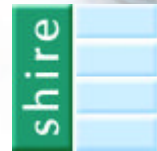


Shire NEWS



NUMBER ONE UK PRODUCER OF CMMS SYSTEMS

BS EN ISO 9001:2000 Awarded to Shire Systems

The British Standards Institute confirmed in November, that Shire Systems has yet again achieved certification to the prestigious BS EN ISO 9001:2000.

Shire was one of the first companies in the UK to be certified to this widely respected standard, in June this year. As part of our ongoing commitment to improve quality management, our systems and procedures will be regularly monitored by the BSI

in the future.

Everyone at Shire is delighted by this achievement which provides a solid foundation for consistently meeting the needs of our customers.



Copies of our certification can be obtained from Alex Lenander, Quality Manager on 023 8048 3150.

HelpDesk provides SMS Solution

Did you know that you can send SMS messages to mobile engineers via the FrontLine HelpDesk?

Successfully launched in July, the FrontLine HelpDesk module is already helping numerous companies to take control of their reactive maintenance.



The HelpDesk allows operators to enter calls for reactive maintenance, run diagnostics

and where appropriate prioritise and assign jobs in the minimum amount of time.

A key feature within HelpDesk is the ability to send a short message via SMS to a remote engineer detailing the:

- * job number
- * site and location
- * date and time raised
- * requester with contact telephone number
- * description of fault
- * required by date or start date and time.

For further information please contact a member of the Shire Systems sales team on Tel: 023 8022 4111.



Holiday Timetable

Over the holiday period, Shire Systems will provide Customer Support Help Desk facilities as listed below.

December 2002

Mon 16 Normal 0900 - 1700hrs
Tues 17 Normal 0900 - 1700hrs
Weds 18 Normal 0900 - 1700hrs
Thurs 19 Normal 0900 - 1700hrs
Fri 20 Normal 0900 - 1200hrs

Mon 23 Normal 0900 - 1700hrs
Tues 24 Normal 0900 - 1700hrs
Weds 25 No Coverage
Thurs 26 No Coverage
Fri 27 Normal 0900 - 1700hrs

Mon 30 Normal 0900 - 1700hrs
Tues 31 Normal 0900 - 1700hrs

January 2003

Weds 1 No Coverage
Thurs 2 Normal 0900 - 1700hrs

Outside these hours, you may leave a voicemail on the normal helpline number, or e-mail

support@shiresystems.co.uk

From all the team at Shire Systems we would like to wish you a very Happy Christmas and a prosperous New Year



Carillion get their “dabs” on the first Shire HelpDesk

Major UK Facilities Contractor, Carillion are the first to introduce the new Shire HelpDesk into ‘The Forensic Science Service’, based in Birmingham.

Successful users of the FrontLine Maintenance system, the team at Carillion have identified the need to introduce more effective help desk control measures.

“Integrated help desks are now becoming an essential part of a sustainable customer relationship. With the increase in work requests, the need for improved communication with our client ‘The Forensic Science Service’ remains a clear focus. We believe that the introduction of the new Shire HelpDesk is a positive step towards meeting such

requirements. Communication is the key to good service and in light of the increase in workload, without the basic information gathered through the Shire help desk we will be unlikely to achieve our objective”, says Kevin Tanner, Facilities Manager, Carillion.

Shire HelpDesk is the latest module to complement the FrontLine suite of software. With a refreshing new look, this module is simple and easy to use providing a centralised call point for any services required by customers and staff.

The HelpDesk module is packed with functionality including searching for job duplication, diagnostics and the ability to send SMS, e-mail and customer satisfaction surveys giving the contractor the ability to communicate at all levels.

Shire takes to the road with the FrontLine Workshops

A successful day was had by all at the first Shire Systems workshop recently held at the Botley Park Golf and Country Club.

Set in a relaxed atmosphere the theme for the day was ‘**Measure to Improve**’. The team presented solutions, highlighting how users could utilise components of the FrontLine suite to improve the recording, measurement and analysis of reactive maintenance.

“A good day, useful to most FrontLine Users”

Norman Andrews - Millbrook Matrix

The afternoon session centred around the ‘**Hidden Assets**’ (features) of FrontLine which many users were yet to discover. These features offer the operators the ability to save time and improve the user interface. To finish off the day delegates were invited to practice under the guidance of the team the topics that were discussed.

The content of the day was designed not only to be enjoyable but also informative and interactive.

“Very interesting and informative”

Steve Thome - Dorset County Council

More Shire Workshops are scheduled for the early part of next year. They will be held in the following locations:

- * Bristol
- * Birmingham
- * Manchester
- * London
- * Newcastle
- * Glasgow

“A very good day, a good way for a potential user to become familiar with FrontLine”

Roger Guy - JAG (C+I) Engineering Ltd

If you would like to register for one of the remaining days please complete and return the fax back form.

