

Industry News

Please forward it on...

Welcome Back

The first quarter is behind us and with over 50% of adults vaccinated it generally feels like we are heading out of lockdown and all the challenges it has thrown at us. As an industry we appear to have fared reasonably well in comparison to other markets and it is your sterling work that has kept the UK on its feet and operating – well done!

What you'll find inside:

New customers, new people, new development and great news from the Trade Associations; the golf is back!

Issue 61
May 2021

Basic

Task Centre

eMiR-Learning is here and always available!

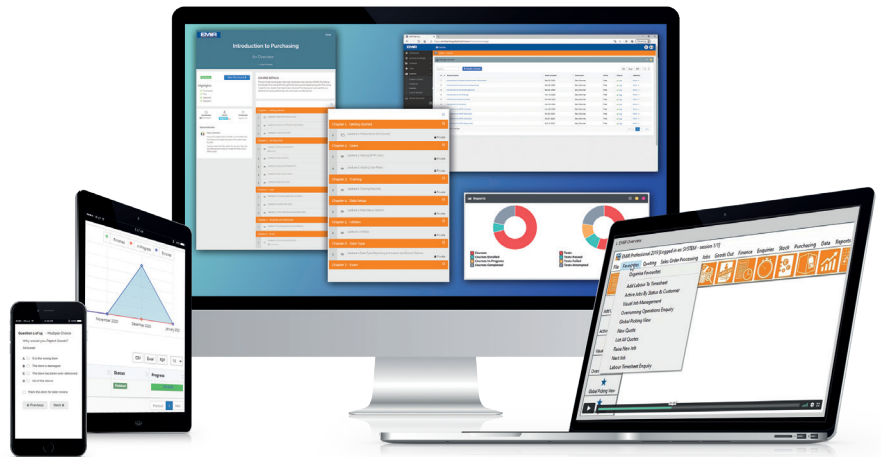
One of our exciting developments already in 2021 is our new learning platform, eMiR-Learning. The launch in February had a great response, with teams already reaping the benefits of online learning that is available 24/7/365. To recap, eMiR-Learning is ideal for:

- Existing users who want to utilise the system in its entirety.
- Learning at any time of the day, not restricted to classroom session or online teaching.
- New employee staff training, defined highlights showing all aspects of functionality.
- Delivering a certificated accreditation across your organisation.

Pay-As-You-Go Option Now Available Too!

We've added, along with the great value of yearly subscriptions, the option to use a pay-as-you-go option for those customers that want to on-board new staff or train individuals as the need arises.

A single course, per person is just £50 and a bundle of ten courses, per person is £250, a 50% saving! This is an affordable and easy way to train staff in all things EMiR, as and when you need to.



New Team Member: Welcome Beth!

Our newest team member, Beth, joined EMiR in January as our Marketing Administrator.

About Beth...

Hi, I'm Beth and I graduated from De Montfort University in 2020 with a degree in Advertising and Marketing and I am excited to start putting my marketing knowledge into practice. Outside of work, I spend my time walking my dog and going for dinner with my friends and family (when we're allowed again!). I am really thrilled to take on this role and grow within the team.





Customer News

COMPETITION:

What is eMiR-Learning?

- retraining for existing staff
- 24/7 online learning platform
- a great way to train new staff
- all of the above

Enter by emailing beth@solutionsinit.com.

The winner will be chosen at random and will receive a bottle of Champagne.

Closing date for entries: 14th May



A new repair concept helping to elevate customers to higher service levels – EMiR's 'Triangle of Service' advantage

The demands and expectations of the end user are driving the repair and service industry to focus on how they improve and constantly manage their work.



New EMiR customers benefitting from the 'Triangle of Service' with EMiR Professional

This is true of our two latest clients, Technique Services and Compressor Systems. Their motivation to change is a willingness to look at all the stages of the service they provide and identify where improvements could be made. In both cases they chose the Asset Management Module along with the Labour Scheduling and Smart Site Extensions to move forward. The main benefits being:

- Complete visibility of work in progress.
- Staff and resource calendars and availability.

- Consistent on time movement of information.
- Massive reductions in paperwork for site visits.
- A definitive history of all asset service.

Technology is driving the industry towards predictive management and condition monitoring. These methodologies rely heavily on your ability to make information visible, not only to your own engineers, but to the decision makers that commission your services.



Technique Services are an automation and drives company specialising in repairs, support and engineering.

www.techniqueservices.com



Compressor Systems joined EMiR in February. They are a compressor company offering a range of products from rotary screw compressors to blowers and dryers.

www.compressorsystems.co.uk

Download this Important FREE Guide!

