

# Industry News

Please forward it on...



## Christmas Opening Hours:

### CLOUD SUPPORT:

24th Dec: Open 9am-5pm  
25th – 28th Dec: Closed  
29th – 31st Dec: Open 9am-5pm  
1st Jan: Closed  
4th Jan onwards: Open as normal

### EMiR SUPPORT:

24th Dec: Closed (emergency support 12 – 2pm on 07971 480284)  
25th – 28th Dec: Closed  
29th – 30th Dec: Open 12 – 3pm  
31st Dec: Closed (emergency support 12 – 2pm on 07971 480284)  
1st Jan: Closed  
4th Jan Onwards: Open as normal

### SALES:

25th Dec – 1st Jan: Closed  
4th Jan Onwards: Open as normal



# Merry Christmas!

As the end of 2020 approaches, all the team at EMiR would like to thank our customers for their loyalty and support during this challenging year. We wish all our customers a Merry Christmas and we hope that 2021 holds success and good fortune for you all!

## What You'll Find Inside

In this edition you can find out about our new launches and features including eMiR-Learning, CRM Mobile and Smart Site! You can also keep up to date with the latest industry and customer news...

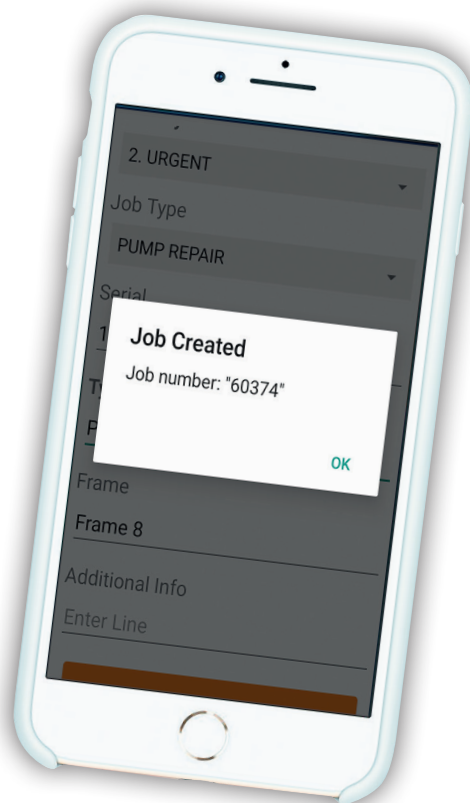
## Smart Site – Jobs on the move

Do you need to raise new jobs in EMiR when you are on site?

How do you record additional work when it arises in a site visit?

EMiR Smart Site Extension is a smartphone app that delivers job information into the hands of the engineer allowing them to record the progress and completion of the work. This new functionality allows the engineer to raise a job in Smart Site at the time the work is issued on site making a permanent record in EMiR. Entries are then made in the normal way, time, spare parts, photographs and the important, client sign off. No jobs are ever lost, and the office team are instantly aware of all additional work being undertaken.

Smart Site users can expect this important upgrade available for New Year installations.



## Christmas Competition

To be in with a chance of winning a bottle of champagne, just answer this simple question: *What is the name of Santa's red-nosed reindeer?*

- A) Dasher
- B) Rudolph
- C) Prancer

Email the answer, your name and contact telephone number to [georgie@solutionsinit.com](mailto:georgie@solutionsinit.com).

The lucky winner will be drawn on 18th December. Good Luck!





## What's New at EMI Software?

### AEMT Golf Day 2020

In September the annual AEMT Golf Day took place at the Forest of Arden. There were 6 teams in total, comprised of EMI Software, ABB, Bennett Electrical, Central Group UK, Deritend and WEG.

The team results were as follows:

**1st Team:** Bennett Electrical

**2nd Team:** WEG

**3rd Team:** Deritend

We were thrilled to sponsor the event and the prizes again this year, and we look forward to seeing you next year!

