

Industry News

Please forward it on...

EMiR
25
YEARS



Welcome

Welcome to the latest EMiR Industry News! In this newsletter, we cover what happened during the 2019 EMiR Open Day at St George's Park, update you on our recent involvement in the AEMT, and bring you some exclusive offers!

The EMiR Open Day 2019

This year's EMiR Open Day was held at the home of English football, St George's Park, on the 26th of September.

Attendees enjoyed a morning of presentations, followed by a fun game, lunch, a tour of the facilities, and even an EMiR & Partners vs Customers 5-a-side match! If you missed out, don't worry, you can read about the day's content in this newsletter – just make sure to attend the next one for the full experience!

We'd like to thank all of our customers that attended the day for their time and attention. We hope you enjoyed it as much as we did! Take a look at our latest YouTube video for the highlights – can you spot yourself?

<https://youtu.be/lylk7SR42b4>

During the Open Day we unveiled lots of new updates for our Modules and Extensions, including a brand-new look for EMiR Professional and CRM. Read on for an overview of what will be available to you soon.

Thank you for attending the **EMiR** Open Day 2019!





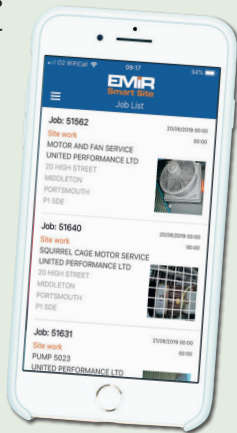
Smart Site

SPECIAL OFFER: Smart Site

You need to experience Smart Site first hand! After three years of development this product is feature-rich, and you will be surprised just how much it can do for your site engineers; issue the work, collect the information about what was done and how, prove to the client and get their signature...in a nutshell Smart Site controls the whole process.

In December, and in line with a wealth of new functionality including dynamic risk assessments and estimating, we'll be increasing the price for new users. Take a look now and make use of the November pricing! Download the app and connect to our test system – your engineers will see just how to simple to use it really is!

Email info@solutionsinit.com for your log-on details.



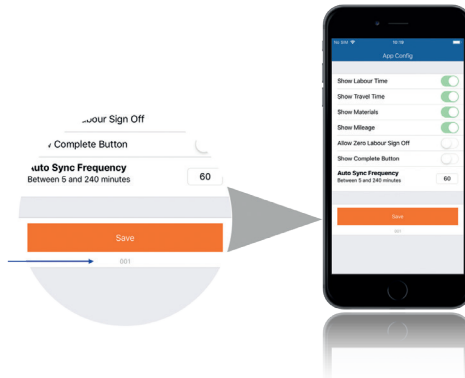
Smart Site

The latest update in Smart Site is available to download now! **Please contact EMiR Support to ensure your EMiR back office has been updated before you update Smart Site.**

The new update has lots of new useful features that were featured at the Open Day. Here are three of our favourites:

1. [https/secure JSON](#)

Smart Site uses JSON to communicate with EMiR. Android 9 and above requires JSON to be secure in order to operate. Because of this, we've made the latest version of the app https compliant.



To ensure that communication is secure, you'll also need to install an SSL certificate on your EMiR server. If you're an EMiR-Cloud customer, we've made sure this has

already been done for you, but if you're not you'll still need to do it. The EMiR Team are happy to provide assistance with this should you need it!

You can check if your app is operating with a secure JSON. Visit the App Config page and check that there is a 001 beneath the save button as shown here.

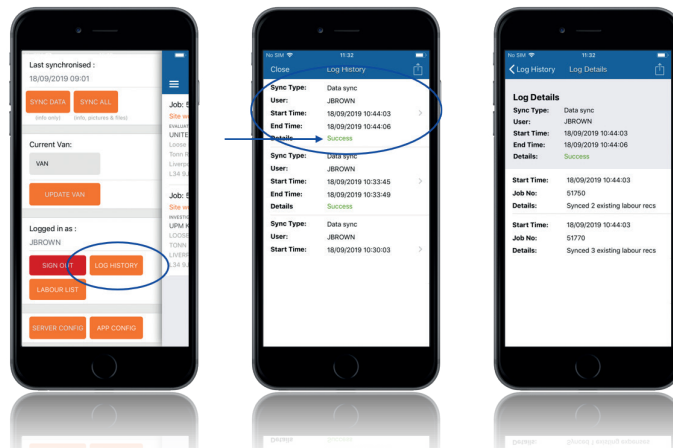
2. Labour List

The Labour List allows you to see all of the labour entered for an engineer on a given day. This essentially provides a useful time summary for each engineer day-by-day, which they can use to ensure they cover their working hours.

