



## A SPECIAL EDITION CELEBRATING THE EMIR OPEN DAY 2015!

A big thank you to those 60 delegates who travelled from all over the UK and Ireland to attend this year's EMIR Open Day on June 9th at Manchester United F.C., Old Trafford.

The theme of the day was 'We want to let you know what EMIR can do for you!' With so much new development to discuss, we were pleased that so many of you decided to give up your time and come to the Open Day. With so much information shared, I'm sure you all took away great ideas!

For those of you that couldn't attend, this newsletter will offer an outline of what's new, where EMIR is heading and how you can be involved in it's design. You can help to create a product that is a perfect match for you – read on!

There were three sessions this year:

- In Session 1 we launched an exciting new product called **Smart Site**, an Apple iOS and Android application specifically designed for on-site engineers that works online and offline.
- In Session 2 we reviewed and demonstrated the amount of work achieved in development in the last 12 months and what comes next!
- Session 3 showed an update on new integrations and available services.



There is an excellent short video showing highlights of the day available via our YouTube channel. You can watch it via this link:

<http://www.solutionsinit.com/news/the-emir-open-day-2015>

## Competitions, Winners and the Tour of Old Trafford

The day would not have been complete without a tour of the legendary Manchester United stadium, Old Trafford. Even for the none-footballers amongst us this location has a pedigree of success that has to be admired. Journeying through the press

room, the owners function suite, the players' dressing rooms and the epic walk out of the player's tunnel out onto the pitch were all highlights for those attending.

Of course, there were personal rewards (mugs and datasticks!) for all attendees and

we ended on a humorous note with a special 'gameshow'. Well done to Simon Brooks of Rotamec [pictured with Steve Ashman bottom right] who won 5 prizes including £50 worth of vouchers in 'Who wants to be a EMIRlionnaire!'





# New Product Launch

## EMIR Smart Site

In 2015 the EMIR team joined both Apple iOS and Android developer programmes to create a Smart Phone application that is fully integrated with EMIR. This application, **Smart Site**, is specifically designed for use by site engineers.



In short, jobs are delivered to the appropriate hand set and prioritised. The engineer updates the job in progress adding photographs, materials and expenses along with the time taken and completion of both safety and product test checklists. All this data can then be reviewed with the client for sign off and completion.

As a Smart Phone application, it continues to allow the recording of information even if there happens to be no telephone or WiFi signal, the unit can then be synchronised to update EMIR when there is an internet connection. For Smart Site pricing see the Client Access web site.



With so much new product being developed, the EMIR team are looking at short video clips as a way of updating our client base on new features and functionality that you could be using. Some of these clips will be posted live to our YouTube channel and some of them will be made available from the Client Access area of our web site.

For the Smart Site introduction video, please go to our YouTube channel.

<https://www.youtube.com/c/Solutionsinit>



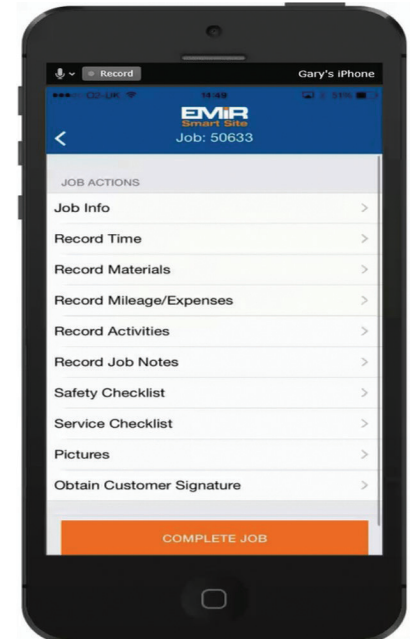
ANDROID  
developer lab



iOS Developer

## Accredited Developers

We have become accredited developers for Apple iOS and Android Smart Phone platforms. With a mobile workforce you'll already be aware of the importance of communication whilst working away from the office and we see an important part of our future development putting EMIR functionality in everyone's hands.



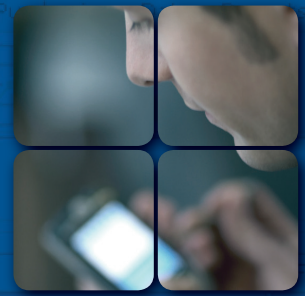
## [www.emirsoftware.com](http://www.emirsoftware.com) and the Client Access Area

Our Open Day update is available for you to download. A copy of the PowerPoint slides, photographs from the day, Smart Site Pricing and the Smart Site Training Video are already there for you to view. We'll be adding more information and videos on new product releases as they happen – so check back regularly!

If you haven't got your password and username yet, call the EMIR Team on 0845 009 4588 or email [info@solutionsinit.com](mailto:info@solutionsinit.com)

