

Welcome... to our latest edition of our **Newsletter**. In this edition we have plenty to keep you occupied during your tea break, including news of our sponsored teams, details of our office move, offers on Maintenance Contracts and EMIR's fantastic "Extensions" and news of Gary's changing role within the AEMT.

An especially warm welcome to our new EMIR customers that have joined us recently, including:

- Clark Electrical Industries, London.
- EDC Scotland Ltd, Glasgow.
- Fazakerley Rewinds, Liverpool.



To keep up with all the latest news, why not follow Gary on his twitter feed @SolutionsInIT ?

## Solutions in IT to present EMIR at EASA Conference in Mallorca

We are very honoured to be given a presentation slot at the upcoming EASA "European and World Chapter's" AGM and Conference in sunny Mallorca in early October.

Gary will be presenting on EMIR and how it can help EASA members control their multi-faceted Electro-mechanical businesses and participating in a very active program [and dinners!] over the 4-day conference.

If you are a member of EASA and are not attending yet, full details can be found at [www.easa9.org](http://www.easa9.org) or by contacting the EASA secretariat on [EASAR9@cpm-uk.com](mailto:EASAR9@cpm-uk.com)



# EMIR

## EDC sign up for EMIR Professional!



EDC Scotland have purchased a 10-user EMIR Professional system featuring all modules along with the CRM extension and Winding Details Database.

Thanks to Shaun Sutton, who recently became an owner of EDC, and Ricky Sinclair [Operations Manager] for their help in arranging the deal.

EDC are part of the ABB network and provide sales, service and repair services to a growing market.

We look forward to implementing their system and are sure it will prove to be a great investment.

To find out more about EDC, please visit [www.edcscotland.co.uk](http://www.edcscotland.co.uk)

## We have moved!



Please note that due to our expanding organisation and building requirements, we are pleased to announce that we have now moved to the address below:

**Harborough Innovation Centre**  
Wellington Way, Airfield Business Park  
Leicester Road, Market Harborough  
Leicestershire LE16 7WB



# Sports Corner...

## Sponsorships Update

Solutions in IT are proud to sponsor two local youth sports teams in the Northamptonshire area and now an adult football team in Birmingham! Here is a brief update of some of their progress...

### Three Times Champions!

Ise Lodge U14's, based in Kettering, have just had a fantastic summer of tournament football, when they competed a treble of victories in as many weeks when winning the Moretonville, Newport Pagnell and Welland Valley tournaments!



win a penalty shootout! This was the same day Murray won at Wimbledon, so a great day all round!

The boys also entered the prestigious Kidlington 11-a-side tournament earlier in the summer and lost in the final to a penalty shoot-out – proving they are human after all!

We are very proud to sponsor the boys and as you can see from the photo on the right, the boys were wearing their brand new EMIR/Solutions in I.T. kit when they won the Welland Valley tournament which will be their home kit for this season and we wish them continued success!

You can find more info on their excellent website...  
[www.clubwebsite.co.uk/iselodgeyfc/72142/](http://www.clubwebsite.co.uk/iselodgeyfc/72142/)

**We are delighted to also announce a new sponsorship of B.U.F.C who play in the Sutton & District League in the West Midlands.**

The team are looking to build on a great pre-season where all matches were won and they have just won their first league match 4-1 at the time of writing.

Kris Williams is the player-manager of the team and we will be featuring more on the squad in forthcoming issues as they wear their EMIR/Solutions in I.T. kit with distinction!



The Moretonville 7-a-side tournament was a big affair with the lads needing to play 11 games to win the competition, which they did with a 2-0 win in the final. The boys were presented with their trophies by House of Commons 'speaker' John Bercow.

The Newport Pagnell 7-a-side tournament was another prestigious competition and the lads battled through to the final and won a tense penalty shoot-out to grab victory!

Welland Valley was an 11-a-side tournament played on a scorching day where, over 6 hours, the boys fought their way through the group stages into the final and again managed to



Back row, left to right: Page, Williams, Harvey, Taylor, Humphries, Kemp, Laws, Tierney  
Front row, left to right: Jones, Charnley, Downes, Thompson, Dalton



# EMIR Maintenance...

## EMIR Maintenance – The easy and cost effective way to keep your system up-to-date!

As you know, EMIR is a software product that is constantly growing and progressing, and this is driven by our ever-growing and diverse customer base. As the functionality of EMIR continues to expand, those support contract customers, who are on the 'pluggable technology' version of EMIR Standard or Professional, can have new functionality added to their system as they require by purchasing the latest additions in a 'bundle' or paying for any new items they require individually.

Whilst this is quite flexible, there is understandably a reluctance to keep purchasing add-on's for EMIR! So, this is why we can now offer you a Maintenance contract that starts from where your support contract ends. For a similar price to your existing annual Support contract, you can now have a "Bronze" maintenance contract that allows you to add in any of the newly developed items for no additional cost! Our "Silver" and "Gold" packages offer complete budget control and allow you to save across all the related EMIR products and services we offer.

