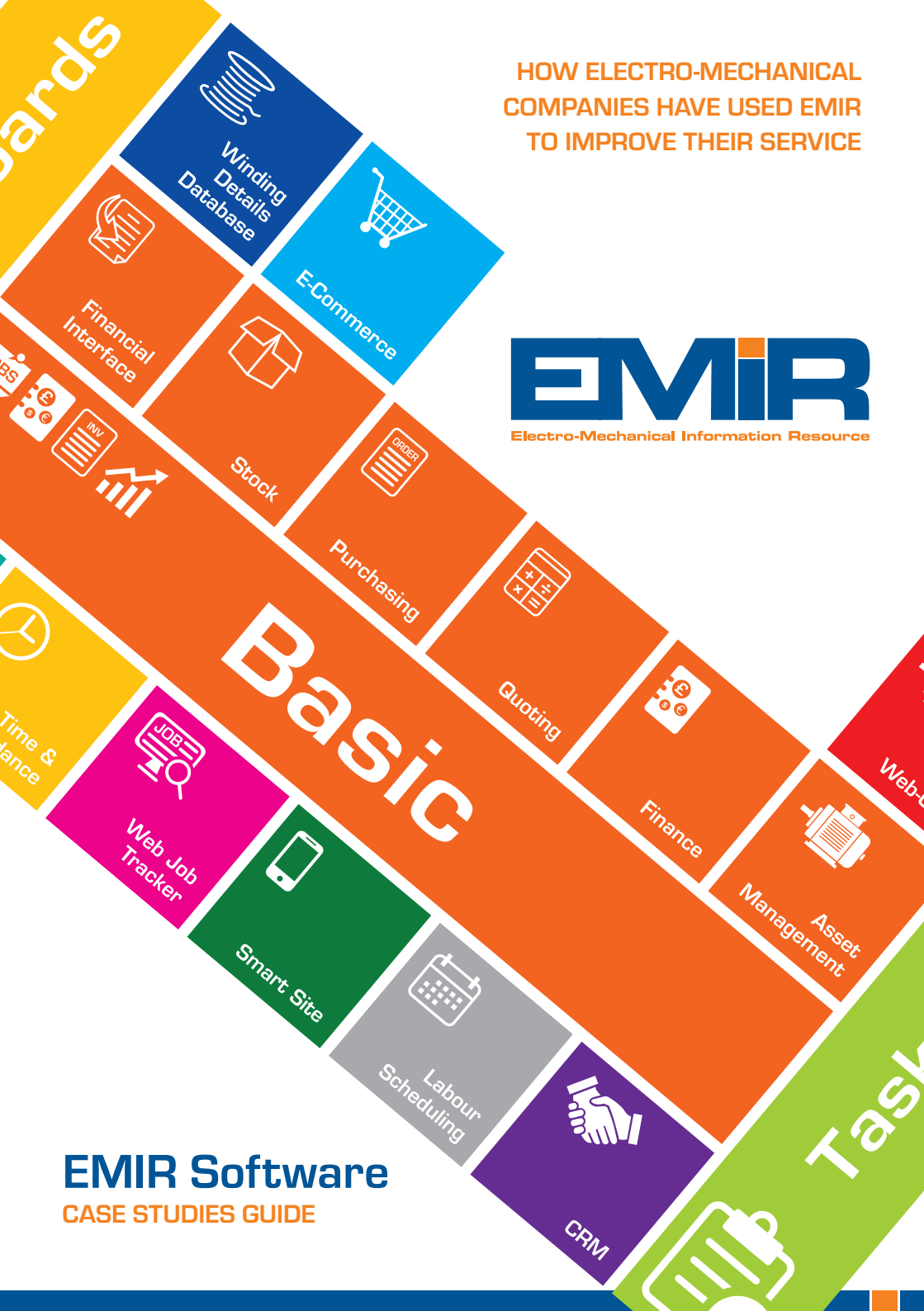


HOW ELECTRO-MECHANICAL  
COMPANIES HAVE USED EMIR  
TO IMPROVE THEIR SERVICE



# Basic



**EMIR Software**  
CASE STUDIES GUIDE

We have an extensive client list, who are reaping the benefits of EMIr software. This guide contains just a few of the many companies that have adopted EMIr to meet the specific challenges of growing a successful business in this industry.

With over 25 years of experience, we have developed a very diverse customer base within the electro-mechanical industry. We continually update and add to our service to guarantee you have everything you need to succeed.

But don't just take our word for it, see what your competitors and suppliers have to say...