# The Future of EMIR

## Development Director's Update



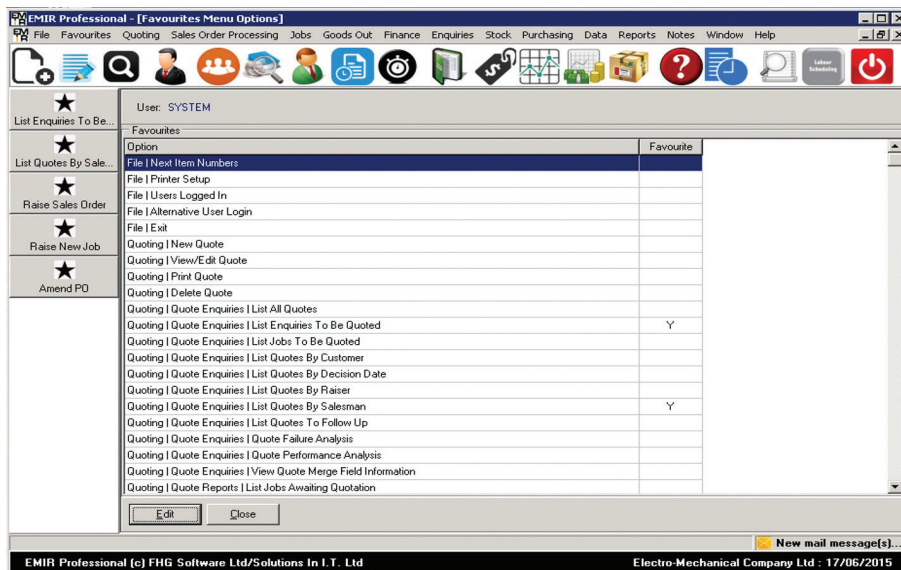
## The Last 12 months and the future of EMIR development!

Our development director, John Anderson, took the floor in Session 2 with a review of the enormous amount of work the team had developed in the preceding year, which is now available to EMIR users.

Starting with the look and feel of the product, the main form layout has been increased to accommodate ease of use on larger monitors, new buttons and a user definable 'Favourites' menu.

“ Everyone here is loving the favourites bar – it is saving me shed loads of time – so much easier than navigating.”

Annette Boulter, Hidrostal



### Other highlights recently completed:

A new stock valuation option, further mods to the enhanced sales system – modify delivery notes, VAT return enhancements, page numbering on stationery documents, usability refinements – the “find” grid option, customer and stock part search improvements and enquiries available from customer details and new stationery layouts in Standard.

For some of the major development projects, please see the sections for CRM V5 and Smart Site below...

## What to expect next!

With over 90% of our development direction coming from customer requests we plan well into the future, so if you have suggestions on new products, ideas that will improve the current solution or areas of your business in which EMIR doesn't currently operate, email or call us as we'd like to know what you want. We're currently

working on foreign currency quoting, CRM V6, integrating with the SKF Certified Rebuilder applications, more Smart Site, ParcelForce Integration, an enquiry tool so that you can generate your own views of the EMIR data, and the infrastructure of EMIR, specifically looking at the database and a possible move to an SQL back-end!



Left: John Anderson



## CRM Version 5 - The latest release!

Customer Relationship Management (CRM) is a central focus of all of your sales and marketing activity. Each communication you make is recorded; conversations, emails and even meetings. As you raise quotes in EMIR each one is allocated to a sales person for follow-up and completion. The sales team is supported by live reporting to allow instant decision making.

### Some of the new features in Version 5 are:

- Add new prospect record via CRM.
- New KPI section for sales person analysis.
- See job detailed information directly from CRM.
- See all conversations for a client in one view.
- See related files against quotes.
- New 'source' field against contact.
- Option to filter Action Centre by contact.
- Product import by CSV.
- Set reminders against activities.
- Expected revenue breakdown.



# More Great News!!

## EMIR & the SKF Certified Rebuilders Program

Jim Fowlie [pictured], John Mason and Tim Osman from SKF joined us at the Open Day to present on the EMIR integration possibilities for their SKF App suite. SKF, as a global organisation, have a number of initiatives for repair and rebuild companies, enabling greater standards of service and

share many common customers.

We are pleased to announce that the Smart Phone audit software applications that SKF use are being integrated into the EMIR application. Users can expect Version 1 later this year.



## Meet the Team – Running, Running, Running!

John was able to meet many customers personally on the Open Day and found the day very rewarding – getting out of his Ivory Tower for the day! So, we thought we'd focus on some key staff and their Marathon achievements. Did you know that Mike Woodward [bottom left], John Anderson [centre] and Steve Ashman [right] are all keen runners? They take on an array of

distances from Parkrun (5k each week), 10k, half marathon, full marathon and Mad Mud runs!!

Mike completed the London marathon in 3 hrs 12 minutes this year, John took on the Halstead & Essex marathon coming in at 3 hrs 44 minutes and Steve completed the Edinburgh Marathon in 4 hrs 24 minutes.



## Trade Association Update!

I know many of the delegates got the chance to speak to the AEMT and BPMA in person at the Open Day. We would like to thank **Thomas Marks of the AEMT** and **Jeanne & Philip Page of the BPMA** for attending.

We have a close relationship with both organisations and gain greatly from their guidance and information on the industry. If you aren't members and would like more information, they can be contacted via their web sites:

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



## EMIR Open Day Review Video – Your Chance to Win £50!

Go to the EMIR YouTube Channel and watch our 4 minute Open Day video 'Video Review of EMIR Open Day 2015' for a chance to win £50!

[www.youtube.com/c/Solutionsinit](http://www.youtube.com/c/Solutionsinit)

To be eligible for the prize draw, simply watch the video and answer the following question:

**In the video, Gary says "A system isn't just for..."**

- A. Management
- B. One User
- C. Christmas
- D. Business Owners
- E. Job Costing

Email your answer to: [info@solutionsinit.com](mailto:info@solutionsinit.com)

The winner will receive £50 worth of Compliments Vouchers (the same reward you get for recommending EMIR! – [www.solutionsinit.com/rewards](http://www.solutionsinit.com/rewards))

Competition closes on 31st August. Only 1 entry per person.