

EMiR

Electro-Mechanical Information Resource

SOFTWARE BROCHURE

The market-leading business management solution for the electrical and mechanical engineering industry



Dashboards



Task Centre



CRM



EMiR-Cloud



Purchasing



Quoting



EMiR-Back-up

Job Management



EM





Hello,

Thank you for your interest in EMiR Software. If you haven't heard of us before, I would like to take a moment and introduce you to EMiR and why it exists to help businesses like yours.

We originally produced EMiR Software in 1994, with the aim of providing a job management system specifically designed for the electro-mechanical industry, hence the name Electro-Mechanical Information Resource.

At its core, EMiR empowers electrical and mechanical engineers to manage and resource all aspects of their complex and unique business needs.

These include, but are not limited to:

- **Workshop repair**
- **On-site servicing**
- **System build**
- **Installation and commissioning**
- **Sales and distribution**
- **Spare part procurement and inventory control**
- **Scheduling labour and resources**
- **Sales quoting**
- **Job costing and invoicing**
- **Hire management**
- **Complete financial control**
- **Contact management and marketing**

We understand that for a business system implementation to be successful, it not only takes great software but a special relationship between the customer and supplier. To that end, we have customers that have depended on EMiR for over twenty-five years, using the system every business working day in every single one of those years.

EMiR has continually evolved and developed over those years to meet our customers' needs. The product you see today reflects many years of work and commitment to serving the electro-mechanical industry 24/7/365 – much like the service your company provides every day to keep the world turning.

I hope this brochure gives you an insight into how EMiR Software can empower your business to grow and help direct your management efforts successfully.


Thank you once again for your interest and I hope we can meet and discuss your business needs in the near future.

Best Regards,

Gary

Gary Downes



Find me on 



 SCAN ME

Welcome to the World of EMiR – Electro-Mechanical Information Resource

EMiR is the market-leading business software solution for electrical and mechanical engineering companies.

This brochure offers an insight into the functionality behind the software and the methodology we use to deliver savings in time and money through integrated processing.

Asset Tracker	eMiR Learning	Dashboards	Task Centre	CRM	EMiR-Cloud
Asset Management	Finance	Stock	Purchasing	Quoting	EMiR-Back-up
Job Management					EMiR-Support
Job Tracker	Labour Scheduling	Smart Site	Enquiry Scheduler	Time & Attendance	EMiR-Maintenance

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EMiR Modules

Modules are the core components of the EMiR solution, seamlessly interacting to deliver key business management capabilities.

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The key building block of EMiR covering all aspects of job management, including receipt of jobs, job costing, delivery & invoicing, sales & purchase ledgers and enquiries & reporting.		Delivers advanced live stock management ensuring you know the value and level of stock items at any time.	
Asset Management	8	Purchasing	14
This allows you to track all managed asset related activity, including a complete history of service and repair for each customer item.		Delivers integrated functionality to raise orders, receive and reject goods and manage all purchasing activity.	
Finance	10	Quoting	16
Full financial control including trial balance, profit & loss statements, balance sheet, HMRC electronic VAT submissions, bank reconciliation and credit checking.		Unrivalled visibility and history of quotes in progress and completed. Quotes can be raised, tracked and reviewed.	

EMiR Extensions

This section of the brochure covers the additional functionality that can be gained from the use of Extensions that work to deliver EMiR to more areas of your business.

Asset Tracker	18	Labour Scheduling	28
An internet web portal that delivers an up-to-date and historical view of all managed, serviced and repair assets to your customer.		Maximises the most valuable asset in your business, people and resources, by ensuring every planned activity is scheduled and completed in the most efficient timescale possible.	
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A business reporting tool that presents accurate and up-to-date information on all aspects of the business.		Administers workshop and site related job activity using a smartphone app that relays job instruction and activity back to EMiR.	
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An Extension that works with EMiR data to operate and maintain any number of automated processes.		Compiles data into lists, reports and enquiries for automatic timed delivery to EMiR users across the network.	
CRM	24	Time & Attendance	34
CRM [Customer Relationship Management] is a central sales and marketing system storing and prompting important activity.		Achieves true job costing by tracking staff activity in real-time with barcode scanning for entry/exit and activity recording.	
Job Tracker	26	eMiR-Learning	36
An internet web portal providing your customers 24/7 access to the progress of their work in your EMiR system.		An online learning management system enabling 24/7 supplementary training on all aspects of the EMiR system.	

EMiR Services

This section is dedicated to the process of the technology and how to make a successful transition to an integrated, tailored solution for your business.

EMiR-Cloud	38	EMiR-Maintenance	43
Cloud server facility hosted in an industry-standard data centre, providing a range of services including monitoring, virus protection and back-up.		The continued development and improvement of EMiR Software.	
EMiR-Back-up	40	Exploring the capability of EMiR	44
Automated and monitored cloud back-up for all aspects of company data, protects against malware, virus and ransomware.		As an industry-specific application for electrical and mechanical engineering companies, EMiR has a lot to offer a business like yours!	
EMiR-Support	42	Join the EMiR Family	46
Full telephone and online support for all aspects of EMiR process including regular updates and feature releases under EMiR maintenance.		Our customers are responsible for the direction and development plans of EMiR, through feature requests and collaborative workshops – read about their success!	



Job Management

The Job Management Module allows the user to create jobs, record costs along with details of work carried out, allows the user to process the job through to producing delivery notes and invoices, and keeps track of o/s debtors and creditors.

OVERVIEW

EMiR has 4 separate job types to allow you to process Sales, Service, Hire and Manufacture orders efficiently and effectively.

Each 'job' is booked in against the appropriate customer, who has a unique account code for identification purposes. Each job is given its own 'Job Number' for traceability purposes, helping users to conform to ISO9000. The system holds comprehensive details against each job, and extra fields can be added to suit individual requirements. Standard details held include:-

- Make and Type/Description of machine
- Client Details, Contact Person and Order Info
- Date Due, Job Priority and Department
- Faceplate details of the equipment
- Price and 'Recommended Charge' fields
- Photos, Files, Notes and additional comments
- Details of Materials, Labour and Work Done
- Invoice and Delivery document details

EMiR produces a job card for each job raised. Job cards, like Delivery Notes and Invoices and all other EMiR stationery, are designed to fit A4 blank or company headed paper as standard. Your branding can be loaded into these documents.

EMiR allows the user to record all labour and material costs and charges along with the details of work that has been carried out against the job, which is then listed on the invoice to justify the pricing.

There is a comprehensive enquiry and reporting suite available to show a complete 'Job Costing' picture. This ensures that you are charging the correct profitable amount for the work carried out and provides quick access to information to help you run your business effectively.

Labour costs can be recorded 'Live' with the use of our **Time & Attendance** Extension, via our Smartphone app, **Smart Site** or via a time sheet entry method. All methods will automatically update the labour costs and charges against the job and allow the recording of non-productive time, such as sickness or holidays to measure labour productivity.

Details of materials used are also recorded against the job. Entering costs & quantities used, based on a default margin or on a discount from RRP per client [in the case of stock items], means that EMiR can automatically calculate a "Recommended Charge" for you.

The service operations that have been performed on a job are then recorded via free text entry or more quickly via the use of Work Done Codes (WDC). These are common phrases describing routine work that is carried out (e.g. A Strip Down and Test). Each item of 'Work Done' that is added to the job can then be printed on the invoice for the customers' information and to help justify the price charged.

See the workflow of jobs through your workshop on our Visual Management display. Create your own engineering status's and watch as your jobs flow through the process to delivery.



“ From our point of view, EMiR has proved to be an excellent choice. The suitability of the functionality to our multi-site operation allows us to manage our entire business very closely, and the quality of service and support we have received means that the implementation of EMiR and EMiR's day-to-day operation since, have both gone very smoothly. ”

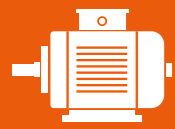
Martin Savage
Director, MKE Engineering Group

The Job Management Module has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- EMiR allows each customer order to be produced as a 'Job' with a unique identifier for traceability and job type, the four options are Repair/Service, Sales, Stock/Build/Manufacture and Hire.
- You can store photos against the job, which are ideal for showing evidence of damage or to ensure that the condition which the unit arrived/left is recorded. You can also link Microsoft Word™, Excel™ or any other kind of file directly to the job. Many users also scan in completed [handwritten] job cards so they have an easy way of finding the original 'handwritten' information.
- The **Job Management** Module will allow you to progress a job from 'Work in Progress' through to "Invoiced" producing all the necessary paperwork along the way. Such invoices and delivery notes can be customised with your logo and can optionally be emailed directly out of EMiR using your chosen email client. This saves time, printing and postage and provides a full colour copy!
- EMiR will ensure you know what the job has cost you, and what you should charge via EMiR's job costing information and labour and materials **budget** setting capability. Never knowingly undersell your work again!
- EMiR helps to capture all material costs against the job, and you can also add EMiR's **Stock and Purchasing** **Modules** if you want to properly track stock movements and the raising and receipt of purchase order goods.
- In addition EMiR allows for required material planning [BOMs] and the option for multiple delivery notes and invoices for sales order processing, meaning that you can part deliver and invoice an order based on available stock levels [if used along with the **Stock Module**].
- Even if your typing skills are limited, you can produce delivery notes and invoices quickly and simply. Invoice text can be loaded from Work Done Codes that you can set up and turn into Groups, so that in one 'click', you can add many lines of description onto an invoice.
- There are many enquiries that allow you to find a job via job number, serial, customer, delivery note, invoice, customer ref, manufacturer and even the technical characteristics of the asset. In short, you will never have to search through paper lists again!
- Extensive enquiries and reporting allow you to find out all you need to know about your job costing profitability, customer profitability, revenue produced, your active order-book, and much more! This reporting will ensure you can stay on top of your business and control it better, and EMiR's enquiries can be exported to Excel™ with one simple right-click of your mouse!





Asset Management



The Asset Management Module allows you to store and enquire on all of your clients' managed assets. Information that can be provided to a client including a full history of asset repair.

OVERVIEW

The EMiR **Asset Management** Module allows you to store and review:

- Technical details and references about each asset
- The site, location and sub-location of where it is used by the customer
- The EX status and notes on EX related issues
- Unlimited environmental information notes
- Unlimited general notes about the item
- Additional comments that are transferred to the job when you book in
- Photos of the asset to help identification
- Link and access any type of file [Word™, etc.]
- Track and analyse fault information
- Track if a managed asset is surpassed by another or is surpassing another
- View all the jobs that have been created for the managed asset
- Service interval(s) for the asset along with preferred engineers/trade required allowing for auto raising and scheduling of service work.

All this **Asset Management** information is available instantly whenever you book in a job for a customer and EMiR automatically transfers all the relevant data to the job to save you re-typing any of it!

Simply set up the customer as a 'Managed Asset' customer, and then record all of their equipment into the database. Whenever you raise a job, EMiR will know that this is a 'Managed Asset' customer and ask if the job you are raising is for a managed asset. If it is, you can simply choose one, or many, assets from their database and all the necessary information such as serial number, customer reference, technical details, additional comments, photo's etc. will be transferred across to the job to a managed assets tab.

