

EMIR industry news

Please pass it around...

Issue 16. February 2008

Welcome...

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

In this edition, we are focussing on some of the latest products that we can offer you, namely our EMIR-PDA and EMIR Backup solutions. Both of these are excellent examples of how you can use improvements in technology for the benefit of **your** business.

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

AEMT News

Next Meetings:

Weds 5th March
Southern Area Meeting
The Hilton, Newbury.

Weds 2nd April
Northern Area Meeting
Siemens, Congleton, Cheshire.

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



Update...



For those of you who have enquired to ask how Nathan's trial with Nottingham Forest has been going, well we are delighted to say that he has now been offered a formal contract and is a fully-fledged member of the Forest Academy!

Collect information from your Site Engineers – Easily!

We have now developed a version of EMIR that can be run live on a 'PDA'. A PDA or "Personal Digital Assistant" is a handheld device, like a high-spec mobile phone, that runs Windows Mobile [like XP but for smaller displays] and is really a computer and phone combined for the ultimate in computing on the move.

You can now use PDA devices to connect to, and run, a version of EMIR that will allow your onsite engineers to:

- ✓ See a **List of Jobs** that they need to do,
- ✓ Record their **Time** on jobs,
- ✓ Record **Materials** they have used on jobs,
- ✓ Record their **Expenses**,
- ✓ Record **Notes** against the job,
- ✓ Record their **Work Done**,
- ✓ Fill in a **Safety Checklist**,
- ✓ Get the customer to **'Sign Off'** the job as complete and collect their signature.

All of this means that instead of waiting for your on-site engineers to hand in their scraps of paper the next time they visit the office, you can now get them to record their activity on the move and ensure you are up-to-date!

EMIR-PDA is a menu driven system that runs in Internet Explorer and it is text based, so it is quick to run even if you can't get "3G" connectivity and have to use GPRS. The EMIR-PDA website talks directly to EMIR, to update and refresh EMIR as you add information. **This means that EMIR will now reflect the latest costing information as the work happens and you still have the ability to amend the information in EMIR as per usual.**

A screenshot of a web browser window titled 'Capture Signature - mirs Internet Explorer'. The page content includes:

- Header: **Customer Sign Off: 50068**
- Fields: Engineer: BSMITH, Customer: UNITED PERFORMANCE SERVICES, Contact: Mr Joe Bloggs, Date: 14th Feb 2008, Total Hours Worked: 18
- Text: I confirm that the above engineer has completed the job to my satisfaction:
- Signature: A handwritten signature 'D Jones' on a dashed line.
- Form: Print Name: Dave Jones (in a text box)
- Buttons: Complete, Clear

The browser's status bar at the bottom shows 'Done' and 'Internet'.

If this all sounds a bit technical, then apologies, but this is a very modern solution to solve an age-old problem, "How do I get my engineers to tell me what they have done?" For more information, please give us a call on the usual numbers, or checkout the **EMIR^{PDA}** brochure on our website, and if you are about to upgrade your phones/contract then why not look to get yourself some PDA's in the deal – they can be available quite cheaply – especially as part of a contract upgrade?!

Backup your data securely, easily and remotely...it's Vital!

We all know that backing up data is important, but, every year, we have at least one customer that unfortunately has a 'crash', and then finds his backup hasn't been done, hasn't worked properly or simply isn't up-to-date! The resultant **data loss is painful and expensive**, with the time and costs associated with the re-keying of data, or paying high fees [from £1k to £15k] to have data retrieved from damaged disks – all of this while your I.T. system is unusable!

Not only is it a pain to perform the backup [often being done during working time to make sure it can be taken off site at the end of the day], but you also have to make someone responsible for ensuring they happen and hopefully, someone responsible for checking that your backups have worked [do you check yours?]. All in all, backing up data is not a simple task, and usually relies on one or more persons to ensure they happen [and hopefully someone covers them when they are off!].

Well, we have a far better solution for you. By simply using our EMIRBackup software that installs on your chosen Master PC or Server, we can help you to schedule the backup of any data you want, across your existing broadband connection over-night, to our fast servers at a specialist Data Centre. **This means that no-one has to start it, no-one has to watch it, no-one has to check it, and no-one has to take it off site either! You don't have to buy any tapes, CD's, memory sticks or any other media at all, and it is stored away from your site in one simple operation** [so it's safe from Fire/Flood/Theft, etc]. The data is also encrypted by your own set password, and so even we can't tell what your data is – **it is totally secure!**

You can backup all **of your data** on our EMIRBackup software [it is priced on 10GB chunks], and can even include special databases like Microsoft Exchange [EMIRBackup+] in addition to your Word files, Excel files, EMIR files, and any other files that you may create. You can retrieve/restore any files back to your system at any time, as the data is available to you 24 hours a day, 365 days a year. You can even use a Web interface, with your user name and password, and copy key documents from your backup onto your laptop, via the internet, while you are away from the office. The backup also compresses your files and performs incremental backups [only those files that have changed] to make it even quicker and means that you can probably backup up to 16GB of data into 10GB of our server space! It also keeps up to 28 days of changes in your data, so you can find files you deleted up to 28 days ago!

It's just so easy and reliable and will work for you! So where's the catch I hear you ask? Well there isn't one! We'll even give you a 30-day free trial of EMIRBackup, so you can backup and restore up to 10GB of data for yourself. You will then see the confirmation emails that are sent at the end of each backup or restore operation, so you can have piece of mind that your backup has been successful. **So, why not have a trial of the software - what have you got to lose? Please contact us in the usual ways!**

Are you in need of a visit?

As our client base grows, it is becoming increasingly difficult to find the time to visit all of you as frequently as we would like, so if you would like us to visit to discuss any issues you have, or your upgrade opportunities, or would just like to meet up face-to-face for a 'good ol' chinwag' then please let us know and we'll do our best to arrange a visit to your part of the world!

EMIR now has about 100 installations around the UK and Ireland, so we can usually arrange to see a few other customers in your area at the same time – don't worry that you may be dragging us out for a special visit!

So if you want to see us, please let us know and we'll do our best to visit you in the near future. Call us on the usual number 0845 009 4588 or email Gary on gary@solutionsinit.com and he'll do the rest...

Technical Support

Just to remind you that the contact details for support are as follows:

Tel: 0845 130 2172.

The helpdesk is answered between 2pm and 5pm, but if you have **an urgent matter or need some help before this time**, please **leave a message** and support staff will call you back.

Note: Support staff **are available** between 9 and 5pm, but we prefer them to develop our EMIR software in the mornings, if possible, hence leaving phone support 'till after 2pm.



You can also email between 9am and 5pm to support@fishheadgear.co.uk