WELCOME TO INDUSTRY NEWS MARCH 2018
A NEW YEAR, NEW CHALLENGES AND NEW OPPORTUNITIES

The start of the year has come and gone with surprising speed. Like others, we battled through the persistent snow and spent time meeting our clients in the windows of clear skies, although with Cloud servers in operation it was just as easy to work from home as it was charging over to the office.

Delve into this newsletter and see what has happened since the announcements in September at the Open Day in Silverstone. You'll see we've updated and developed a lot of software since then, important improvements that are available now.

Our thanks to the recent attendees of the EMIR Development Focus Group who worked hard to formulate a list of new functions and features that you will all benefit from, in the not too distant future. If I can be of help in terms of EMIR Software or as the President of the AEMT, please don't hesitate to drop me a line.

Regards, Gary Downes
gary@solutionsinit.com

SMART SITE V4

VERSION 4.2.4 ON GENERAL RELEASE

The development team are pleased to announce that there is now an updated version of Smart Site (4.2.4) both iOS and Android, available free to existing Smart Site users as part of your annual contract.

In order to install the new version though, please speak to the support team first as they will need to update your EMIR back-end system to talk to the new version of Smart Site. Then you will be able to download the new version and take advantage of lots of new features – we will send out download details once your EMIR side has been updated.

Smart Site
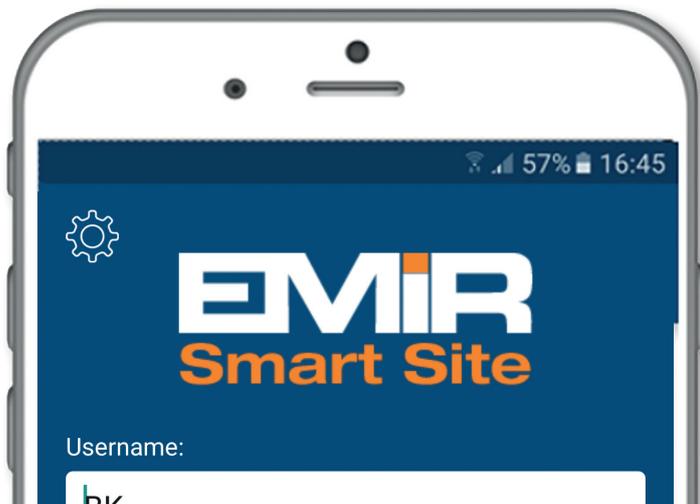
These new features include:

- You can now assign multiple service checklists to a job [E.g. Several Pumps and Motors] and the site engineer can complete them in turn and also re-title them.
- Ability to multi-select images from your camera roll and add them to Smart Site job in one go.
- The option to zoom view on Photos on Smart Site.
- The job listing now shows the Type/Description field for each job.
- The job list shows start and end time for bookings [if using Labour Scheduling].
- Time on sign-off page now show in hours and mins.
- Total time on job now includes Travel Time.
- Job comments [in Job Info section] can now be set to be unlimited text fields in EMIR and Smart Site.
- The Customer Ref and Order No field now show on the customer sign-off page.
- If you use the Service Centre/Site Work options within EMIR, these are reflected on the job listing.
- Option to hide costs from the spares listing.
- Spell checker on all notes/text fields.
- Larger window for sign-off page.
- Allow re-use of Completed Jobs
- And many more!

Want to try Smart Site (demonstration available) New users benefit from half price training until the end of April! Now only £375

57% 16:45

EMIR
Smart Site

Username:
bk

EMIR Development Focus Group

The inaugural meeting of the EMIR Development Focus Group took place on the 7th of March at the Harborough Innovation Centre in Leicestershire. The initial part of the day, 'Pro Awareness', allowed EMIR users to see existing functionality and a selection of the many new features developed in the last six months.

The second part of the day, the EMIR Development Focus Group was a forum for EMIR users to have their say on the future of the product and which elements the development team would be focussing on next. The session included match-funding for similar projects on which other companies could identify and agree on.

The 1st session of the EDFG group was made up of key EMIR users from Houghton International, Hidrostal, MDM Pumps, Harroquip, Allflow, Central Group, Knowlton & Newman, Mid-Kent Electrical and Dura Pump, along with representatives from the EMIR Development team and training & marketing staff.

Pro-Awareness Day

For Professional users

We have recorded many of the new features which have been released in the last six months. These videos will be available in the Client Login area of our website shortly.

So, keep your eyes peeled – there are lots of functionality that is free for Maintenance customers to use!

Why are we running the EDFG?

Training and Awareness

The EMIR development team are adding new features and code to EMIR every day and we need a way of making people aware of what they could be using. The Maintenance contract allows our users to benefit from all development paid for by other companies.

Direction

EMIR Development is a long-term affair. The EDFG gives key users the chance to influence what we do and when. We are building a system that is flexible and changes to meet the challenging needs of the user in this industry, our aim is to create a product that people use for many years to come.

Discovery and Diversification

The industry is constantly evolving and our customers adapt and change to meet the market and EMIR needs to do the same. The EDFG gives us the opportunity to listen to the challenges our customers are facing and for them to see how software development can aid those requirements.

AEMT Awards and Conference 2018

As Gary is currently President of the AEMT, we are pleased to confirm that after the success of the inaugural awards evening that this year's upcoming event is going to be even more spectacular. The AEMT Council have chosen to make the event not only a celebration of finalists and winners, but a showcase of what the industry has to offer by extending the occasion into a full daytime conference with the awards in the evening.