You can then enquire on Managed Assets by Customer and Location, find the managed asset that you need and view all the related jobs for that asset.

EMiR **Asset Management** will ensure that you, and your client via use of our **Asset Tracker** Extension, will have complete traceability to each individual managed asset. You will know how many times it has been repaired and serviced, the fault history and the complete cost of all activity for the item. You will be able to lead the client as to whether the asset needs to be replaced, serviced or simply covered by a suitable spare if it is in a critical location on this site. In short, **Asset Management** at its best.

The Asset Management Module has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- **Asset Management** is an ideal way to 'lock in' your customers as you will be the only company to collect and maintain an accurate list of all the client's assets. This means that you will be the supplier of choice when it comes to any maintenance, servicing, or repair of their equipment.
- Store comprehensive information of the customer's assets such as; Motors, Pumps, Gearboxes, Compressors, Hydraulic equipment and their control systems and plan all maintenance and servicing that the equipment will need by raising jobs in EMiR with their required due dates!
- Asset records allow EMiR to look ahead and automatically raise jobs for you based on the service interval of the asset.
- Keep track of all the changes of location of the asset, and whether it is an active, spare or scrapped item. You can report to the customer on how many assets of each type they have and how much spare cover there is for each – creating opportunities to sell new items to the customer to ensure there is adequate backup for their needs.
- Maintain photo logs of the items so it is easy to ensure that you have the correct item in for service. You can also see how brakes, gearboxes etc. are fitted without the need to attend the site to see for yourself!
- An Extension that accompanies the **Asset Management** Module is **Asset Tracker**, which is our web-enabled Customer Access Link System. **Asset Tracker** enables you to allow your customers to log in directly from their own site and view their own managed asset details. You assign each client a username and password and they are able to access the EMiR managed asset data in a limited and read-only format. You can also use this system to allow your engineers to log in from on-site to check on asset details at any time!
- By using **Asset Management** and **Asset Tracker** together, you can ensure you provide the best customer service possible, and simply the easiest and most direct method for you and the client to share such crucial asset information and find the information you both need to run your businesses successfully.



SCAN ME



“ The request for information from our customers on the assets that we maintain is a regular occurrence and I was pleased to expand the EMiR system we were using to solve this issue. I can see where the item is, what its service history looks like and any outstanding quotes or work to complete – my customers can now do the same! ”

Leanne O'Reilly
Administration Manager, Arfon Rewinds



Finance



The Finance Module adds to the Sales and Purchase Ledger functionality that is available within Job Management, ensuring that your financial information complies with all audit requirements.

OVERVIEW

Sales Ledger

The Sales Ledger is available within the Job Management system and provides the essential functionality you need to control your debtors. This feature includes Invoice and Credit Note production, receipt of Payments and Deposits, Aged Debtor Analysis, Statements and comprehensive reporting facilities.

Purchase Ledger

Includes functionality to record the Receipt, Approval and Payment of Invoices; Holding invoices for non-payment and printing of Suggested Payments and O/S Creditors reports.

Nominal Ledger (NL)

The NL provides a Full Trial Balance, instant Profit and Loss, Balance Sheet and Fixed Asset Control. The reports available include the VAT Return option which shows you all the totals and evidence you need to complete a VAT return. UK option includes HMRC approved electronic VAT submissions.

Cash Book & Bank Reconciliation

Automatically builds entries into a 'Cash Book' from transactions that are made during the normal running of accounts, such as Purchase Ledger payments, Sales Ledger payments and Journal entries. A Bank Reconciliation option allows you to 'tick off' entries that appear on your statements to ensure that you haven't missed any transactions.

Open Postings

The Nominal Ledger allows the user to continue processing transactions in advance of the current financial month up

to the current date. E.g. If you are in the financial month of September, but it is the calendar month of October you can still do October transactions without affecting the month of September.

Financial Reporting

All reports can be viewed or printed at any time of the month providing a complete audit trail:

- Trial Balance, full and summary
- Profit and Loss reporting with schedule
- Balance Sheet
- Journal entries, showing all transactions
- Cash Book and Bank Reconciliation reports
- Sales and Purchase 'Day Books'
- Sales and Purchase Credit Notes
- Sales and Purchase Ledger reports
- VAT Return reporting
- Fixed Asset reporting
- Production of debt chasing letters
- Multiple cash book setup available
- P&L analysis versus budget
- Export of BACS payments into CSV file
- Intrastat Purchase reporting
- Cash Flow forecasting
- Extended options for multi-site setup
- Online submissions to HMRC – UK Only

The Finance Module has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- Track your sales right through from Job Creation, via Invoice Production to Payment collection with detailed analysis of Debtor values at all times.
- The Finance Module provides an auto-approval analysis, by checking the details of the Purchase Invoice against the original Purchase Order placed via the Purchasing Module of EMiR. EMiR will check that the goods have been received and that the value of the Purchase Order matches the value of the entered Purchase Invoice. If all is well, then EMiR will approve the Invoice and allow the user to select the Nominal Ledger codes applicable for the spend, otherwise it informs the user to log the invoice for later approval, whilst still allowing the user to log the invoice for approval later.
- A completely 'live' picture of your financial situation. At any time you can see the Profit and Loss Trading Account for the current month, quarter, and year-to-date. Look instantly at the current Balance Sheet or current Bank or VAT positions.
- This is a completely integrated solution, there is no need to enter any piece of financial information more than once, and EMiR will cross-check any information to make sure that you are getting the most intelligence from your data entry.
- VAT returns are simple to produce and all UK-based submissions are approved and made electronically directly to the HMRC. You can instantly see the totals received and owed and separate 'tabs' of information give details behind the VAT inputs, outputs and totals.
- Open Postings allow you to work in more than one month at once, so you can still be receiving or paying cash and logging and approving Purchase Invoices in the current calendar month, even if you are still financially in the previous month. This means that you can keep up with the day-to-day transactions while still finalising your final month end accounts. You can do this in the knowledge that these 'future transactions' will not affect your current months' figures.
- EMiR also allows production of two types of Debt Chasing letters. Simply choose the type of letter (warning/final demand) then choose the account and it will list all the invoices due.
- EMiR allows for Cashflow Forecasting using actual live invoice data. EMiR will forecast cash arriving or being paid out based on the days to pay for that customers or supplier, but each invoice can then be updated to show a revised payment date. EMiR makes use of the current bank position to forecast forward and will also store the forecast versus actual at the end of each month to see how accurate the forecast actually was.



“ The move to an electronic Finance Department has not made us completely paperless but has led to 99% less paper, which in turn has led to less storage space being required and the ability to outsource much of the transactional Finance activity. The efficiency of the department and the happiness of our suppliers has increased tenfold. ”

Annette Boulter
Group Finance Director, Avonmouth





Stock



The **Stock Module** is used for the complete control of all stock items. Each stock part has its own stock 'profile'. The profile details the number of items in stock, the amount recommended for purchase, those actually on order, any shortages of the part required for jobs, and the number of that part that are already allocated to jobs.

OVERVIEW

The **Stock** Module interfaces into the Job Costing section of the **Job Management** Module to provide known part and pricing information, such that when a stock part is recorded and used against a job, the stock levels are decreased automatically. This ensures that your stock system always shows the true picture of your stock levels and value.

Information stored against stock parts includes a 50 character part number, a 50 character stock description, a cost price, the RRP and a lead-time for supply. You can also track by serial number, record stock as 'consignment stock' and store 'price break' information. EMiR can also store extensive descriptions/notes against each part number that copies forward onto key documents.

EMiR can be used to analyse usage of all stock parts and set minimum and maximum stock levels with required re-order quantities. These can be over-ridden by the user's own manual entry. EMiR can also produce purchase recommendations, based on these minimum and maximum levels, to ensure that stock holdings are kept at desired levels. If used in conjunction with the **Purchasing** Module, the user can accept any of the recommendations required and EMiR will automatically produce purchase orders to the required suppliers.

Each stock item can be purchased from multiple suppliers, by use of Supplier Parts. So for each part you can have many suppliers with each supplier calling the item by a different catalogue number.

The EMiR **Stock** Module will also allow you to set discount rates by customer, so items are sold at their agreed prices, and provides all the reports and enquiries you need to help manage your stock efficiently including stock valuation reporting, stock check reporting and details on top moving items. It will make sure you know the price of the key spares and products that you sell and ensure you can track how often they are used and where they are stocked.

In short, EMiR has everything you need to manage your stock efficiently and keep it accurate and up-to-date!

“ Within months of starting with EMiR, the benefits became obvious and the longer you use it the more those benefits became apparent, from prompt handling of enquiries to stock control – I couldn't imagine now working without it. ”

Barry Palmer
Sales Manager, Kirkby-Lindsey



“ It certainly took me a while to make the decision to purchase EMiR as I was wary about changing our system to completely computerised. Once the system was loaded up we haven't looked back. I can't believe how much time it is saving us, I would say we have already seen a 50% time saving with our administration. The system is also helping us to manage our stock a lot easier as well. All in all I am absolutely delighted with the EMiR system and would have no fear in recommending it to any other business. ”

Charles Bellwood
Managing Director, Bellwood Rewinds

The Stock Module has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- EMiR will set min and max levels for stock items based on their usage, and alternatively allow you to set your own min and max levels and then use these levels to recommend purchases to ensure you don't run out of key stock items.
- EMiR will recommend items that are below minimum stock for order and allow you to raise Purchase Orders in seconds to ensure your stock is kept at the optimum level for your business. [Requires **Purchasing** Module also].
- EMiR will allow you to track your key items by Serial Number ensuring you can always trace if a particular item is on the shelf or to find out which job it went out on and which customer it was sold to.
- There is the option to assign a stock part to a 'Stock Group' e.g. Copper Wire. This then allows all those parts in a stock group to have their price changed by a standard amount. E.g. To increase all the prices in the stock group by 10%.
- There is also the option to set discounts for each customer based on Stock Group, so that you can default the charges for materials sold to customers. E.g. you can assign a particular customer with 10% off the RRP for Bearings, and 5% off for Brook Motors, etc. Material costs are then charged to customers on a RRP less Discount basis, meaning that you don't have to spend time working out a price for a customer!
- EMiR can help you to manage 3 variations of stock pricing: Standard Cost, Latest Cost and a Weighted Average cost.
- EMiR allows the import of Required Items and Bill of Materials with fast processing options to issue all items in stock, create all shortages or order all items that are required.
- You can issue stock directly to jobs via the use of barcode scanning in our "Stores Issues" option, which also allows you to record the issuing of PPE equipment to staff.
- EMiR also lets you use "Master Suppliers", so you can busy the same parts list from more than one supplier.
 - All stock transactions for a part or all parts over any date range.
 - Stock check report to show parts and their stock levels by bin location.
 - Report of top moving stock items.
 - Additional spaces in report of purchase recommendations, indicating which stock items now need purchasing because they have gone below their minimum stock level.





