

EMIR industry news

Please pass it around...

Issue 10. August 2006

Welcome...

In this latest edition of the EMIR Industry Newsletter, we have a case study from an EMIR user who started on EMIR 'Easy' and is now an EMIR 'Standard' user, some advice on how to get the best out of our support Helpline, and a reminder to EMIR DOS users that you need to upgrade now before your special offer expires!

A particularly warm welcome to our latest EMIR users:

- Coulstock and Place, Doncaster.
- Detailed Services, Trafford Park.
- Newark Electric Motors, Newark.

We hope you all enjoy this newsletter and we look forward to your feedback and participation!

Please pass it around to all EMIR users and anyone who wants to read it!

Dates for the Diary

Important dates for the diary for 2006: Note that some of these dates have now **changed** from those printed in the last newsletter.

Sept 6th. Western Area Meeting

The meeting will be at Morganite in Swansea with a presentation by the company and tour of their factory.

October 4th. Midland Area Meeting

October 27th. Annual General Meeting, Associates Display and Dinner Dance.

The AGM now incorporates the dinner dance, so it is hoped more people can attend both functions. If you are a member of the AEMT, then this is the one meeting you really should attend to keep up to date with industry developments, training, and other issues affecting the industry. It is a chance to have your say as to what you would like the AEMT to help you with.

Nov 8th. Southern Area Meeting

Dec 6th. Northern Area Meeting

For more information please contact the AEMT secretariat on 01904 674899.

Case Study: Delton Electric

Delton Electric have been an EMIR user for a little over 2 years now, but they have crammed a lot of activity and changes into that time. Starting with a one user 'EMIR Easy' solution, they soon expanded and upgraded and are currently using an EMIR Standard system with Stock, Purchasing and Quoting and now have 4-user licenses.

As a group of companies, Delton, in Birmingham, currently provide a wide range of services from Electro-mechanical repairs to Complete M & E installation contracts. However, it is their Electrical department that has truly adopted EMIR, and they have brought their own brand of working practices into the system.

By making the most of the customisation services that we provide, Delton have managed to tweak EMIR to provide new functionality to ensure they can manage all aspects of their business. As Stuart Dennis (Works Manager) explains why this customisation and the use of EMIR has been vital for Delton,

“True traceability, costing and detailed job information is paramount in all businesses. EMIR offers a user friendly suite of software that even the most IT wary user can easily get to grips with. The most attractive part of EMIR to our business is the minimal amount of training required to get up and running.”

Their EMIR system now controls the entire process from raising quotes and jobs, processing jobs, managing stock and purchasing, right through to processing invoices and integrating with their Sage Accounts system and performance management reporting.

This end-to-end solution is one of the primary reasons why Delton chose EMIR and have been such active users.

Do you want to be the subject of a case study in a future issue? Let us know!

Getting the best out of our Technical Support Helpline

By John Anderson [FHG Software]

There won't be many EMIR users who haven't had to request technical support at some point, and we hope that you've found it a rewarding experience. To get the best out of the service, though, try following our top five hints...

1. Knowledge is power! Before calling for support, try to be sure exactly what you're reporting. For example, if you're having a problem printing, can you describe what's happening? Does it happen every time? Is there an error message? What does it say? Does the same thing happen if you print to another printer or from another PC? If you ask yourself these sorts of questions before you call, you'll have a lot of useful information for us when we start asking you questions! It may also help you troubleshoot the problem yourself, for example it might be as simple as turning the printer on or adding more paper!

2. Email us if possible. If you email us, you can take the time to describe your problem accurately, and you can include screen shots and other information that's difficult to convey over the phone. You might be worried that we'll answer the phone and ignore emails, but that's not the case. All issues will be dealt with within the specified response time and according to urgency, so emailing us with an urgent issue is as likely to get a prompt response as phoning us.

3. Leave a message. If you call us and we don't answer, leave a message. If it's outside support hours (i.e. before 2pm or after 5pm), we probably won't answer the phone, so you won't get hold of us by ringing repeatedly. If you leave a message, we'll pick it up as soon as we're available, and will react as appropriate. As always, the more information you can give us in your message, the better we'll be able to help you when we call back.

4. Make sure your call is appropriate. We can only provide support for EMIR, so ringing us for help with general problems regarding your operating system or network is unlikely to yield a satisfactory result! You'll get your problem resolved quicker by ensuring that your first call is to the right person!

5. Please be patient! You might feel that your problem is the end of the world, and we may agree, but we can only do so much at once. If we believe a problem is urgent, we will make every effort to find a resolution to it quickly. Chasing us repeatedly makes the process slower because we've got to stop looking for a solution while we're updating you on our progress!

We hope these 5 points will help you get the most out of the service we provide...

Attention DOS EMIR Users Time Is Running Out Fast!

Further to our announcement that support for DOS EMIR systems will cease on December 31st 2006, may we take this opportunity to remind the **remaining DOS users that they have until the 31st August 2006 to order their EMIR for Windows upgrade for a discounted 50% off the normal price!**

So act quickly to ensure that you can move onto the latest, greatest EMIR to date, and for 50% less than you would normally pay for it!

If you want to see a demo of the latest version, then please contact us as soon as possible as available time is short in August already!

You can use the form to the right, or call us on 01480 210169, or you can email us on info@solutionsinit.com

Would you like a visit?

Gary is planning to try and visit as many customers as he can during August and September. If you would like him to visit, so you can see the latest options within EMIR, or you need some advice or have some concerns, then please fill in the form below so that he can try and arrange visits in a logical and geographical sequence!

Please tick against your preferred month of visit or both months if you don't mind which month it is! Gary will then be in touch to finalise dates and times and the purpose of the meeting, etc.

Please fax back to 01480 473933. Thanks.

Name: _____

Company: _____

Yes, I would like a visit, please arrange to visit me during August [] or Sept [], if possible.