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# Finding your way around this guide:

COMPANY	Alpha Electric	Central Group	Dürr Technik UK	EMR Silverthorn	Hayley 24/7	Hidrostal ltd	Houghton International	Knowlton and Newman	Mawdsleys	TCS	Torishima FZCO Dubai	WGM Engineering
PRODUCTS												
Drives												
Motors												
Gearboxes												
Pumps												
Compressors												
Hydraulics												
Generators												
Control Panels												
Fans/Blowers												
SERVICES												
Repairs												
Site Service												
Sales												
Manufacture												
Hire												

## Find out for yourself

Set aside 30 mins and tell us about your business. In return, we'll indicate if EMIr is the right product for your needs and offer budgetary costing. With so much functionality out-of-the-box, you'll be surprised, just how cost-effective an EMIr Solution can be!

PRODUCTS

- MOTORS
- PUMPS
- DRIVES

SERVICES

- REPAIRS
- SALES



# Alpha Electrics

[www.alphaelectrics.com](http://www.alphaelectrics.com)

Date Installed: 2012                      Current no. users: 4

## Company History

Established more than 30 years ago, Alpha Electrics are a diverse repair and maintenance company specialising in motor & servo rewinds and repair, engineering services, the production of control systems and a wide range of building management services.

## Why They Chose EMiR


Alpha Electrics were looking to formalise the way their work was being handled as they were struggling with their previous system. They decided to invest in EMiR, managing the whole of the service process and importantly purchased Task Centre, which helped automate many key notifications and increase admin efficiency. Amongst the tasks they use are: 1) informing customers of deliveries; 2) chasing suppliers for overdue PO items; and 3) chasing customers for o/s quotes to see if they would like to proceed.

“Hands down, Task Centre is like having an extra person in the office!”  
*Hem Patel, Director*


## Implemented Modules/Extensions:




Basic




Quoting




Financial Interface




Asset Management




Purchasing




Stock




Labour Scheduling




CRM



Smart Site



Dashboards



Task Centre

# PRODUCTS

DRIVES

MOTORS

GEARBOXES

PUMPS

GENERATORS

FANS/BLOWERS

CONTROL PANELS



# SERVICES

REPAIRS

SERVICE

SALES

HIRE

# Central Group

[www.gocentral.co.uk](http://www.gocentral.co.uk)

Date Installed: 2004      Current no. users: 20

## Company History

Central Group, based in Merseyside, was founded in 1972. They are a member of the AEMT and provide motor and drive sales, service, and repairs. Central Group are a well-established partner in the ABB Motor Service Partnership and the ABB Drives Alliance. Central have expanded into other areas including project management and their Motor Management Scheme and are now also a Siemens partner.

## Why They Chose EMiR

Central Group had tried to bespoke build a software system and had made a considerable expense in both time and money to achieve a working solution, unfortunately to no avail! EMiR's fit both to the electro-mechanical industry and Central's service offerings along with flexible customisable choices means that Central Group found a solution they could adopt very quickly and met their needs well.

“ We were delighted when we discovered it and could see that it was designed for our type of business, and that made it an easy decision to purchase EMiR. Not only have we saved considerable expense on the cost of our old system, but we have also been able to customise EMiR in a short time-frame. ”

*Shaun Sutton, Sales & Marketing Director*

## Implemented Modules/Extensions:

The icon for the Basic module, showing a document with a checklist and a bar chart.

Basic

The icon for the Asset Management module, showing a motor.

Asset Management

The icon for the Quoting module, showing a document with a plus and minus sign.

Quoting

The icon for the Purchasing module, showing a document with a list.

Purchasing

The icon for the Finance module, showing a document with a dollar sign.

Finance

The icon for the Stock module, showing a warehouse.

Stock

The icon for the Web Job Tracker module, showing a magnifying glass over a document.

Web Job Tracker

The icon for the Time & Attendance module, showing a clock.

Time & Attendance

The icon for the Dashboards module, showing a bar chart.

Dashboards

The icon for the CRM module, showing a handshake.

CRM

The icon for the Web-CALS module, showing a motor with a magnifying glass.

Web-CALS

PRODUCTS

PUMPS

COMPRESSORS

HYDRAULICS

SERVICES

SALES

MANUFACTURE

HIRE



Dürr Technik UK

[www.durrtechnik.co.uk](http://www.durrtechnik.co.uk)

Date Installed: 2019                      Current no. users: 13

Company History

Dürr Technik UK was founded in March 1994, is located in Bath and is a company that operates worldwide in the DÜRR group. Dürr Technik produces bespoke oil-free compressor units and vacuum pumps as well as a vast array of standard models. Modern equipment and their design engineering ability allows Dürr Technik to satisfy their customers high demands.