Purchasing

The Purchasing Module is the ideal way to track and perform all your purchasing activity, whether buying for stock or directly for an ongoing Job. It will ensure you know the status of your purchased items and track what is open, overdue, delivered or has been returned to the Supplier via its goods rejection system.

OVERVIEW

Purchase Orders can be raised for stock items in conjunction with the **Stock** Module (which allows entry of known part numbers with known prices), miscellaneous items (free hand text entries), and can be purchased on 'General' orders or on "Direct" orders against Jobs. You can also combine the two to order for stock and various jobs on the same order.

The Purchase Order is created listing the items to be purchased, detailing part numbers and descriptions, quantity and pricing information. There is also the facility to set a delivery date for each item, so that the supplier's performance can be monitored against required delivery dates. Purchase Orders can be raised in the appropriate currency of the Supplier. The printed Purchase Order is designed to fit A4 blank or headed paper as standard and can be emailed directly from EMiR to the supplier.

When ordering stock items, all the details of the parts required are automatically entered on the purchase order. When the order is received, the stock level is automatically increased.

When ordering items directly for a job (whether stock or miscellaneous items), all the items ordered will immediately be recorded to the job (via an automatic entry in and out of stock), so no additional work is required for recording spares usage,

ensuring that the job costing process has all the required data it needs. EMiR also has facility for recording extensive notes against each item ordered [text blocks], and allows carriage to be recorded separately [without the need to record it as an item on the order].

The **Purchasing** Module has its own 'Goods In' functionality to receive the items ordered, and each delivery of goods received is uniquely logged with its own electronic Goods Received Note [GRN]. Goods can also be rejected through EMiR, and EMiR will produce a Rejection Note that is ideal to accompany the goods back to the supplier.

Purchase Order Numbers can also be 'reserved' for use at a later time. The order can subsequently be amended to enter the actual items required, which is ideal for site engineers placing orders on the move.

EMiR allows you to set various limits on PO creation so that PO's above that value will require approval before they can be printed or emailed. Such approval is flagged internally by EMiR to the appropriate users and subsequently the PO raiser is informed when the PO has been approved –via EMiR internal email system or the **Task Centre** option.

The Purchasing Module has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- Viewing details of all parts purchased from a specific supplier, or all suppliers so you can trace where you buy things from and for how much.
- Viewing outstanding/overdue Purchase Orders with the option to export to Excel™ to email directly to the supplier to chase up your orders in a flash.
- List Goods Received within a date range, along with values by supplier.
- Distinguish between normal and "urgent" Purchase Orders with an enquiry to allow focus on urgent items.
- Reports on the value of committed spend on Purchase Orders raised by Account Code or by Supplier. The Account Codes can be set by the user, e.g. Engineering, Administration, etc. to help control budgetary spend.
- EMiR also allows you to set up an order 'approval' process, so that only once a specified 'approver' has authorised the order, the PO can be printed or emailed from EMiR. You can also set user limits specifying what value they can order without approval being necessary, and set minimum order values by supplier.
- Track the purchase of hire items with from and to dates and EMiR will remind you when items need to be returned.
- You can add unlimited notes that will print after the item on the PO, ensuring that the description of what is being purchased can be as detailed as you need it to be.
- Direct delivery to a customer's site is easily arranged by simply ticking a box to change the delivery address from your own premises to the site for the job [job related orders only].
- You can set unique delivery due dates against each item, to ensure that EMiR can inform you of all items that are overdue or haven't been received yet, allowing you to stay on top of your orders.
- Returning faulty or unwanted goods is simple with the Rejection process that will automatically produce all the paperwork you need to return the goods, reduce stock accordingly, and keep track of any vendor performance issues.
- Part number 'fuzzy match' is used to find more details about a part, such as suppliers of the item, full part number or description. By entering a keyword connected to the part, all items containing the keyword are listed for viewing.
- Track and approve Purchase Invoices against PO's with the linking and scanning facility provided by our **Finance** system.

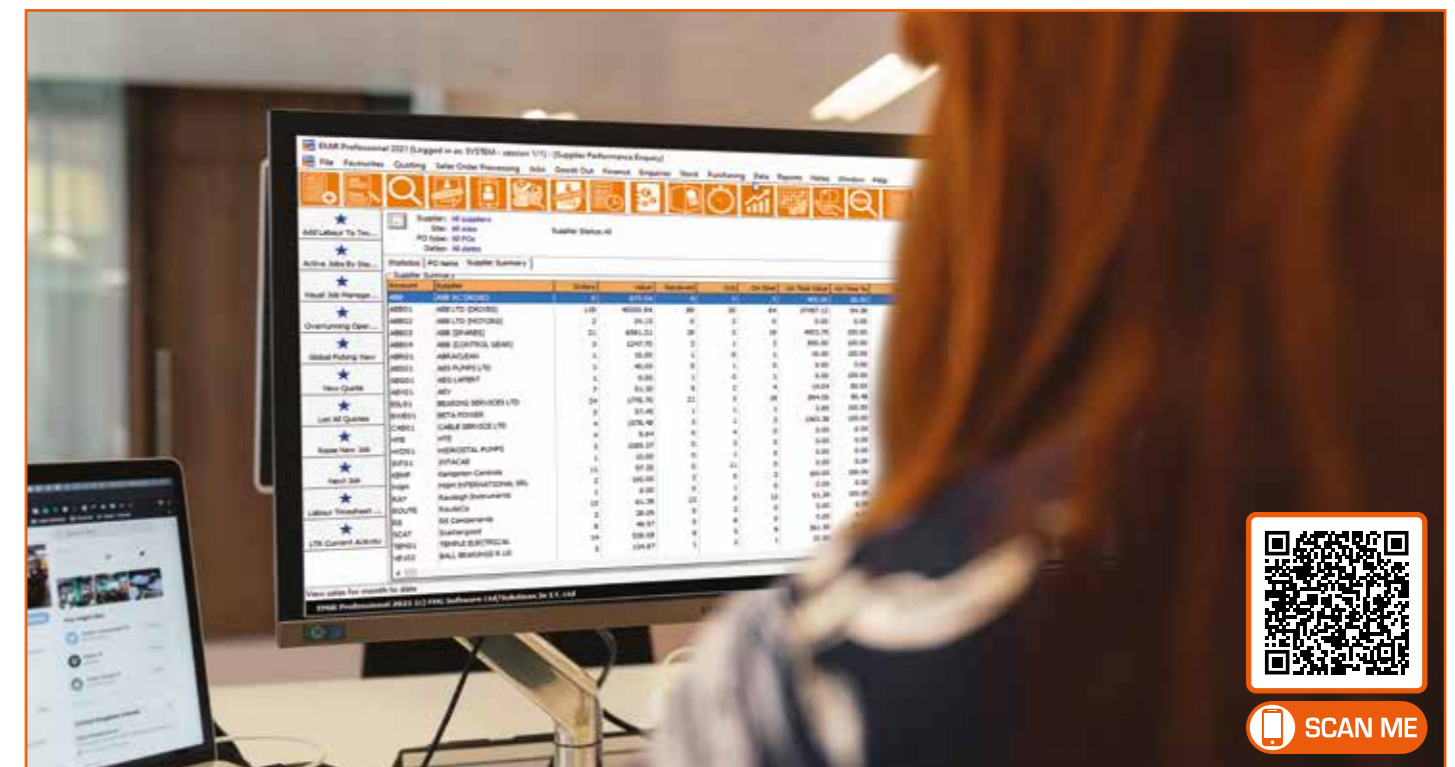


“ We have seen EMiR as an important part of the growth we have seen as a company and it continues to provide all the information and time-saving features that we need to help grow the business further without the need for more administration staff. ”

Chris Carrick
Managing Director, ADC Electrical

“ EMiR has been instrumental in the streamlining of our purchasing process. Here in Dubai, we have a large volume of items on order in multiple currencies. EMiR helps us to keep each item's progress clearly identified and ensures our job costing is fully up-to-date at all times. ”

Robert Hancock
Operations Director, Torishima FZCO





Quoting



The Quoting Module allows users to create quotes for Repair, Sales, Hire and Service work. EMiR provides all the tracking and traceability you need to know.

OVERVIEW

The Quoting Process

Quotes can be raised from EMiR either from a job [in the case of service/repair] or by just creating a quote [for a Sales Order]. EMiR can tell you:

- Which jobs need to be quoted?
- Which quotes are outstanding and need to be followed up by date?
- Which quotes have been successful?
- Which quotes have been rejected?

Job Status

For those created from a job, EMiR will change the status of the job from "Work In Progress" to "Evaluation", so that the user can tell from the status that the job has an open quote against it that the customer is evaluating.

Types of Quote

There are a number of different types of quote within the EMiR System:

- **EMiR Quote Layout.** You can choose to use the EMiR quote layout which allows you to combine the customer information with a description of the work to be carried out and photographs of the item concerned. EMiR allows you two different layouts, including a BASEEFA style layout which shows more technical information about the item being repaired. You can optionally create a new quote from an old one, and you can also add a Quote Acceptance page to your quote for the customer to simply sign and send back to proceed with the quoted work.

You can also store notes against the quote so any users can see how the quote has progressed. EMiR also allows you to plan the materials and labour element of the quote which can optionally be printed in detail on the quote – should the customer require it. EMiR will also allow you to order the necessary materials from the accepted quote via a direct link to the **Purchasing** Module.

- **File based quote layout.** You can also optionally add the 'File-based' quoting system in which EMiR allows you to use Microsoft Word™ or Excel™ to create the quote to your own layout, but key information about the quote is stored within EMiR. The document is also stored within the EMiR system so everyone can find it and view it [you don't need to worry about where it is saved!]. You can also use 'Merge' technology to combine your EMiR layout with Microsoft Word™ for ultimate flexibility in **Quoting!**
- **Sales Quote.** A template format to allow selection of the items for sale along with key contact, terms and other relevant information.
- **Hire Quote.** This allows the user to select items for hire from a hire fleet and quote prices based on the period of hire for each item.

Certificate of Conformance

EMiR also allows you to produce a certificate of conformance, similar to the BASEEFA style layout, so that you can provide a suitable certificate of conformity for any quoted item.