Want to know more about the "Triangle of Service" advantage and how EMiR is changing to meet the needs of industry?

Download our new guide now...





Alpha Automate Admin Functions

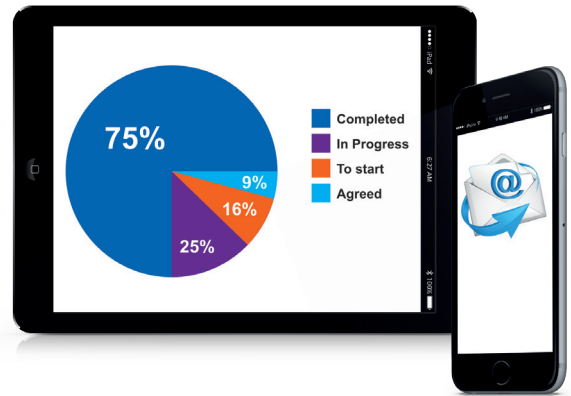
Task Centre is an EMiR Extension that uses your live data to send messages and alerts about the state of play to important stakeholders in your business. Hem Patel, Director at Alpha Electrics quickly saw the benefits of automating many of the tasks that were done manually by admin staff and commented:

“Hands down, Task Centre is like having an extra person in the office.”

Task Centre is delivered with lots of great tasks for all areas of the business, here's just a few of Alpha's favourites.

- Despatch Notification, when a job has a delivery note produced, the customer gets an email to let them know it is on its way and by what delivery method!
- Chasing Supplier Delivery, items on order with a supplier that do not arrive on their specified date are emailed to chase up their arrival.

- Booked In Jobs Report, a report sent to managers at the start of each day highlighting work arrived in the workshop.
- Overdue Quotes, chasing clients for answers or updates is a labour-intensive role. Task Centre offers the client a gentle reminder on a weekly basis to ensure orders are chased with minimal effort.



Extending the Usability of CRM – Going Mobile!

EMiR-CRM simply out-guns it's lesser standalone competitors, by supplying the sales professional with everything they need to run a territory. No other CRM can give a complete, minute-by-minute overview of every aspect of EMiR's revenue, orders & jobs, quotes in progress, opportunities and financial information.

Check out the functionality of the first release of CRM-Mobile in the video. CRM-Mobile and the installation are free to all Maintenance users on CRM.



Smart Site Moves to Version 5

More Functionality for the Remote Engineer



The formulation of Smart Site in 2015 has really advanced the way that service companies utilise EMiR Professional. It is now the backbone of all new sales of EMiR and has dedicated development time outside of EMiR to bring a greater level of functionality to this smartphone app.

What is driving Smart Site development?

The answer is our existing Smart Site users! As our customers have become accustomed to this way of working, then so has the flow of ideas from them back to our developers.

Trade Association News

The Pump Industry and AEMT Awards finally look like they will get the go ahead. It's been a tough time for event organisers and I'm pleased to say EMiR Software are main sponsors at both events this year. Please add your Support.

www.aemtawards.com

www.pumpindustryawards.com



So, What's New in Version 5?

For those that take on out-of-hours work or have to break schedules to assess other work while on site, Smart Site now has the option to Raise a Job directly from the app!

It's as simple as, choose the add job option from the menu, selecting the client from a list, adding the basics of the work and EMiR instantly returns the Job number. Smart Site users will also appreciate a range of new features and updates to the service checklist, with greater flexibility around questions. Improvements can also be found to back-ups and the synchronisation to the back-office system.

Lots of extra functionality is being considered based on your requests. Smart Site users will be asked for their views in online surveys over the coming months. Watch this space!

To watch the video scan the QR code.



Want to know more?

Why not book an appointment with us and see for yourself. In just 45mins online we can take you through how simple Smart Site is to use.

Email sales@solutionsinit.com today!

A Little Competition, Business Networking and Social Interaction

Trade Association Golf Days are Back!

Back to Business!

With lockdown behind us (hopefully!) teams of 4 can settle into to a day's golf again at the Forest of Arden in Warwickshire on Sept 17th.

With many networking events sadly missing in 2020 it will be time to have a catch up with your industry peers and enjoy some quality down time and sporting competition.



The Association of Electrical and Mechanical Trades



BOOK HERE NOW!
17 SEPTEMBER 2021



Another great day of golf, this time at St Pierre, Chepstow on the 2nd September.

- Buggies
- 3 course prize winners dinner
- Overnight accommodation
- Breakfast on departure
- Teams of 4 or less accommodated



BOOK HERE NOW!

For more information www.emirsoftware.com or telephone on 0845 009 4588 or email us on info@solutionsinit.com