

Industry News

Please forward it on...

Welcome to Your Latest EMiR Industry News!

We hope you're doing well and staying safe at this time as the business world adjusts to new aspects of safe working and life after lockdown. This quarter's issue features our new support system (including a Customer Support Portal!), news from our customers and trade associations, and an exciting new training feature coming to you in 2021!

New Support System

by Lara Parekh-Downes

Behind the Scenes & Benefits

You might have noticed that the way we deal with EMiR and Cloud support has changed! We have purchased a brand-new cloud-based support system that increases the amount of visibility of issues and queries and features advanced completion tracking and escalation.

To action the most efficient and effective response from support, email support@solutionsinit.com. This request interacts with the support system and actions the appropriate response from the correct team. Please be advised, the EMiR support line number is no longer in operation.

So, how does it work? When you email us, it automatically creates a ticket in our support system with your details and your query. From there, we allocate it to either the cloud systems or software support teams and a member of that team will be assigned the ticket and get to work! The tickets are visible to all support team members and their managers, ensuring the correct plan is actioned.

Customer Support

The system also comes with new features to help our customers! You can sign-up to our Customer Support Portal which will allow you to keep track of any tickets you raise. For example, you can log in to see the status of your current tickets, as well as a history of any tickets you have raised previously. You can also raise a new ticket or search our EMiR Knowledge Base for help!

Knowledge Base

The Customer Support Portal also has an **EMiR Knowledge Base** which is packed with help articles, user guides and tips on how to better use your EMiR System. If you have a query about EMiR or need assistance to perform an action, make the EMiR Knowledge base your first port of call as you may well find the answer without waiting for support.

We're constantly updating and adding new articles, so be sure to check back regularly to take a look!

Website Support

To register your support query quickly and easily, a 'Get Support' widget has been added to the EMiR website. Click '**Get Support**' to quick-search our Knowledge Base and raise a ticket without needing to sign into the Customer Support Portal. Please note that not all of our help articles (including the Standard and Pro User Guides) are available publicly through the widget, so be sure to head to our Customer Support Portal if you can't find what you're looking for!

To access the Customer Support Portal, scan the QR code below with your camera or visit our homepage and click the Customer Support link on the top right. Make sure you log in with the email that you usually send emails to our support team on so that you can track your ticket history!



SCAN ME





What's New at EMiR Software?

New Team Member: Welcome Rich Green!

Back in August, we welcomed Rich to the EMiR team. He is managing our Hosted Services Support Team, so you may have already spoken to him if you're on EMiR-Cloud!

Rich has been working in I.T. support for the last 20 years and is looking forward to learning all about EMiR, getting to know the team and the customers, and helping out whenever and wherever he can. In his spare time, Rich enjoys snowboarding, motocross and photography, and he has two Tonkinese cats called Yuna and Stitch!

Please join us in welcoming him to the EMiR family!



Update from Solutions in I.T.

by Steve Ashman

We've Moved Offices!

With more people, we need more room. Within ½ a mile of the old location, The Chambers at Bowden Business Village offers a modern and spacious workspace with ample parking.

Housing Sales & Marketing, the Hosted Servers Support Team and the Finance Department of the business, the layout allows separate rooms, a meeting area and the important addition of a table tennis table to make things competitive!

How We've Adapted to COVID

The outbreak of COVID in late March has meant we've had to adapt the day-to-day activities at EMiR Software. All of our IT systems are cloud-based, meaning that as individuals we can all work from home, communicating via Teams and GotoMeeting, which the majority of companies have now accepted as the norm moving forward. The addition of IP phones means that our incoming calls are received and distributed in the usual way, alleviating the delay associated with forwarding calls to mobile phones or taking messages.

We have moved!

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LE16 7SA



EMiR Training & Installations – Making the Adjustment to Online Working!

by Krystyna Watson-Malinowska

Since the beginning of the lockdown in March, due to restrictions on face-to-face contact, we've had to change the way we implement new systems. We have always provided online training to cover individual modules, new options added under the maintenance contract or to discuss specific queries and these sessions were usually one or two hours' long. However, it was always assumed that implementing new systems and related meetings and training needed to be done on-site.

Customers have found that adjusting to online working has many benefits, from the installation to the go live. It gives our customers (and us!) much greater flexibility in arranging bookings, with sessions that typically last around 90 minutes and with no involved travelling time, sessions can be arranged to suit your working pattern. I am sure you will all have experienced online communication, meetings with webcams and group chat during lockdown. Online training sessions are designed by us to guide you clearly through each stage of the learning process at a pace to suit you.

Here's what Chris Long of Yilmaz UK had to say about our first ever remote EMiR installation!

"The process of implementing EMiR at Yilmaz UK Ltd has been entirely online. I am unable to compare the on-site against online method as I have never experienced the on-site training method, however, I've found the online process very easy and effective."

The online method worked for us as we did not have to dedicate a full day each time training was required. We were able to book sessions which fitted around our daily work and this was key to the success of the training. This allowed us to fit in all EMiR related activity and move the process forward without much disruption to the running of our business."

A special mention goes out to Krystyna Watson-Malinowska who has supported us superbly throughout the implementation process."



eMiR-Learning (Coming in 2021!)

Last month we asked you: when you get a new team member, how do they learn how to use EMiR?