“ We have grown the business very quickly and EMiR has enabled us to keep track of all our jobs, purchases, stock, quotes, and it has also given us complete financial management. It's an excellent system and I have no hesitation in recommending it to others. ”

Malcolm Martin
Managing Director, Stardelta, Lincolnshire

The Quoting Module has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- EMiR ensures you can keep track of all quoting work and as all the information is stored within EMiR records, you don't have to go hunting for paper information ever again!
- All quotes are created in consistent formats, providing a professional image for your business.
- EMiR allows customisation of your layout with your logo so that your branding is shown and quotes can also be emailed directly from EMiR in full colour PDF, saving the need for printing.
- EMiR allows you to plan the materials and labour for any quote and these can be printed optionally if the customer requires a breakdown of the costs involved. These costs are stored against the quote and can be transferred and compared against the job to see how you have fared compared to the planned price. This is ideal for seeing how good your predicted costs are against the actual and so learning where costs have been underestimated.
- EMiR allows you to include photos on the quote, that print two across the page, to show damage or other visual information that you wish to help demonstrate the work/cost involved.
- The quote provides an acceptance area on the quote so the customer can quickly sign off the work to be completed.
- Do you need to show "EX" type repair information in your quote and produce a Certificate of Conformity when the work is done? No problem, EMiR's BASEEFA style quotes do all this for you and make it quick and easy for you!
- EMiR's file-based quoting option allows you to make use of Microsoft Word™ or Excel™ to produce your quotes should you need to provide lots of information and options within your quote. The quote is still stored within EMiR so all staff can still find the quotes quickly and easily!
- Take control of your quoting process by ensuring you know what quotes need to be produced and which need to be chased. Keep track of how a quote is progressing by reviewing notes, and don't miss out on business ever again!



SCAN ME





The Asset Tracker Extension is designed to allow your customers to enquire on their managed asset details via a secure web portal.

OVERVIEW

Easy Asset Management

Your customers can access the system whenever they like and have controlled and secure access to their own asset information. (You must be running the **Asset Management** Module within your EMiR software for this Extension to be applicable).

Data Availability

The **Asset Tracker** Module allows your customers to view their EMiR **Asset Management** data. Your customer can enquire by the location, technical details or key motor references to find out any information they need about their own assets that you maintain, including:

- The technical details and references about each motor
- The current status of an asset as to whether it is active, spare or has been scrapped
- The site, location and sub-location of where it is used
- The EX status and unlimited notes on EX related issues
- Unlimited environmental information notes
- Unlimited general notes about the item
- Additional comments [transfers to EMiR jobs]
- Photos of the asset to help identification that also transfer to the job

- Link and access any type of associated file [Word™, Excel™, Text, CAD, etc.]
- Analyse fault information. Identify all the faults seen against the asset along with their frequency
- Track if a managed asset is surpassed by another or is surpassing another
- View all the jobs for the managed asset with status, price, delivery and invoicing details. In short, a comprehensive view of all activity undertaken on the asset.

Hardware Requirements

As the information is displayed via the use of a website, it is essential that your EMiR system is based on a server that is capable of hosting a website such as a Microsoft Windows Server with its IIS web hosting platform. The server also needs to have its own fixed IP address and be connected to a broadband connection so that data can be transmitted in a timely fashion over the Internet.

Hosting your EMiR solution on **EMiR-Cloud**, our hosted server solution guarantees that your every IT need is accommodated. Remote connections for your customers to **Asset Tracker** are just one of the many benefits, for more information turn to the EMiR-Cloud page.

The Asset Tracker Extension has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- The **Asset Tracker** Extension allows the customer to get the latest information on their managed assets without the need for a phone call or any direct involvement or other action from your own staff. So this saves you and your staff time in answering phone calls or chasing clients unnecessarily.
- As the **Asset Tracker** Extension is an online tool, it can also be accessed by your own engineers, to help identify the correct items to work on whilst they are on site.
- The **Asset Tracker** Extension provides the customer with a detailed picture of their assets – including photos and location information, which will help them in identifying where their assets are located and what they look like. This is essential for identifying the correct items for repair work or maintenance tasks.
- The **Asset Tracker** Extension provides comprehensive information on each asset, including detailed fault analysis, the number of times it has been repaired or maintained and all the relevant information they could require. Not only does it give instant access to the information, but you can be assured that no sensitive costing information will be displayed, so they won't be accessing any price/profit sensitive information. It is also read-only, so it cannot be changed or modified by the client directly.
- **Asset Tracker** is a totally secure environment with protects your information and that of your customers.
- Whilst the **Asset Tracker** Extension is an extremely powerful asset management tool, it does not require huge expense to implement, with the hardware requirements limited to a Windows Server with a broadband connection. This is pretty standard for EMiR customers who have adopted EMiR-Cloud or run their own internal servers.
- There are very few companies who can offer the client an online enquiry system of such complexity and availability for their key electro-mechanical assets, so it will simply put you way ahead of the competition! Not bad for a system that just requires you to run your EMiR system as normal and will automatically provide the information the client needs via **Asset Tracker** at their convenience, 24 hours a day, 365 days a year!



SCAN ME



“ With EMiR in place all of our processes and documentation are taken care of, one less thing I need to think about. With all of this information to hand I can spend more time on what's important, the customer. ”

Peter Woodward,
Managing Director, Mawdsleys



Dashboards



As an ERP business software solution that sits at the heart of your business, EMiR has everything you need to make reliable decisions. Dashboards simply take that information, make it easier to read and interpret, delivers it to a computer device at precisely the right time and places it in the hands of the people that manage your business.

OVERVIEW

The production of paper-based and email reports to clarify the business position has long been an outdated exercise, often requiring the skills and time of important members of staff. In most companies, the information that is used to make decisions that affect the success of the business are not held centrally, but reside in a multitude of formats including accounts software, ordering systems and a selection of Excel spreadsheets.

It takes time to bring all of this data together and dedication to keep the results timely and accurate. The introduction of Dashboards to the EMiR system means that the important information you need is automatically collated from your live EMiR system, is instantly available to review and contains more of the answers that you need to make great decisions.

- A collection of off-the-shelf **Logistics and Financial Dashboards** designed specifically for EMiR.
- Information delivered directly to your desktop computer, laptop, tablet device or smartphone.
- You don't have to be an EMiR user to receive a **Dashboard**, anyone that will benefit from the information is applicable.

- A timed update to ensure that real information is sent to the **Dashboard** when it is needed.
- Information representing the current progress, achievement, current status, under performance of any milestone or process is represented in easy to read charts and graphs.
- Summary information can be interrogated for greater detail at the click of a mouse without going into EMiR.
- Selected and refined information can be exported directly from the **Dashboard** into CSV or Excel formats at the click of the mouse.
- **Dashboards** can be displayed in communal areas of the business on large screens or monitors informing the entire workforce of current progress.
- The EMiR team offer a development facility so that your **Dashboards** reflect the right management information for your business.
- All we need to know is what information is critical to your success.

The Dashboards Extension has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- EMiR **Dashboards** are a business tool that help you to make reliable decisions from accurate and up-to-date information. A **Dashboard** can have a mixture of business charts and data lists to make the information stand out on the page and have significant meaning.
- A carefully crafted **Dashboard** can completely negate the need to move information around using cut & paste or exporting from the EMiR application. **Dashboards** are delivered instantly and remove the need to populate and manipulate information in Excel spreadsheets.
- With a collection of Logistics and Financial **Dashboards** available, every EMiR user can instantly benefit from an existing product that already meets many of the industry's standard requirements. The **Dashboard** collection has been formulated to deliver the key management information that the majority of EMiR users require.
- **Dashboards** available include Finance (P&L Analysis, P&L Credit Schedule, P&L Debit Schedule, Finance Category Breakdown by Financial Year, Balance Sheet Analysis, Credit/Debit/Cash Balance Timeline, Fixed Assets), Sales Ledger, Stock, Purchasing, Labour, Quoting, Job Statistics (Repair, Sales, Hire & Stock job types), Key Performance Indicators and **CRM-Marketing**.
- EMiR **Dashboard** Development is a low-cost process that reviews the information you are recording and storing, analyses the problem and displays the solution in a fully functional **Dashboard** that can be used to cross-examine the detail and transactions that make up the summary. You will have all of the answers you need to hand!



SCAN ME



“Dashboards have been an excellent addition to the EMiR software suite as it offers a clear view of the most important business metrics in a way that is accessible to all users, wherever they are.”

Jack Dunning
Finance Director, Houghton International



Task Centre



The Task Centre Extension is a suite that works with EMiR data to build, operate and maintain any number of automated processes. Exactly which data and which processes are customisable for your business – you can choose what you need to drive your business better.

OVERVIEW

Creating Proactive Management from EMiR Data!

Imagine a business that was automated. A business that could pro-actively manage the collation of important information and distribute it, in a timely fashion, to those employees that need to know. The kind of important information that would allow you to make accurate, timely decisions, across your business. Well, this is exactly what the Task Centre Extension will do for you!

All too often, we set a plan in motion and are unable to see the real impact on our business for weeks or months. Sometimes, putting the measurements in place, speaking to the right people in your organisation and centralising your findings can prove too late to work effectively. The Task Centre Extension is a live monitoring service that's sits at the heart of your business looking for the things that are important to you. Task Centre will deliver management reports on time, with no delays. It will tell you when key events take place or alert you when they don't – the choice of events is yours!

when the variables change. A key employee is on holiday, urgent work circumnavigates the system or the customer makes last minute changes and shortens the lead time for each project. Then our manual systems breakdown and as people, we suffer from an atmosphere of uncontrolled procedure and measurability.

When these processes are included in Task Centre, they happen automatically regardless of the amount of work you take on as a business. Task Centre will ask for approval of each project stage from the appropriate people and escalate if the answer isn't forthcoming – you will have visibility of every action!

Automating your organisation

Think of all of the jobs you do manually, all of the duplication of text and numbers in a multitude of spreadsheets when a central pot of EMiR data is all you really need. By linking and automating processes you can save time and stay in control.

Intelligent Routing and Authorisation Workflows

We all have manual systems that we use to route documentation around the work place, but what happens

The Task Centre Extension will refine the way that you move and look at important information – allowing you to make timely decisions from reliable and up-to-date business data.

FEATURES & BENEFITS

Below are some examples of the kind of functionality that could be built for you by our staff* using the EMiR Task Centre development platform or even created by your own, suitably trained, Task Centre Administrator:

- Automate the delivery of emailed reports to each department such as:
 - Orders received today
 - Customers on or off stop or approaching credit limit
 - Sales turnover against target for week, month, year to date
 - Quotes awaiting / overdue follow up
 - Key Performance Indicators, number of calls made in CRM
 - Daily cash at bank
 - Jobs over-running list
 - Goods expected today
- Alerts by email or SMS text message
 - Orders received
 - Urgent CRM follow-ups
 - Key training expiry dates for staff
 - Jobs nearing or on their budget limits
 - PO's that need approval
 - Urgent goods received
- Send Customers automated updates:
 - Job progress reports
 - Delivery details of items despatched
 - Outstanding quoted items for their approval.
- Approvals and work flow authorisations
 - Purchase order approval required (for orders over a value, by department, supplier, multiple managers)
 - Resetting job budgets to allow additional expenditure or to freeze spending on a project
- 3rd Party Software Connectivity
 - Orders received from your E-Commerce website instantly available in EMiR
 - Automated delivery information from Parcel Force or other 3rd party companies.
 - Microsoft Exchange linkage
 - Card payment authorisation connectivity
 - Direct access to Sage data to update EMiR data, such as credit limit info.