3. Sync Log History

The Sync Log History allows you to see when you last synced your device to EMiR, the type of sync, and whether it was successful. Tapping a log gives you more detail, so you can see exactly what was uploaded and downloaded for each job during that sync. Plus, if there are any issues, you can instantly share the support log with the EMiR team from the app.

We're already working on features for the next Smart Site update. This includes the ability to raise and edit job information in app, and our Dynamic Risk Assessments, which will allow you to complete risk assessments on-site from your phone.



Access the Sync Log History in the main menu. Tap a sync to see the full details. Instantly share the log if there are any issues

CRM

CRM has a whole new look! We've revamped its appearance and added some new features to improve functionality. Here are some of the updates that you can explore!

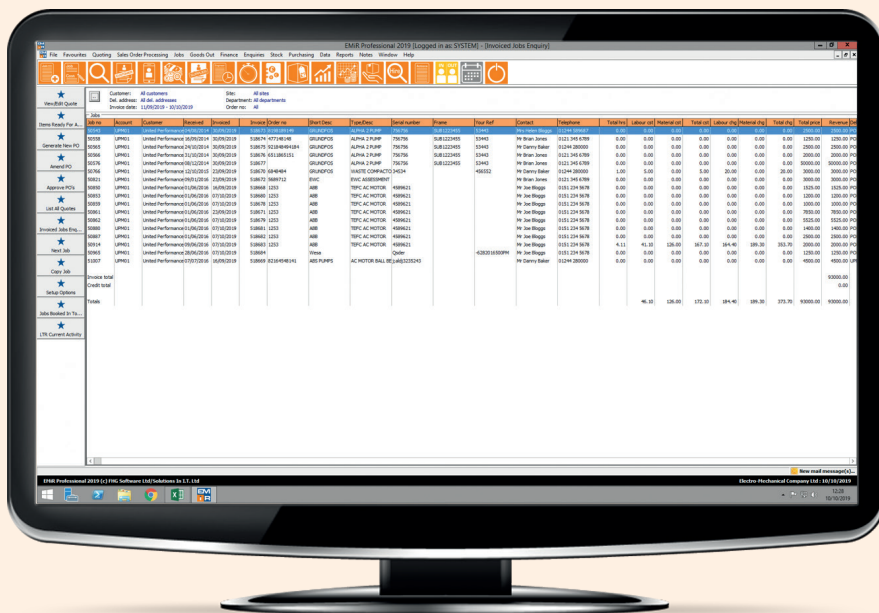
You can now view your **key stats** graphs for the calendar year, or for your financial year. When **searching** for a contact, you can now search for them by the code you've assigned, the name of the site, or their telephone number. Within a company's details, there is now the option to **mark them as a prospect**, and you can easily transfer customers from one company to another should you need to. We've also made some changes to the

Action Centre that should make follow-up more efficient. Head to CRM now to try out the new features!

We're also currently working on CRM Mobile so that you can easily check CRM on your phone whilst on-the-go! As well as that we've already got more potential additions in the works, including an enhanced 'Reminder' system, and Outlook email import. If you want to have your say on what we add to CRM, make sure you attend one of our online

EMiR Development Focus Groups. Read more information about the EDFG later in the newsletter.





EMiR Professional has also been refreshed with a new look! We've updated the design to be sleeker, but the functionality remains the same, so you don't need to worry about re-learning how to use it! There are redesigned buttons and favourite icons, and we've freshened up the whole look.

Your EMiR system will be updated to this new look in the near future.

Workshop Routing V2

The latest version of the Workshop Routing Extension is now available after the completion of its new GUI (Graphical User Interface). The screen layout has been designed to further improve the workflow of the item into the workshop, the inspection of faults, assembly & testing and despatch back to the customer. Each stage is recorded allowing the visual management Dashboard to reflect the many stages of items in the repair process.

