



Please forward it on...

## Merry Christmas

The Christmas period is quickly approaching and in just a few weeks we all get to celebrate the end of another successful year of trading!

The EMIR team would like to thank you all for your support and business this year and importantly for helping us to improve EMIR in 2015. We wish you all a healthy and prosperous New Year!

## Possible business improvement resolutions for next year!

Here are 5 suggestions that could help improve your business next year...

### 1. Streamline your processes

EMIR can do so much more than many of our users realise. We have hundreds of undiscovered features and new modules that your company could use to be more efficient and for Maintenance users many of these are free. **More on pages 2 and 3.**

### 2. Secure your information

We all take back-ups, but are you 100% sure that you can restore your system in the event of an emergency? **On page 4** you'll find why so many EMIR customers choose to use our Cloud-based EMIR Remote Backup service.

### 3. Speed-Up transactions

With years of information residing in EMIR, did you know that you can archive your historical data to allow the system to run quicker? Special offers on EMIR Archive are available on **page 8.**

### 4. Satisfy sales aspirations – meet more new clients!

Begin the process of keeping a note of all emails, meetings and conversations with customers and prospects alike using EMIR-CRM. Create a strategy of contact and follow up to ensure no business is missed or lost due to lack of contact.

### 5. Simplify your IT infrastructure for an easier life!

Does your business need the distraction of IT hardware, servers, computer support companies or IT specialists? **See page 4** to see how other EMIR users opted for a simpler life!



Maintenance



## DON'T MISS OUT! AN IMPORTANT DATE FOR YOUR DIARY IN 2016!

As you know we are constantly looking to improve the service that we provide and will be making some significant announcements on new technology and services that will help you. Please keep **Wednesday the 29th of June 2016** free in your diaries for the next **EMIR Open Day** – more news on the location soon!

## SUPPORT OPENING HOURS OVER XMAS

- 24th Dec:** Office closed, emergency support only
- 25th–28th Dec:** Office closed, no support
- 29th–30th Dec:** Office open for support 12.30–3.30
- 31st Dec:** Office closed, emergency support only
- 1st Jan:** Office closed, no support
- 4th Jan onwards back to normal.**

Emergency Support telephone number is 07971 480284.

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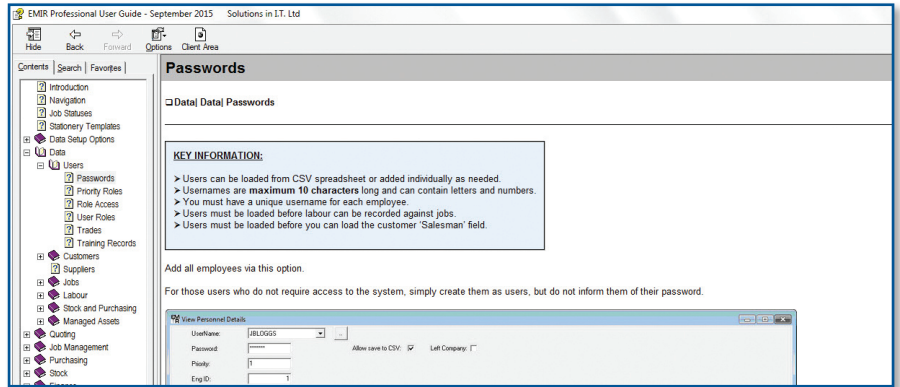
# New Features in EMIR

## New Online Help System

You'll be pleased to know that the EMIR user manual is going electronic.

With fully searchable menu trees and working examples, the on-line help system will be accessible from the Client Area of the web site and shortly as a link from the product.

Specific versions of EMIR Standard and Professional will be made available shortly.



## Some of the Latest Finance Features

In 2015, our EMIR software has seen many improvements in all areas of the system from Job Management, Purchasing, Quoting, Stock Control, through to our many Extensions where CRM has had 2 new versions alone this year and Smart Site has been developed from scratch on both Android and iOS platforms!

Without a doubt though, some of the most time-saving improvements have been made to our Pro Finance system. As the picture above shows, we now have a new Debt Chasing enquiry that shows a summary screen of all outstanding debts and a click into each account to see invoices due [by age, days to pay or nett month end] and allows the user to create Debt Chasing notes, specifically in this enquiry. The enquiry shows you the account contact details and phone numbers. So all your debt chasing activity can be done from one screen!