The combined conference and awards is aiming to attract representatives of the service and repair industry, alongside manufacturers, suppliers and consumable experts. The trade press and our media partner will advertise what is on offer and importantly, the end user, your potential customers will get to see what qualified AEMT members have to offer.

Proud to Sponsor 2018

AEMT AWARDS

EMIR Dashboards

Business decisions can now be powered by EMIR and Microsoft Power BI.

In the four months since release, Dashboards have become a firm favourite with EMIR users. Served as a collection of either "Logistics" or "Finance" Dashboards, they are an intuitive way of reading and interpreting the data that you hold.
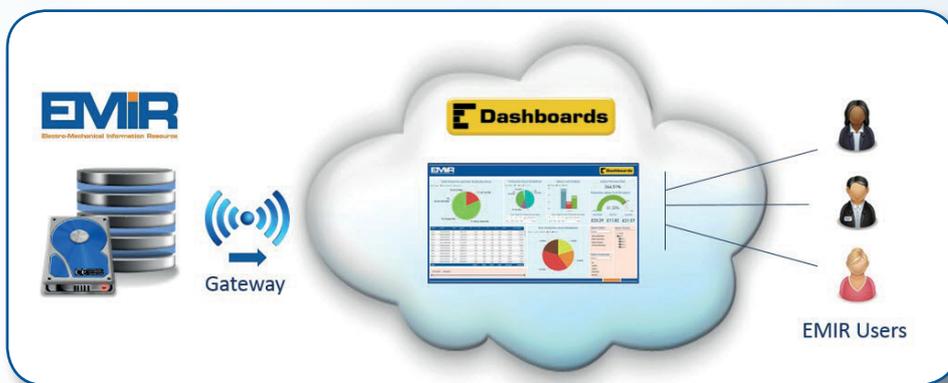
Dashboards

How does it work?

EMIR data held locally on your server or in the Cloud in a secure data centre is made available to Dashboards via a secure gateway. The Dashboards display that data in a graphical format making the information easy to read and importantly, interrogate. The Dashboards are distributed to EMIR users via a standard web browser via the Microsoft Power Bi portal, and are updated via the gateway on a timed, regular basis.

Demonstration Dashboards

You can play with Dashboards on the EMIR Professional demonstration database. You can find this on the home page of our web site, **www.emirsoftware.com**, half way down the page on the right-hand side.

NEW RELEASE!
### CRM Marketing Dashboard

The best-selling EMIR Extension, CRM, has a companion Dashboard which makes the analysis of prospect and customer data a simple click of the screen.

All marketing professionals that use EMIR CRM need to see how simple it is to create data counts, highlight where data is strong in terms of industry sector and how they can export data directly into Excel with one-click.

- It makes marketing data visible
- Planning campaigns and print runs are far simpler

- You can see your marketing data getting better over time
- Export directly from the Dashboard to e-shot and mail merge

A video is available on our YouTube channel. **https://youtu.be/cso6RhX3vjs**

This dashboard is **FREE** to EMIR CRM users that have purchased Dashboards.

Dashboard Currently Available

The EMIR development team have created two packs of Dashboards, Logistics:

- Job Statistics
- Labour
- Purchasing
- Quoting
- Stock
- CRM*

…and Finance, all of the above with:

- Finance
- Sales Ledger

*Available to CRM users that have purchased Dashboards.

New Dashboard Users!
REDUCED SET-UP CHARGES
Until the end of April 2018
Now only £150

More Great News!!

Relive the Moment or watch what you Missed!

Did you miss the Open Day in September or do you want to catch up on certain elements or sessions? With a professional videographer on board we have all the footage for you to see. If you haven't visited the Client Login area of our website, you are missing out on a great resource. We've already uploaded hints & tips, product information and previous Open Day material.

Check it out!

AEMT Update

A new year, new opportunities. As we turned the corner into 2018, a wealth of new challenges and opportunities have presented themselves and the AEMT council is eager to share our thoughts on what could be a bountiful time for developing our businesses. Are you aware of…

GDPR – General Data Protection Regulations

Changes to data protection affecting marketing and the information you hold about your customers has been addressed in a number of Croner lectures held in Leeds and Solihull. GDPR affects your employee contracts!

Industry 4.0 – the AEMT working with Suppliers

The continual move towards components and equipment capable of monitoring the condition of installations and generating data that can be analysed, continues to move at a pace prompting manufacturers and suppliers to create strategic partnerships that sit outside of the normal realm of industrial repair. Analysts capable of interpreting the data being created will be vital to the predictive capability of a repairer, who knows

IT people may be a common sight in the repair shop.

Brexit and the Circular Economy – AEMT Conference

The AEMT will continue to produce guidance, create an environment to meet and collaborate with people like you to enable a profitable future. I'm pleased to say that a conference that runs alongside this year's awards ceremony will create beneficial communication, drive thinking and introduce new concepts. Get behind these initiatives and your businesses will indeed benefit.

The EMIR team are pleased to announce that our company became a finalist in the category of Industry Supplier of the Year at the 2018 Pump Industry Awards.

Josh joins the EMIR team

Josh Bottomley is an apprentice who joined EMIR Software in January and works in our Hosted Services Support department.

He is currently working towards the qualification of Infrastructure Technician Level 3 which includes CompTIA – networking, Microsoft Mobile & Operating Systems and Microsoft Cloud Services. Josh works alongside David in our Market Harborough office.