Using a tablet in the workshop to take pictures and enter the precise dimensions and details of the repair is a quick and cost-effective process, not to mention that the reports that are automatically generated can be emailed directly to the client for sign off and approval of the work. All of this works intuitively with EMiR, raising the job and arranging despatch.



WORKSHOP ROUTING SPECIAL OFFER

To celebrate the release of Version 2 we've revised pricing until the end of the year. A single tablet computer receiving new items into the workshop, which raises a new job in EMiR is priced at only £149

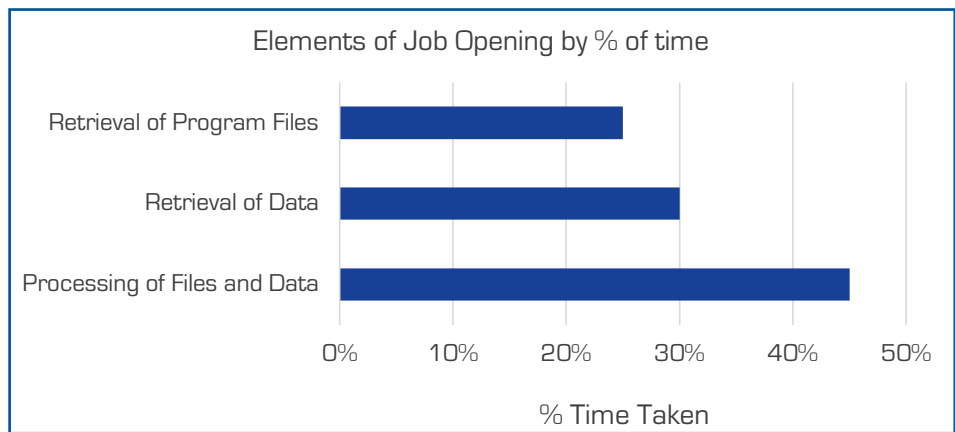
a month. Or £299 a month for receiving, inspection & assembly. Great value when you consider complete visibility of all jobs in the workshop, the elimination of paper-based job cards, automatic job creation &

despatch in EMiR and reports that inform your customer quickly of the work involved.

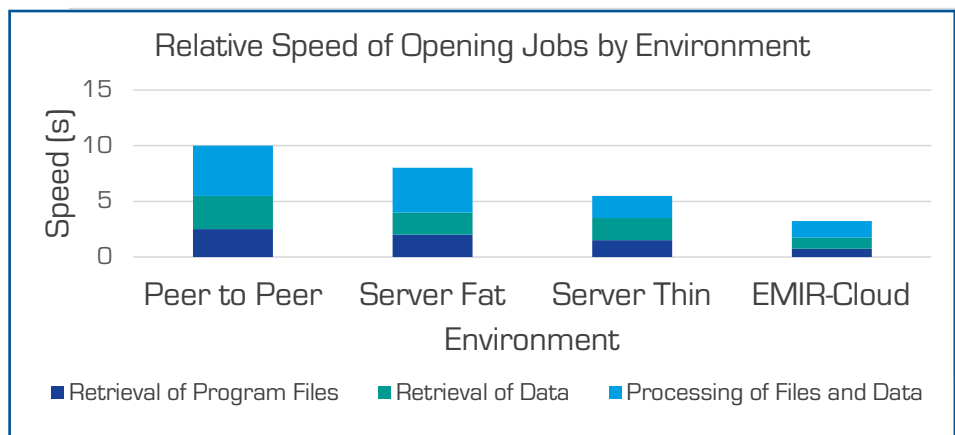
Email us on info@solutionsinit.com to find out more information!

Workshop Routing Licences	Monthly Receiving Price	Monthly Receiving & Inspection Price	Monthly Full Extension Price
1 user	£149	£249	£299
Up to 5 users	£189	£299	£399
Up to 10 users	£299	£499	£599
Up to 20 users	£399	£699	£799
Up to 30 users	£499	£749	£899

When EMIr opens a job, there are three elements involved that occur concurrently. These are: retrieving program files, retrieving data, and processing these files and data. These elements make up the time taken to open a job in the proportions shown in the graph.



Both retrieval jobs rely on LAN speed, whilst processing files and data relies on your local PC speed. If your network speed is 100MB/s the job could take over 50% longer to complete than on a 1GB/s network.