Another major improvement is Batch Supplier Payments which allows you to select which suppliers and which of their invoices to pay and allows you to pay them all in one payment run [instead of paying each supplier individually]. You can then batch print or email the remittances.

There are also new options to Unallocate Payments made on the sale and purchase ledgers and many other new features to make your life easier in finance. If you don't use our finance system, then give it another look!

Code	Company	Tel No.	Current	Period 1
ALCO	ALLIANCE COMPANY LTD	0123 234 3232	0.00	0.00
ALCO2	ALLIANCE COMPANY LTD	01746 713000	0.00	0.00
BPL01	BRITISH PLUMP SERVICES	0151 357 6300	0.00	0.00
FDR01	Foreign Currency Trading Co	+1 234 55677789	0.00	0.00
KNOW	KNOWLTON & NEWMAN	02745 458966	0.00	193.20
SEA01	SEABOARD POWER	0121 256 8968	0.00	0.00
TEST	TST SERVICES	0121 345 6789	0.00	0.00
UPM01	UNITED PERFORMANCE SERVICE	01244 280000	0.00	1730.08

Code	Company	Days to pay	Payment value
ABB	ABB AC DRIVES	30	6838
ABB02	ABB LTD (MOTORS)	60	100
VB102	BALL BEARINGS R US	30	119000

## Sage Payroll

### Beware - PAYE Underpayment!

We have been advised of, and been victims ourselves(!), of an issue with Sage Payroll, where in some instances, it is resetting the NI Employers allowance, which is subsequently being 'given again' resulting in an underpayment of PAYE to HMRC!

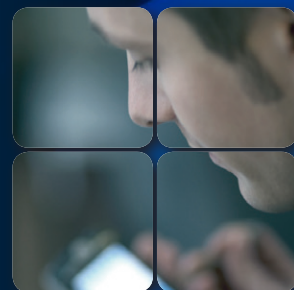
Unfortunately, this leaves the employer with an outstanding payment against each employee that HMRC are requesting for settlement. If you suspect your allowance is incorrect, please contact your accountant for clarification.

## Want all these updates and more - get an EMIR Maintenance contract!

Each and every day new features are added to EMIR - yes, every day! These features are more often than not, the brain child of our customers. EMIR customers with a maintenance contract not only receive a heavily discounted rate for bespoke modification, they have access to a library of optional product switches. Maintenance users benefit from a tailored package of help, where our project team will advise on the most appropriate switches for their needs, on-line help and training. Would you like to benefit from all these upgrades? Call 0845 009 4588 to discuss your options!

# Our New Website -

## www.emirsoftware.com



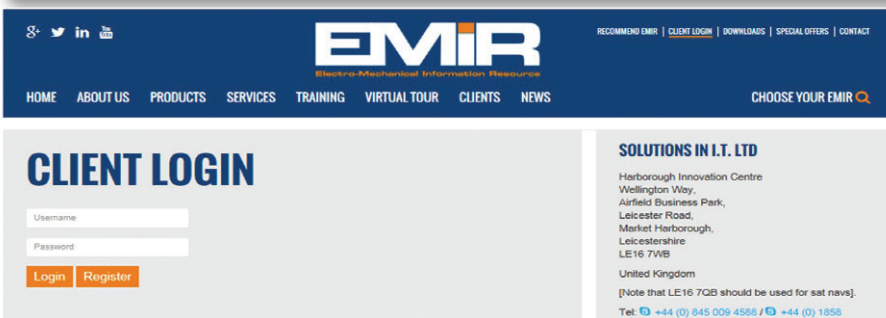
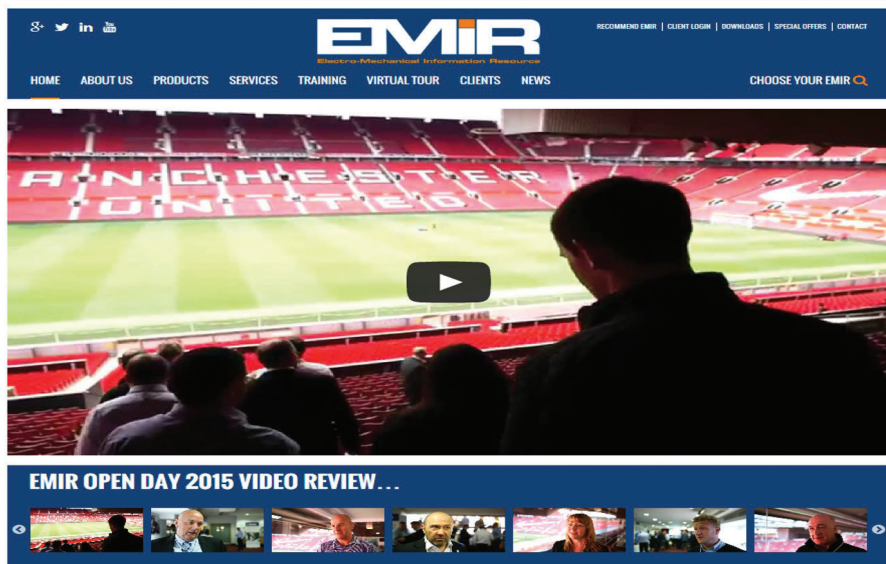
The EMIR website has adopted a new branded look and feel and is now compatible with mobile devices and utilises video technology via our YouTube channel.