### BPMA Golf Day 2020

After being postponed from May due to COVID-19, the BPMA Golf Day took place at Belton Woods, Grantham on the 10th of September. This year marked 20 years of the annual BPMA Golf Day and the EMI Software team were delighted to take third place! The day gave the opportunity for safe networking and acted as a great reward for employees and customers alike!

The results were as follows:

**1st Place:** Stuart Turner

**2nd Place:** Reflex Winkleman

**3rd Place:** EMI Software



## Streamlining Support for Quicker Results!

To resolve your issue as quickly as possible it is advisable that you contact EMI and Cloud support by email or use the portal to log a ticket. You can also raise a ticket using the 'get support' widget on our homepage!

We use Freshdesk software which enables your issue to be prioritised and sent to the most appropriate expert, ensuring your issue gets fixed as soon as possible.

You can contact support using the details below:

#### EMI Support:

You can contact EMI support at [support@solutionsinit.com](mailto:support@solutionsinit.com) or calling **0845 130 2172**.

#### Cloud Support:

You can contact Cloud support by emailing [support@solutionsinit.com](mailto:support@solutionsinit.com) or calling **0845 009 4588**.

#### User Issues or Queries:

Please refer to our extensive library of product documents, user guides and videos covering every aspect of functionality and new features. This is available through the client login portal on our homepage.



EMI Get Support Widget

## Industry & Trade News

### AEMT Awards Dinner Postponed

Due to the Coronavirus pandemic and the uncertainty it brings, the AEMT awards dinner has been further postponed. However, the event will now take place on Thursday 18th November 2021 at the Doubletree by Hilton hotel, in Coventry. Furthermore, entries to the awards have been extended, with the closing date now 5pm on Friday 10th September 2021!



### EASA Online Training

Despite COVID-19 restrictions, EASA have successfully continued to run various online training courses through eSeminars and webinars. This means you can keep your skills up to date regardless of lockdowns or restrictions! For further information please contact [secretary@easa9.org](mailto:secretary@easa9.org)



# Refresh Your Knowledge with eMiR-Learning

**eMiR-Learning, our brand-new e-learning system, lands in January. Take advantage of our launch pricing and get the most out of your EMiR system!**

We've been working behind the scenes on our e-learning system for the last six months, from choosing the right platform to creating and editing the content for the courses. Now, all our efforts have culminated in our newest product; eMiR-Learning!

Earlier in the year, we asked you how you teach new starters to use EMiR. Most new employees learn from existing users. The downfall to this is that some training from the existing user may have been forgotten, or they may not know fully about the exact functionality the new user requires for their role. Thus, the new user may not be getting the most out of the EMiR system and be unaware of how they can use it to best perform their job.

To solve this, we have created eMiR-Learning, an e-learning system intended to supplement the in-depth EMiR Training provided by an instructor. It is designed to help train new starters and introduce them to the key functionality in EMiR with overviews of each of our EMiR Modules. Though this is ideal for new starters, it is

also perfect as a refresher for existing EMiR users to build up their EMiR knowledge – they're sure to learn a thing or two!

The courses are comprised of screen-captured videos created by Gary as he walks you through an overview of the EMiR functionality. At the end of each course is an exam to test your knowledge of the course content, and successful candidates will be awarded with a certificate and maybe an extra surprise at our next EMiR Open Day!

Each course is between 45 and 90 minutes in length and can be completed over the space of a month, giving you flexibility to control your own learning. At just £25 per course with special bundle pricing on related courses, everyone can afford to improve their EMiR Knowledge!