Request the full document at info@solutionsinit.com



EMIr

Performance and EMIr Cloud

EMIr performs best on a 'thin' ADS server or in EMIr-Cloud as network traffic and table openings are significantly reduced. These environments both cope well with multiple users and increased load as the number of tables opened does not increase significantly with an increase in users. Additionally, the spec of your user PC has less impact in these environments as processing is carried out away from the PC.

NOTE: Just a reminder, to run EMIr on a LAN you need a hardwired 1GB connection and should not use wireless or 100MB connections. Also, we recommend using a PC with the following spec: Windows 8 and above software, at least 16GB of RAM and 100GB of free disk space.

EMIr Development Focus Group (EDFG)

As you'll know, much of EMIr's development is inspired by customer requests through our EMIr Development Focus Group. At the Open Day, we unveiled our new approach for the EDFG which should improve its effectiveness.

We're keeping the EDFG simpler and holding separate meetings for different Modules and Extensions, so you can join the ones that only cover areas of interest to you. The meetings will be shorter (one hour maximum) and held online with a limited number of spaces, to ensure that everyone can get their voices heard without taking up too much of your time.

For more information, contact us at info@solutionsinit.com



NEW EMIr Developer Programme

The EMIr Development Programme is a new project that we're introducing to support EMIr users that wish to create their own Dashboards, Tasks or Reports using ODBC, Power BI or Task Centre applications. These users will require a greater level of EMIr knowledge around fields, tables, and the structure of how data is held and processed within EMIr. As such, they will require additional support and help to assist their own development.

We plan to provide:

- ✓ Access to a Data Dictionary resource documenting the key fields and tables
- ✓ Documentation on how and why information is stored
- ✓ Support to answer specific queries to support end-user development
- ✓ Structured training days covering key parts of the system plus data storage and processing

To sign-up, you'll need to pay an initial joining fee, a credit-based fee to cover time, and training day fees. Those interested will receive a full fee structure as the programme is rolled out.

Let us know you're interested at info@solutionsinit.com



Developer Programme

The Game

After the presentations, attendees took part in a group participation game similar to Only Connect from BBC 2, though this game was hosted by Steve Ashman rather than Victoria Coren-Mitchell! Everyone took part in three themed rounds: World Cup Scorers and their Countries, Football Managers and their Teams, and EMiR Extensions and their Colour!

We're bringing back Round 3 as part of our Christmas competition! All you need to do is work out which Extension has had its

vowels removed and consonants squished together, and let us know its colour! For your chance to win an EMiR travel mug and battery pack PLUS a £50 voucher of your choice, send your name, company and the answer to info@solutionsinit.com!



Christmas Competition!



The EMiR Open Day 2019

The Tour

Following lunch, we were split into two groups and taken on a tour of the St George's Park facilities. We were shown the gym, hydrotherapy suite, the autograph wall, and the Sir Bobby Charlton pitch which is a replica of the Wembley ground! One of the groups were even able to meet former England goalkeeper Peter Shilton!



The 5-a-Side Match

Once the tour was over, the real fun began! It had been raining heavily all afternoon, but luckily it cleared away nicely just in time for the much-anticipated EMiR & Partners vs Customers 5-a-side match. The EMiR Team line-up featured EMiR and our partners Confluent and i-Dash (who also refereed!) whilst the Customers team included players

from Houghton International, Mages Group, Mid Kent Electrical and Wilson Electric.

The match was played on the all-weather 5-a-side Continental pitch and EMiR took the lead with an early goal from Confluent's Jake Farrell. At half-time the score was 2-2 with excellent goals from both sides and the rest of the game was tight with another

two goals being scored by each team! The match ended in a 4-4 draw which meant it finished off on penalties! Jack Dunning from Houghton International scored the winning penalty, crowning the Customers the champions. Congratulations, and thank you for all taking part!



From left to right: Jordan Brown (Houghton International), John Brooker (Wilson Electric), Soli Kingsbury (Mages Group), Ben Mages (Mages Group), Alex Page (Mid Kent Electrical), John Savage (Mid Kent Electrical), Jack Dunning (Houghton International), Jake Farrell (Confluent), Mick Marks (i-Dash), Charley Pounds (EMiR Software), Ben Rotchford (EMiR Software), Chris Eit (i-dash), Dilip Parekh (EMiR Software) and Gary Downes (EMiR Software).



