

# What Do Our Customers Think? (2)

## (Suitability, Reliability, Support and Value)

*"I would like to say the following about EMIR and Solutions in I.T.:*

- 1) The quality of EMIR is excellent.*
- 2) We have saved £12-15k on staff wages per year due to the time saved through the efficiencies provided by EMIR.*
- 3) The support service is very good – friendly and knowledgeable*
- 4) Overall a very reliable combination!"*

**Bill Ellis, John McNicol and Co Ltd.**

*"We were looking for a system that would suit our business and provide all the financial control we needed. We reviewed Sage and others, but EMIR was far more suited to our electro-mechanical service business and buying EMIR was therefore an easy decision for us to make, and has definitely proved to be the right one."*

**Vicki Lightfoot, Wyre Repairs Ltd.**

*"We are delighted to find a system that is so well suited to our business and at a price that is suited to our budget. The ongoing support costs are also very reasonable and provide us with the backup that we need to ensure EMIR is a business system that we can depend on."*

**George Makepeace, Fulmak Rewinding Co. Ltd.**

*"As a small company, we were looking to help control our order processing and make our life easier. By using EMIR Standard, we were helped with the setup and shown how to use it, so that we could get on with it from day one. EMIR has made our job management, costing process and delivery and invoicing much quicker, simpler and far more traceable."*

**David Breen, Bandon Rewinds, Eire.**

*"As one of the first users of EMIR, way back in 1995, we have moved from the DOS to the Windows system, and seen many enhancements along the way. One thing has remained true for all this time, and that is that we have been able to rely on EMIR, and the support service provided, to ensure that our company has an I.T. system that is both suited to the business and always available."*

**Michael Mitten,  
Houghton International Ltd.**

*"One of the best things about having EMIR is that the support we receive for it, and our other I.T., is second to none. Any I.T. problems that do occur are given the attention they need and we feel that Solutions in I.T. always go the 'extra mile' to provide a solution to our problems – no matter how they are caused!"*

**Christine Swan  
Brownings Electric Co Ltd.**

*"We are delighted to have found a system that is so well suited to our business and at such a reasonable cost. We would have no hesitation in recommending EMIR and Solutions in I.T. to anyone considering purchasing such a system."*

**Graham Brooker, Wilson Electric**

*"We had reviewed several systems before purchasing EMIR, including Sage, but we didn't feel that Sage job costing was suitable for our business. Having seen EMIR we knew that the system would suit our business far better and it has proved to be an excellent choice. We are now starting to add some customisation to EMIR to suit our own Quality system, enabling EMIR to track even more of our processes and procedures, and we are very pleased with the cost at which this is being done."*

**Jackie Kirkby, Kirkby Lindsey Electrical Engineering Ltd**

*"We purchased EMIR Professional because we wanted an integrated solution to our business requirements. EMIR gives us all the detailed information we need to control the various aspects of our business, and we have made use of the customisation process to ensure that we have a solution that is tailored to our needs. We have found both the service and support offered to be excellent and would recommend both Solutions in I.T. and EMIR to any similar company looking for a business management system."*

**Karen Curry, Slater Drive Systems.**