

EMIR INDUSTRY NEWS

Please pass it around...

Issue 20. February 2009

Welcome...

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

This issue contains a case study on Rapid Solutions of Azerbaijan, the release of our EMIR Maintenance Contracts and a special offer on EMIR modules. We hope you enjoy it and look forward to your feedback!

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

'Footie' Update!

Many of you have asked, during Gary's 'far-flung' travels, how Nathan is progressing at Nottingham Forest's Academy. Well, so far, so good!

Forest run a formal review system that measures performance against 4 defined areas of the game, and a player must obtain the required [high!] standard in all areas to be offered a contract for the next year.

Nathan has made the required standard, or better, in all 4 areas so far, and hopefully this will continue for the rest of a hectic season!



Case Study: Rapid Solutions [in Azerbaijan!]

It's not every day that we get asked to install a system in Azerbaijan, so we were a tad surprised when we were contacted last year by Rehan Shaffi - as a result of an offer we had sent out to AEMT members. The obvious difficulty in selling our software to such far and distant lands is that it is quite costly and time-consuming to provide a demonstration!

In this case, we were very fortunate that Neil Cassidy the Division Manager of Rapid Solutions newly opened Motor Repair Centre in Baku was from the UK. Neil was formerly the Works Manager of Dowding & Mills in Bromborough. Now while he had never used EMIR, and only a selected few have ever seen it at D&M (!), we were fortunate Neil knew two EMIR users well and took references from Dave Crowley at E&C in Pembrokeshire, and from Carl Murphy at Central Electric in Liverpool.

These references were obviously glowing [thanks guys!], and gave Neil and Rehan enough confidence to purchase the basic EMIR system without seeing it for themselves! This also gave us the opportunity, during the implementation and training, to demonstrate the rest of the system to them, and they subsequently purchased all the other EMIR modules. So a worthwhile trip all round!



Photos of the brand new facilities at Rapid Solutions

As Rehan explains, the search for suitable software became an easy choice in the end,

"We needed a software solution that seamlessly integrated with our business processes and allowed us to control the day to day running of the facility. EMIR stood out as it is aimed specifically at the electro-mechanical repair, sales and service industry. When evaluating various software packages we paid particular attention to the total cost of ownership, i.e. the cost that is more than the original cost of purchasing the software and hardware. Unlike other software packages EMIR had a significant lower total cost of ownership and came with a host of benefits making our choice easy in the end."

"By deploying EMIR we have managed, with relative ease, to integrate our business processes with software that is based on 'best practice'. As a result our business processes, Motor Repair personnel and EMIR together give us the ability to run our facility with higher levels of productivity and customer service, whilst simultaneously controlling our costs."

Rapid Solutions Motor Repair Centre is a brand new facility in the Shikhov District of Baku, Azerbaijan and has excellent facilities offering the Caspian Region services in motor rewind, Ex repair and overhaul, dynamic balancing, vibration analysis and condition monitoring. They also provide sales and service of gearboxes, pumps, fans, vacuum units and also undertake a lot of offshore work to support the oil industry that is prominent around the Caspian.

Neil initially shared his time between the UK and Baku, but with his wife joining him, is now full-time in Baku. He has been responsible for managing the process and getting the new repair facility up and running, and says that EMIR has played a key part in that process...

"Prior to my arrival in Baku, Senior Management at Rapid Solutions had recognised that there was a requirement for a specific software system that was suited to our operation at the Motor Repair Centre. After considering the information in the AEMT offer, Rapid Solutions asked for my opinion on the suitability of the EMIR system. I had no direct experience with the system, but with a bit of research, I discovered two users of the system with whom I have had good working relationships over many years and whose opinions I could rely upon. Receiving encouraging endorsements of the EMIR system from both Carl and Dave gave me confidence that the EMIR system would be the right choice for Rapid Solutions."

"The past 12 months have been both challenging and exciting times here in Baku. The EMIR system is now an integrated part of our daily life and has contributed greatly to the progress and success we have achieved in such a short time."

What's New? EMIR Maintenance Contracts

We are delighted to announce the launch of the "EMIR Maintenance Contract".



This is now available to customers with existing support contracts for EMIR, who are running the latest 'pluggable technology' version of our EMIR software, either Standard or Professional versions. **This Maintenance contract has been designed to provide you with the best value-for-money way to run your EMIR software and keep completely up-to-date for the future.**

For one flat monthly fee, you will get all the following options and services to help maintain your system:

- ✓ **Upgrade to any of the available EMIR functionality 'switches' for absolutely no further cost.** There are currently many add-ons for EMIR that are available, that would cost you a small fortune if you purchased them all individually! You can choose any options from the complete list available to you and you will receive a new list every 3 months as the development of EMIR continues! **Add any of them or all of them for FREE!**
- ✓ **You also get free development time each month.** This is ideal to cover for any small changes you need for no additional charge. The amount of free development time you get will be based on your needs.
- ✓ If you are an EMIR Support customer you already get a reduced development rate of £60 per hour, compared to our standard rate of £90 per hour. Well, as part of this deal, **this will be further reduced to just £50 per hour** for any significant development projects that you may have in the future.
- ✓ **Half price Licenses at any time!** Yes, whenever you need to expand your users, you will qualify for a 50% discount on our RRP.
- ✓ **Half price purchases of related EMIR systems.** Yes, 50% off the price of the Labour Scheduling system, Winding Details Database, EMIR-PDA, EMIR Time & Attendance [currently under development], WEBCALS, and our Web Job Tracker. These are systems that have separate programs to EMIR but use EMIR data. Also, once you have purchased these add-ons, **you will receive any developed functionality updates for these systems at no further charge.**
- ✓ **Reduced price training days.** Training will be offered for £400 plus expenses, a saving of £100 on our normal prices, so ensure you make the most of the functionality available to EMIR by training your staff at this reduced rate.

AND you will also get a quarterly visit or correspondence to make sure you are aware of all the EMIR options open to you ensuring you get **the latest functionality and best value for your EMIR system.**

You will soon be getting your personalised maintenance contract from us, if you haven't had one already, but if you would like to find out more then please get in touch on the usual numbers or by email.

Offer: Half Price Modules

How complete is your EMIR system?

Do you have all the modules available to you?

Are you benefiting from a fully integrated solution, providing you business management in all areas of your business? Well, now's your chance to extend your system at **HALF Price!**

The following modules are available for EMIR:

- ✓ Stock Control
- ✓ Purchasing
- ✓ Quoting
- ✓ Await Customer
- ✓ Motor/Pump Management
- ✓ Full Finance

Also, the following extensions are included in this offer:

- ✓ Winding Details Database
- ✓ Training and Skills Database

If you would like to extend your system to include any of the above modules or extensions, then please let us know and we'll send you a quote with a 50% discount. This offer is valid until the end of March 2009.

Technical Support

Well not exactly Technical Support this month, but instead an announcement about a new training **User Guide** for EMIR Standard users.



We have been working on a comprehensive '**Common Tasks**' guide, which has now grown to 18 pages. It is ideal for new starters within your company and provides useful flowcharts of how the EMIR system manages jobs and work flow. **Even the most knowledgeable of users will be likely to learn something from this guide!**

Whilst this is aimed primarily at EMIR Standard users, who are using our latest version of EMIR, there is much of it that is common to older versions of EMIR Standard, and many other similarities to the workings of EMIR Professional also.

The guide is available via our website at www.solutionsinit.com in the 'downloads' section. The guide is near the bottom of the page. Alternatively please email us and we'll send you a copy by return email.