*If a picture paints a thousand words then video says a whole lot more!*

Websites are often criticised for being too wordy and not getting their message across. If you are like the EMIR project team, we don't have time to read endless documents on-line to get the information we need, so YouTube is often the first port of call when you want to learn something new.

On the outside, you'll find an overview of our Open Day last June and lots of customer testimonials and on the inside, a resource archive of hints & tips and new features to keep you up-to-date with the latest innovation.

If you are a customer with a maintenance contract you'll already have your unlock codes to the Client Area of the site – login codes are available to all EMIR users, if you haven't had yours yet, get in touch.



## CLIENT AREA



### PRODUCT FEATURE VIDEOS

These videos are taken from the EMIR Video Archive and show useful features that you can utilise today, to save time.

[Read More](#)



### EMIR USER GROUP

Information for the EMIR User Group, including development proposals and feedback.

[Read More](#)



### EMIR VIDEO ARCHIVE

The EMIR Video Archive is a collection of short, information videos that highlight useful functionality you can use today, including Hints & Tips and Features from the Switch database.

[Read More](#)



### EMIR OPEN DAY 9TH JUNE 2015

An update from the 2015 EMIR Open Day at Old Trafford

[Read More](#)

The **CLIENT AREA** now holds a customer library. So, whether it's an Open Day presentation you want to see again, or the latest hints and tips and product feature videos, then please login to check out this section as it is designed for your use.

If you would like the EMIR team to offer additional services through this area of the website, please contact us.

## "Special Offers" section of the Website

Solutions in IT have teamed with one of the UK's largest DELL, HP and Lenovo partners. We are in the position to provide preferential pricing on Laptops, Desktop machines, Monitors, Tablets and Printers.


- UK and Europe Only
- Delivery times (within M25 same day, UK next day)

Please ring **0845 009 4588** and let us know your requirements for equipment and we'll find the best current deals for you.



# EMIR-Cloud Servers

## A new era in our IT services



**Elevator Services**


Elevated Engineering Services offer a wide range of services specifically for the LIFT industry which...

“ In a few years time we will all wonder why we invested in high tech hardware and the requisite support skill set to manage equipment that sits outside our normal profit operating zone. ”



Tel: 01635 550440

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Home / The Pump Experts / Products / Sectors / Applications / Pump Service / News / Events / Pump Finder

Well, that's what the IT press would have us believe, but how much of this is ideological rhetoric or just plain truth?

The phrase 'Cloud Services' is relatively new. In fact, most of us would have only been faced by Cloud architecture in the last ten years, but the concepts of off-site storage and processing go way back to the early adoption of computers in the mainstream.