“ We make great use of EMiR Task Centre as part of our reporting process. Not only does it alert managers as key actions take place, it also extracts information from EMiR for use in our own development of Dashboards and more complex management pack reporting needs. ”

Annette Boulter
Group Finance Director, Avonmouth



SCAN ME

*Creating Task Centre events can be provided by our development team or even by your own suitably trained, Task Centre Administrators using the task wizard functionality.

Visit us today at www.emirsoftware.com or call 0845 009 4588



The Customer Relationship Management Extension, or CRM for short, is designed to give you a total picture of all activity relating to your customer service and sales and marketing efforts.

OVERVIEW

Ultimate Sales Management Tool – Anywhere!

The CRM Extension is the ultimate sales management tool and is great for both salespeople and business owners alike, allowing you to manage and measure all aspects of sales activity within your company. Also, as it is web-based, it is available from any device with an Internet connection, so it can be used on the run, from home, in the office or just about anywhere! What's more, CRM receives and updates EMiR in real time, so there is no duplication of data or effort.

Budgets

You can set annual budgets for Salesman by Customer and even have several sales people with budgets for the same client [if they are selling different products/services to the same client]. Sales revenue and forecast sales can then be seen against budget to measure sales performance via customer, site, department and salesperson. Not only that, you can set budgets for the following year simply by applying a percentage increase on this year's budget – so no need to type it all in again!

Sales Pipeline

Not only are orders and revenue tracked, but all aspects of outstanding quotes and opportunities are too. Such future sales are measured by time-scale and a percentage of probability that they will turn into orders, so the sales person can forecast likely sales and track all opportunities from within the CRM system – giving you a view of the pipeline for your entire organisation.

State of Play

Each salesperson is able to see an instant picture of how they are doing and all the tasks they need to do whether it is producing quotes, following-up existing quotes, arranging meetings, developing opportunities, etc. They can instantly see which order numbers need chasing, which customers are on stop, or how a customer is performing against budget or their credit limit.

Total Management Control

As a manager you will not only be able to see an individual salesperson's progress, but you can also see an overview of how the business is performing by Site, Department and Customer – giving you a 360-degree view of the sales activity of your company. In addition to measuring sales performance in both revenue and order terms, you can also see what activities each salesperson has undertaken – who they have seen, called and emailed, to give you a total picture of completed and required sales activity within your company.

Contact Activity Management

CRM will tell you which customers, or potential customers, need to be contacted and you can add follow-up dates, times and reasons for such activity to ensure every lead is followed-up. You have instant access to search contacts that need to be contacted today or in the near future and you are able to book meetings and send emails via the CRM that are posted automatically into your Outlook or Exchange 'Sent Box' and Calendar. In short, everything a salesperson needs to do can be tracked via the CRM system and can be analysed and reported on!

“ The CRM installation was straight forward and the training and 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 assuring to know that the EMiR Team are always on hand to provide support where we need it. They could not have been more accommodating in terms of tailoring their service and product to our particular needs. We really appreciate it. ”

Dave Marr, Operations Director, Deebidge Electrical Engineers



The CRM Extension has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- The “Key Stats” graphical home page informs your sales staff instantly on how they are performing, both in terms of revenue and order pipeline versus budgets, and summarising the activity needed currently.
- Manage your customer contacts closely and keep track of all activity related to them, ensuring you know exactly how each contact is being managed.
- Track all your quoting activity and ensure you know what stage of the process each quote is at. Measure the effectiveness and productivity of each salesperson in turn and analyse the effectiveness of their efforts.
- Track all key activity by customer and measure your performance in all areas of your business activity relating to customer service. Identify jobs that have stalled, quotes that need to be chased, identify further opportunities for quoting, and follow-up on any comments or complaints that have been made.
- Track revenue generation by salesperson, site, customer and department and ensure you know the depth of your pipeline and conversion rates of opportunities.
- Pre-determined alerts can be set up to inform your sales person when a customer has been inactive.
- In short, ensure you are on top of all customer service related issues, keep your customers happy and measure the performance of your sales activity – all in one easy application!
- CRM has been specifically written for sales people on the move. CRM-Mobile offers key functionality to see open and closed quotes, review the history of conversations with the client and record meeting notes, easily on your smartphone device.





Job Tracker



The Job Tracker Extension is the ideal way to provide your customers with up-to-date information about how their jobs and orders are progressing.

OVERVIEW

Engineering "Progress Status"

In addition to the normal EMiR statuses, there is a 'Progress Status' section where you can define a suitable list of statuses to represent the progress of the job to the customer, e.g. "Dismantled Awaiting Inspection", "Awaiting Parts" or "Delivered", etc. EMiR contains functionality to allow you to easily change the progress status of jobs, either individually or in bulk, via use of a barcode scanner.

Email or Console - it is your choice!

The start of the process can be simply an email generated by EMiR through your chosen email client such as Outlook™. The email contains a web hyperlink that the client can click on to see detailed information about the job/order being processed. The hyperlink is encrypted so it cannot be modified by hand to look at other jobs - only the specific item contained.

You can also allow highly-valued clients to access all their job information at once via the Website Console area by giving each contact a unique login.

Website Console

The Job Tracker website features a console area which allows the client contact to view his/her jobs in a variety of categories such as items requiring attention, jobs that are currently being worked on, jobs awaiting delivery, jobs awaiting invoice and those jobs invoiced in the last 90 days.

After selecting the appropriate list, the user can then drill-down to view the details of any job along with photo's, related

documentation and the current progress status. A one screen summary is displayed per job, showing activity on the job, including any key references and order numbers, etc. You can also add multi-media types to the information displayed if you want to show photos and videos of the item being tested, for example.

Customer Service Requests

In addition to seeing the latest information, the customer can also contact you via the console to request more information. This message may ask you to 'nudge' the job along [if they need it urgently] or requesting a phone call to discuss the job in more detail.

Update Emails

EMiR can also generate emails to the customer informing them of any jobs that have changed 'progress status'.

Surveys

You can also create surveys from within EMiR by setting up 5 custom questions. The user can then click on any finished job via the console, or can be invited separately by email, to complete a survey for the job. The results of such surveys are captured in EMiR and can be analysed by one customer or all, and one department or all, to see how your work is being viewed by customers, with EMiR giving graphical representation of the average scores achieved for each question. Surveys can be changed and replaced at regular intervals and their scores analysed separately.

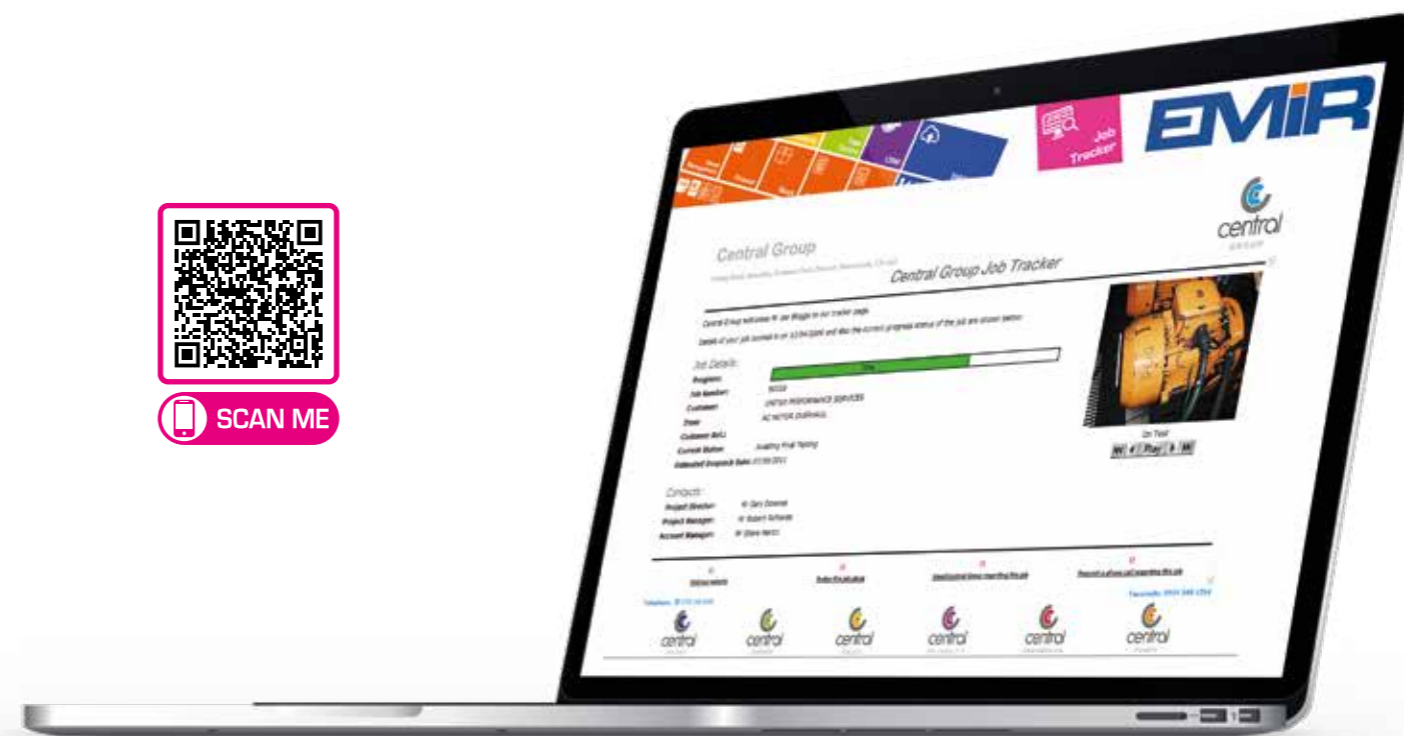
The Job Tracker Extension has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- The Job Tracker Extension allows the customer to get the latest information about how all their orders/jobs are progressing without the need for a phone call or any direct involvement or other action from your own staff. So this saves you and your staff time in answering phone calls or chasing clients unnecessarily.
- The console also allows clients to complete surveys as to how you have performed on a job-by-job basis, so you can easily and directly measure client satisfaction.
- Job Tracker offers the customer a detailed picture of progress - including photo's of the work being undertaken, which will help justify the work required, as well as giving the client a clear picture of progress.
- Job Tracker is a totally secure environment with protects your information and that of your customers.
- The Job Tracker Extension will allow the client to view testing work via online videos, without the need for them to leave their office and at a time that is convenient for them.
- The job progress status helps you to organise your workload, so that you know what progress status each item is at instantly. So it's not only better for the client, but also provides management with a better view of how the order-book is progressing and highlights any issues quickly.
- The client still has the option of requesting more information from you, but these requests are received electronically, which is less disruptive than constantly fielding phone calls and means you and your staff can simply get more work done with fewer interruptions!
- Whilst the Job Tracker Extension is an extremely powerful tool, it does not require huge expense to implement, with the hardware requirements limited to Windows Server with a broadband connection. This is pretty standard for EMiR customers who have adopted EMiR-Cloud or run their own internal servers.
- There are very few companies who can offer the client an online enquiry system of such complexity and availability, so it will simply put you way ahead of the competition! Not bad for a system that just requires you to run your EMiR system as normal and will automatically provide the information the client needs via the Job Tracker Extension at their convenience, 24 hours a day, 365 days a year!



