining 20% after 30 days approval.

#### Q06. What are the differences between EMIR and BOSS?

A06. While EMIR and BOSS are similar packages there are some significant differences that make them applicable to different types of Electro-Mechanical repair and servicing. EMIR is an 'after the fact' job costing system which means that costs are typically recorded after they are done, as opposed to live capture. For example, EMIR can use Timesheet labour costing to capture the labour costs from a previous day, whereas BOSS will capture labour costs live by asking Engineers to log on and off jobs as they actually repair items.

EMIR produces one invoice per job, as each job is unique and is costed individually, and the invoice will describe the work carried out in detail, whereas BOSS will produce an invoice that contains multiple jobs grouped by part number, with no need to describe the repair work carried out as it is designed for a fixed price repair environment where a contract is already established to repair part 'x' for price 'y' every time one is received.

This is why EMIR is suited to industries such as Electric Motor or Pump repair, where work received is less predictable and usually quoted for individually and may involve 24 hour working, and why BOSS is suited to 'cleaner' repair such as Computer related equipment or audio-visual products where costs can be captured live by the engineers actually doing the work and significant quantities of the same items are seen frequently.

#### Q07. When will the latest version of EMIR Easy be released?

A07. A new version of EMIR Easy is released [at least] annually. There is more information and short demonstration videos available on our website.

#### Q08. Why is there no Evaluation software available?

A08. There are several reasons why we don't provide our products as Evaluation or downloadable versions [but you can view demonstration videos of EMIR Easy on our website]:

- We have provided evaluation copies in the past and have found that very busy business people [like you!] simply don't have any/sufficient time to look at the software in detail and if they do, they do not necessarily appreciate or discover all that the system has to offer.
- We prefer to meet our customers and develop a business relationship, as we are solution providers. We are not just trying to sell software. We want to provide all aspects of the IT solution that you need to produce the best business management system for you. This could involve selling you software from other vendors, advising and providing hardware and networking, and most importantly discussing YOUR business practice and ensuring that the installed system will suit your needs.
- We have spent 15+ years perfecting the software and its functionality, and we'd rather it didn't fall straight into our competitor's hands!

#### Q09. How can I see the software to be sure it is what I need?

A09. On line demonstration videos of EMIR Easy are available online. We are happy to provide you with a FREE, No Obligation demonstration of our Standard or Professional software at your premises. This will give you the chance to see the product in action, look at all its features that interest you, and ask any questions you would like to regarding the software, our organisation, and any other issues you may have.

We are frequently demonstrating the software all over the UK, so there will be someone in your area typically on a monthly basis. Simply call us on 0845 009 4588 and we'll arrange a mutually convenient appointment. All we ask is that you have a budget of at least £750 and sufficient dedicated time [about 2 hours] to devote to reviewing the software properly and to discuss the required solution in some detail.

#### Q10. What are the hardware requirements to run EMIR and BOSS?

A10. EMIR and BOSS are designed to run on Windows or Novell based, PC-Networks. They will not run on Unix or Linux currently. Windows XP Professional or Vista are the current preferred O/S for workstation machines but EMIR will run fine on Windows 2000 also. With regards to Windows 7, as this is a relatively new operating system, we don't recommend this currently until any known issues within the o/s are resolved.

We recommend the use of peer-to-peer networks for 3 users and under, while Windows Servers are recommended for 4 users and above. EMIR and BOSS can run happily on WAN implementations, in conjunction with Citrix, Terminal Services, and other terminal emulation products.

Any current industry standard PC is fine, minimum recommendations are Pentium IV with 512MB RAM and at least 600MB free hard disk space. A CD-ROM drive is required to install the software.

#### Q11. How can I order the Software?

A11. The normal method for ordering comes via the following process:

- Contact us for more detailed information on EMIR and BOSS.
- Arrange a demonstration.
- Demonstration of the solution at your premises to your key staff.
- A quote will then be provided for the total implemented solution including Training and Support and any hardware or other services required.