

Industry News

Please forward it on...

In this issue...

- Smart Site Survey Product development and enhancements
- Fresh Desk – improved visibility on all your support calls
- Learning Management System – new pay as you go option
- Foreign Currency Finance Development
- Purchase Invoice Importing
- Customer Focus – Logan Energy
- Trade Association News
- Competition Winners

Issue 62
August 2021

Basic

Task Center

On the road again...

We hope that this newsletter finds you well and you are starting to experience better times now that the restrictions of lockdown are slowly lifting. Here at EMiR we are certainly looking forward to meeting with our customers face to face again.

Gary will be working to meet with customers across the UK over the next few months, so let us know if you are available for a visit.

We are also still happy to meet virtually if that is more convenient, and you can quickly book a meeting with Gary by scanning this QR code.

We look forward to catching up with you soon!



NEW CUSTOMER

We are delighted to welcome Freeman Energy as a new customer.

Freeman Energy are specialist engineers covering Derby, Leicester and Nottingham offering a comprehensive range of power generator services.

EMiR software has been chosen as their software platform and will be responsible for all of their order management, off-site survey and repair functions. The software deployment has enabled Freeman Energy

to integrate their new accounting software, improve visibility of work in progress and develop enhanced communication across their service installation and repair business.



Customer in focus – Logan Energy

In this newsletter we would like to draw attention to another one of our more recent customers Logan Energy.

Logan Energy offer solutions that harness the power of hydrogen, an entirely new service sector for EMiR. Energy stored in the form of hydrogen gas can be kept for unlimited periods of time and can be delivered straight to the market. The use of hydrogen allows a wide range of utilisations, bringing world changing solutions to the global transition to renewable and clean energies.

The EMiR software suite manages their full turnkey service from project inception, design development, integration, manufacturing and installation, to operation and maintenance.

www.loganenergy.com



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www.linkedin.com/company/emirsoftware

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Product News, Feature Development News & Service Improvements



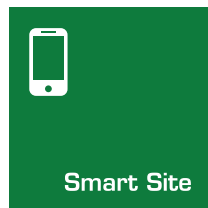
Smart Site Survey Results: NEW FEATURES

As part of the EDFG, the EMiR Development Focus Group initiative, a list of ideas and requested features have been collated from users and then circulated to all existing Smart Site users to form a consensus on the most desirable items to be developed next.

So, all our main contacts within Smart Site customers were asked for feedback on the proposed items and whether each piece of functionality would actually be utilised in their own organisations.

We are pleased to report that over 70% of users responded and the following items are now prioritised and planned for future releases of Smart Site.

- ✓ Dynamic Risk Assessments
- ✓ Quote form for engineers to complete
- ✓ Multiple safety checklists per job
- ✓ Show required materials on Smart Site
- ✓ Show Labour Scheduling Resources
- ✓ Multiple Assets per job
- ✓ Record primary fault info



If you have ideas for any of the EMiR Modules or Extensions, then please email them to us. Your ideas will be collated and shared as part of future EDFG topics.

CRM ideas will be circulated next!

Is Smart Site the right product for you?

If you haven't considered Smart Site for your EMiR Professional installation and you'd like to see what it can do for your business, email sales@solutionsinit.com and we'll arrange a demonstration.



Foreign Currency Transaction Improvements

EMiR is constantly changing and improving. In order to reflect the situation that more of our customers are trading internationally, we are making enhancements to Foreign Currency transactions, especially around the financial side of EMiR and the use of Foreign Currency bank accounts.

Once again, as part of our EDFG [EMiR Development Focus Programme], we invited several customers, with particular interest in this area, into a specification and discussion meeting.

Representatives from Hidrostat, Houghton, Pole Star, Durr Technik and Yilmaz/Pumps & Gearboxes took part and thanks to their valued input and help, the specification has now been signed off and will be developed soon!



Top Tip

The quickest way to access support is to email support@solutionsinit.com and your email is instantly visible to those that can resolve your issue.

Improvements to our Support Services

One of our lockdown projects was the installation of an updated support helpdesk system called FreshDesk with the aim of improving our customer service and analysing where our effort is best spent. FreshDesk is a support management tool that immediately centralises the calls/email and tickets that our customers submit and allows us to route the issue to one of our dedicated support team.

Our managers have complete visibility over the workload and can allocate resource to resolve issues in the best possible time and the results are impressive. Working to aggressive weekly targets in each area of the business, we are pleased to see that software and hosted server support targets have been consistently achieved. FreshDesk makes our efforts in this area visible to the entire team so that we can react in a timely and proactive manner.

How does this help you?

If you want to have access to our portal and see all of the support tickets that your business has raised, then please get in touch!

We can show you everything that is Open (work in progress) or Resolved (completed) by the team member that has submitted the request, the Module or Extension affected or the Hosted Server updated.



The Rising Success of the LMS! DIRECT TRAINING AS AND WHEN YOU NEED IT.

The interest in continual learning has gathered pace since the introduction of the Learning Management System at the start of 2020. As the recording of training achievement milestones now weighs heavily as part of any company's HR strategy, the ability to show that employees are offered the opportunity to enhance their abilities in line with working challenges becomes more important.