Item	Support Contract	'Bronze' Maintenance	'Silver' Maintenance	'Gold' Maintenance
Help Desk Email & Telephone Support	✓	N/A	N/A	N/A
Remote support to your desktop	✓	N/A	N/A	N/A
Periodic special offers at discounted rates	✓	N/A	N/A	N/A
Updates provided of general improvements	✓	N/A	N/A	N/A
Discounted Development Rate from RRP of £90 per hour	£70 per hour	£60 per hour	£55 per hour	£50 per hour
All new functionality updates provided for FREE		✓	✓	✓
Priority over none Maintenance Contract holders when having Bespoke Development done.			✓	✓
HALF PRICE on all Modules and Extensions			✓	✓
HALF PRICE Licenses			✓	✓
FREE Development Hours every month			1 hour FREE	2 hours FREE
Half Price Training Days (RRP £500 + expenses)				✓
<b>Price for Contract</b>	<b>Already covered</b>	<b>P.O.A</b>	<b>P.O.A</b>	<b>P.O.A</b>

We'll provide you with a new list of the latest changes every 3 months, so you can be sure you are right up-to-date and simply add any newly developed items you want to for no additional cost! So please get in touch to find out more...

## Gary becomes "Chairman of Associates" on the new AEMT council.

We are pleased to announce that, after serving as an associate representative on council, Gary has now taken up the role of Chairman of the Associates on the AEMT council at the AGM that was held in July.

As a company we are fully committed to supporting the AEMT and its members and we are delighted that Gary has been able to take up such a role. We will keep you up-to-date with the continued progress of the AEMT and look forward to supporting the aims of the association and help to bring continued benefits to its Members.

To find out more about the AEMT please visit [www.aemt.co.uk](http://www.aemt.co.uk) or email [admin@aemt.co.uk](mailto:admin@aemt.co.uk)



# Product Focus...

## EMIR Extensions – The easy way to improve control over more of your business

The EMIR system has grown enormously over the past few years and there are now many 'Extensions' that allow your EMIR system to do more for your business than you may think?! Extensions are separate applications that use the same EMIR data but in different ways and via different means, but as all the data is controlled by EMIR, there is no duplication of data or effort and you benefit from even greater reporting and analysis.

Here are some of the extensions you can now purchase for EMIR. Extensions come with unlimited licenses and now until the end of September:-

**Support contract holders can get a 25% discount** on our standard prices and

**Bronze Maintenance customers can get 35% off –** so why not take a look below and let EMIR do more for you?

### Web Job Tracker

The Web Job Tracker allows your customers to look at the progress of their jobs over the internet by logging into the Job Tracker website that is linked directly to your EMIR data. You can give each customer contact a separate login and from there they can view all the jobs that need their attention, all jobs in progress and jobs ready for delivery/invoice or those that have been invoiced. You can now even solicit surveys!

Normal Price: £5,000

Support Customers: £3,750

Bronze Maintenance: £3,250

### Labour Scheduling

The Labour Scheduling system is ideal for managing your engineers' calendars. At a glance you can see all your engineers' calendars, how busy they are and which jobs they are scheduled to work on. You can create a requirement against a job and then find available engineers by trade or working in a team, so its very simple to allocate staff and resources [cars, vans, tooling] etc. to your ongoing jobs.

Normal Price: £4,000

Support Customers: £3,000

Bronze Maintenance: £2,600

### EMIR<sup>PDA</sup>

The EMIR-PDA system allows your engineers to use a handheld device/PDA/phone to connect to the PDA website allowing the engineer to see a job list; view job details; record labour materials and expenses; add job notes; record activities; fill in a service checklist; get the customer to sign off the job and complete the job. All details are instantly updated into your EMIR system with PDF documents adding to the Files tab.

Normal Price: £5,000

Support Customers: £3,750

Bronze Maintenance: £3,250

### Time & Attendance

The Time and Attendance system allows you to track all engineer time live by use of bar-codes. As well as controlling entry and exit from the building, engineers can record their time by job number and activity by simply scanning 3 bar-codes – no need for keyboards or mice. The system also handles non-productive time and is able to work out time bands by use of shift patterns and can cater for all eventualities!

Normal Price: £6,000

Support Customers: £4,800

Bronze Maintenance: £3,900

### CRM

The CRM module is the most recent of our developments and allows for complete salesperson management. It provides actual and expected sales progress against budgets but also prompts each salesperson to produce quotes, follow-up quotes, chase order numbers, watch credit limits and be warned of those customers on stop. It provides customer analysis and managers can review all details for any sales person.

Normal Price: £6,000

Support Customers: £4,800

Bronze Maintenance: £3,900

## Case Study: Deebridge add CRM Extension to their EMIR system

### CRM

Deebridge Electrical Engineers, based in Aberdeen, have recently taken advantage of the extra functionality that Extensions offer and have upgraded their EMIR Standard system to include CRM. CRM is designed to help with sales management and Isla Parsons, Sales and Marketing Manager, was keen to add this functionality to help her with her role. As Isla kindly says,

*"The CRM installation was very straight forward and the training & support we have received was excellent. I have no doubt that this is going to help us improve our account management process and ultimately have a positive impact on the bottom line. It's also reassuring to know that Solutions in IT are always on hand to provide support where we need it. They could not have been any more accommodating in terms of tailoring their service and product to our particular needs. We really appreciate it."*

[Editor's note: For full details of this case study please visit: <http://www.solutionsinit.com/clients/case-studies> ]

