

Please forward it on...

Issue 45
August 2016

Houston, EMIR has returned to Earth...

Many thanks to those companies that attended this year's Open Day at the National Space Centre in Leicester, an interesting venue synonymous with innovation and break-through technology. If you didn't get the chance to come along then this newsletter will offer a little insight into the ever-changing world of EMIR and our important announcements.



Highlights of the day

We had a lot to talk about in such a short amount of time, New Innovations, New Extensions and New Ways of catching up on New Developments:

Workshop Routing

Task Centre

CRM V6

EMIR
Electro-Mechanical Information Resource

- **Workshop Routing** – the launch of an EMIR Extension developed in the United States using PowerApps, the latest Microsoft environment – learn what this means to you on page 2.
- **Task Centre** – another new Extension which uses your data to proactively manage and inform you of changes in the business – more on page 2.
- **CRM V6** – the fastest developing part of EMIR, a central management tool for conversations, emails, meetings and sales quotes – even more integration and new features discussed on page 3.
- **The Development Plan and New Features** – don't despair! – even though we've added hundreds of new features in EMIR this year you can catch up with them on our web site – read bottom right.

Marketing Success

More and more of your stories are making it out into the media. As a collective, EMIR customers have a great message promoting their unique approach and professionalism.

If you'd like us to tell your story contact info@solutionsinit.com



Watch and Win!

For a chance to win £100 in our prize draw, watch the 'Video Review of the EMIR Open Day 2016' via <https://youtu.be/VyDHKcpQcN4> and answer the following question to be included in the prize draw.

Which of the space rooms hosted the Open Day?

A. Challenger B. Columbia C. Discovery.
One lucky winner will take away £100.

Send your answer to steve@solutionsinit.com by the 30th September and we'll let you know the winner!

Did you miss the Open Day?

Well, you can still catch up!

The Client Login area of our web site is free. It contains the PowerPoint Slides from the day along with the Hints & Tips videos that we've been uploading over the last few months. Each video is an overview of an important feature we've added and you could be using!

There's one catch, you will need a password (if you haven't got one already). Email steve@solutionsinit.com

We Launched Two Completely New Extensions!

Rarely does the inspiration for new Modules and Extensions enter the development plan as quickly as Task Centre and Workshop Routing.

Workshop Routing

Having been so successful with **Smart Site**, our field engineering SmartPhone application and increasing requests for similar technology in the Workshop, we were pleased to be approached by an American partner working in the same industry. They

have developed **Workshop Routing** for one of the largest motor shops in the US and it has been our development task to integrate their core solution with EMIR (it promises Pump and other electro-mechanical repair forms in later releases)

Task Centre is a fully operational software

Task Centre

tool that links to your existing EMIR data. Changes in your data can then trigger all manner of proactive alerts, tasks and reporting – meaning that information is always at your fingertips or delivered to you when you need to know it.

Workshop Routing: Raise jobs in the workshop from any tablet!

Imagine a workshop that is paper-free and connected to your EMIR system in real time and every time something is worked on, moved or completed the information is shown on a visual dashboard in the workshop, in the production office, in the sales room, in the accounts office or on laptops, PC's or SmartPhones wherever you happen to be. Essentially, a live production board that tells you exactly what stage each job is at, what tasks are being performed at present, whether the job is on time or late or being held for whatever reason.

Workshop Routing is a Microsoft PowerApps application. This is the latest piece of development technology that deploys electronic forms into the workshop using any type of Smart technology, iPhones, iPads, Android tablets and SmartPhones, even computers, phones,

and laptops using the Windows operating system. As your engineer enters

information into the device the EMIR system is already on top of the changes.



American partner, Jake Farrell, shows the "Visual Management" job display that is integral to Workshop Routing

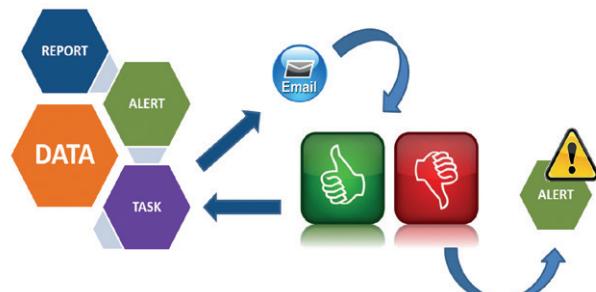
Task Centre: The right information, at the right time with no effort!

At the moment, if you want the answer to a question you enter EMIR and run an enquiry. At month end you may produce a series of reports, print and staple them into a management pack and distribute at a board meeting. Or you may simply want to keep your production manager informed of stock items with low quantity levels. All of this takes time and effort!

Task Centre automates the things you do every day, every week, every month. You define what information is needed, who needs the reports and when and **Task Centre** delivers them time and time again, before you ask for them.

But, it doesn't stop there.

Task Centre can also link EMIR to other systems or use the data from both systems to write reports. A seamless integration between a Parcel tracking system or other industry standard piece of software such as Microsoft Exchange or e-Commerce platforms.



Site Engineers celebrate anniversary of App



Your engineers represent the professionalism and standards your business sets out to achieve. Being in the right place, on time and doing the job accurately first time, at a reasonable price are the key ingredients of "sticky" customers – the customers that keep coming back!

When we set out to develop **Smart Site** we wanted to create the same type of efficiency that EMIR generates in the office environment, with information at your fingertips, with the least amount of effort or duplication.

Today, we have a product that promotes the issue of jobs with paper-free processing, a simple yet effective way to record time

and materials on the job, produce needed documentation such as service checklists and safety documentation all in a real time, live environment.

...and the best bit is confirming the completion of the work with the client and gaining a signature. With no delay between completion and invoicing the accuracy of your work will never be understated.