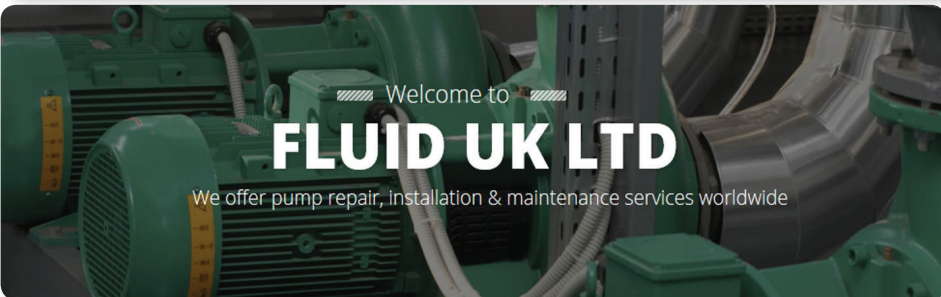



**Pumps are our passion**

With over 30 years of delivering the very best pump solutions to a wide range of sectors and industries, Hidrostat is the only choice

### What does "Cloud" mean?

Nowadays, we can define Cloud as a group of services that are provided to a business on a monthly basis, where the technology is remote to the business and does not require technical input or user intervention.



Welcome to

**FLUID UK LTD**

We offer pump repair, installation & maintenance services worldwide

To the left are three of our customers that utilise the EMIR-Cloud in their businesses. You can read more on their experience at: [www.solutionsinit.com/clients](http://www.solutionsinit.com/clients)

The EMIR Cloud-based Remote Backup service is available for as little as £25 a month and a 10-user EMIR-Cloud Server from around £390 a month – call for more details.

## EMIR-Cloud - for a monthly fee you'll benefit from:

1. A well-specified, highly functional, supported server loaded with all of the software that you use and rely on. EMIR, Microsoft Office (Word, Excel, Power Point, and Outlook), Server Anti-Virus and other 3<sup>rd</sup> party software can be installed for you.
2. Peace of mind from a managed server solution available from anywhere with an internet connection. Not only
3. Technology to move your business forward without hardware spend and available on a monthly payment.
4. A server on the backbone of the internet, ensuring fast access to EMIR and all of your data from anywhere.

5. One point of call for any issues regarding EMIR or its cloud server hosting. No getting torn between two support companies blaming each other for your issues. We will sort everything for you.



# EMIR users soon to benefit from tablet-based software for workshop control!



We are delighted to announce a partnership with US-based BeConfluent who have developed a tablet-based system for use in the workshop for both the receipt of jobs and the workflow of them around the workshop.

The solution has been developed exclusively for one of the largest Electric Motor Repairers in the US but, as part of the project agreement, is not allowed to be re-sold in the US, meaning that we in the rest of the world get to take advantage of a purpose built system without the long development lead-time.

The system allows users to fill in various forms, such as Receiving the Motor, Dismantling, Assembly and Testing with all the appropriate technical fields available and placeholders for all the key photo's required.