Thank you to those of you who completed our customer research survey. Almost all of you said that new team members are shown how to use EMiR by another EMiR User, or were left to figure it out by themselves! So, we've come up with an idea to provide a series of online learning courses to help train new and existing employees alike!

eMiR-Learning will allow you to learn about EMiR from scratch, refresh your memory on certain functionality or explore features in EMiR that you didn't know about! All of this will help you to get the most out of your EMiR system. Each short course is designed to cover part of the basic functionality in every EMiR system, and includes video walkthroughs of the system as well as quizzes to check your knowledge!

We're currently in the process of creating the courses and hope to have **eMiR-Learning** live in early 2021! If you would like to offer your input, test out the courses before they're launched, or request a course for a certain aspect of EMiR, then please get in touch by emailing lara@solutionsinit.com.

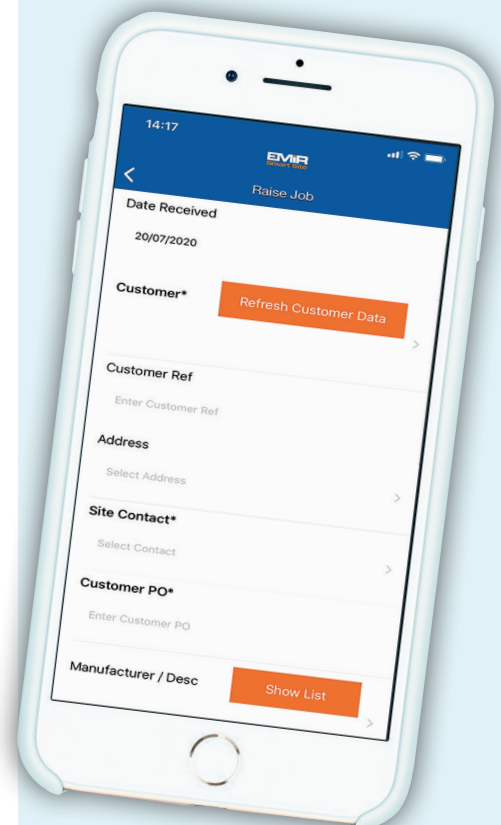


What's New in EMiR?

by Gary Downes

At our Open Day last September, we outlined that EMiR would need to move to an updated version of the Delphi development language and programming environment. This will future-proof it in a 64-bit environment for any new Windows operating systems releases. We are pleased to say that much of this work is complete and this new version of our EMiR system is now released and its roll-out has been scheduled to all Professional users.

In addition, Smart Site is almost ready for a new release, the main feature being the ability to raise jobs from the app itself, meaning that any out of hours call-out work can be raised and recorded in the app without the need for anyone to add the job in EMiR first. We expect this to be released by the end of September and full details of the changes will soon be available to our Smart Site users.



Renew Magazine from the AEMT

The AEMT Journal has become **Renew** magazine! The magazine will reach a wider audience and include more technical pieces, with each quarterly issue focusing on a different topic. Look out for the magazine's launch in September!

renew
Magazine

BPMA Forum & Careers Page

The BPMA has created a forum for discussion of industry-related topics between its members. If you've got a question, or want to contribute to the conversation, head to <https://forum.bpma.org.uk/>! Plus, if you're looking to hire, why not make use of the BPMA careers page and browse CVs of applicants with experience and enthusiasm for pumps and manufacturing?



Large Expansion for EMIr Customer Hidrostat

Hidrostat (GB) Ltd, the UK holding company for the renowned Swiss pump manufacturer Hidrostat, is delighted to announce the acquisition of four service centre locations of the electrical & mechanical engineering services company, Parsons Peebles Service Limited, a subsidiary of Parsons Peebles Group Limited.

The newly acquired company will trade as Avonmouth Engineering Services Ltd and will provide Hidrostat with a custom built 70,000 square foot workshop in Avonmouth, which will be the largest, single workshop facility



for electrical and mechanical repairs in the UK. Avonmouth Engineering Services will house electrical, machining and fabrication workshops with a 30 tonne in-house lifting capacity and modern equipment designed to provide high quality round the clock service for both repair and new equipment manufacturing.



Welcome to EMIr: Yilmaz, Bearings & Drives, Logan Energy

Since our last newsletter, we've welcomed three more companies to the EMIr Family!



Yilmaz UK are leading suppliers of industrial gearboxes and electrical motors based in West Yorkshire. Their 5-user EMIr Pro system includes our CRM, Labour Scheduling and Time & Attendance Extensions! www.yilmazuk.co.uk



Bearings and Drives, based in Cheshire, were established in 1996 and have become a leading supplier and distributor of MRO products including bearings, motors and industrial gearboxes. Their 3-user EMIr Pro system includes our Basic, Stock and Purchasing Modules! www.bearingsanddrives.co.uk



Logan Energy work with fuel cells and hydrogen technologies in Edinburgh and Glasgow. Their 7-user EMIr Pro system includes the Labour Scheduling, Smart Site and CRM Extensions! www.loganenergy.com

We look forward to working with each company to help their businesses grow with EMIr!



Trade Association News

Golf Days

With the BPMA Golf Day postponed from May and the AEMT Golf Day going ahead this month as planned, September is a busy month for golf for the EMIr Team! The BPMA Golf Day was held at Belton Woods, with the AEMT holding theirs at the Forest of Arden! Check out our website's news section for the results of both golf days!



Welcome to Cloud: WGM Engineering

WGM Engineering, based in Glasgow, have been using EMIr for 13 years! They are one of Scotland's leading engineering solution providers.

WGM have recently joined EMIr-Cloud, our hosted services solution, with a server farm made up of 5 servers. We'd like to thank WGM for their continued support!



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