

Shire NEWS



NUMBER ONE UK PRODUCER OF CMMS SYSTEMS

Thank you for 20 years of Success

With 2002 marking the year that Shire Systems celebrates its 20th anniversary, we would like to take this opportunity to extend a warm thank you to our customers and friends for the loyalty and support you have given us over the last twenty years.

From the outset, your continued encouragement and feedback has formed the foundation of Shire and created the very heart of the Maintenance and Health & Safety software we offer today. This remarkable partnership of commitment and dedication has

made the company the number one UK producer of maintenance management software.

Shire's products are currently used world wide, in all sectors of industry and commerce. The winning formula of superior functionality in a cost-effective package places efficient software within reach of every engineer who requires complete maintenance control.

The third generation PATS software, Safety 1st Xpress, is the most recent product to be released. Developed directly with end users, this innovative piece of software has

proved extremely successful over the last six months

Keeping pace with technological changes and software needs, presents a continuous challenge. The past 20 years have been demanding, but the determination to succeed has transpired from the enthusiasm and passion that both customers and staff have shown towards Shire Systems.



FrontLine HelpDesk

FrontLine HelpDesk is the latest module that has been developed to complement the Shire Systems FrontLine portfolio. With a refreshing new look the HelpDesk provides a centralised call point for any services required by your customers or staff.

HelpDesk allows operators to enter calls for corrective non-planned work, run diagnostics and where appropriate prioritise and assign jobs in the minimum amount of time.

The HelpDesk is an extension to the FrontLine portfolio and can be used to progress, record and inform all interested parties of jobs required without the need for paper, if desired. Developed with ease of use paramount, this quick and simple system prevents the duplication of jobs, providing you with the opportunity to create savings through the reduction of costs for unnecessary work.

In keeping with the current FrontLine suite of software, the HelpDesk will readily interface with the Maintenance Management module with no additional implementation costs.

- Automatic feedback throughout the job cycle to the originator via email
- Job messaging to the engineer via short message servicing (SMS)
- Progressive job sign off
- Standard reporting capability with selectable criteria
- Built in satisfaction survey which can be sent after an allocated number of jobs
- Colour coded, easy to use screens
- Unique call filtering to prevent duplication of work



Some of the features include:

- Fast recording of data
- Multiple HelpDesk capability

To reserve you FREE 90 day 'live' evaluation please contact a member of the sales team on 023 8022 4111 or complete and return the form on the back of the newsletter.

New Look - New Feel - New Product

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STAFF UPDATE

Hello and Goodbye

NEW GENERAL MANAGER FOR SHIRE

Shire would like to welcome Chartered Engineer Paul Dean who joins Shire as General Manager, after thirty years of implementing and



running best practice maintenance management in process plants and facilities. With such a background he is crucially aware that of all the activities in such organisations, maintenance is the most difficult to manage effectively.

Paul understands only too well the pressures you are faced with for increased performance and, as a fellow maintenance engineer he is deeply committed to making sure Shire products and services meet your needs.

We are also pleased to welcome Donna Bradbury who joins the team to assist in sales administration and production / despatch.

DEBBIE TAKES UP A POLE POSITION



Many of you who have been on training courses, may have had the pleasure of Debbie Carless as your trainer.

Having been with Shire Systems for the past five years, Debbie is leaving us to pursue a career with Formula One engine manufacturer, Ilmor Engineering, where she will run their FrontLine system.

MANDY DRAWS A LINE UNDER SHIRE

We also say goodbye to Mandy Greenslade, a member of our Sales team for the past two years.



Mandy is moving to work in Graphic Design. We trust you will join us in wishing Debbie and Mandy every success in their new careers.

Safety 1st Xpress It just gets better!

Launched in March this year, sales of Safety 1st Xpress have already exceeded our expectations and with the continuous development of the software it just gets better.

- 6) Unique asset numbers within client rather than just within Site.

With the latest version now released you can enjoy new features which include:

- 1) Full tree view of dataset with the ability to drag and drop chosen assets between datasets.
- 2) Enhanced asset locator and filter.
- 3) Days of the week exclusion for the calculating of next test date i.e. the ability to exclude Saturday and Sunday.
- 4) Download from the Seaward Supernova and Europa Testers with AVO products in development.
- 5) Import data from PAT Guard.



For those new to the system a one day training course is now available at our training centres in Southampton and Northwich.

For further information and a FREE 90 day 'live' evaluation please complete the fax back form or contact a member of our sales team on 023 8022 4111.

Stock in the Palm of your hand!

Handhelds in the stock room are now an every day occurrence. With the trend moving towards automated entry and bar codes, the team at Shire has developed an application that works in conjunction with the FrontLine Stock Control module.

Designed to run on any handheld device running Palm OS 3.1 or above, the FrontLine Stock Control application contains 3 features:

- Issues
- Deliveries
- Stock takes

This latest application will enable you to make 'walk around' stock transactions, reduce administration time and costs and provide you with a more accurate stock control system.

All information entered on to the handheld device can be downloaded to the FrontLine Stock Control module by utilising the 'Hot Sync' function.

In addition to the stock control functionality, the team has also developed a handheld application which records usage based maintenance as well as meter readings. The information gathered

with this application can be downloaded to the FrontLine Maintenance Management system.

All of the handheld applications have been designed from the outset to be simple and consistent throughout the suite. For ease of use and accurate data entry the handhelds require an integral bar code scanner.

To discuss your requirements, please contact the Sales department on 023 8022 4111.





Less downtime and greater plant availability whilst still maintaining a level of reliability are just a few of the benefits being achieved at Premier International Foods, Knighton

Premier International Foods at Knighton implemented FrontLine over a year ago when they merged with HL Foods. Previously using the DOS system, HL Foods decided to upgrade to the Windows version, providing a group wide maintenance system.