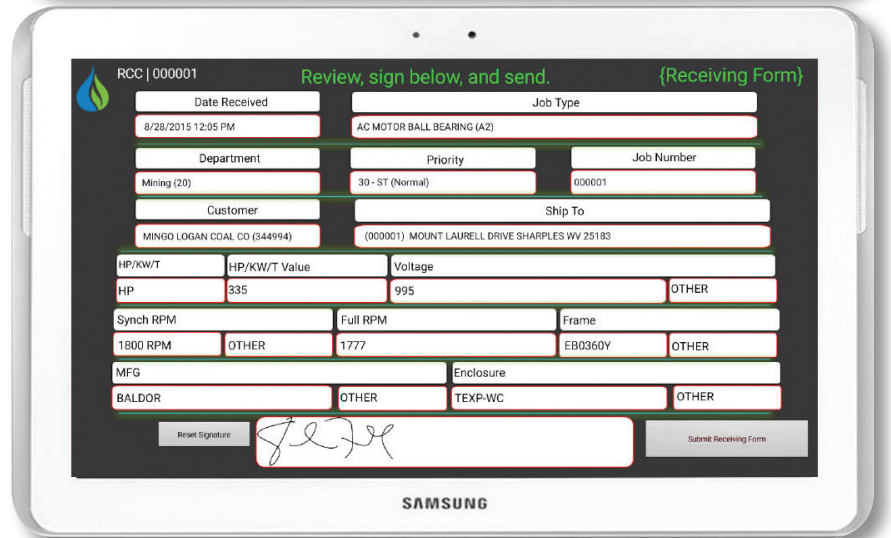
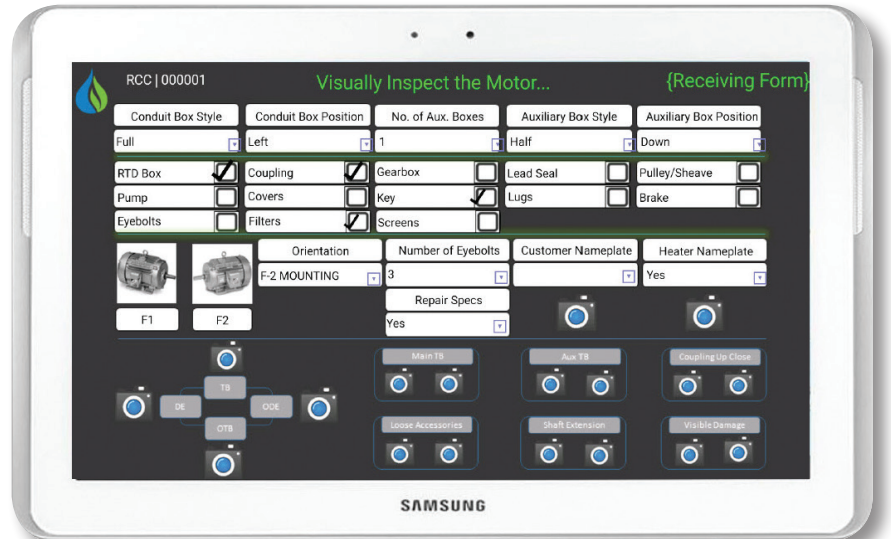
The workshop manager can see what stage of the repair process each job is at and route the motor to the next task whilst assigning it to the appropriate engineer's tablet.

When integrated, users will be able to raise jobs from the tablet into EMIR and share common data like faceplate details, customer lists, departments, engineers, order numbers and other common data to make the data relevant and seamless.

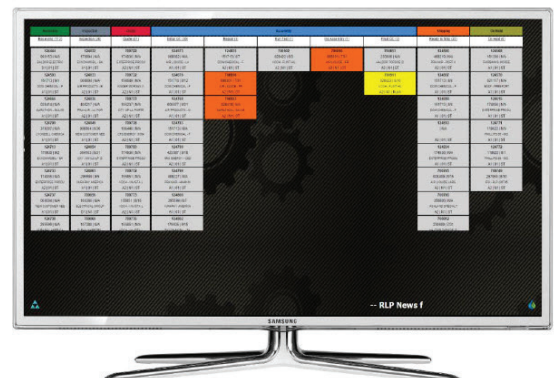
On saving, all forms that are completed are turned into formatted PDF files with in-built validation and logic to ensure that staff can only choose from possible values, e.g. Bearing Sizes. The system has separate templates for each type of motor used in different applications, so a lot of knowledge is built into the solution.

So, watch out in 2016 as the integration of this tablet software becomes part of our EMIR solution as a new Extension. Anyone serious about reducing paperwork and improving control in the workshop should take a look at this solution!

It is Android based and works on any tablet/mobile device as well as PC's.



The screen shot above shows two forms that are part of the "Receiving Process" in BeConfluent. Allowing all the key details of the job to be recorded and photographed before being confirmed and submitted.



The screen shots to the right show job routing, so you can easily see what stage of the Repair Process each job is at on any device.



# Sports and Sponsorship

## Ise Lodge U16's. End of an era as the boys bow out as League Cup champions!

Yes, it all had to end somewhere and thankfully for Ise Lodge U16's the last game of the season at Northampton Town's "Sixfields" stadium ended in a penalty shoot-out victory over their fierce rivals ON Chenecks.

ON Chenecks had, this season, just managed to pip Ise to the League title, but last season's treble winners were not to be denied in the Cup! Trailing for much of the game 1-0, Ise equalised in the last minute of normal time and then managed to win the nerve-jangling penalty shootout!



