

EMIR INDUSTRY NEWS

Please forward it on...

Issue 30.Nov '11

Welcome... and Merry Christmas!

We hope you enjoy this edition of the newsletter and we look forward to your feedback and participation.

This bumper issue has lots of news and offers for you including EMiR's foray into the Far East, our sponsorship of youth football, Central Electrical's staff appreciation evening, and details of support opening times over Christmas, and as it is nearly **Christmas**, some special offers for all our EMiR users!

Please forward this Newsletter around to all EMiR Users and anyone else who would like to read it!

AEMT News



Next meeting

- Northern Area meeting on 15th Dec. This will take place at the Aston Hall hotel near Sheffield with a special presentation by the Carbon Trust.

The AEMT council, of which Gary is now a member, will be in touch soon to try and establish how they can make meetings more effective and get more of it's members along, so please keep an eye out for a survey in the near future and do fill it in!

Please see www.aemt.co.uk for more information.

Solutions in IT are proud to sponsor local side: Ise Lodge U13's

We are pleased to announce the sponsorship of Ise Lodge U13's, who are based in Kettering, and play in the Northamptonshire 'A' League. The team has been incredibly successful winning the Kettering League at U11's and the Northamptonshire 'A' League at U12's - both with unbeaten league campaigns. The team also won the International Cup, hosted by Euro Disney in Paris, last year.

Gary is pictured far left with John Gregory [Manager] and Kevin Henshaw [Assistant] on the right. We wish them continued success in what is sure to be a tough campaign to defend their title in a very competitive league. The team are pictured here with their new sponsored all-weather Nike training jackets.

You can follow their progress on the excellent team website:

<http://www.clubwebsite.co.uk/iselodgeyfc/72142/Home>



Line up:

Back : Gary Downes, S. Mindham, H. Oldham [GK], B. Greetham, H. Freeman, C. Chyzynsk, O. Brumby, J. Taylor, John Gregory, Kevin Henshaw
Front Row: J. Parker, C. Bellamy, J. Gregory, S. Berwick, B. Henshaw, C. Hill, N. Parekh-Downes. [Missing due to illness: J. Barton].

New Help Videos and Guides for EMiR

We have been working hard in recent times to bring the Help sections of EMiR up-to-date to reflect the ever improving and expanding options within EMiR.

So, we are delighted to announce that there are new user guides for EMiR Professional and EMiR Standard available via our website at www.solutionsinit.com and via the 'Downloads' section. You will find that the user guides are divided into separate sections for each module and can be downloaded as individual PDF files for your convenience.

The guides are written from a 'common tasks' point-of-view, so simply find the appropriate task and you'll find a straight-forward explanation of where to find the option and how to do what you need!

We have also added many new videos for our EMiR Standard software and these can also be downloaded from the same section of our website. You'll find a ZIP [compressed] file containing all the latest videos so download the file, un-zip it [free] and save all the files within to your existing EMiR Help Files directory and your system will be then updated.

Users with older systems could also download these videos to see some of the latest options available in EMiR and see what you are missing out on! There is an offer to upgrade your system further on in this newsletter!

We are currently working on a new suite of help videos for the Professional system and will have more news soon.

Maintenance Contracts – Xmas Offer!

Many more of our EMiR Support contract customers have now taken up the option of adding an EMiR Maintenance contract.

The Maintenance contract ensures that you will **benefit from all the latest EMiR development for a flat monthly fee – no need to upgrade again!**

Maintenance contracts have 3 flavours: Bronze, Silver and Gold, with each offering more of EMiR's products and related services for an all-inclusive price.

There are a host of other benefits including a reduced development rate, inclusive free development hours [for Silver and Gold] and big discounts off licenses, additional EMiR software and extensions, and much more.

The bad news is that Maintenance prices have had to be increased recently, but the good news is that we are offering you a **10% discount on your Maintenance contract price**, if you agree to pay annually instead of monthly, so act now as this discount is only available until the end of January 2012!

So, please get in touch for a fresh quote.



Xmas Support Opening Times

The Solutions in I.T. office will be closed during the week 26th to 30th December inclusively and also on the 2nd January and we return to work on Tues 3rd Jan 2012.

Support will be unavailable for the 26th and 27th December [public holidays] and then available from 2pm to 5pm for the 28th to 30th inclusively for **emergency support** only please. The guys will have eaten a lot of mince pies by then, so please only wake them from their slumber if you really need them! Support will then be unavailable on the 2nd Jan, but back to normal on the 3rd Jan.

We hope you have great Christmas and New Year celebrations and have a trouble-free IT period!



Backup your data – it is vital!

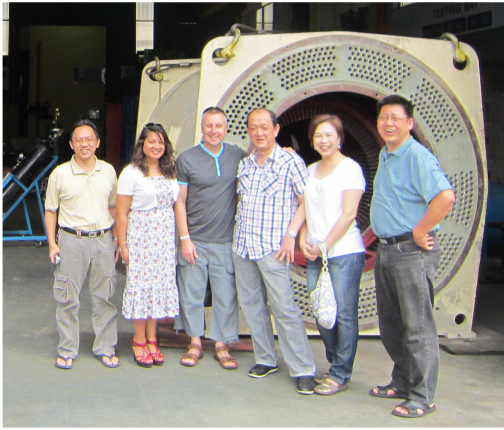
We know that you all know the importance of backing-up your data, but at least once a year we have a reminder of how important it is and it's usually when it's too late to do anything about it!

