

# What Do Our Customers Think? (1)

## (Suitability, Reliability, Support and Value)

*"From our point of view, EMIR Professional has proved to be an excellent choice. The suitability of the functionality to our multi-site operation allows us to manage our entire business very closely, and the quality of service and support we have received means that the implementation of EMIR and EMIR's day-to-day operation since, have both gone very smoothly."*

**Martin Savage, Mid-Kent Electrical.**

*"We have been using for EMIR for over 5 years now, and it has been a reliable and very effective business management tool for us. On the occasions when we have had problems with the system, we have found the quality of service and support to be very high and the friendly and knowledgeable staff have helped to sort our difficulties quickly and efficiently."*

**Peter Farrell, Faraelectric**

*"As an electro-mechanical repair and service company, we were delighted to find a system that suits our needs so closely and at a price that we could afford. We are sure that the timesavings and traceability achieved through using EMIR have meant that EMIR has paid for itself within the first year of its use. We are happy to recommend EMIR to any company."*

**Roger Peek, Foreman Electrical Services**

*"We have been looking for a system for our business for a while but couldn't find anything that would suit our needs closely or that was available at a price we wanted to pay. This problem was overcome when we found out about EMIR Easy, and this system has provided us with the job management we require at a price we were happy to pay. It really is excellent value for money and we would certainly recommend it."*

**Lorraine Stanworth, S. W. Electrical Repairs Ltd.**

*"We are delighted with our purchase of EMIR Easy. The software suits our business needs very closely and it has proved very easy to use via the training available from the Help Videos directly within EMIR Easy. We are delighted to have found such a solution available at a great budget price. It has certainly been money well spent and we may well look to extend its use through our organisation by upgrading to the Standard system."*

**Stuart Dennis, Delton Electric Ltd**

*"We purchased the EMIR Professional system because it suited our business methods and practices very closely – it was an easy decision for us to make! We were delighted with how quickly we were able to get fully running on the EMIR system, as we went 'live' across our business within two weeks of the system being installed. The system has proven to be fast, reliable and easy to use, and we are therefore happy to recommend EMIR."*

**Shaun Sutton, Central Electrical Ltd**

*"We have been an EMIR user since 1994, and during this time EMIR has been a very reliable business management system for us. During this time we have had cause to use the support service on occasion, for example when changing our hardware, and have found the service received to be friendly and knowledgeable and the support staff have always sorted our problems very quickly."*

**Liz Jackson, AA Winders**

*"Having used EMIR for many years now, we have found the system to be a reliable and efficient system for our business. When we have needed help, we have found the technical support offered to be excellent and very responsive, and we are delighted with the service offered."*

**Andy Wright**

**Chester Electrical Ltd**

*"As a newly established business, it was vital that we put the right processes in place to ensure we could handle our growing business correctly. I was delighted to find the EMIR system available and it suits us very well. We have grown the business very quickly and EMIR has enabled us to keep track of all our jobs, purchases, stock, quotes, and it has also given us complete financial management. It's an excellent system, and I have no hesitation in recommending it to others."*

**Malcolm Martin, StarDelta Ltd.**