SCAN ME



“ At Central, we pride ourselves on providing excellent customer service and keeping our customers informed of progress with their jobs. The EMiR Job Tracker allows us to provide our customers with useful and timely updates automatically as part of our job management process, and they can view this info 24/7! ”

Shaun Sutton
Director, Central Group



Labour Scheduling



The Labour Scheduling Extension is designed to extend EMiR's functionality into planning the staffing and necessary resources to complete the jobs at hand.

OVERVIEW

Calendar & Job Overviews

The heart of the Labour Scheduling Extension are the Calendar and Job Overviews that give an immediate and updated picture of which staff are free and which are allocated to jobs or other tasks.

The Calendar Overview shows employees and resources down the left and days of the week along the top. Each cell [for a person and the date] has a colour shown to represent how busy that person is on the day. For example, white cells show the user is free, while red cells show the user is fully occupied for the day. Green and amber cells show the user is partly occupied. If the user has any activities, job wise or from manual bookings, then the details are shown in the cell and can be clicked on for more detail.

The Job Overview shows the list of currently active jobs [in terms of those with labour scheduled] and colour-codes them differently for easy identification of site and service work [or both]. You can click into a cell for a job on any date and simply right-click to select any employees you wish to allocate work. You can also copy and paste staff from one cell to another for super fast allocation!

Staff Allocation & Skills Required

Staff can be allocated to jobs by setting up the labour requirements for the work or simply by using 'Quick Scheduling'. This will make a staff allocation to the job without the need for the specification of skills required. Any specific

skill requirement can be set by skill set, or can be chosen from a created team of employees and allocated in one entry.

If a skill is required, then the system only shows those engineers who have the appropriate skill set and these are listed for the user to choose. Engineers can be allocated for multiple days in one go, and this can optionally include weekend working if necessary. The system will also show a planned cost of using the staff booked onto the job to help with quoting, etc.

Resource Allocation

In addition to staff, resources can also be entered into the system and allocated to jobs as necessary.

Site Based Functionality

Both resources and staff members are allocated to a site location and can be optionally restricted to jobs that belong to that site only. This can be relaxed if you want to choose from all staff and resources regardless of where they are based.

Manual Bookings

If resources or staff are unavailable, such as a person off sick, or a vehicle in for service, then a manual entry can be created to show the staff or resource as unavailable. You can choose a different colour for each class of manual booking so all those of the same type can easily be seen.

The Labour Scheduling Extension has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- The Labour Scheduling Extension allows you to see, quickly and easily, who is busy and who is available amongst your staff. So you can see the whole activity picture without the need to leave your desk!
- Engineers can quickly find where they are working, including a detailed map, and which resources they require to do the job. They can even see which vehicle they require and who is going with them!
- Managers can see who is available should an urgent requirement occur. This can be used to check staff availability across all sites to see who has a necessary skill set to be able to perform the required task.
- When planning staff and resources onto a job, the system will calculate the cost of the staff and resources and therefore can be used to help plan pricing for Quotations, etc.
- Engineering 'teams' can also be created and allocated to a job in one step, which makes it very easy to allocate a team of people to a particular job.
- If a job is scheduled to take several days or weeks, then it is very simple to allocate the same engineers and resources to the job for each of those days. The Labour Scheduling Extension will warn you if any engineers or resources are unavailable for that period and then different/substitute engineers and resources can be allocated instead.
- The system will allow you to record manual bookings to essentially 'book-out' a staff member or resource so they are unavailable [because of sickness, training or other reason], meaning that you can always be sure that the calendar overview reflects the true picture of your staff and resource availability.
- As the Labour Scheduling Extension is a multi-user, networked application that is directly connected to EMiR, it can be updated by several users at any time, meaning that you do not need to rely on just one staff member to perform the labour and resource allocation.



Powered by
RUBIX

“ At Knowlton and Newman, we have 100+ staff across 3 sites, the EMiR Labour Scheduling Extension has proved invaluable with planning and performing the work required for our customers. It gives us great visibility ensuring all staff and management have the information they need to get the job done.

Robert Knowlton
Managing Director, Knowlton and Newman





Smart Site



Smart Site is a smart phone application that is fully integrated with EMiR to manage job information. It allows the capture of all job-related activity by your workshop and site engineers, wherever they are working.

OVERVIEW

Smart Site is an Apple iOS and Android application that will allow your engineers to:

- Register and create new jobs in EMiR as they arrive into the workshop or for additional work carried out on site.
- Look at a list of jobs to be done with postcode information to help with directions instantly accessible in Smart Phone map applications.
- View detailed job information.
- Record their hours worked on the job along with the activity undertaken.
- Record mileage and other expenses.
- Record the work carried out.
- Record any notes about the work that was done.
- Fill in a safety checklist defined in EMiR.
- Complete one or more 'Service Checklists' with each option having a Pass/Fail or N/A tick against it. You can also then tick to show if additional work is required along with an order number and record whether the machine is safe to operate. The service checklists are then instantly available in EMiR and can be interrogated to show jobs that have failed a service item, or require further work, etc.
- Take photographs of the work undertaken or the unit's condition.
- Get a customer signature to sign off the work that has been completed.
- Close the job as completed.

- Link and send documents to the job from EMiR, such as RAM's, so the engineer has all the documentation they need to complete the job.
- One job can be created for several assets, each with their own service checklists.
- Review the history of previous repairs and servicing for the asset.
- View Labour Scheduling bookings of what labour and resource is required for the job.
- Raise a job from Smart site for out-of-hours breakdown work.
- Engineers can request a job to assign themselves to it, if needed.

EMiR Smart Site is a smart phone application designed for Apple iOS and Android devices which talks directly to EMiR when synchronised but, importantly, works off-line when there is no phone signal or internet connectivity available.

Put simply, Smart Site removes the need for engineers to be filling in reams of paperwork [that may or may not arrive back in the office!] and allows you to see job information in real time.

The EMiR administrator can re-open jobs if needed, and all costings and other recorded activity can still be edited and updated from within the EMiR system.

All in all, Smart Site allows you to capture all of the information you need from your engineers to ensure that job processing is smooth and transparent, whilst at the same time, ensuring that you still have total control of job costing information and which information is presented to the client.

Smart Site has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- EMiR allows you to allocate jobs to engineers, complete with their site address and key job details, so that their work schedule is immediately available via Smart Site.
- At any convenient point the engineer can update the job with all the key costs directly from Smart Site. They can record their hours, expenses and any materials used which will directly update stock levels, ensuring your EMiR system is kept up-to-date even while your staff are at a customer's site.
- The engineer can also record any important notes or change of working requirements and these are instantly updated in EMiR for all staff to see.
- At the end of the job, the engineer can complete one or more service checklists [if required] and get a customer signature for the work completed, which shows the customer the hours worked and the spare parts used. This is effectively approval for the work completed and will be stored against the job in EMiR. This will certainly help with getting your invoice approved!
- With the growing need for risk assessments and health & safety checklists, the engineer can easily complete these in Smart Site to ensure that this necessary documentation is completed and is again stored against the job within EMiR.
- EMiR instantly reflects any changes or updates made via the Smart Site application, but all of the information can still be changed or updated by key staff using the normal EMiR windows application.
- The customer sign-off sheet and the information collected in the safety and service checklists in Smart Site can be printed and emailed to the client directly from EMiR.



“ At Wilson’s, we provide many on-site services for our clients, and we wanted to ensure that we had the same control of those jobs as we do with our workshop jobs. By using Smart Site, we can now ensure that this is the case and that our information is always up-to-date and accurate. ”

Graham Brooker
Managing Director, Wilson Electric Ltd



SCAN ME



The Enquiry Scheduler enables your business to run extensive and detailed reports outside of business hours to ensure they do not impede the everyday running of your business.

OVERVIEW

EMiR helps you to manage all aspects of your business and has a suite of over 100 Reports and Enquiries to help you understand what is really happening and how you can improve your process and throughput. There are certain reports for each department, that are essential to the everyday running of the business and depending on the level of information required, can take a while to run and compile the detailed information you need.

Several staff members could need to run the report and see the info too, so there can be considerable time spent running and compiling key reports. In addition, to the alerting and reporting already provided by **Task Centre**, the **Enquiry Scheduler** allows you to schedule an EMiR enquiry to run, out of hours, or at any time, as often as you need, and the data is then waiting for users when they arrive or need it!

There is no need for users to spend time running reports when the data is produced and waiting every day for those users to find. This is particularly useful if you have custom **Dashboards** or other charting metrics that need data to be provided from EMiR at the same time or interval, so they can reflect the latest data throughout the day. So, the **Enquiry Scheduler** provides key data updates with no need for staff intervention. Any existing EMiR enquiry can be configured and added to the **Enquiry Scheduler**, for a small development fee, and you can set the frequency of data refresh as often as you need!

There are certain reports, for example:

These reports may be needed by several staff members and **Enquiry Scheduler** will save considerable time running and compiling this key information.

All required reports are compiled and produced to a required schedule which means that there is no user interaction to generate the information.

This is particularly useful if you have custom **Dashboards** or other charting metrics that need to be provided on a regular basis.

Any existing EMiR enquiry can be configured and added to the **Enquiry Scheduler**, along with the frequency of the data refresh that is required.

- Work in Progress
- Active Jobs
- Revenue Analysis
- Jobs Completed
- Invoiced Jobs Enquiry
- Outstanding Invoices



“ At WGM we have created some very useful Power Bi **Dashboards** that help us to manage our large and complex projects. With EMiR as our primary source of job management data, we require the data from EMiR to publish the key metrics and values that our project managers and staff need to check on all work in progress. The EMiR **Enquiry Scheduler** allows us to schedule key data to be delivered to our **Dashboards** without the need for anyone to run reports or enquiries and we simply arrive each morning to the latest picture of activity in our **Dashboards**.

Michelle Ross
Business Analyst, WGM Engineering Ltd.

Enquiry Scheduler has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- The **Enquiry Scheduler** allows you to run key reports and enquiries with the data saved to a suitable Excel file or PDF output, ready for you to access when you need it.
- Schedule enquiries to be run out of hours or several times a day, without the need for anyone to spend time running the reports.
- Add any existing EMiR Enquiries to the Scheduler.
- Ideal for providing key data, saved to chosen locations, for connection to your own Graphical interface or **Dashboards**.
- The **Enquiry Scheduler** is a simple installation handled by our support team.
- Free your staff from running key reports every day.





Time & Attendance



The T&A Extension allows you to capture the entry and exit times of your staff along with the actual 'live-time' recording onto jobs within your workshop.

OVERVIEW

All entries are created by simply scanning the appropriate barcodes, so no typing or mouse use is necessary.

Entry/Exit System

The entry/exit system part of the application requires the user to swipe their user barcode badge at the entry/exit points of the works. The first scan is entry and then each subsequent scan toggles between exit and re-entry. Each transaction is printed to an attendance sheet, so at any time, a list is available of who is in and out of the building. This list can be taken in the event of an evacuation of the building to provide a record of those still on site. There is also an Entry Viewer that shows the current status of each employee as to whether they are in/out of the building.