Why They Chose EMiR

Dürr Technik are primarily manufacturers and assemblers. They wanted a solution that would tie in Quoting with production through to Finance, a common parts list working through the assembly process and an increase in quality delivered to the client. EMiR’s integrated solution supported this process well, along with the addition of live time capture, which ensured costs were known at each stage of production.

“ We have been very successful at assembling and providing quality products for our customers, but our process used to involve a lot of administration, many separate systems and duplication of effort. Now with EMiR, the process is managed within one solution and we have better data to run the business on. ”

Mark White-Sharman, Director

Implemented Modules/Extensions:

Basic

Quoting

Finance

Asset Management

Purchasing

Stock

Time & Attendance

Dashboards

CRM

Task Centre

# PRODUCTS

- MOTORS
- GEARBOXES
- PUMPS
- CONTROL PANELS
- FANS/BLOWERS

# SERVICES

- REPAIRS
- SERVICE
- SALES



# EMR Silverthorn

[www.emrsilverthorn.co.uk](http://www.emrsilverthorn.co.uk)

Date Installed: 2005

Current no. users: 7

## Company History

EMR Silverthorn, based in Wembley, provide a range of high-quality products and services including electric motors, pumps, fans, gearboxes, bearings, filters, belts, chains, inverters, and control panels. They have even supplied, serviced and supported blockbuster movies, including *Harry Potter*, *James Bond* and *Mission Impossible*.


## Why They Chose EMiR

With so much important work in the system at any one time, EMR Silverthorn couldn't produce the schedule of completed work using a paper-based process. There simply wasn't the visibility to deliver each individual element on time, especially when a requirement can change at a moment's notice and decisions need to be made based on recorded data. To solve this, EMR Silverthorn purchased EMiR and its Smart Site Extension that now sits at the heart of the business. From the moment the enquiry is received, every aspect of the work is recorded in EMiR and each member of the team has full visibility.


“As the engineering manager, I like the fact that we have over 15 years of history invested in EMiR, everything we need to answer questions when the customer calls. This alone is the biggest time saver.”

*David Ringrose, Manager*


## Implemented Modules/Extensions:




### Basic




Quoting




Financial Interface




Asset Management



Purchasing



Stock



Smart Site

PRODUCTS

- MOTORS
- GEARBOXES
- PUMPS

SERVICES

- REPAIRS
- SERVICE
- SALES



Hayley 24/7

www.hayley247.co.uk

Date Installed: 2018                      Current no. users: 20

Company History

Hayley 24/7 Engineering specialise in providing a comprehensive range of reactive and planned mechanical engineering services to a broad and diverse range of industry sectors including; Aerospace, Automotive, Chemical & Pharmaceuticals, Construction, Energy & Utilities, Facilities Management, Food & Beverage, Metal Making & Processing, Mining, Paper and Transport.

Why They Chose EMiR

Hayley 24/7 struggled having multiple methods of working, which was causing them trouble when trying to align all of their data and organise their workload. They chose EMiR, as it consists of one environment where all information can be stored and easily accessed by departments and staff members.

“ We chose EMiR due to its industry recognition and position as a leading solution for mechanical engineering. EMiR has enabled us to easily manage different aspects of the business helping us to grow! ”

Mark Brady, Director

Implemented Modules/Extensions:

Basic

Quoting

Finance

Asset Management

Purchasing

Stock

Time & Attendance

Dashboards

CRM



# PRODUCTS

- MOTORS
- PUMPS
- HYDRAULICS

# SERVICES

- REPAIRS
- SERVICE
- SALES



# Hidrostat Ltd

[www.hidrostat.co.uk](http://www.hidrostat.co.uk)

Date Installed: 2013

Current no. users: 35

## Company History

Hidrostat, based in Berkshire and West Yorkshire, are responsible for making Hidrostat AG products in the UK, Ireland, Africa, the Middle East, India, and Pakistan. They have almost 40 years of experience in the industry and have deployed thousands of pumping systems. This means the company fully understand their clients' needs and can meet the technical requirements involved.

## Why They Chose EMiR

Hidrostat had identified a key area of challenge in the finance department, the organisation and tracking of paper documents was becoming a greater administrative burden as the business was growing. EMiR's Finance Module helped to make their finance department electronic, reducing their paper-use by 99%. Annette has seen the efficiency of the department and the happiness of their suppliers increase tenfold!