Smart Site

EMIR users taking Smart Site to new levels

It's been a little over a year since we launched **Smart Site** at the Old Trafford Open Day and the product continues to develop on the back of feedback from our users. Our thanks to the following companies for using **Smart Site** and their development ideas:

- ADC Electrical
- Allflow
- EMR Silverthorn
- Heasells
- Mawdsleys
- Pumps & Motors

We now have a test system for those wanting to try **Smart Site**, email info@solutionsinit.com for more details.

Left: Elliot Reeves of Pumps & Motors. Right: Michael White and Paul Lawrence of EMR Silverthorn – leading the way!

CRM V6

CRM Version 6: Quote acceptance and other major developments

EMIR-CRM is simply the fastest growing Extension in the EMIR family. This not only reflects its fast and increasing uptake across the EMIR user base for both Standard and Professional clients, but recognises the growing need for more and more information to be available to users. CRM is a flexible web-based system that is supplied with unlimited users, which means that everyone can enter and read information across your organisation

and is ideal for internal staff or those working away from the office.

One of the latest developments in Version 6, is the ability to view and update quotes from many sections of the EMIR-CRM – an activity that was previously limited to EMIR PC/Windows users only.

Also available in Version 6 is a complete new salesman vs salesman KPI analysis allowing you to compare activity and performance in a

variety of categories via a scrolling dashboard – ideal for showing in the sales office to create a bit of competition amongst your sales team!

There are some 50 improvements in the latest version, which will be fully released later this month and available to users from early September. If you don't use **EMIR-CRM**, then please get in touch to find out how this Extension can help your business achieve better sales figures and improved customer service.

Quotes To Be Followed Up:													
Quote No.	Quote Date	Customer	FAO	Description	Price	%age Likely	Exp. Value	Rev. Exp.	Follow Up	Job No.	Salesperson		
50821	09/01/2016	UPM01: UNITED PERFORMANCE SERVICES	Mr Brian Jones	Quote version 1	£5,000.00	75.00	£3,750.00	31/08/2016	30/06/2016	50821	SYSTEM		
50836	22/03/2016	UPM01: UNITED PERFORMANCE SERVICES	Mr Danny Baker	Ac Motor Overhaul	£85,000.00	75.00	£63,750.00	03/08/2016	30/06/2016		SYSTEM		
50838	29/06/2016	A100: ABC ENTERPRISES LTD	Mr Brian Howells	Repair of ABB AC 0.50kw Motor	£350.00	50.00	£175.00	28/07/2016	30/06/2016		SYSTEM		
50917	14/06/2016	UPM01: UNITED PERFORMANCE SERVICES	Mr Danny Baker	QUOTE FOR REPAIR OF GRUNDFOS PUMP	£985.00	50.00	£492.50	26/09/2016	30/06/2016		SYSTEM		

More...

More Great News!!

AEMT News!



Gary Downes becomes the Vice President of the AEMT!

Having previously held roles of Chair of Associates and Honorary Treasurer, Gary has had a long and developing relationship with the electro-mechanical industry's trade association, the AEMT. Now in its 75th year, the AEMT (the Association of Electrical and Mechanical Trades) continues to develop and promote high standards of service and competency across its 500 members in the UK and overseas.

"It gives me great pleasure to welcome Gary into the position of Vice President. He brings a wealth of experience and drive to the AEMT that the members will continue to benefit from."

Graham Brooker, AEMT President and Managing Director of Wilson Electric (Battersea)

Golf News!

Gary has been involved in a couple of golf days so far this summer. The Aston Villa Lions and Legends golf day took place in June and Gary was joined by David Rausi [Parsons Peebles / Anstee & Ware], Peter Withe [Ex Aston Villa] and Shaun Sutton [Go Central] on the day and managed a creditable 5th place out of 22 teams competing.

The EMIR software team also entered the BPMA golf day in April at the Vale Resort in Glamorgan where the team did very well to finish second. Gary was joined by the WGM trio of Kevin Seabeck, Ian Mathieson and Steve McGeouch. Steve also won nearest the pin, so a very good day for him!



The EMIR team at the Aston Villa Golf Day



Delegate Interviews from the EMIR Open Day 2016 are now available on our YouTube channel.
Why not give them a Like!

Standard users – Is it time to upgrade to Professional?

The development of EMIR is driven primarily by the needs of you, the user. In recent years, many Standard users have moved to Professional for the additional functionality that it provides. Many of our larger customers have continued to invest in modifications to enhance their own internal offering, making software changes which are available to all under the Maintenance program and have helped raise Pro to be the all "singing and dancing" solution it is today!

The EMIR team are putting on a FREE day with lunch to all Standard users so that you can see how upgrading to EMIR Professional will benefit your business. As the day will feature only a small group of companies and selected users, you will be able to ask specific questions and find out what you need to know. Standard users will be contacted in August to confirm places.

The Date – Weds 12th of October

Book your space and receive your joining instructions by emailing info@solutionsinit.com.

EMIR Rewards – Treble!

As you know we give cash money for anyone that recommends EMIR to a new company. The rules are simple, you must know them, they have indicated a need for a system change and they are happy for us to call.

Email this information to info@solutionsinit.com. For every meeting we arrange you normally get £25, but until the end of September '16 you can earn £75 for a simple phone call! Of course, if the company purchases EMIR in the future, this automatically becomes £200 in your pocket, for very little effort on your part!

REWARDS

Welcome to EMIR!

A special welcome to...

Highnett Controls, Newbury, and Motor Technical Services, Wellingborough

**HIGHNETT
CONTROLS**

MTS
MOTOR TECHNICAL SERVICES LTD