STAFF UPDATE

Shire are delighted to welcome two new members to Shire Systems.



Carol Sparks joins the team as a member of the training and support team.

Mark Shenton also joins the team as a new sales executive based in the Midlands area.



Shire dared for RNIB

Members of the Shire team decided to confront their fears and abseil 70ft in aid of RNIB.

Geraldine Luscombe, Jackie Smith, Brian Webb and John Elliot all braved the British weather and went over the top!

A grand total of £18,500 was raised for the charity.

Rolling forward your FrontLine PM Planner

Every January the Shire Helpline receives many calls to do with rolling forward the PM plan in the FrontLine Maintenance Management system. We hope that the following points will clarify what needs to be done.

FrontLine contains a PM plan covering two years. Once a year, you need to roll the plan forward, dropping the older year and generating a plan for a new year.

It is not necessary to roll the plan forward exactly at the end of each calendar year - normal practice is to leave it until a couple of months into the next year, when all planned work for the old year will have been completed.

If your PM plan covers the years 2002/2003, leave it until around March to advance your plan to 2003/2004.

If your PM plan covers the years 2001/2002, you should advance to 2002/2003 immediately and again to 2003/2004 in two or three months.

To roll your plans forward use

FrontLine for Windows:

Setup; System Options; PM Plans [Advance PM Plan]

FrontLine for DOS:

Section 9.4; Maintenance Plan Start Year

Important! Do not use the facility for selective adjustment of PM Plan details

FrontLine for Windows:

File; System Tools; Shift PM Planner

FrontLine for DOS:

Section 2.2; Advance/Retard Maintenance Plan

You may need to add more years to the list of plan year start dates. The following are the start dates for standard calendar years.

Year	Start Date	Number of weeks
2002	31/12/01	52
2003	30/12/02	52
2004	29/12/03	53
2005	03/01/05	52
2006	02/01/06	52
2007	01/01/07	52
2008	31/12/07	52
2009	29/12/08	53

TIP:
Why not set up a dummy annual PM task to remind you when and how to roll forward your planner



Let's celebrate our success!

Shire Systems business partners in Scotland – EPM Solutions Limited – have reason to celebrate.

In the Renfrewshire Chamber Awards, EPM Solutions were shortlisted as one of three finalists in the Best Business Start-Up Category, Sponsored by James Watt College.

Last year Renfrewshire Chamber of Commerce introduced the awards ceremony, and are delighted to say that the standard of nominations and calibre of the entrants has been outstanding again for 2002. Businesses large and small competed for the awards - best start-up having the most entrants with 28 companies competing.

EPM Solutions Limited managed to fight off fierce competition from a variety of flourishing businesses in the area to scoop runner up prize.

"The standard of nominations this year clearly shows that everyone is a winner. Companies big and small in Renfrewshire are out there doing their stuff and doing it well."

Chamber President Bob Baldry,

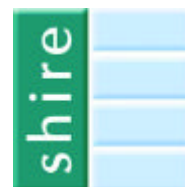


EPM Solutions provide Engineering Project Management and Design Services in addition to representing Shire in Scotland.

Shire was there to lend their support on the evening and Roger Cooke can testify that a great night was had by all.

ARE YOU EXPERIENCING PROBLEMS WITH YOUR DOS SOFTWARE?

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



SHIRE SYSTEMS LIMITED
1 Mountbatten Business Centre
16 Millbrook Road East
Southampton SO15 1HY

General Enquiries: 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 injects new life into Delphi Diesel

Automotive component manufacturers, Delphi Diesel are a valued customer and have been using the FrontLine Maintenance Systems for the past 18 months.

During these 18 months, several issues have been raised regarding the system and their requirements. To enable the team at Shire to understand and address the points raised, a senior representative of Shire Systems visited the site on a fact finding mission.

As a result, a second meeting was arranged with the Account Manager, Chris Lee, to bring back to the table solutions to meet with their expectations.

Time was productively spent looking at ways of improving the current working practices using FrontLine and the introduction of Work Requester to improve breakdown reporting and reduce administration.

As with many of our existing customers, Delphi Diesel had received comprehensive training

on the system.

After a short period of demonstrating the features required by Delphi Diesel both parties left the meeting with high expectations for the future.

“Yes, a VERY profitable visit for both parties, everyone involved found it informative and I think we all left the meeting with new found faith that things were looking brighter”.

John Church - TPM Manager.

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 on the Move | <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"/> | London | <input type="checkbox"/> |
| Newcastle | <input type="checkbox"/> | Birmingham | <input type="checkbox"/> |
| Glasgow | <input type="checkbox"/> | Bristol | <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

PRIORITY CUSTOMER REQUEST

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PRIORITY CUSTOMER REQUEST