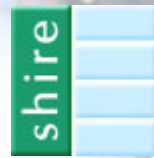


Shire NEWS



NUMBER ONE UK PRODUCER OF CMMS SYSTEMS

FrontLine on the Move

Basic Work Orders including Condition Pass and Fail, Stock Issuing and Meter Readings are all available in the FrontLine handheld suite of software. Taking information direct from FrontLine, these simple applications enable users to improve accuracy of data, whilst reducing administration time and costs.

Working in conjunction with the FrontLine Maintenance and FrontLine Stock Control modules these applications provide users with the ability to:

- * Collect data readings at source and download straight into the relevant module
- * Upload planned maintenance work orders including condition monitoring/readings into the handheld
- * Undertake 'walk around' stock transactions
- * Record plant run time for automated work generation
- * Hassle free parts issue



Many are already seeing the benefits of this new suite of software with improvements in the accuracy of data, a reduction in administration time and the advantage of having a paperless planned maintenance system. In addition, they also have peace of mind that the information required is all held safely and securely in a single unit.

FrontLine on the Move has been designed to run on any standard handheld running Palm™ OS 3.1 or above, with the recommendation that the handheld includes a bar code scanner for rapid data entry.

The added bonus of these applications is that you can load them on as many handhelds as you require without the need to buy extra concurrent user licences.

Should you wish to discuss your requirements further please do not hesitate to contact a member of the sales team on 023 8022 4111 or e-mail – sales@shiresystems.co.uk

Workshops 2003

Since the last Shire News, the team at Shire Systems have successfully undertaken a total of six workshops around the UK.

“Thought it was going to be a sales pitch, but turned out very informative”

Stuart Williams, Pork Farms

With venues including the JJB Stadium, The National Motorcycle Museum and Windsor Racecourse these days have proved to be not only enjoyable but extremely informative for both the Shire team and delegates alike.

“ All in all, excellent, informative and enjoyable”

Mike Ainsworth, Lloyds Konecranes

Due to the overwhelming interest generated from these days the decision has been made to run an additional day

in the Dartford area and to continue these workshop days later in the year featuring a new topic.

“Came away with several ideas for improving/enhancing our own system”,

Steve Britton, Gwent Healthcare

For those who were able to attend the workshop days we would like to extend our thanks for your support and trust that you found the day worthwhile.

“Very interesting and informative”

Steve Thorne, Dorset County Council

For those who were unable to join us we have featured just some of the comments received and we hope to see you at future venues.

“An informative day with pleasant and helpful staff, Thank you!”

Sally Finch, National Institute of Medical Research

Summer Offer

FrontLine Asset and Maintenance Management Module with 12 months support and a 3 day training course for one person



Limited period only offer ends 1.8.03


Training places subject to availability

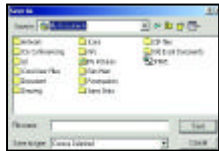
Quote: SUMOFF0603

Can we export from FrontLine into Excel?

A question that has been asked on many occasions and has the simple answer of 'yes'. However, the method used to extract this data varies between the FrontLine Maintenance, Stock and Purchasing modules.


This issue will cover the maintenance module.

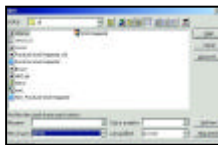
Run the required report and preview the results on the screen. A small icon  (print to file) will be visible on the preview screen. 'Clicking' on this icon will open up the screen below.



Select the directory you would like to save the file in (Save in), give the file a name (file name) and select the type (save as type) comma delimited, tab delimited or plain text - in most cases either select tab or comma delimited.

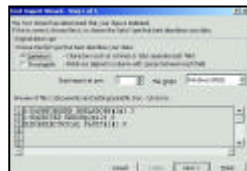
Now open your Excel application.

Click on the  icon (open) and the following screen opens - Select the directory that the

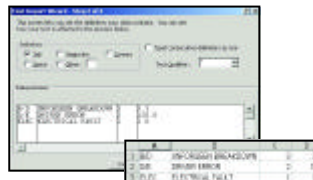



saved FrontLine file is in (look in), select from the drop down 'All files' (file types) and the file that you created should be visible (.tsv file format).

