

OVER 20,000 ORGANISATIONS RELY ON A SHIRE SYSTEM TO MEET THEIR GOALS



## Time to Upgrade?

### FrontLine Promotion for MS DOS Users

■ **Hardware** – any new hardware you purchase will need configuring to operate DOS software if possible.

■ **Printers** – Not all printers support DOS printing – so be aware.

#### So why miss out?

Aside from the technological reasons for change, there are a number of other benefits you should be aware of.

Migrating to Windows is a no risk option with huge benefits to you and other areas of your organisation. For instance, you may use FrontLine to record Asset & Maintenance data – but it can be used by Health & Safety, Transport, Calibration, Quality & Engineering departments to help measure to improve.

The Windows version of FrontLine will allow you to include other applications. These were designed to help our customers save time, money and aid efficiency.

■ **Work Requester/e-Requester** - time stamp of jobs directly into FrontLine

■ **Help Desk** - call centre software - logging direct into FrontLine

■ **Hand Helds** – FrontLine on the move – using hand held PDA's

■ **Reports** – Full suite of reports or design your own.

Other great features include: asset operational schedule, diagnostics, table of charges by charge code, full colour year planner, work origin and status by colour, personalised reports and more.

The data migration from the DOS to the Windows version of FrontLine is easy and straightforward. You can do it yourself or call the Shire Support Team who can talk you through the process or project manage the job for you.

*At Shire we have developed DOS and Windows based software products for more than 20 years. As a Microsoft Certified Partner, we continue to move forwards with technology changes.*

A number of Shire customers are still running the DOS version of FrontLine Maintenance Suite. The IT 'sands of time' are running out for DOS and now is a great time to upgrade to Windows – we've created a promotion you should take advantage of. Even though you may be happy with your DOS system, you still need to consider these issues:

■ **Your Organisations' IT strategy** – is your IT department able to support a non Windows system? DOS based knowledge is becoming a scarce resource and it will expire.

**FrontLine Promotion – DOS to Windows**  
50% off FrontLine  
50% off training  
Save in excess of £1,000!  
If you have a Support contract for your FrontLine DOS system we will transfer this to a new Support Contract free of charge.  
Please contact Sales today to discuss the next steps.  
Offer ends 28.2.05.

## FrontLine on The Move - Road Shows & Bundled Offer

*The development team at Shire have worked with our customers to create a paperless work order system – the ideal companion for Engineers or Storemen!*

Using popular compact hand-held computers, you can save time and money and improve traceability: who did what, where, when and why. With a low cost of ownership and full integration with existing FrontLine systems, this is a significant leap forward in maintenance and asset management.

We have customers in retail, hospitals, field service and education using the FrontLine hand held solution. They are able to receive jobs raised in FrontLine (planned or reactive), raise new jobs on the spot with the device, capture signatures, record details of work completed, record meter readings, stock transactions and much, much more.

All without paper! Reduce your administration costs. Make the smart move! Take advantage of our promotion to get started...

### BUNDLED HAND HELD OFFER £1995

- Data Exchange
- On-site installation
- One hand held application of your choice
- 1 Year Support

**Save almost £750 with this offer!**  
Offer ends 28.2.05. Does not include hardware. As a Symbol partner, Shire offer PDA's at competitive prices, please call for details.

#### 2005 Hand Held Road Shows

We are running a series of half day road shows in 2005 to demonstrate the huge benefits available from implementing a hand held FrontLine application.

We will be in: Manchester, Newcastle, London, Bristol and Belfast.

If you would like to know more or reserve a place, email [marketing@shiresystems.co.uk](mailto:marketing@shiresystems.co.uk) or speak to your sales contact.



# SHIRE SUPPORT & TRAINING NEWS



## Don't get caught out - back up your data

Back ups are vitally important and without one, your entire system could be lost. Check that your data is being backed up and prove it by carrying out a trial restore from backup.

If you require any advice please contact the Support team.

## Windows XP Service Pack 2

Microsoft have recently released an update to Windows XP. Similar to a FrontLine update, Service Pack updates contain all the enhancements which have been made available throughout the year including the most up to date drivers, tools, patches and customer requested product changes.

Service Pack 2 is all about security and it provides increased protection against viruses, hackers and all things bad on the internet.

We are pleased to confirm that all of our products including the **FrontLine suite, Safety 1st +** and **Safety 1st Xpress** are fully compatible with Windows XP Service Pack 2.

## Roll your planner forward now

This is a reminder to roll forward the PM plan in FrontLine Maintenance. FrontLine contains a PM plan covering two years. Once a year you need to roll the plan forward, dropping the past and creating a new plan for the forthcoming year - 2005.

## Seasonal Opening Times

Apart from bank holidays, Shire will be open during the Festive period. We would like to wish all our customers a Happy Christmas and Prosperous New Year.

## Limited Offer - £50 discount on courses

In response to our customers' increased needs for product education, training and workshops, we have invested in a new purpose built Learning Centre at our HQ in Southampton. Fraser Richardson, Training Manager said, "Shires' training department has always taken pride in the quality of its courses whether they take place at one of our learning centres or at the customers' premises. To celebrate the opening of our new Learning Centre we are reducing the price of all courses at Southampton, Nottingham and Northwich by £50 per course".

To qualify for this discount, courses must be booked before the end of January 2005 and taken before the end of June 2005.

## How can we help you?

We want you to get the most from your Shire investment. We can help with the set up and implementation of new systems, including conversion of your old data. We can advise on how to get more from your system. We can help you define your maintenance strategy. We are here to help you achieve your goals.

## New Courses for 2005

January 2005 sees the introduction of three new FrontLine courses and a maintenance workshop.

- **FrontLine Operators** • **FrontLine Helpdesk Management**
- **FrontLine Implementation Workshop** • **FrontLine Refresher**

One day 'top-up' courses for people or organisations who have already attended the three day FrontLine course.

## FRONTLINE SUCCESS STORY

Works Engineer and Facility Manager Robin Theobald and his team at American Standard Plumbing have transformed manufacturing performance at their brassware factory by implementing planned preventive maintenance using FrontLine.

Robin studied maintenance practice in world class companies and found a common factor - they all had a clear asset management strategy deployed using a good CMMS.

FrontLine was installed on the network allowing a work request to be raised at any PC around the site - eliminating the previous paper and phone system. ASP have saved huge amounts of time and money. FrontLine has enabled ASP to set and monitor performance measures for the maintenance function. Cost savings include a 25% direct saving on labour, and a 33% saving on over-time payments.

As a result of his achievements, Robin was awarded the runner-up title of Maintenance Professional of the Year 2004 at the Maintec Exhibition.



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