Back L to R: Kev Henshaw, Les Brumby, Daniel Law, Billy Henshaw, Bailey Greetham, Harry Oldham, Sam Dixon, Kasper Chyzynski, Connor Mulcahy, Louis Martin, John Gregory.

Front L to R: James Barton, Owen Brumby, Preston Williams, Jarrod Gregory, Josh Taylor, Sam Berwick, and Nathan Parekh-Downes.

We would like to thank John Gregory, his coaching team, the parents and all the boys for providing us with so much great news over the years as their main sponsors. It was always planned that the team would end at U16 and many of the boys are now playing U18 and adult football for semi-professional teams. Best of luck to all of them in the future – who knows, we may see one or two of them again in the newsletter or on TV!

## Golf Round-up – A tale of two very different days!

In a fairly quiet summer for Gary, there were only two golf days attended! The BPMA golf day was held at 'Glorious Goodwood' in Sussex but, despite its name, it was anything but glorious as, even though we had great weather the day before and the day after, it absolutely "chucked it down" for the entire round! The above photo even has a raindrop on the camera lens, just to prove how bad it was! Having said that, it was still a great

day and evening and their team spirit shone through with a credible 6th place achieved out of 20+ teams that entered. Thanks to **Ian Mathieson and Steve McGeouch from WGM Engineering** and **Dave Rausi from Anstee & Ware** for braving it and making it a great day!

The second event saw Solutions in I.T. try to defend the Villa "Lions and Legends" charity golf title and, on a much better day weather-

wise, the team made a very worthy defence, finishing 3rd and only missing out on the title by 3 points! Thanks to **Danny Grogan from Central Electrical** and **Phil Baker from Invincible** for their efforts. Special thanks also to Villa legend and European Cup winning goal-scorer, **Peter Withe**, whose competitive spirit made Gary look laid back! How Villa could do with him now!



Villa Lions and Legends Golf Day – June 2015

L to R: Danny Grogan [Central Electrical], Gary Downes [EMIR], Peter Withe [Ex Aston Villa], Phil Baker [Invincible Rewinds]



BPMA Golf Day – May 2015

L to R: Ian Mathieson [WGM], Gary Downes [EMIR], Steve McGeouch [WGM] and Dave Rausi [Anstee and Ware]

# EMIR - Inspired by working with Trade Associations



## Events & Networking

A great deal of useful networking is possible if your business takes advantage of the many events that each of the trade associations organise.

We all realise time is valuable, but if you really want to move your business forward, where do you find the precise expertise needed?



Steve Ashman [right] meets with AEMT President Graham Brooker [Centre] at the AEMT meeting at Kempton Steam Museum.



Gary meets with Yao Kouassi of RMS Sarl of the Ivory Coast during the EASA Conference 1-2-1 business session. They are now customers of EMIR! Networking does work!



The 'EMIR' table at the AEMT Dinner celebrating 70th years of the AEMT. The table includes Daniel Lehane [ERS, Ireland], Gareth Williams [H&G], Gary Abrams [Heasell's], Robert Shoebridge [WH Shoebridge], Dave Rausi [A&W] as well as Gary, Steve and Latika from Solutions in I.T.



A healthy crowd at the AEMT Conference at Dunchurch in September.

## The Future of EMIR in the hands of Association members!

Our business benefits from being directly involved. We aren't just members. We take an active involvement in the success of each trade association. As you are aware, the development plan of EMIR is in the main as a direct result of the requests and direction of our clients, but how do we look beyond the day to day and create a lasting vision that will benefit all of us. The answer is, be a part of the organisations that are creating legislation to protect the industry and develop new markets for UK companies.

As Honorary Treasurer of the AEMT and council member of EASA, Gary adds *"I'm proud to invest my time directly in the AEMT and EASA organisations, but they are only as strong and useful as the companies that are represented and take part. Markets are evolving and the way that we do business needs to adapt for us*

*all to not only survive, but prosper with a global presence and voice."*

At the back of this newsletter is the current list of events planned around the country. We'd like to see your business represented. Further information can be found at:

### The Association of Electrical & Mechanical Trades [AEMT]:

[www.aemt.co.uk](http://www.aemt.co.uk)

Thomas Marks: [thomas@aemt.co.uk](mailto:thomas@aemt.co.uk)