By clicking on this file you will automatically open a Text Import Wizard.



Following the screen instruction, clicking 'next' at each step to proceed and finish to complete.



This operation will drop the data into a spreadsheet ready for you to use the 'Chart wizard',  within Excel to obtain the desired look and feel.

Most of the reports in the FrontLine Maintenance suite will transfer across to Excel however, there are some reports that a graphical format may not be appropriate.



Shire Systems are pleased to announce that we will be exhibiting at the Electrical Roadshow on October 8th 2003 at the Old Trafford Football Ground.

The team will be demonstrating Safety 1st Xpress, the latest PAT and General Inspection and Test software from the Safety 1st portfolio, as well as being on hand to answer any questions you may have regarding the full suite of software available from Shire Systems.

Whilst visiting our stand don't forget to drop your business card in the competition box for your chance to win a bottle of champagne.

If you are interested and would like a 'free' complimentary ticket for the event please contact Sam Kingdon on 023 8048 3160.

We look forward to seeing you at Manchester



FrontLine fuels change at Delphi Diesel

Delphi Diesel Systems currently produce diesel injection equipment and various filters and are the largest engineering employer in Suffolk.

Due to the environmental impact of diesel emissions and public concern, the evolution of the diesel engine has undergone a dramatic change in the last 5 years. Notably, moving away from the "Smokey rattlie" engines of the early nineties and to the fuel efficient, high performance socially acceptable engine of the modern car.

The need to reduce emissions is still being driven by European legislation and requires a totally new diesel injection system and components. This impact on the Sudbury site resulted in a major transformation of equipment and working practices on the shopfloor.

Considerable investment in new plant over the last 5 years required a serious investigation into new asset care programs, and the installation of a computerised maintenance management system was seen as key a to this. After looking at 5 different systems across a broad price range it was decided that the most flexible and best value for money was

the Shire FrontLine Asset and Maintenance Management system.

FrontLine was fully operational across the site in Jan 2001 and replaced an old "paper ticket" system which provided little or no evidence for task completion details, historical data or planned and proactive maintenance practices. A site wide training program was conducted and the team were then able to benchmark where the site was and help focus in on problematic machines and repetitive breakdowns.

Historical data now available from the FrontLine database shows that the team are making improvements year on year in proactive versus reactive maintenance.

With the recent purchase of Work Requester engineers are now able to give a more detailed "feedback" to the production areas regarding the status and condition of work orders.

Future developments within FrontLine will include the integration of condition monitoring, the development of an accurate downtime measure and the use of handhelds to assist in planned maintenance.

FrontLine reduces the pressure for Martlets.



Based in Winchester, Martlets Air Power are Premier Distributors for Atlas Copco covering Central Southern England. The team maintain Compressed Air Equipment for contract and non-contract customers on approximately 2,500 sites, with over 30,000 individual items of equipment with planned service visits being between 1 and 12 times a year. The six service engineers handle 250-300 individual jobs per month of which 75% are planned jobs with the remaining 25% one off and repair/breakdowns.

Martlets first contacted Shire Systems two years ago, having been advised that their existing provider was no longer supporting the DOS system which they had operated over the past five years. In August 2002, Martlets supplied Shire with their current data so that a trial conversion could be undertaken. Little did they know that six months later this data would be invaluable.

With an ISO 9000 audit due at the end of February it was decided to install the new FrontLine Maintenance, HelpDesk and Stock Control module in March. However, events overtook the team when their existing system crashed with the loss of all information. The data that had

been supplied in August was still held on file and gave Martlets the basis to set up a new system which was managed within a week of the old system crashing.

“FrontLine has definitely exceeded our expectation. We only wish we had made contact with Shire Systems six -seven years ago when we were first looking for a software package”

Steve Rickman - Service Director

The team opted for the FrontLine software due to the flexibility of choosing which modules they required without the high cost of a complete package. The FrontLine Maintenance and Stock Control offered a similar operation to their old system but with greater capacity, flexibility and ease of use.

Despite having had the system for only a couple of months the team are already seeing benefits. With the system being so user friendly it allows modification of the system to suit each individual user, together with the ability to create their own design of printed work orders.

“The capacity of the system is enormous which has greatly assisted us with the transition which with hindsight was not as painful as first experienced when our old system crashed”.