The AEMT

EXCLUSIVE OFFERS

AEMT/BPMA/EASA

Just a reminder, if you're a member of the AEMT, BPMA or EASA (like we are!), you can get 25% off all users, Modules and Extensions!



Golf Day

The AEMT Golf Day was held at the Forest of Arden and saw 10 teams of AEMT members come together to play 18 holes, attend the awards ceremony and have a celebratory dinner. To celebrate 25 years of EMiR development, EMiR software sponsored the

event, and we were lucky to have glorious sunshine for the whole day!

The EMiR team was partnered with Deritend and ended up winning the team event with a better back nine! Congratulations to all the other award winners, it was a great day!



From left to right: Neil Ashwood (Dertend), James Hale (Dertend), Gary Downes (EMiR Software) and Adam Jarrett (True Potential).

Midlands Meeting

The most recent Midlands meeting of the AEMT took members to the Amazon Fulfilment Centre in Rugely. After a morning of speed networking, hearing about the future of expos, and learning about the

new international repair standard 60034:23, EMiR Team members were shown how a parcel is prepared from start to finish and learnt about the operations management that Amazon employ.



AEMT members at the Amazon Fulfilment Centre in Rugely last month.



On the 21st of November, the AEMT are hosting a conference at the Double Tree by Hilton during the day followed by the third annual AEMT Awards gala in the evening.

EMiR Software has a stand at the conference, so make sure you come along to say hi and learn about some of the new features in more detail and how they can help your company! We're there all day so we're happy to answer any questions or queries you may have.

As we have done for the last few years, EMiR Software are sponsoring the **Project of the Year** category at the awards. The judging has now taken place, so congratulations to all of the finalists: Brush UK for Full Stator Rewind and Core Rebuild, Fletcher Moorland for Bombardier Bogie Washdown Station, Motor Diagnostic Systems for The

Soft Dyno, and Wilson Fans Pumps & Motors Group for Hospital – 315 kW Motor Project. We look forward to unveiling the winner on the night!

We're also happy to announce that we are finalists in two of the categories! EMiR Professional 2019 is in the running for Product of the Year, whilst Solutions in I.T. are in the Supplier of the Year category! The AEMT Awards is set to be another fantastic night so make sure you're there. We've got one seat left on our table – if you'd like to join us, email info@solutionsinit.com!

Visit www.aemtawards.com for more information.



Conference and Awards



Left and below: Photos of winners, the EMiR table and the speeches from the 2018 AEMT Awards





Christmas Support Hours

EMiR-Cloud Support

Date	Hours
Mon 23rd December	8am-4pm
Tues 24th Dec - Christmas Eve	8am-4pm
Wed 25th Dec - Christmas Day	Closed
Thurs 26th Dec - Boxing Day	Closed
Fri 27th December	8am-4pm
Sat 28th December	Closed
Sun 29th December	Closed
Mon 30th December	8am-4pm
Tues 31st Dec - New Year's Eve	8am-4pm
Wed 1st Jan - New Year's Day	Closed
Thurs 2nd January	8am-5pm

EMiR Support

Date	Hours
Mon 23rd December	9am-5pm
Tues 24th Dec - Christmas Eve	Emergency Support 12pm-3pm 07971 480 284
Wed 25th Dec - Christmas Day	Closed
Thurs 26th Dec - Boxing Day	Closed
Fri 27th December	12pm-3pm
Sat 28th December	Closed
Sun 29th December	Closed
Mon 30th December	12pm-3pm
Tues 31st Dec - New Year's Eve	Emergency Support 12pm-3pm 07971 480 284
Wed 1st Jan - New Year's Day	Closed
Thurs 2nd January	9am-5pm



Welcome
to the Cloud

ADC and CPM

ADC Electrical and CPM have recently joined us on EMiR-Cloud. We wish them luck with it and hope they are enjoying their improved EMiR performance!



PENINSULA

Peninsula Promotion

We've recently started using Peninsula to assist us with human resources. Part of the package is the Bright HR system which allows you to track holidays and illnesses online through a portal.

Want to hear more about our experience with them?

Email info@solutionsinit.com and you could get £250 for joining!



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