EMiR
Electro-Mechanical Information Resource

Industry News

Please forward it on...

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Issue 71
March 2024

EMiR
OPEN DAY
1ST MAY 2024

Join us at St George's Park, the home of English football

LAST CHANCE TO REGISTER FOR THE EMIR OPEN DAY

Secure your place here – QR Code and link
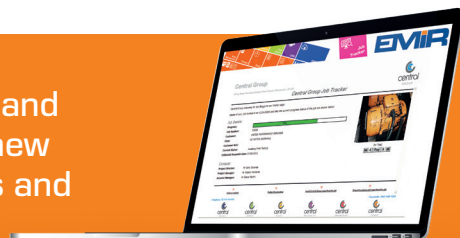www.surveymonkey.com/r/EMiROpenDay2024

SCAN ME

EMiR Software wins **Supplier of the Year** at the Pump Industry Awards – see page two for highlights of the Awards evening.

ALSO INSIDE

Extending your customer communications with Job and Asset Tracker, as well as new customer announcements and Association News.

EMiR Software wins Supplier of the Year

We are so very pleased to announce that EMiR achieved Supplier of the Year at the 2024 Pump Industry Awards in association with the BPMA. This event took place at St George's Park and was attended by nearly 300 Pump Industry Professionals.

Gary Downes, Director, EMiR Software:
"We are so very grateful to be acknowledged for the work we have achieved within the Pump Industry. Thanks to everyone who voted for us!"

EMiR Software have been serving BPMA members for 30 years, offering its EMiR – Electro-Mechanical Information Resource software – a business solution specifically written for pump and engineering businesses. EMiR has been driving the technical advancement of the software to streamline business process and ensures the increased efficiency of engineering resource. EMiR empowers pump engineers to manage and resource all aspects of their complex and unique business needs. These include but are not limited to: System building and installation including full job costing; Product and spare part sales and distribution; Breakdown repair and contract servicing; Contact management and marketing; Equipment hire control; Complete financial reporting. For a business system implementation to be successful, it not only takes great software but a special relationship between the customer and the supplier.

WINNER for Environmental Contribution of the Year

BEDFORD PUMPS LTD.

Indonesia Flood Mitigation Project

Bedford Pumps has provided the largest submersible pump installation in southeast Asia to the region's largest city, as part of a vital flood defence scheme. The eight 700kW, 1600mm diameter, 20-ton, submersible axial flow, fish-friendly pumps each pass 10,000 l/s, safeguarding one of the world's most flood prone cities. Part of the Jakarta Urgent Flood Mitigation Project, this government backed scheme, was fundamental to protect both land and life and was officially inaugurated by the President of Indonesia in December.

Other Finalists included

Project of the Year Finalist

Houghton International
Electro mechanical innovation

No Water for Christmas?

Facing a critical pump failure just before Christmas, Houghton International swiftly responded to a water company's urgent needs in County Durham. Through innovative techniques like reverse engineering and utilising parts from two failed pumps, they repaired and upgraded the system within 24-hours, ensuring a continuous water supply to homes for Christmas. The project not only saved costs through repair but also enhanced efficiency, reliability, and sustainability, earning praise and a Supplier Excellence Award nomination from the water company.

Contribution To Skills & Training

AEMT
The Association of Electrical & Mechanical Trades

Ex Repair Course

The Association of Electrical and Mechanical Trades (AEMT) members are the driving force behind industries worldwide. They are the unsung heroes who keep the wheels of industry turning, ensuring that our modern world never grinds to a halt. The AEMT Ex Repair Course strives to connect and educate engineers in the importance of hazardous area equipment repair. They reach audiences across the globe with their online and face-to-face classroom courses.

A full list of all the winners is available by scanning the qr code or visiting **www.pumpindustryawards.com**

SCAN ME

Extend your customer communications with Job and Asset Trackers

We have been running a series of webinars in Q1 highlighting the Job Tracker and Asset Tracker Extensions. If you would like to know more or attend a webinar please get in touch!

Here's a bit more information about the Job Tracker and Asset Tracker Extensions.

Job Tracker

Job Tracker:

Progress Status Management: Easily define and update job progress statuses, streamlining communication with customers about job stages such as inspection, parts availability, and delivery.

Flexible Communication: Choose between email notifications and a secure online console for clients to access job details, ensuring a tailored and convenient communication approach.

Client-Specific Access: Grant unique logins to valued clients, enabling them to access all their job information at once via the Website Console area, enhancing client satisfaction and engagement.
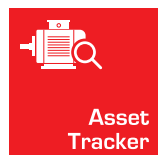
Comprehensive Job Overview: Provide clients with a detailed summary of their jobs, including activity logs, key references, order numbers, photos, related documentation, and current progress status, enhancing transparency.

