

### Some common questions answered about upgrading your EMIR system...

#### a) Will I be able to keep all my existing EMIR data?

We realise that your existing data is vital to your business and the answer is “Yes”, we will migrate your existing data into the new system as part of the process – see question (b) below.

#### b) How much will it cost me to Upgrade?

Well, obviously, this is the question you would like answered!

The cost of the upgrade has 3 elements:

- 1) A general fee to upgrade based on the number of users you have in your EMIR system, and the number of additional modules that you also use. While it is difficult to be exact at this point without producing a specific quote for you, the cost for this is typically between £100 and £300 per user.
- 2) The cost of re-including any specific customisation from your current EMIR system into the latest version of EMIR Standard as a piece of ‘pluggable functionality’. This is entirely dependent on the amount of customisation work you have had done to your existing EMIR system, but it will typically be re-done for less than the original cost [as we do have the existing code] but we do have to adopt it into the latest version and this can involve rewriting in some cases.
- 3) A charge to visit and install your new software, including the migration of your existing data into the new system, and to provide half a day’s training on the latest improvements, so you know how to use them from day one! This will typically cost around £350 plus travelling expenses.

#### c) What are the benefits of upgrading?

- ✓ The latest EMIR system is the best one we have produced **and it gets better all the time**, so you can be sure you are using the best system available to you.
- ✓ It will be cheaper to get new functionality added in to your system, and **all general maintenance improvements will come FREE as part of your support package**.
- ✓ Overall, it will prove to be excellent value for money, as you will then have an EMIR system on which to grow your business, that **will continually have new functionality available readily and easily to be “plugged” in and used for your business!**

#### d) What about updating to EMIR Professional from EMIR Standard?

There is an established upgrade path to EMIR Professional available and some EMIR Standard users have chosen to go down this route already - with great success! EMIR Professional is a more complex solution that may be too complicated for the needs of some companies, as it is typically aimed for multi-site or larger companies, but you can evaluate the difference between Standard and Professional for yourself, by simply having a no-obligation demo of the two systems.

It is fair to say that it will be easier to upgrade you from the latest version of EMIR Standard to EMIR Professional, rather than taking you from an older Standard system to the latest Professional system, but it is still possible to do it.

EMIR Professional has been the catalyst for many of the changes to the Standard system and has made use of ‘pluggable technology’ for three years now and ensures that all our Professional customers already run the same version of Professional and are easily kept up-to-date – the very same benefit you can now have by upgrading to the latest version of EMIR Standard.