“What we found was that the enquiries within EMiR were so straight forward it saved hours of time on our part. So much so that we are even considering undertaking the audit remotely next year.”

Annette Boulter, Group Finance Director

## Implemented Modules/Extensions:

Basic

Quoting

Finance

Asset Management

Purchasing

Stock

Web Job Tracker

Smart Site

CRM

Labour Scheduling

Task Centre

Time & Attendance

PRODUCTS

MOTORS

GEARBOXES

PUMPS

GENERATORS



SERVICES

REPAIRS

SERVICE

SALES

MANUFACTURE

Houghton International

www.houghton-international.com

Date Installed: 1995                      Current no. users: 27

Company History

Houghton International, based in Newcastle-upon-Tyne, have been using EMiR since 1995. As well as providing motor and pump sales, repair and service, Houghton also manufacture HV coils for other repair companies. They also sell expertise and knowledge products around the world, and have a fast-growing presence in the UK rail industry.

Why They Chose EMiR

As expected, diversifying the company was challenging, but EMiR Professional has helped Houghton to establish themselves into separate business units because of its multi-site functionality. Now, each business unit can be tracked separately, with its own profit and loss statement, allowing Michael and his business unit managers to track both the logistical performance and the financial situation of each unit separately.

“ We reviewed a number of systems and found that compatibility with our old EMiR system was a big plus. However, our main reason to go with EMiR Pro was the huge range of functionality it offered in facilitating our growth and development of multiple revenues streams. ”

Michael Mitten, Managing Director

Implemented Modules/Extensions:

Basic

Quoting

Finance

Asset Management

Purchasing

Stock

Time & Attendance

Dashboards

CRM

Task Centre

Smart Site

## PRODUCTS

MOTORS

GEARBOXES

PUMPS

GENERATORS

CONTROL PANELS

## SERVICES

REPAIRS

SALES

HIRE



# Knowlton & Newman

[www.knowlton-newman.co.uk](http://www.knowlton-newman.co.uk)

Date Installed: 2006      Current no. users: 26

### Company History

Knowlton and Newman, based in Southampton, were established in 1973. They provide a full range of electro-mechanical services and have been using EMIr Professional for over 15 years. They have recently been purchased by the Rubix group and now form part of a multi-billion pound group.

### Why They Chose EMIr

Knowlton and Newman have expanded considerably through their time with EMIr. They now operate out of Kent, Portsmouth and Southampton. They switched from their own IT system to EMIr back in 2006 due to the extra functionality that EMIr provided with job management, quoting, and especially the management of multi-site operations.

“We now have one system that allows us to manage our workload and measure the profitability of each site separately, as well as consolidated reporting for the company overall. EMIr has proved an excellent choice to help us manage our considerable expansion in recent times.”

*Mike Knowlton, Director*

## Implemented Modules/Extensions:

Basic

Asset Management

Stock

Purchasing

Financial Interface

Quoting

Labour Scheduling

CRM

PRODUCTS

DRIVES

MOTORS

GEARBOXES

GENERATORS

CONTROL PANELS

PUMPS

SERVICES

REPAIRS

SERVICE

SALES

MANUFACTURE



MAWDSLEYS

Mawdsleys

www.mawdsleysber.co.uk

Date Installed: 2001      Current no. users: 11

Company History

Mawdsleys, based in Bristol, have been trading for over 60 years. Their core work is the design, manufacture, and repair of rotating electrical equipment, including AC and DC motors, generators and pumps including wound stator packs, barred rotor assemblies, armatures and all types of coils.

Why They Chose EMiR

Mawdsleys are relied upon to provide site services and had difficulty collating all the info from a paper-based system. They now use EMiR Smart Site, an Apple iOS and Android application that delivers job information to the hands of the engineer in real time. Smart Site allows the recording of time and materials, the creation of service and health & safety checklists and allows the customer to sign on screen for completed work.

“With EMiR in place all of our processes and documentation are taken care of, one less thing I need to think about. With all of this information to hand I can spend more time on what’s important, the customer.”

Peter Woodward, Managing Director

Implemented Modules/Extensions:

**Basic**

Stock

Purchasing

Asset Management

Quoting

Finance

CRM

Smart Site

Labour Scheduling

## PRODUCTS

MOTORS

CONTROL PANELS



## SERVICES

SERVICE

SALES

MANUFACTURE

# Technical Control Systems

[www.tcspanels.co.uk](http://www.tcspanels.co.uk)

Date Installed: 2017

Current no. users: 15

### Company History

Technical Control Systems (TCS) is one of the UK's largest independent manufacturers of low voltage switchgear and control-gear. TCS has a proven performance record worldwide, their designs can withstand adverse factors such as wide voltage fluctuations, excessive humidity, dust and high ambient temperatures.