Live Time Recording [LTR]

The LTR function is simple in its use, as 3 scans at most are needed to record any activity, but can be configured to handle complexities of shift patterns, regular breaks, lunch periods, and bank holidays. It automatically knows whether an employee is working at time, time and a half or double time, etc.

Engineers are only allowed to log onto suitable 'work in progress' jobs and can record their time and current operation by 3 simple scans:

- Their username badge
- The job number barcode
- The operation being undertaken

Simply by repeating the scanning process when the operation or job changes or the end of the day is reached, will result in EMiR recording completed entries into the EMiR Timesheet system. Manual update of times is therefore possible by amending the timesheet for the employee concerned.

The LTR means that managers can track the progress on a job in real time, and can also plan times for operations and jobs and then compare them to the actual times taken.

Equipment and Barcode Labels

The barcodes required can be easily and inexpensively produced and terminals can be shared by cells of engineers, so the cost of implementation is low. Barcode scanners are required, and the T&A application runs on a windows-based PC.



“What we see today is that we are able to breakdown jobs by process in real-time and we've freed up a valuable office resource. I would encourage anybody to certainly have a look at it.”

Shaun Sutton
Managing Director, Central Group



“The main objective of the live time management system is to support the development of a performance driven culture by improving efficiency and workforce management systems, minimising human errors when recording time on jobs, enabling invoicing on delivery date and reducing admin time spent on labour recording. The EMiR T&A system is an invaluable tool that helps us to achieve all these objectives.”

Michael Mitten, CEO, Houghton International

The Time and Attendance Extension has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- You have an instant 'live-time' picture of who is on and off your premises along with a constantly updating printout that can be torn off and taken in the event of an emergency.
- No need for a keyboard or mouse in any operations. Everything is achieved by scanning barcodes. Easy to use and no effort to train staff in its use!
- Get an instant picture from your desktop of who is in/out by using the Entry Management Viewer.
- See how jobs are progressing in real time as job costing is updated at the completion of each operation, job or working day. This will ensure you know the true picture of your workload.
- You can schedule breaks in the working day, so that staff do not have to do any transactions to stop for lunch etc. The T&A Extension will automatically stop the current operation and restart it after the scheduled break is completed.
- You can create shifts against employees so the T&A Extension can record the appropriate time class against each entry. This will ensure that over-time is recorded and charged correctly.
- You can set-up bank holidays, or other public holidays, so that entries recorded that day are done so at the appropriate rates.
- Plan and analyse operations per job by setting planned operations and associated times. You can then compare the actual time recorded live against the planned to check whether the job is progressing to plan or not.
- Time entries are still editable, via the EMiR Timesheet system, so you can still adjust the entries if you need to. Flexible and easy to use!
- As entries are recorded live, you can get an instant picture of workshop activity, and view what each engineer is currently assigned to at any time – without the need to leave your desk!
- Remove the need for paper timesheets by getting all the activity recorded as it happens. Get accurate costings for your work without the need to chase staff to fill in any paperwork!



Scan to see Time & Attendance used at Central Group



SCAN ME



eMiR-Learning is an online learning management system, providing existing and new users of EMiR a platform to continue their system solution training.



OVERVIEW

The focus of **eMiR-Learning** is to create courses on every aspect of EMiR Modules and Extensions, a knowledge share between the development team and users of the product. With our customers help, EMiR continues to be improved, applying new functionality that makes a real difference to the way the system works and interacts within the industry.

- An online platform available 24/7/365
- Available for individuals or company-wide
- An ever-increasing selection of courses and engaging content
- Each course consists of video and text content, questions on the material with a required pass rate
- Certificates are issued to individuals achieving the course pass rate
- Employee skills tracking

eMiR-Learning includes courses that cover all aspects of Modules and Extensions:

- Introduction to EMiR Repair Jobs
- Introduction to EMiR Sales Jobs
- Introduction to EMiR Stock Jobs
- Introduction to EMiR Hire Jobs
- Introduction to Quoting
- Introduction to Stock Control
- Introduction to Purchasing
- Introduction to Asset Management
- Introduction to Enquiries and Reporting
- Introduction to System Administrator Information
- Introduction to Customer Relationship Management



Scan me – see how easy it is to use eMiR-Learning



“ Having access to the EMiR platform from day one of me joining Cabel, provided me with an invaluable insight into how Cabel works internally and how the different departments all integrate with each other.

Going through the online training courses on the **eMiR-Learning** platform, provided an in depth understanding of the software functionality, and the practical examples shown during the courses demonstrate how well built and thought out the EMiR software is for our industry. As Sales & Marketing Manager for Cabel, I found the **CRM** training the most useful and it helped me to form a clear picture of what I was able to achieve through EMiR for our future sales and marketing activities. I would recommend this platform for any new starter that has EMiR Software installed. ”

Fady Atallah
Marketing Manager, Cabel UK Limited

eMiR-Learning has many useful features to help deliver real benefits to your business:

FEATURES & BENEFITS

- **24/7/365**
Allow your staff to access EMiR courses from anywhere, at anytime, on any device. Users can proceed through coursework in and around their working pattern.
- **New Starter Solution**
A solid introduction to how EMiR operates and how each Module interacts with the departments and people within your organisation.
- **Individual Achievement**
Socially distanced, self-paced learning allowing your company to offer skills targets and career goals aiding your employee retention. Staff morale is also increased when a training programme is integrated into their career progression planning.
- **Skills Tracking**
A helpful addition to your HR work, recording tests and assessments undertaken along with grades and ability to learn. Shows commitment to career advancement at employee appraisals.
- **Employee Refreshers**
Existing staff updates and core product functionality learning. EMiR users may not have been present at the original installation and may lack vital background. **eMiR-Learning** is a valuable reference tool.
- **Certified Learning**
Login to the system, explore the courses and learn from clear and concise videos, check your study with an assessment and download the certificate. Become an EMiR Certified Professional.





EMiR-Cloud



The benefits of the EMiR Business Solution, hosted for you in a secure data centre without the worries of managing the infrastructure, having to replace defective hardware, maintaining a reliable back-up and protecting your system from virus attack and ransomware.

OVERVIEW

The Technology behind the EMiR-Cloud

First of all, let's define the Cloud. The Cloud is a virtual place where you store information. In essence, it's a computer server that no longer resides in your premises, but in a secure data centre on the backbone of the internet.

...and we mean, secure! Only you have access to this information. It is protected and because you no longer have a need for a computer server in your office, you no longer need to worry about server maintenance, virus protection, backing up your data, email storage, hard disk or memory space, or even the number of processors required – the Cloud is easily configured for you and your changing needs!

- The Cloud is flexible
- The Cloud is reliable
- The Cloud is a complete and secure hosted solution
- The Cloud accommodates all sizes of requirement from single server to multiple server farms

Specifically, what's the EMiR-Cloud?

The EMiR-Cloud allows you to move all of your company's software to a hosted platform including any configuration of EMiR, Email accounts and Microsoft Office for your entire company and any other application which helps you do business. These may include three dimensional drawing

programs, configuration software from trusted suppliers or HR software, the choice is yours.

The most important thing to remember is your data is safe. Whether it's a series of complex drawings, a lifetime's history of asset repair or your financial accounts. You won't lose it!

How do I use the software?

You can connect to the EMiR-Cloud using any internet enabled computer, simply enter the correct password and you can work in the same way that you always have. Your local printers in the office remain connected and now you have a little bit more room where the old server used to be housed.

- Fancy working from home?
- Do you want to process an order or quote in front of a customer?
- Do you want to check information about a customer's installation when you are called out in the middle of the night?
- Want your external sales and service people to be better informed?

The EMiR-Cloud allows you to connect, when and where you like. You can choose who sees what and instantly reduce the sheer amount of paperwork your business creates.



“ As Head of 'Digital and IT Services' at WGM, it is important to me that we have fast and reliable systems to keep our staff happy, efficient and able to work whenever they need to. With EMiR as a core business system for our business, we have 140+ users that need access to EMiR and they work from many office locations including their homes. So, it was very important to choose a **hosted solution** that allowed for working from anywhere and had excellent uptime and speed. **EMiR-Cloud** provides us with the solution we need and having just migrated to a new server farm, I can also vouch for the excellence of their service and support too! ”

Andrew McSherry, Head of IT & Digital Services, WGM Engineering Ltd

Your entire working computer environment delivered to your desktop, wherever and whenever you need it:

FEATURES & BENEFITS

Three clear reasons to choose EMiR-Cloud:

1. The Best Software for your Business

The EMiR-Cloud is a solution that is tailored to your needs in terms of supplying the right software tools to each department and individual in your business. Whether your staff are office based or remotely located, the cloud delivers everything you need to run the business.

2. Always Up-to-date and No-hassle

You never have to worry about virus and malware protection, firewalls, having the latest operating systems or keeping the server patched. All of this is taken care of. Every computer user will have the latest version of Microsoft Office and the backup and virus protection is automatically updated.

3. No Up-front Hardware or Software Costs

The EMiR-Cloud model is supplied on a monthly rental allowing you to spread the payments across the year, whilst enjoying the benefits of a fully integrated EMiR environment. You will be delighted with the cloud, a flexible system that expands as your business grows. We can add new users, more processing power and more memory without stopping your business from working.





EMiR-Back-up is the most important part of any company strategy, an important operation that ensures that a business continues to operate should a data issue occur.

OVERVIEW

Your company data is vitally important to the success of your business. Trading records, financial accounts, job details, photographs are just a few of the items that you create and store. Without access to this data, most companies find it almost impossible to operate and provide any level of service.

A company can find its data missing due to a number of factors:

- **Fire or flood** – the building environment can be a potential for loss with adverse weather or accidental fire causing temporary or permanent change to your hardware infrastructure.
- **Theft** – premises are often a target for thieves, with computer equipment being the most portable and high value items in a business.
- **Manual Off-site back-up** – relying on a colleague to take a copy of the system on a nightly basis is a risky strategy. Even with the best intention this will always be forgotten.
- **Unrehearsed recovery exercise** – even though a local back-up is taken, has it ever been truly tested? Are you 100% convinced that you can restore your company within a reasonable amount of time.
- **Malware, virus and ransomware** – the internet is rife with applications that randomly attack and destroy all aspects of computer memory and stored data.

You can expect EMiR-Back-up to provide:

- **A complete image back-up of the entire server, operating system, drivers & settings, applications and all associated data**
- **A daily snapshot of the additions, amendments and deletions of that data**
- **A 90-day rolling period, where each back-up image is stored before being overwritten**
- **Monitoring and intervention by the EMiR Support team to ensure that the back-up takes place**
- **An EMiR support person to restore the image should a disaster occur**
- **The ability to restore files or photographs from earlier iterations of the back-up**



The EMiR-Back-up has many useful features to help deliver real benefits to your business.