Steve Rickman - Service Director

Once fully up to speed, through HelpDesk, the team will be able to send out customer satisfaction surveys which will be an important benefit, as this requirement is highlighted in the new ISO9004 guidelines and future plans include the investigation of introducing handhelds to help save time and reduce paperwork.

“The product is so well balanced with nothing being left to chance, I think this is your most valuable asset”

Steve Rickman - Service Director

The team at Martlets took advantage of the extensive three day training course which covered all aspects of the system from initial start up to running reports. During the period of setting up the system they called on the knowledge of the qualified technical support team where they received prompt advice and help.

“I am a strong believer of making your own luck in business. The quality of the product and the strong team at Shire Systems have certainly captured our thoughts and it is no surprise to us that you are so highly regarded within your market place.

Steve Rickman - Service Director

STAFF UPDATE

Welcome

The support team would like to welcome Jason Schneider in the role of technical support consultant.

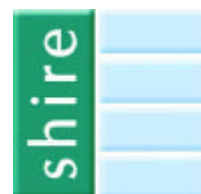


Jason joins us from IBM where he was a contractor working in a system support group.

Top of the Shire Agenda

At Shire we place the requirements of our customers above everything else. To ensure that we fully understand your needs, our Shire Quality Team recently attended a course in London on the acclaimed Volere Requirements Process.

This sophisticated methodology will enable the team to accurately specify customer requirements for the exciting new generation of Shire products currently under development.



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www.shiresystems.co.uk

FrontLine Hidden Assets

As FrontLine continues to evolve, you may not always be aware of some of the new features that have been added to make your life easier.

Standard Text

For phrases which are regularly used on job notes why not turn them into standard text. The standard text table is located in the code tables section. Add a new entry by clicking on the '+' symbol. To make the text universally available don't fill in 'Site Code' go straight to 'Standard Text Code' and enter a three digit identifier e.g. 'AOK'. Now place your cursor in the notes area and type in as much text as you require e.g. 'Machine serviced to specification, no problems to report' (don't forget to use the F3 key rather than the TAB key for spacing your comments). Save your entry by clicking on the 'tick'. You can now recall your entry from the notes area on any screen by pressing the F4 key and selecting the 3 digit code from the dropdown list.

Cloning

Let's imagine you have just set up the first of 50 identical assets e.g. fire extinguishers. You don't want to have to repeat the process another 49 times, so copy the original by using the clone button. The clone option will automatically copy the details of the main asset screen e.g. description, location, supplier etc. and as well as other areas such as notes and tasks by ticking the appropriate boxes. A useful option is the autogenerate next asset number but this will only work if the original number ends numerically e.g. FIRE001 will generate FIRE002. Once the record is cloned simply change anything that is not appropriate for the new asset such as the location and save the record in the usual way. The only fields that will not be cloned are 'Asset Number', 'Serial Number' and 'Accounting Number' as in theory these are always going to

be unique and any of the dates on the supplier/servicer tab. Cloning also works on the task screen, so you can also save time here when entering sets of jobs such as a yearly, monthly and weekly where much of the text is the same.

Customising Grids

How irritating is it that the two fields you want to see are never on the same part of the grid. You may already have tried dragging and dropping fields but found they went back to their original place the next time you opened the screen. To prevent this you need to tell the system to hold your grid settings when you close the screen. This is done by accessing the 'Setup' menu and selecting the 'Individual Preferences' option. At the bottom of the screen there is a box labelled 'Customised Grid Layouts' tick this and go to the grids and make the changes required by dragging and dropping the column headings. Once adjusted you can prevent them from being changed by mistake by ticking the box marked 'Freeze' on the individual preferences screen.

You can also alter the opening size, shape and position of any form on the system by using the 'Customise Form Position and Size' options also on this screen. If you wish to change your chosen layout just 'un-freeze' the option and repeat the process. To return the system to the default settings remove any ticks and click the 'OK' button.

Remember these options are personal to your login so each user can set their own preferences.



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"/>
Southampton	<input type="checkbox"/>	Birmingham	<input type="checkbox"/>
Dartford	<input type="checkbox"/>	Bristol	<input type="checkbox"/>

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