

EMIR industry news

Please pass it around...

Issue 13. May 2007

Welcome...

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

We have been fortunate enough to add some more new users since our last newsletter, so a particularly warm welcome to:

- Bandon Rewinds, Cork.
- Eclipse Electrical Engineers, York.
- Rotamec Ltd, Somerset.
- SC Rewinds, Belfast.
- TAPS Ltd, Huddersfield.

In this issue, we have a case study from Knowlton & Newman, an article on Vista that is a must read if you are thinking of buying a PC currently, news about our moving and a special offer on licenses.

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

AEMT News

Next Meeting:

AEMT Midland Area Meeting. 6th June 2007.
At the Brownsover Hall Hotel, Rugby.

The new Croner AEMT helpline will be introduced at the meeting, so well worth a visit if you can find the time!

The AEMT have a new apprentice scheme underway, so please contact them or their training partner, JTL, if you wish to register one or more apprentices on the scheme.

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



Case Study: Knowlton & Newman

Knowlton & Newman were established in 1973 and provide a full range of electro-mechanical services including motor, pump and gearbox repairs.

They are currently going through a period of great growth and expansion and have recently opened a new site in Chatham (Kent), to compliment their existing operations in Portsmouth and Southampton. In addition, the company's original head office in Southampton is now relocating to an out of town industrial estate in Calmore. This facility will give them double the workshop space and provide further opportunity for expansion. As Mike Knowlton explains,

"We are going through a progressive period in our company history. We have to fulfil our obligations to both our customers and our employees. We need to be responsive to Health & Safety legislative requirements as well as demonstrating internally and externally our responsibility to the environment. This is now a platform approach from which we can confidently engage customers to win their repair business and maintain it through providing quality at competitive prices".

For many years Knowlton's had their own bespoke IT system helping them to run the business, but decided to switch to EMIR Professional in February 2006. Rob Knowlton explains the reasons for switching...

"We could have simply upgraded our existing system, but felt that the extra functionality provided by EMIR to help with job management, stock control, purchasing, quoting and particularly with the management of our multi-site operations was worth the investment. We now have one system that allows us to manage our workload and measure the profitability of each site separately, as well as consolidated reporting for the company overall. EMIR has proved an excellent choice to help us manage our considerable expansion in recent times, and we have also found that the ability to customise EMIR has been extremely useful to help us meet any new business requirements quickly."

We wish Knowlton & Newman luck with their expansion plans and hope they continue to prosper and grow along with their use of their EMIR system.



Support Feature: Quoting your modifications... by John Anderson [FHG]

The ability to customise EMIR is one of its major strengths. It allows users to create a system that closely matches their business processes, rather than having to fit their processes around the system. The process for modifying EMIR is straightforward – users contact us to request a change, we reply with a price and a description or specification of the change, the user then either corrects the specification so that we can quote again, or we proceed, or not, with the work, depending on the user's instructions.

For us, the complicated part of the process is producing the quote. We need to assess a number of factors before we can reach a price for a modification. Briefly, these are:

- Can we make the change? Occasionally, we're asked to do something that isn't possible! Most commonly, this is either because the request involves information that can't be extracted from EMIR, or because of limitations of other software with which EMIR interacts.
- How will we make the change? Once we've established that the request is viable, we need to know how we'll go about making it happen.
- Will the change adversely affect anything else? We've got to be careful that a change for one user doesn't produce unforeseen and unwanted changes in other versions of the system.
- How long will the work take? This is often a difficult question to answer, but we can normally reach a reasonable estimate based on our previous experiences.

Once we've answered these questions, we generally try to produce a specification for the work, which will be meaningful to the user, and will also act as the general design for our development. As you can see, there's a lot of effort involved in quoting for EMIR modifications. It's a worthwhile effort, because it's largely users' suggestions that drive the system forward, but if you've been wondering why a quote sometimes takes longer than you expected, this might go some way towards explaining!

Windows Vista [Don't do it – at least not yet!]

Many of you will no doubt need to buy a PC or Laptop in the near future, and whether for personal or business use, you will almost certainly be led down the path of buying a new Vista machine. Now, while *there is nothing wrong with Vista* [well, nothing you wouldn't expect from a new operating system], the style and use of Vista are significantly different from anything you will have seen before. Things just aren't where they used to be, and it certainly takes some getting used to. It even took yours truly twice as long to do an EMIR installation because I had to find my way around! Underneath it is pretty similar, but finding out how to change things is a real learning curve. So, if you are looking for a new PC, we would prefer you **not to buy Vista yet**, and here are five reasons why:

- 1) It is different from what you are used to, so a learning curve is involved. Have you got the time?
- 2) Vista is still relatively new, so will have issues to iron out [wait until it is at least a year old!]
- 3) There are some excellent deals on XP machines, because Vista is out [really good value – ask us!]
- 4) When it comes to support, there are no real experts yet, as it is all too new – we are all learning it!
- 5) Finally, please **don't** be tempted to upgrade an existing PC to Vista – be grateful for what you have!

We are moving!

As of June the 12th, we will hopefully be in new premises [we'll fax you and let you know for definite when we move!]:

Solutions in I.T. Ltd
1, Binders Court,
Stanion, Kettering,
Northamptonshire NN14 1AF

Please note that our 0845 phone and fax numbers **won't change**, but if you use the 01480 numbers they won't continue to work, so please update your EMIR systems/records and your phone systems to use the 0845 numbers as below.

Tel: 0845 009 4588 [now and after we move]
Fax: 0845 009 4599 [now and after we move]

Please amend your records accordingly...

Special Offer on Licenses Buy One & Get One Free!

Yes, a touch of early summer madness! If you buy an EMIR license at RRP, we'll give you another absolutely free! Can't say fairer than that?!

So, if you have been struggling to find an available license so you can all access EMIR, now is the time to do something about it!

Name: _____

Number of Licenses Required: _____

Company: _____

Note: Offer lasts until 30th June 2007.