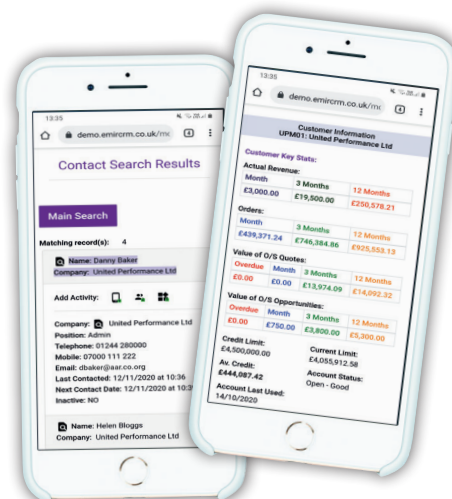
**Look out for emails with further updates...**



## New release – Mobile Views for EMiR-CRM

**CRM is one of the most popular Extensions adopted by EMiR customers and in December we are launching a web view for use with smartphones and tablets.**

Using the same URL address, username and password, CRM automatically adopts to fit the given screen size and resolution. In this first release, salespeople can expect the ability to view all existing customers and prospects assigned to them, review the history of all notes and add new call and meetings created. You can add new prospects to the data and view all open quotes. Save time and record call information with the speak-to-text facility on your phone! CRM users can expect this feature to be available in the new year.





## Customer News

As you may be aware, the EMIr marketing team have worked with our customer base in recent years, getting their stories out into the trade press. Due to additional resources in marketing, we have an increased ability to spread customer success news through articles published in the trade press. This month, we'd like to thank Mark Brady of Hayley 247 for his interview and insight.

Do you have something to say – are you expanding, bringing on new technology or have an opinion on the state of the industry? If so, then we'd like to hear from you!



## European Pilot Scheme For 24/7 Predictive Maintenance System

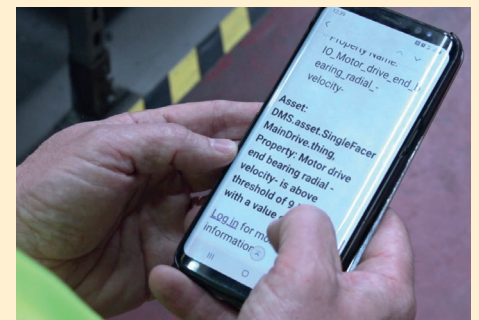
2020 has been a fantastic year so far with the further development of Hayley 247's innovative Condition Monitoring software – 'Asset Minder'. The platform monitors data from a variety of wireless sensors strategically attached to critical assets, each one measuring issues such as vibration, temperature, pressure, flow and thermography.

Customers adopting Asset Minder receive 24/7 support on alerts detected by the sensors and have subsequent access to a vast knowledge base of experience and expertise. Equipment is therefore much less likely to fail as corrective action can be pro-actively administered in a planned and timely manner. The platform has been extended to pilot launch in France and Belgium, where condition monitoring techniques within predictive maintenance are usually more advanced than the UK. Hayley 247's offering has however been hailed as "revolutionary" by Managing Director, Mark Brady, as it can monitor a variety of aspects, rather than focusing on one specific element.

Furthermore, Mark states that he strongly believes "it is imperative to have experienced Engineers analysing the data because Engineers understand the equipment! There is nothing more powerful

than having the best understanding of the equipment AND the data at the same time". This in turn benefits our valued customers as it ensures that their site Engineers can have meaningful conversations with Hayley 247. We can also help our customers make the right decisions by discussing issues and determining effective and long-lasting solutions.

[www.hayley247.co.uk](http://www.hayley247.co.uk)



## New Team Member: Welcome Georgie!

In October Georgie joined EMIr in the Sales & Marketing team as our Marketing Administrator! We asked Georgie to tell us a bit about herself...

### About Georgie

Hi, I'm Georgie and I am delighted to be joining the EMIr team! I've recently graduated from the University of Brighton with a degree in marketing. During my time at university, I also completed certifications from the Chartered Institute of Marketing. In my spare time, I enjoy going to the gym, listening to music and baking cakes. Working with EMIr will be a new challenge and I'm looking forward to putting my marketing skills to the test!



### Win with Feedback!

Did you know that if you fill out our training feedback form you could be in with a chance to win a £25 gift card of your choice? Simply fill in the feedback after training and you could be in with the chance to win with our monthly draw!



For more information please contact Solutions in I.T. Ltd on 0845 009 4588 or at [www.solutionsinit.com](http://www.solutionsinit.com)