We recently had an incident with a customer who had unfortunately suffered the loss of some of their EMiR folders. By chance, the folders that were lost were, by and large, replaceable as they were the EMiR program and related files whilst their DATA directory had survived by and large. When we tried to retrieve the missing files from a backup, it became evident that the backup wasn't working as it should or hadn't been done recently and effectively wasn't available!

They were very lucky that the files lost were replaceable, but had their DATA directory been removed they would have lost everything and there would have been little we could do about it! So please backup your EMiR data, and other key files and documents, daily and check that it is working reliably.

Our EMiR^{Backup} software offers an automated backup that sends an email report to you everyday of the progress and **we even check it for you**, so if you're unsure about your current backup then please get in touch. You can backup all your key data [not just EMiR] and **trial it free** for 30-days also - **so what do you have to lose?**

EMiR goes to the Far East with installation at Yun Loong in Malaysia



Gary, Latika and Yun Loong owners Lawrence Liew and his wife [centre], Mr Wong [far left] and EMIr Project Manager and our host Ben Thoo [far right] at their premises in Selangor.

The Yun Loong owners and staff were very gracious and generous hosts during the week and special thanks to Mr Liew and Mr Wong for their hospitality.

EMiR project manager, Ben Thoo, was not only a well-organised and enthusiastic working colleague, but doubled-up as the ultimate host for a fantastic tour of Kuala Lumpur's sites, sounds and fantastic cuisine and special thanks to Ben for looking after Gary and Latika so well.

Trips to Genting [a super-casino and resort in the clouds], blind-man massage, too many cuisines to mention, as well as organising football and Karaoke, made it a full-on and unforgettable week!

From an EMiR point of view, they have initially taken an 8-user EMiR Standard system featuring the Basic, Stock, Purchasing, Quoting and Asset Management modules. They expect to Go Live on the system in January.

With 3 branches in all though, it may well be that Yun Loong will move onto our Professional system in due course to take advantage of the full multi-site functionality. We're sure that with such a positive approach their EMiR implementation will be a success and they will hopefully become a fantastic reference site for us in the Far East,



Proving that not all great singers get to appear on X-Factor, Gary took part in an evening of Karaoke with the Yun Loong staff. We enjoyed it so much they had to turn it off to get us to leave!

Further to EMiR's international adventures to South Africa, Dubai, Azerbaijan, etc. we can now add Malaysia to our installation base. We are delighted to have installed EMiR into one of the largest independent service companies in the Far East. Yun Loong really is an impressive company with excellent facilities, rivalling anything Gary has seen in the UK, with a real customer service focus and can-do attitude.

The company was established in 1982 and have vast experience in the maintenance and repair fields. They have specialised in reactor coil repair and have made huge investments in workshop equipment and premises to offer a first-class service to its many clients by offering a 'One Stop Engineering Repair' service.



Gary and the Yun Loong staff at the end of training – see how happy everyone is to have finished!



Doing his best to show why England were once a force in world football, Gary took part in a 5-a-side game in 30 degree heat!

From a business point of view, Yun Loong are an impressive organisation with a lot of experience, skills and highly-trained staff and are keen to potentially work with UK companies to provide extended services, collaborations or potentially provide staff for work in the UK.

They are members of both EASA and the AEMT and are highly capable in many areas of repair and maintenance, so please get in touch with us if you are interested in working with them and we'll pass on the necessary details.

Central's awards night for appreciation of their Staff and founder Mike Sutton

Gary recently attended an awards night at Liverpool FC to celebrate the achievements of Central's staff and a special presentation for owner/founder Mike Sutton's fantastic 60 years as a winner and business owner.



Three members of the Sutton family , Mike, Shaun and Peter, get their hands on the European cup with host Willie Miller [left]

EMiR super-user, Liam Brown, accepts his Solutions in I.T. sponsored award, for expert use of IT, from Liverpool legend and 4-time European Cup winner Phil Neal.



The man of the hour, Mike Sutton, along with son Shaun, arriving at the surprise evening to celebrate his business career and founder of Central Electric back in 1972.



Gary gets his hands on the European Cup courtesy of Anfield hero Phil Neal.

Editor's note: Mike has recently been taken unwell and we all wish him a speedy recovery.

Special Christmas Offers for all our EMiR users

As it's a "time for giving" [as Cliff once said – please don't say Cliff who!] here are some special offers for all our EMiR Users. The offers are available until the end of January 2012, so you don't have to rush to get them before Christmas, but ensure that you do take them up soon so as not to miss out!

Offer 1. Half-price upgrades on EMiR. Yes, if you don't have the latest 'pluggable technology' version we'll upgrade you for half the price it would cost you to buy EMiR new! Not only that, but we'll also ensure you keep your existing data and throw in a day's training for you to boot!

Offer 2. 30% Discount on any of our Extensions or additional Modules. For those of you on our latest versions, you can now get a whopping 30% of any additional module [Stock, Quoting, Purchasing, Asset Management or Full Finance] or any of our Extensions including our fabulous new Customer Relationship Management [CRM] extension, EMiR-PDA, EMiR Time and Attendance, EMiR Job Tracker, Winding Details Database, Web-CALS and much more.

Offer 3. 40% of additional Licenses. Yes, if you need more licenses then this is the highest discount you will achieve unless you are a Silver or Gold Maintenance contract customer [then you get half-price!] so if you need to add more Users then this is the time to do it!

Note: Offers are only available to existing Support Contract holders and must be ordered by 31st Jan 2012.

For more information please contact Solutions in I.T. Ltd on 0845 009 4588 or at www.solutionsinit.com