FEATURES & BENEFITS

- **EMiR-Back-up** is the only reliable automated service that takes your data off-site every single day. No one forgets to action the process or take the disk away with them.
- Our modern **EMiR-Back-up** takes an image copy of the entire computer, an added safeguard. If a component in your server fails or the hardware is stolen, the cloud image is restored in one process of copying. Prior to the modern day cloud back-up, an IT provider would have to commission the new server, install and configure the operating system, add each software application that your company uses, apply a selection of drivers and copy back the data, a lengthy process before you can continue to work.
- The **EMiR-Back-up** is not overwritten for a minimum of 90 days. This is an important aspect of this solution. Virus attack and ransomware are often not immediately recognisable and a number of days may pass before detection. In the very worst case scenario, the **EMiR-Back-up** ensures that you can delve back over 3 months without fear the data has been overwritten.
- Cloud Storage is becoming cheaper, which means that with **EMiR-Back-up** you can benefit from a cost-effective solution, no matter how large your data needs. Photographs, accounts, financial reports, operational documentation, human resources and skills training certificates, etc can all be included.
- Your support is actioned from one location. Whether you have an EMiR software, EMiR-Cloud or **EMiR-Back-up** query one number is all you need. The EMiR support team has experts in every area and your query is directed quickly to the most appropriate technician.



“ There were times when accessing our data from home would be a priority for the management team and our solution would be leaving a computer turned on in the office and using a third party software package to make a connection – this was not the most reliable or easy method for staff and only allowed one user at time! The **EMiR-Back-up** offers complete peace of mind that our data is backed up and secure. ”

Simon Horn
Finance Manager, Elevated Engineering Services North West





Placing your order for EMiR is only the start of the journey. Your EMiR system will come with helpdesk and technical support.

Click here to find out more about EMiR-Support



Maintenance ensures the continued development and improvement of EMiR Software to ensure it integrates with every aspect of your unique business needs.

Click here to find out more about EMiR-Maintenance



OVERVIEW

Helpdesk support:

- Our **helpdesk** is open in working hours to handle any EMiR queries you may have, are unsure what to do, or need further instruction on how to handle specific processing situations. Remote support also handles all **EMiR-Cloud** assistance and **EMiR-Back-up** needs, including the retrieval of individual documents and files from your back-up archive and the full restoration of server images and data, should a corruption occur.
- **Helpdesk support** can be requested by telephone in the daytime or via our web portal system, Freshdesk or direct email at any time of the day or night. All requests are actioned via the EMiR Freshdesk system that registers the call and routes the work to the most appropriate software engineer or support operative.
- **Remote support.** Our support engineers often use applications to connect to your system remotely. This allows our teams to not only deal with the issue on your live system, they can also walk you through the problems offering additional training as required. Each connection is made on a temporary basis during each investigation.

EMiR Maintenance provides:

- The **Maintenance** programme drives the continual development of EMiR. Through feature requests and the focus of the EDFG – the EMiR Development Focus Group we continue to create an ever-increasing, feature-rich business system for electrical and mechanical engineering companies around the world.
- The **Maintenance** Contract gives you preferential rates on the purchase of customisation work, additional Users, Modules and Extensions.
- All new development for EMiR [for the Modules and Extensions that you currently own] will be available to you at no extra cost. Each quarter you will be sent a list of all the functionality available for EMiR that you are not currently using, and you can then add as much [or as little] of it to your system as you want for no extra cost. The development switch list currently holds 1000's of updates that have been developed as requests from EMiR users and under the EMiR Developers Focus Group. These updates are available free of charge to Maintenance contract holders.

FEATURES & BENEFITS

EMiR is an industry-specific solution serving electrical and mechanical engineering companies and this means that the direction of development ideas and the improvements we make, positively impact the majority of our users.

We are one of the only software authors that actively encourages feedback for new development. We share that feedback as part of the EDFG Group – The EMiR Development Focus Group and our users comment through face-to-face meetings and online discussion, what new features are scheduled and how each aspect works in relation to the existing EMiR process.

Being an active member of the EDFG Group provides:

- An appreciation of the thought process that goes into developing new features, Modules and Extensions.
- Your company with involvement in discussions with other industry users about the market and how those changes are reflected in the EMiR system.
- The group with additional feedback from within your business about the way EMiR is used now and how diversification and industry changes will affect you. This feedback is vital to ensure EMiR remains your long-term business solution.
- A fresh set of ideas and impetus to the EDFG Group process that will benefit not only your business, but others in the industry.



Visit us today at www.emirsoftware.com or call 0845 009 4588



Exploring the capability of EMiR



The EMiR Team have a defined process – DECiR, to understand the needs and challenges of your business. With over 25 years of experience, backed by hundreds of clients and their testimonials, we will work with you to find the right solution.

OVERVIEW

There are a lot of things to consider when you set goals to achieve growth in your business. You are probably reading this brochure because an upgrade to your existing software solution is seen as the way forward and you will have many questions and challenges to overcome.

At EMiR, we like to take our customers through a set process which quickly offers an overview of what is possible and any associated costs, this process is called DECiR.

■ **Discovery.** In the Discovery phase, we need to find out about you and the diversity within your business, the profit streams and the areas that you can see need improving to increase success. By starting with the largest challenges you'll quickly see how a solution like EMiR is used to streamline process and all manner of duplication is removed from the system.

■ **EMiR Software Presentation.** Then its our turn to prove EMiR works at detail level. These sessions are an important part of the process and allow your staff to gain first hand knowledge of what is possible, what EMiR looks like and how easy it is to use.

■ **Competitive Bidding.** We always provide budgetary costing from the word go. The price is important and working through the features that will benefit your business will soon show you the value of your investment in EMiR.

■ **Implementation** will be planned in detail. We like to have at least one allocated project manager on your side to liaise with on all of the points and will work with individuals and departments as their specific requirements are highlighted.

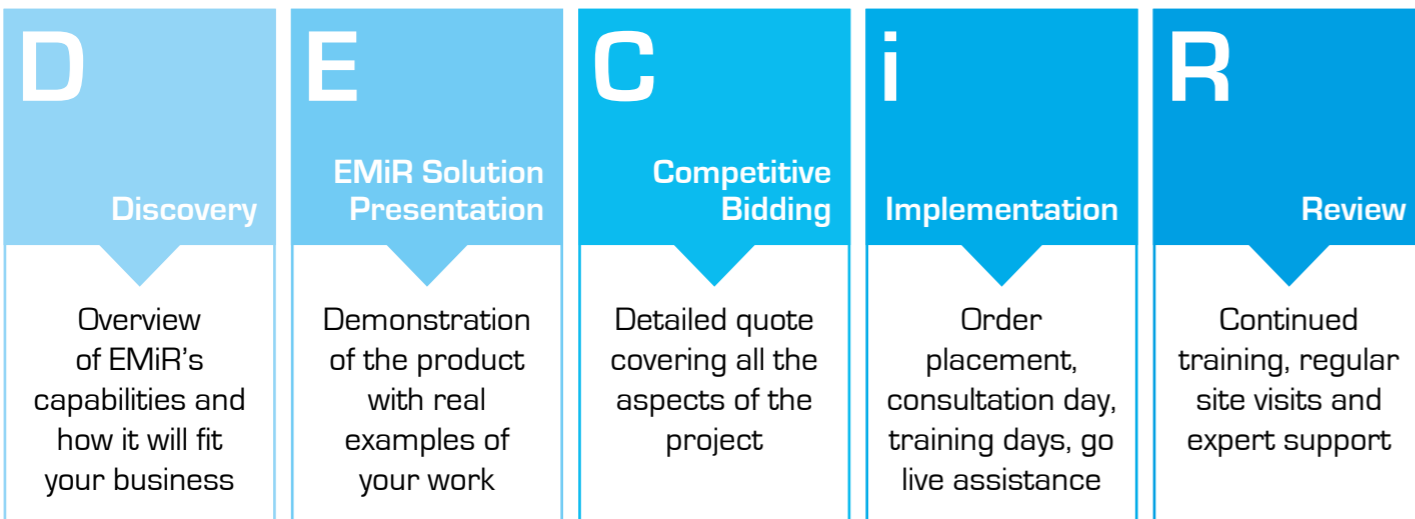
■ **Review.** Reviewing the process is always important. You'll receive Support & Maintenance for free in the first year to ensure that every function and development that you need is installed and supported, especially through your go live period.



SCAN ME

Introducing DECiR

DECiR is our proven five step process for making EMiR successful in your business



FEATURES & BENEFITS

The DECiR process has always been an important part of owning EMiR. You can expect the EMiR team to deliver:

- A clearly defined plan and milestones that both parties can work to
- A single consultant that will work with you from the order to the go live date
- Prices that will reflect the true amount of work involved to get you to a working solution
- A payment plan to ensure that your business is benefiting from the EMiR solution before the final payment is made

OUR VALUES GUIDE US IN WHAT WE DO

We are

INNOVATIVE We provide innovative products and solutions to help make our customers' lives easier and enable them to succeed.

We challenge and support each other to expand our knowledge and embrace personal development.

We are

CUSTOMER FOCUSED We listen to what our customers want from our solutions and constantly work to meet their expectations and needs.

We care about the challenges our customers face and are committed to providing the best service we can.

We are

COLLABORATIVE We work with partners to provide the best service we can, ensuring that we provide a wide range of seamless solutions from experts within the industry. We work as a team, both internally and with external partners, to provide innovative solutions and listen to how we can improve together.

We are

HONEST We tell the truth and provide the solution that's right for each customer. We have straight-forward and honest conversations, and always aim to do the right thing.

We are

HARDWORKING AND COMMITTED We know that working hard and being committed to high levels of performance are important on a personal level and to ensure we can offer the best customer service experience.



“EMiR software is key to our daily function and has been greatly beneficial for us in the 18 years we've been using it. Here's to the next 18 years!”

Steven Ormondroyd
Workshop Manager, Westin Drives



Take a look at who we have worked with over the years. Our list of customers range from large worldwide reaching companies to smaller, more niche local businesses, all within the electro-mechanical market. We'd love to talk to you and see how EMiR can help your business, simply scan the QR code to book a quick chat with us. No sales, I promise, just a genuine chat about the issues you may be facing and how EMiR Software can help to resolve them.

Scan here to book a quick chat about your requirements today!



Trade Associations and EMiR

"EMiR software works closely with many Trade Associations specifically the AEMT, where I had the privilege of being their President for two years and have been an active member for over 20. Our work with these trade associations helps to ensure that our product is relevant and meets the very specific needs of your industry, in fact 47% of the UK AEMT membership have purchased EMiR software."

EMiR are active members of:



Gary
Gary Downes, Managing Director of EMiR Software

Why not join the prestigious worldwide list of companies that have purchased EMiR?



More information on our clients can be found via www.emirsoftware.com/clients

eMiR Learning

Asset Management

Finance

Stock



Job

Labour Scheduling

Smart Site

Enquiry Scheduler



SCAN ME

www.emirsoftware.com

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