

EMIR industry news

Please pass it around...

Issue 14. August 2007

Welcome...

We hope you 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:

- Heasells Electromechanical Services
- MTS Industrial Ltd

In this issue, we have a case study from Detailed Services – a customer who started with EMIR Easy just a year ago, and have now upgraded to EMIR Standard! We have some special offers for you and some advice on what to do when you are upgrading your hardware.

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

AEMT News

Now the summer [what summer?] is nearly over, the AEMT area meetings are back from September.

Next Meetings:

Sept 21st & 22nd. **Northern Area Weekend**

At Buxton - including a visit to Baseefa with a presentation on the IEC Ex scheme.

October 10th. **Western Area meeting, Cegelec, Swansea.**

October 18th The AGM and Associates display.

This will be a chance to come along and see all the latest products and services that the associate members [like us] have to offer. **If you don't make any other AEMT meeting then please try and make this one** – a good chance for us to catch up with you!

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



Case Study: Detailed Services Ltd

Detailed Services are based in Trafford Park, Manchester, and provide repair and site services on all types of Motors, Gearboxes, Fans and Pumps. They are also stockists of Brook Crompton and Rotor UK motors.

Detailed Services first purchased EMIR Easy in June 2006, having seen the system in operation in JB Rewinds, Warrington. They purchased a two-user Easy system and made good use of the Help Videos as they learnt to use and fit the system into their working practices. This went well and EMIR Easy soon became the backbone of their job costing and invoicing process.

They happily ran with their EMIR Easy system for a year, and then realised that it was time to expand the role of EMIR to help meet the needs of their fast growing company, and so they recently decided to upgrade to EMIR Standard. This has allowed them to add Stock Control, Purchasing and Quoting functionality to enhance the basic job costing and invoicing operations provided via EMIR Easy.

Cheryl explains why the upgrade was required and why she was confident that EMIR Standard would be the right choice for them, ***“The upgrade provided the facility for all trained staff to quote customers directly in a professional manner incorporating a precise description of the work to be undertaken together with a photograph of the job. Additionally, administration time has been reduced due to the flexibility of the stock control and purchasing system enabling costs to be directly attributed to individual jobs.”***

The upgrade was installed, their existing data preserved and migrated, and training was provided on the new modules to ensure they could make use of the upgrade from day one. They now have an EMIR system that covers most of their business needs, and are confident that EMIR will continue to satisfy their needs as they look to further expand their business in the future.

As Cheryl continues, ***“DSL can now drive the expansion of the business forward, confident that the EMIR software can support the growth whilst at the same time offering user-friendly and functional software.”***

Support Feature: Replacing Hardware

kindly supplied by John Anderson [FHG]

Most EMIR users will need to replace the computer that's hosting EMIR at some point, perhaps because it's an old PC that needs upgrading, or it's become unreliable, or maybe it's broken down completely. When this situation arises, there are some factors concerning EMIR that need to be considered in order to help things go smoothly...

1. If you're planning to change a PC or server that runs EMIR, **please consider warning the EMIR support team in advance**. If we know that you're planning work for a particular date, we can make sure that we're available to help should the need arise. If you don't tell us until your old computer has been decommissioned and the new one isn't working, you may find that we can't respond immediately, which may cause you some inconvenience! This is particularly important if you're working with a third party, since you'll probably be hoping for a response while their engineer is still on site.

2. You can copy your EMIR installation from one PC or another without problems, but the new computer will not be able to run EMIR until the database engine has been installed.

3. It's well worth taking a note of how EMIR is set up **before** you change anything! Pay particular attention to what's shared, what drives are mapped, and how the permissions are set for the EMIR folders.

In addition to these points, please be aware that some tasks may be outside the scope of your support contract, for example, for client/server versions of EMIR, reinstalling the database software on your new server. If in doubt, please check with us in advance. Thanks!

Time to Upgrade...?

As most of you are well aware, EMIR is developing at a fantastic rate, and we have developed lots of new functionality that will save you time and money! If you purchased EMIR more than a couple of years ago, then it is worth having a look at the latest version of EMIR and arranging for an upgrade. Simply call us to arrange a free demonstration of the latest 'pluggable technology' versions of EMIR.

You will obviously keep your existing data [we upgrade this for you] and we give you a day's training and installation in the price, so the process is pretty painless!

As well as upgrading to the latest version of your existing EMIR package, you may also want to consider upgrading from Easy to Standard, or from Standard to Professional, to extend the range of the software to cover your business more effectively.

Simply give us a call and we'll sort you out a demonstration and provide you a special offer price for the upgrade providing you call by Sept 30th 2007.

We have moved!

We moved, as planned, on June the 12th, so please update your records for our new details below [if you haven't already]:

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

Tel: 0845 009 4588

Fax: 0845 009 4599

Please amend your records if you haven't already... Thanks!

Special Offer - Email from EMIR

Many of our customers are now taking advantage of the ability to email documents directly out of EMIR.

You can now email Purchase Orders, Quotes, Invoices, Statements and any other key stationery item out of EMIR in "PDF" format. This means that you get a full colour, read-only, version of the document that is passed from EMIR into your email package [outlook or outlook express] so you can email it as an attachment to your client or supplier. So you save on printing, postage, fax, stationery and consumable costs and it gets there quicker!

This feature can normally be added into your system for £150 per document type e.g. Purchase Orders. We load your logo's into the header and footer of the document, so it looks just like your headed paper printed copy, **but, if you order by Sept 30th, we will do this for you for just £120 per document saving you 20%! We're sure it will pay for itself very quickly!**