Few companies have the resource or funding to enable residential learning programmes or day release and this makes e-Learning particularly interesting. The student can learn at their pace, in their own time. Each learning module rewards the student with its own pass mark and certification, achieving the required result is never assumed and delivered with a

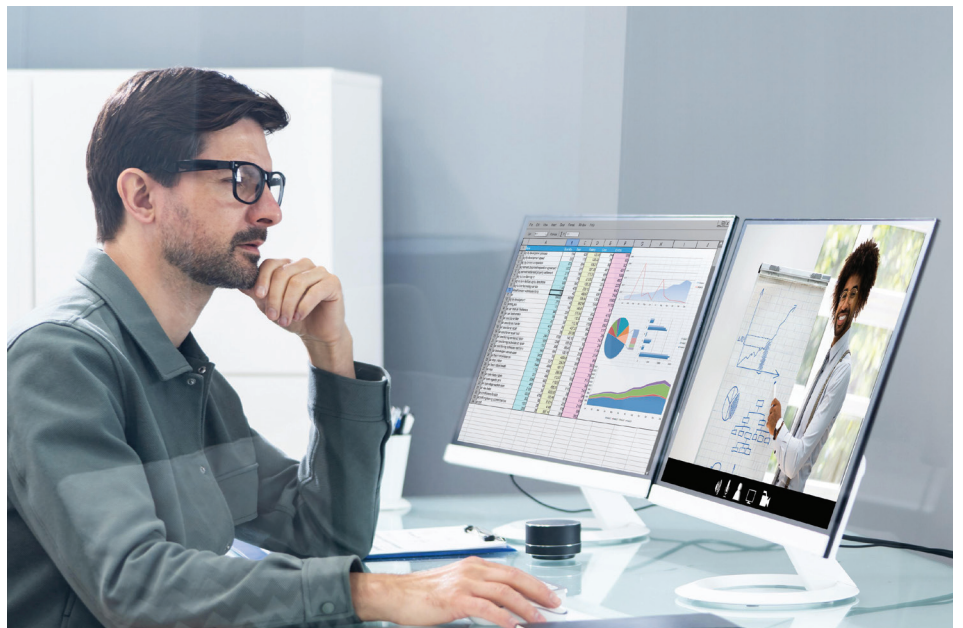
degree of difficulty that allows them to broaden their awareness with real-life examples.

eMiR-Learning is now used as standard practice during the installation and training phase of all new EMiR systems applying a structure that is tailorable to the needs of everyone in the team.

The benefits of pay-as-you-go

eMiR-Learning courses are now available individually for **£50** or as a full suite for **£250** per delegate. Pick and choose the courses your people require and email us on sales@solutionsinit.com to have them activated and learning can begin immediately.

"I want all of our EMiR users to access LMS!"



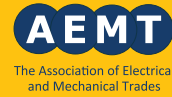
Courses available

There are ten courses currently available, covering all aspects of EMiR Modules, with further courses in development for later in the year. These include:

- Introduction to Repair Jobs
- Introduction to Sales Jobs
- Introduction to Stock Jobs
- Introduction to Hire Jobs
- Introduction to Purchasing
- Introduction to Stock Control
- Introduction to Quoting
- Introduction to Asset Management
- Introduction to Enquiries & Reporting
- Introduction to System Administration

PIA – Complimentary Places Available

Not long now until the Pump Industry Awards at Kenilworth on the 23rd of September. As main sponsors, four of the EMiR team will be attending, leaving **six complimentary places** for our customers as guests. This is an ideal opportunity if you have an interest in pumps or the networking that the awards encourages or simply you would like a great night out in our company. Places will be offered on a first-come, first-served basis, email kirstie@solutionsinit.com to indicate if you are coming alone or with a colleague/partner.



Trade Association News

Golf days have returned!

Not only has normality returned to the working environment, but social and networking events are also on the calendar.

The AEMT Golf day is sponsored by us, EMiR Software, and we provide the prizes and the trophies for the event! Places at both days are very limited but get in touch with the AEMT and the BPMA to find out more.

BPMA Golf Day

2nd Sept 2021
St Pierre, Chepstow
Email: s.smith@bpma.org.uk

AEMT Golf Day

17th Sept 2021
Forest of Arden Golf Club
Email: nicola@aemt.co.uk



EASA European Conference Returns!

After so many months of virtual conferences and meetings, EASA are delighted to announce the aim to organise a COVID secure Peer-to-Peer Convention from from the 30th September to 2nd of October in Malaga, Spain.

A note from Gary...

"Having personally attended EASA conferences for the many years, I can strongly recommend their importance to attaining a wider view of the industry. These are well organised trips that accommodate business interaction with a chance to learn and network and simply enjoy being amongst your peers."

30 SEPT - 02 OCT MALAGA E&W CHAPTER CONVENTION



Please visit the EASA web site to register
<https://easa9.org/events/easa-2021-convention>

More Sponsorship!

AEMT Awards Night – EMiR Software are sponsoring Project of the Year

The AEMT Awards returns for another spectacular evening. Showcasing the very best achievements from the entire electrical and mechanical trades sector in a global celebration of business and professional excellence.

Taking place at the Double Tree Hilton in Coventry on Thursday 18th November. For more information on how to enter the awards or attend the event please visit:

www.aemtawards.com



Competition Time!

For the eagle eyed here's the new competition question:

What form of energy do Logan Energy harness?

A: HELIUM

B: HYDROGEN

C: NITROGEN

Please email your answer to kirstie@solutionsinit.com

All entries will be entered into a prize draw for a bottle of champagne.



Congratulations to the last competition winner:

Debbie Johnson at Browning's Electric.



For more information please contact Solutions in I.T. Ltd on 0845 009 4588 or at www.solutionsinit.com