### Why They Chose EMIr

TCS quote, design and build Control Panels. Their pain was that the Quoting, Production and Invoicing were all run on separate software. They especially needed to link quoting and production to ensure what was quoted could be translated easily into the design and production aspects. EMIr allowed them to have common parts across the business and we designed a flexible quoting and bill of materials tool. This allowed them to quote assemblies and refine the build design into production, making it easy to order parts and allocate stock without any duplication of effort or transfer of data from one system to another.

“ We have been very successful at providing high quality products into the marketplace, but our process used to involve a lot of administration and rely on the quality of our staff. Now with EMIr, the whole process is more streamlined and consistent and takes less effort all round. ”

*David Jessup, Director*

### Implemented Modules/Extensions:

	<b>Basic</b>				
		Quoting	Financial Interface	Purchasing	Stock

CRM

PRODUCTS

PUMPS

CONTROL PANELS

SERVICES

REPAIRS

SERVICE

SALES

HIRE



Torishima FZCO Dubai

[www.torishima.co.jp/en](http://www.torishima.co.jp/en)

Date Installed: 2010

Current no. users: 43

Company History

Torishima Service Solutions FZCO, based in Dubai, are the integrated after-market service provider of the Torishima Pump Co Ltd of Japan. Torishima Dubai are involved in site services, repair and manufacture/assembly of their pump products created at their purpose-built premises in the Jebel Ali Free Zone area of Dubai.

Why They Chose EMiR

The initial decision to purchase EMiR came largely from the success of EMiR’s implementation in Torishima Europe in Scotland. Since then, Torishima FZCO have upgraded their system to EMiR Professional and it now manages their sales and manufacturing processes in one integrated solution. They have grown alongside their EMiR system from 6 to 75 employees in less than 10 years.

“Our service and assembly offerings have grown considerably over the last 10 years. We have relied on EMiR to be the data backbone of our job management to help control our service and assembly processes and providing detailed management of our stock, purchasing and reporting functions.”

Robert Hancock, Managing Director, Middle East

Implemented Modules/Extensions:

**Basic**

Quoting

Financial Interface

Asset Management

Purchasing

Stock

Time & Attendance

Labour Scheduling

Task Centre

EMiR-Cloud

## PRODUCTS

MOTORS

PUMPS

HYDRAULICS

GENERATORS

CONTROL PANELS

## SERVICES

REPAIRS

SALES



# WGM Engineering

[www.wgmengineering.co.uk](http://www.wgmengineering.co.uk)

Date Installed: 2006

Current no. users: 72

### Company History

WGM Engineering, based in Glasgow and Livingstone, are one of Scotland's leading engineering solution providers and offer complete turnkey solutions across mechanical, electrical and civil engineering.

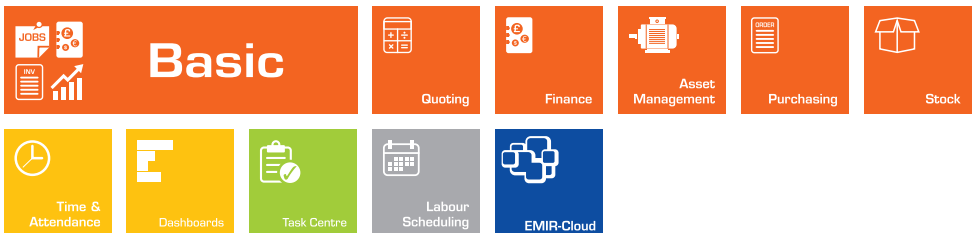
### Why They Chose EMIr

Back in 2006, WGM were on the verge of a huge growth in business. As a result, they needed to make an investment into an ERP solution that would help to keep control of the extra workload. WGM ordered EMIr Professional, starting off with just 6 users, and increasing more than 10-fold over the next 10 years. EMIr is now the backbone of the operation and provides all the key data to keep control of many multi-million pound installation and service contracts.

“ I am pleased to say that we have seen fantastic growth at WGM in recent time. We have been really pleased with the EMIr software. It has given us the basis to rapidly increase our workload and turnover without losing sight of the importance of delivering a quality service and managing profitability. ”

*Ian Mathieson, Managing Director*

### Implemented Modules/Extensions:



# Some of the EMiR Users Worldwide