Customer Interaction: Facilitate customer-service requests by allowing clients to email inquiries, request job progress updates, or schedule phone discussions, fostering proactive client engagement.

Automated Updates: Automatically generate emails to inform customers about changes in job progress status, ensuring clients are always up-to-date with the latest developments.

Performance Surveys: Create customisable surveys to gather client feedback on completed jobs, analyse responses, and identify areas for improvement, enhancing customer satisfaction and service quality.

For more information on Job Tracker, scan the QR Code or visit: **www.solutionsinit.com/products/emir-modules-and-extensions/extensions/web-job-tracker**

SCAN ME

Asset Tracker

Asset Tracker:

Effortless Asset Management: Enable clients to access their asset information online, reducing the need for phone calls and allowing clients to independently manage their assets.

On-Site Support: Empower your engineers with online access to asset information, aiding them in identifying and working on the correct items while on-site, enhancing efficiency and accuracy.

Comprehensive Asset Details: Provide clients with a detailed overview of their assets, including photos, location data, fault analysis, repair history, and maintenance records, aiding them in making informed decisions about repairs and maintenance.

These features collectively enhance client satisfaction, streamline communication, improve efficiency, and set your services apart from competitors, establishing a robust and client-focused workflow.

For more information on Asset Tracker, scan the QR Code or visit: **www.solutionsinit.com/products/emir-modules-and-extensions/extensions/asset-tracker**

SCAN ME

ED&I dedicated resource now available on the AEMT website

The Equality, Diversity & Inclusive committee have been busy creating and sourcing content to help support the AEMT membership.

Please take a look at some of the resources that are available!

AEMT *The Association of* Electrical & Mechanical Trades

SCAN ME

We are thrilled to have Ralspeed as part of the EMiR Family and look forward to the collaborative opportunities that lie ahead.

RALSPEED Celebrating over 30 years of manufacturing since 1988

Ralspeed, established in 1988, has been dedicated to manufacturing top-quality soft starter units. Their products quickly gained recognition and contributed to the company's growth and expansion. Over the years, Ralspeed has diversified its offerings, developing, producing, and distributing a wide range of products, including overload units and variable speed drives.

While Ralspeed is headquartered in Blackburn, they cater to customers not only in the UK but also internationally. Their commitment to delivering exceptional products and services has earned them a strong reputation in the industry.

To learn more about Ralspeed and explore their offerings, please visit their website at **www.ralspeed.com** or scan the QR Code.

SCAN ME

THE EMiR JOURNEY CONTINUES

If you haven't already registered for the EMiR Open Day then please secure your place by scanning the QR code.

SCAN ME

WHAT DO WE HAVE PLANNED FOR YOU?

Key Note Speaker

■ In celebration of us hosting the event at the heart of English football we have the expertise of our esteemed guest speaker **Michael Caulfield MSc**, who is currently working with Brentford FC. He's shared wisdom with legends like Gareth Southgate and Sir AP McCoy and other leading sports people and he'll be joining us to reveal how World-Class Sport Psychology tactics can supercharge your journey in the business world.

Michael Caulfield

Come and meet the EMiR Team!

■ **A word from Geoff Perkins – Managing Director EMiR Software**: *"We are really looking forward to meeting EMiR Software customers and present the future development plans for EMiR!"*

■ The team at EMiR is growing and the Open Day is a great chance for you to meet everyone, old and new!

EMiR Professional Developments

■ Since we last met at Silverstone, the EMiR Professional product has enjoyed tremendous development, led by you, our customers. We will share all of the latest software updates that are now available to you.

Focus on Finance Meetings

■ Focus on Finance – Over the last month or so, Annette has been meeting with some of our key finance customers to review the finance module. We have received some truly valuable feedback and will be updating you…

EMiR SaaS

■ We are eager to demonstrate the work that has been completed so far for the EMiR SaaS product. A great opportunity for you to delve into the future EMIiR offering.

Close of play game?

And for those of you eager to have a run about at the end of the day, we have the opportunity to play a game of 5-a-side football with your industry peers. Just let us know when registering that you would like to take part.

Timings for the day

09.00 – 10.00	Event registration and breakfast
10.00 – 11.00	Welcome and Key Note
11.00 – 11.30	Break
11.30 – 13.00	EMiR Management briefing, Development update, Focus on Finance
13.00 – 14.00	Lunch in St George's Park Restaurant
14.00 – 15.00	EMiR SaaS Demonstration
15.00 –	End of presentations and goodbyes
15.30 –	5-a-side football match