### Electrical Apparatus Service Association, European & World Chapter - Region 9

[www.easa9.org](http://www.easa9.org)

Frederic Beghain: [fbeghain@easa9.org](mailto:fbeghain@easa9.org)

### The British Pump Manufacturers Association

[www.bpma.org.uk](http://www.bpma.org.uk)

Steve Smith: [s.smith@bpma.org.uk](mailto:s.smith@bpma.org.uk)

## Some benefits of membership that your business can expect to receive by joining a trade association...

- A recognised brand that new prospects will recognise and feel comfortable doing business with
- Subsidised training written specifically for your industry
- A network of like-minded individuals for advice and help where needed
- Information on government direction and the latest standards in product/service monitoring
- Potential new markets and business from member tendering and lead systems
- Technical services - Ex and Hazardous Area Equipment, Free Technical Literature, Technical Consultancy & Helpline, Technical Publications, Technical Presentations, Winding Data, etc.



# More Great News!!

## EMIR-Cloud

Take advantage of an IT environment with no on-site server or IT support costs. Cloud offers the latest technology, complete peace of mind over reliability and a cost effective solution to future infrastructure investment.

### Special Offer on Cloud Back-Up Starting at £295 for 5GB per annum

- Configured and fully monitored by EMIR support
- Server or temporary PC commissioned and restored by EMIR support in the event of a disaster

### Cloud Services Starting at £390 for 10 users per month

- Cloud server with 1TB of storage, 16GB RAM
- Microsoft Office on every PC
- 20GB of back-up storage included
- A user can connect from any remote location

### Half Price EMIR Archive (Offer ends on 31st January)

Normally £695 (now £347) for Standard and £895 (now £447) for Pro.

- Benefit from improved speed and report printing by moving old and complete data to an Archive version of EMIR.
- Still have full access to EMIR history.



## Recommend EMIR – Get Rewarded!

In 2015, we launched the EMIR Referral Programme and have recognised some early business opportunities from your efforts.

Eileen Stevenson of Arfon Rewinds recommended EMIR when she heard a potential client in a finance department complain she couldn't balance the books

because 1p couldn't be written off. And that is all there is to it! If you get the opportunity to recommend EMIR the rewards are clear. £50 for a meeting and £200 if a sale takes place!

Details can be found on the homepage of our web site: [www.emirsoftware.com](http://www.emirsoftware.com)

## Events Diary – 2016

10th March	Pump Industry Awards – PIA
12th – 14th April	Drives & Controls Exhibition, NEC Birmingham
11th May	Standard to Pro Upgrade Day
19th May	BPMA Golf Day, Glamorgan
12th – 15th June	EASA USA AGM, Toronto Canada
29th June	EMIR Open Day [Location to be confirmed]
14th – 15th Sept	Rotating Equipment Conference, Germany



Chance - Winner of Bonio!

## Win £50 in time for Christmas!



The new EMIR web site has been designed to accommodate mobile devices and the use of video.

In the Client Area we are building an EMIR Video Archive (short videos showing hints & tips and new features) and important detail on the EMIR user group.

Question: (for £50 of reward vouchers!)

To access the Client Area you will need a username & password, where do you get this:

- Register in the client area
- email [info@solutionsinit.com](mailto:info@solutionsinit.com)
- call 0845 009 4588
- or any one of the above

Answers to [info@solutionsinit.com](mailto:info@solutionsinit.com)

Only one entry per person.

All correct entries will be entered into the prize draw.

Draw will take place on 21st Dec so act fast!

## Competition Winners 2015

### Selfie competition (£50 Vouchers)

- Dawn Stephenson of Pumps & Motors
- Mary Twiselton of WH Shoebridge
- Colin Dawes of Stardelta
- Erin Morgan of Cabel UK

### Winners of "Selfie Sticks"

- Bradley Benjamin of WGM Engineering
- Dave Rausi of Anstee & Ware
- Liam Williams of Pumps & Motors
- Paul Barnet of Dorlec
- Scott Jones of WGM Engineering
- Shaun Sutton of Central Electrical
- Sally Eaton of Eaton Engineering

### YouTube Competition (£50 Vouchers)

- Chrissie Webb of GEM

### And a box of Bonio went to:

- "Chance", the Eaton guard Dog!