

Industry News

Please forward it on...

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EMiR 2023 OPEN DAY

SAVE THE DATE:

THURSDAY 19TH OCTOBER

Welcome to the April issue of EMiR Industry News. Planning is well under way for the EMiR Open Day and this year we are returning to St George's Park, the home of England football. As promised at Silverstone in 2022, we are focussing on the future of EMiR development – more detail inside!

IMPORTANTLY, PLEASE PUT THE DATE IN YOUR DIARY!



This year's winners and finalists at the Pump Industry Awards

Pump Industry Awards 2023

Hosted and entertained by England footballing legend Kevin Keegan, the Awards continues to showcase the excellence our industry has on offer. Joining us this year were EMiR customers MDM Pumps, EDC, Central Group and Selwood at St Georges Park.

These awards are a great opportunity to thank business partners and staff alike, and to celebrate major achievements within the industry. You can find out about our own "Rising Star" finalist inside this edition.



EMiR's Gary Downes & Kevin Keegan at the PIA Awards

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PRODUCT INTRODUCTION:

EMiR SaaS

The big news in 2022 was that EMiR Software was acquired by Commercial Software Ltd (CSL) and a key reason for this was to deliver the next generation of EMiR – EMiR SaaS. By developing EMiR SaaS, the business is guaranteeing the longevity of EMiR by moving to a new development environment that utilises cloud technology as its backbone.

So, as an EMiR user we feel it's important that you attend. We'll be discussing the reasons behind this

choice and the benefits of SaaS. You'll get to see the first phase of development and what has been achieved in the last 12 months and importantly, we will welcome your feedback and suggestions on its future direction.

As usual, we'll be bringing you up-to-date with all of the EMiR Professional development that has taken place over the year, information on the success of EMiR-cloud, an introduction to the latest EMiR team and host a Q & A session.



Geoff Perkins, Director of EMiR Software and CSL Ltd will be presenting



“ Translating lessons from elite sport into the world of business. ”

Michael Caulfield

And there's another great reason to come along! World class sports psychologist joins the EMiR Open Day

Have you ever wondered why the sporting greats succeed in their chosen field?

How can their methodology help your business?

Leading sports psychologist Michael Caulfield joins the EMiR Open Day to discuss how some of the biggest names in global sport achieve their aims and explains how these methods transfer into our working lives. An insightful hour for every business owner.

Michael has worked with the likes of Gareth Southgate, Sir AP McCoy, as well as Premier League footballers, Olympic athletes and international cricketers and we'll be hearing about the work that goes on behind the scenes to make gains and outstanding performance.



FOOTBALL IS BACK! Inter-company match

We'll be finishing the day with a footie match for those brave enough to take on EMiR & Partners. It was a close call back in 2019 when we last played at St Georges and we hope we can recreate this classic match!

Dust your football boots off, we'll be signing up players – who knows, Gareth Southgate may just be on site!



To complete the Referral Form, visit www.solutionsint.com/emir-referral-programme or Scan QR Code below



Our Rising Star

Rising Star Josh Bottomley is Support Team Leader for Hosted Services and EMiR Software. Josh manages a team of support engineers who provide technical and maintenance support for EMiR Software and EMiR-Cloud.

Josh joined EMiR Software in February 2018 as an apprentice for hosted services. He had some interest in IT but had no previous work experience within the industry, so needed to be a quick learner. He was mentored by the Hosted Services Team Leader, who supported Josh through training on the job and his studying. As part of his Apprenticeship Josh enrolled on the Level 3 Infrastructure Technician Course. The course was delivered by a series of online sessions, videos and online tutorials. Time to study was given to Josh at work but he also dedicated his weekends and evenings to revising for exams and producing his project work. In total Josh completed 10 exams and eight coursework projects and achieved his accreditation in 2019.

All of the project work completed by Josh was based on real life support queries, which helped him to learn on the job and become a valued member of the support team very quickly.

Over the last 4 years, Josh has gone from unqualified apprentice to EMiR Support Team Leader and he now heads up a team of support engineers, inspiring them to perform at the highest levels and trying hard to improve our service every day.

For any support issues that you may face please email support@solutionsint.com

REFERRAL PROGRAMME

Did you get your pens and coasters?

Last month we sent out a number of coasters and pens reminding you of the EMiR Referral Programme.

As a software solution provider with a heritage that spans nearly 30 years, we have been fortunate to have so many happy and loyal customers.

Over the years, our customers have gone on to refer EMiR to their network of business partners and for that kindness and loyalty we have always rewarded them.

So if this of interest to you call, email, link to us socially or simply fill in the form from the

link above. Rest assured, no referral will go unnoticed.

Thanks to Paul Appleton @ Central & Joe Thompson @ Mechanica for your recent Referrals.



Welcome to new customer AR-Control Systems Limited

Based in Sittingbourne, Kent, AR-Control Systems specialise in full electrical service, instrumentation, repair maintenance and installation of control systems and automation programming. It will be great to have Luke Archer and his team on board. www.arcontrolsystems.com



“ I’m quite excited to getting everything moved over to EMiR. We’re looking forward to it! ”

Luke Archer, AR-Control Systems



Smart Site

Have you taken a look at Smart Site recently? We have just launched Version 6!

Having undertaken significant development with this new version, it might be time for you to take a look and see how Smart Site could mobilise your engineers.

THIS IS A MAJOR FEATURE UPDATE TO EMIR JOB MANAGEMENT AND SMART SITE!

HERE ARE JUST SOME OF THE NEW FEATURES:

- Multiple Assets per Job.** Instead of creating a separate job for each asset, you can now visit to service many assets on one job number.
- History of Repair.** The engineer has 'read only' access to each of the 3 previous repairs to each asset.
- Request a Job.** If an engineer wants to request a job to work on, instead of it being assigned to them they simply enter the job number and it is delivered to the app.
- What3Words.** You can now store W3W against a delivery address and this shows on the app to aid your engineer's navigation.
- Record Observations and Recommendations.** Add titles and text comments against photos, which are then stored against the job and can be transferred to print on Quotes too.
- Send Cloud Document "links" to Smart Site.** This allows the engineer to update the documents live to cloud storage [such as Google Docs, One Drive, etc].



Smart Site is now the most utilised Extension by EMiR users both internally for workshop and on-site repair.

“ At Wilsons we provide many on site services for our clients, and we wanted to ensure that we had the same control of those jobs as we do with our workshop jobs. By using Smart Site, we can now ensure that this is the case and that our information is always up-to-date and accurate.

Graham Brooker, Wilson Fans and Pumps



“ At Compressor Systems, we perform many services every month on our Customers' machines. By using Smart Site v6, in conjunction with EMiR, we have found a way to schedule and record all service details, via smart phone, and eliminate paper from the whole process. This means we are able to capture all details electronically and quickly produce detailed invoices and reports for the work we have done.

Nick Godfrey, Service Manager, Compressor Systems



We'd like to thank the 32 companies using Smart Site for their feedback and direction on this development update.

If you'd like to see how Smart Site could work for your organisation, email sales@solutionsinit.com or call 0845 009 4588

Scan this QR Code to watch a video of the changes..



For more information please contact EMiR Software on 0845 009 4588 or at www.emirsoftware.com