

EMIR industry news

Please pass it around...

Issue 9. May 2006

Welcome...

In this latest edition of the EMIR Industry Newsletter, we have a case study from a customer who has recently upgraded to the latest "pluggable technology" version of EMIR; an article about IS9001 Quality systems from the AEMT; a special offer for you on EMIR's Additional Modules; news of a brand new module; and the chance to arrange a visit from Gary [what more could you ask for?!].

A particularly warm welcome to our latest EMIR users:

- Knowlton & Newman Portsmouth Ltd.
- Knowlton & Newman Southampton Ltd.

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

Await Customer Module **NEW**

This is a piece of functionality that has recently been developed and is now available for use within our EMIR Professional and Standard systems. Have you ever had a job that was progressing well, but then you found an unexpected problem that you needed to inform the customer about, because the cost of the work would increase?

You couldn't carry on with the job until the customer had let you know to continue, so the job just sits in work in progress, and someone has to remember to keep chasing the customer [or not as the case may be!]

Well, the Await Customer module is designed to handle this for you as an integrated part of EMIR. You can now change the status of the job to "Awaiting Customer" and send the customer a letter that describes the reason why it is in "Awaiting Customer". You can also set a date to follow it up. EMIR will then let you see the jobs that need such customer approval, and they won't clog up your work in progress listing. EMIR will help segregate these jobs and ensure that you don't forget to follow up with the client. The job can then be moved back to WIP once you have had the customer's approval, and completed as usual.

This new module will sell for an RRP of £495 + £90 per additional user, but you can purchase it now for just **£350** – **with no additional license fee**. So, whether you have 1,2,5 or 10 licenses, **it will cost you just £350, but only until the end of May '06**.

Case Study: ADC Electrical

ADC Electrical were formed in 1974 and initially traded from Southwick, Sunderland, but in 1994 they moved to their current 14,000 sq. ft. base in Washington, Tyne and Wear.

Initially the company was formed to provide a repair/rewind service of industrial electric motors to the shipbuilding repair and engineering businesses in the North East. It quickly extended the base so as to provide a similar service to all types of industry. The core business was extended to include the supply of new electric motors and the manufacture of air-cooled transformers and iron and air chokes.

They first installed EMIR in April 2003, and started with a 5-user EMIR Standard system featuring the Stock, Purchasing and Quoting modules, which they quickly expanded to include the Finance module, and are now currently running with 7-users. The installation of EMIR was a big step for ADC, as previous to EMIR, they only had an accounts package running on a single computer. So, to suddenly move to a 5-user networked solution that managed the whole of the business was quite a brave decision, as their Chairman, Jim Lamb, describes, **"As part of growing the business, we knew that we had to make our administration and job costing easier and faster, and we were delighted to find EMIR as it was a system that fitted the business well. We didn't have to change the way we worked to use EMIR, as it worked the way we did. This was essential for us, as we couldn't afford the time for a steep learning curve and really needed it to work for us immediately."**

ADC have recently upgraded their original EMIR system to the latest "pluggable technology" version as they continue to expand the use of EMIR, and are now emailing directly from EMIR as well as using all the latest EMIR functionality to their benefit.

General Manager, Chris Carrick, who has been instrumental in adopting EMIR into ADC's daily life, says further, **"We have seen EMIR as an important part of the growth we have seen as a company, and it continues to provide all the information and time-saving features that we need to help grow the business further without the need for more administration staff."**

Do you want to be the subject of a case study in a future issue? Let us know!

AEMT Dates for the Diary

Important dates for the diary for 2006: Note that some of these dates have now **changed** from those printed in the last newsletter.

May 11th Northern Area Meeting / Council

"The Jury's Inn", Leeds, and the Royal Armouries with a presentation by Ian Welsh from Camis Motors.

June 7th Midland Area Meeting

A presentation by ABB, further details to follow.

June 28th Ladies Day

Visit Blenheim Palace and Woodstock for Ladies day.

Sept 6th Western Area Meeting

The meeting will be at Morganite in Swansea with a presentation by the company and tour of their factory.

October 18th Annual General Meeting

Nov 8th Southern Area Meeting

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

Latest Help Videos

We have now produced **some help videos for EMIR Professional** covering the main tasks of raising Jobs, Quotes, and PO's, etc. The **Standard system also has new Videos** covering some of the latest functionality that's been added. If you want a copy of these Help videos then please drop us an email or give us a call and we'll send you them [with instructions!].

Any module @ half price!

Did you know that the following additional modules are available for EMIR's Professional and Standard systems and could help make your business control and administration easier?

- Stock Control
- Purchasing
- Quoting
- Full Finance
- Motor Management

Well, now is your chance to add any of these modules to your EMIR system **for half the normal price!** So, if you have been thinking about adding Stock Control, Purchasing, Quoting, Full Finance or Motor Management, but have been put off by the expense in doing so, **now is the time to finally take the plunge!**

If you need more information on any of these modules, then please call on 01480 210169 or email us on sales@solutionsinit.com.

ISO9000: Is it worth it? **AEMT**

In a recent survey of members of the AEMT, it was interesting to note that just over 52% of members had the ISO 9001:2000 quality control system in place. Considering many members are small local companies of around 10 employees, this is no mean achievement. It shows that these companies are striving for quality, and ISO9001:2000 helps the management to achieve this. It also helps to convince many larger companies that although the repair company it uses may be small, they take the quality of their repairs seriously.

*Size does not seem to matter, and it is possibly easier for a small company, or newly formed company to achieve ISO 9001:2000 than a company set in its ways. It was impressive that Mel Fowler, at Yarmouth Rewinds, with only a handful of staff achieved ISO9001:2000 within a year of setting up. A good computer system is always a good starting point, and half the AEMT members with the **EMIR** computer system also have a quality system in place.*

*There are always arguments for and against putting in a quality control system, but more than 50% of AEMT members would not go to the time and expense of installing a system unless it reaped dividends in selling a company to customers, and in helping the management to run a successful company. Those companies with **EMIR** should have a head start in successfully achieving ISO 9001:2000, if they decided to go down that route, and there are many AEMT members to help advise them on whether to take the plunge or not.*

Kindly contributed by Mr Tim Marks of the AEMT

Would you like a visit?

Gary is planning to try and visit as many customers as he can during May and June. If you would like him to visit, so you can see the latest options within EMIR, or you need some advice or have some concerns, then please fill in the form below so that he can try and arrange visits in a logical and geographical sequence!

Please tick against your preferred month of visit or both months if you don't mind which month it is! Gary will then be in touch to finalise dates and times and the purpose of the meeting, etc.

Please fax back to 01480 473933. Thanks.

Name: _____

Company: _____

Yes, I would like a visit, please arrange to visit me during May [] or June [], if possible.