Prior to FrontLine being implemented the team were keeping written records. The information that was being handed out and returned was adequate but the system of logging was letting the department down when the tasks were repeated.

The aim of the FrontLine Maintenance Management system was to improve the daily recording of routine maintenance and plant breakdown for the purpose of building a plant history.

'FrontLine will enable the maintenance team to eventually go some way to predicting and so pre-empt future breakdowns.' John Terry-Short

The system is now used to plan the routine tasks carried out by both the team of engineers along with tasks contracted out to service providers. Both teams are building a history of the type and frequency of work being carried out which can be adjusted to improve plant maintenance - as the machinery is better kept, the amount of engineering work will be reduced.

Although the system has only been installed for a year, the benefits are proving to be worthwhile. Through the collection of data, the frequency of tasks has been increased providing less downtime and greater plant availability whilst still maintaining a level of reliability.

Benefits are also being proven by attaching the work carried out by service providers to the system allowing the team to track the amount of additional and breakdown work they are carrying out. Through the history of work the

team will be able to adjust the level of service in future years.

'As we progress with the system we hope to see the engineering team spending less time running from one fire fighting job to the next and spending more time doing constructive planned and preventative maintenance.'

John Terry-Short

With successful management and operation of the system, John and his team have built up a history and transferred information from other systems and sources of information, providing them with more time to spend on other tasks and projects.

'I would find it difficult to select any single feature of the software, as the whole package has superior functionality.'
John Terry-Short



Mr John Terry-Short
Maintenance Manager
Premier International Foods

HEFMA 2002

Health Estates and Facilities Management Association

Held at the Royal York Hotel, the Health Estates and Facilities Management Conference and Exhibition was the latest venue where the team from Shire Systems was able to welcome both new and existing customers.

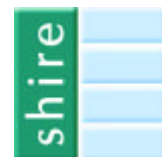
The team were available to discuss a variety of customers requirements as well as demonstrating the latest version of FrontLine, Safety 1st Xpress and the new Help Desk module.

We hope those who were able to attend had an enjoyable time and we look forward to speaking to you in the future.



ARE YOU EXPERIENCING PROBLEMS WITH YOUR DOS SOFTWARE?

If the answer is yes, please contact the Shire Technical Support team on 023 8023 0656



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16 Millbrook Road East
Southampton SO15 1HY
Customer Services: 023 8048 3150
Technical Support: 023 8023 0656
Sales: 023 8022 4111 Fax: 023 8022 8475
email: sales@shiresystems.co.uk
www.shiresystems.co.uk

SHIRE WORKSHOPS

The Shire team are taking to the road later this year for a nationwide series of FREE workshops for both new and existing customers.

Designed to present the latest information these workshops will provide you with the chance to view new products as well as the latest features in the existing FrontLine suite of software.

The day will be divided into four sessions to include FrontLine Maintenance, Work Requester and Help Desk, Stock Control and Purchasing and finally Safety 1st Xpress, Portable Appliance Testing. During the intervals the team will also be on hand to discuss future projects and any queries or concerns you may have.

We have adopted a flexible approach to the day allowing you to select the workshop sessions that are of interest to you.

Based around the UK, the chosen destinations for these workshops are:-

Manchester	Southampton
Dublin	Bristol
Newcastle	Birmingham
London	Glasgow

The dates and workshop venues are yet to be finalised and days will be run subject to numbers.

To register your interest for any of the above venues please complete the form below stating the delegates name and job title and return the fax back form on 023 8022 8475.

Alternatively please contact Miss Sam Kingdon the events co-ordinator on 023 8048 3160.



PRIORITY CUSTOMER REQUEST

From _____ Company _____
 Address _____
 Telephone _____ Fax _____
 Email _____

PLEASE SEND ME A FREE EVALUATION AND INFORMATION ON:

- | | | | |
|-------------------------------|--------------------------|--------------------------------|--------------------------|
| FrontLine Asset & Maintenance | <input type="checkbox"/> | FrontLine Helpdesk | <input type="checkbox"/> |
| FrontLine Stock Control | <input type="checkbox"/> | FrontLine Handhelds | <input type="checkbox"/> |
| FrontLine Purchasing | <input type="checkbox"/> | Safety 1st + | <input type="checkbox"/> |
| FrontLine Financials | <input type="checkbox"/> | Safety 1st Xpress | <input type="checkbox"/> |
| FrontLine Labour Management | <input type="checkbox"/> | Implementation Services | <input type="checkbox"/> |
| FrontLine Advanced Reports | <input type="checkbox"/> | Training | <input type="checkbox"/> |
| FrontLine Work Requester | <input type="checkbox"/> | APS Electronic Building Manual | <input type="checkbox"/> |

PLEASE SEND ME DETAILS OF THE FOLLOWING WORKSHOPS:

- | | | | |
|------------|--------------------------|-------------|--------------------------|
| Manchester | <input type="checkbox"/> | Southampton | <input type="checkbox"/> |
| Newcastle | <input type="checkbox"/> | London | <input type="checkbox"/> |
| Glasgow | <input type="checkbox"/> | Bristol | <input type="checkbox"/> |
| Dublin | <input type="checkbox"/> | Birmingham | <input type="checkbox"/> |

Delegate Name: _____ Delegate Name: _____
 Position: _____ Position: _____
 Delegate Name: _____ Delegate Name: _____
 Position: _____ Position: _____

JUST COMPLETE AND FAX THIS FORM ON 023 8022 8475
 OR POST TO: SHIRE SYSTEMS LIMITED, FREEPOST, SOUTHAMPTON, SO15 1WA

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