

Shire NEWS



NUMBER ONE UK PRODUCER OF CMMS SYSTEMS



SHIRE BECOMES A SYMBOL PARTNER

Shire Systems are pleased to announce our recent appointment as a Symbol partner.

This latest development creates the opportunity for the team at Shire Systems to provide a one-stop service by supplying not only the handheld applications - FrontLine on the Move - but also the hardware necessary to run them.

kits are designed to fulfil your requirements without the need to order individual components, therefore reducing the risk of errors and saving the end user time and money.



As an authorised reseller of the Symbol handhelds, Shire has made the ordering of the hardware even easier by creating off-the-shelf kits for the Symbol SPT 1550 and the Symbol SPT 1800 which includes the relevant cradle, ruggedised/protective boot and cables. These



"This is an exciting time for all at Shire, and this new partnership provides the opportunity for the team to offer a complete handheld solution".

Chris Williams - Sales and Marketing Director

A full hardware information sheet is available from the sales team. Please contact them either on 023 8022 4111 or by e-mail sales@shiresystems.co.uk.

Greener Pastures

In September, Brian Webb retired as Managing Director of Shire Systems to concentrate on his other interests, notably involvement with local environmental groups.

Brian joined Shire as Operations Director in 1993 and played a major part in steering the company to its current position as the number one UK producer of CMMS systems.

Over the past two years, he has progressively taken a back seat and now leaves Shire in the safe hands of the board of directors who together have over 20 years service with the company.

Holiday Timetable



Over the festive season, Shire Systems will still be providing a normal Support Help Desk, except as shown below

Christmas Eve	Limited cover
Christmas Day	Service closed
Boxing Day	Service closed
New Years Eve	Limited cover
New Years Day	Service closed

Outside these hours, please leave a voicemail on the normal Helpline number 023 8023 0656 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

SPECIAL WINTER OFFER



FrontLine Asset and Maintenance Management Module with 12 months support and a module of your choice from the FrontLine Suite with 12 months support and a 3 day maintenance training course for one person.

Limited period only offer ends 31.03.04
Training places subject to availability
Quote: WINOFF0304

LG. Philips Displays currently produce television tubes for 17", 21" and 25" television sets, which are supplied to television setmakers all over the world. Situated on the outskirts of Durham city, 900 people are employed at the factory.

The factory has been in production since 1972 and consequently, the equipment on site is of varying ages. As old equipment is gradually being replaced with new equipment, a Maintenance Management system was required to generate reliable schedules and to keep track of work carried out on existing equipment. In addition to this, it was required to target problematic equipment and to provide assistance with forecasting where future expenditure would be required in the factory. There were 3,562 assets with 2835 tasks that required adding to the system, which then needed to be attached to create schedules.

"Although there was a maintenance management system in place, it did not meet the standards required by the factory management. The existing system was very slow – engineers would spend up to 2 hours a day waiting for reports – and it was not at all user friendly".

Users were reluctant to use the system.

The main outcome of this was that data was frequently inaccurate (or missing) and ultimately, more and more schedules were completed late and in some cases, left incomplete.

Before selecting the Shire System, the project team looked at several Plant Maintenance packages. In terms of price, the FrontLine Maintenance Management System was by far the most attractive option. The project team visited existing users and received demonstrations that showed how this system would meet most of the project



team's requirements.

Before concluding that the chosen system would be the FrontLine software, we sent the technical support team a copy of our equipment structure (which has several levels), querying how Shire Systems would recommend that we set the assets up.

"The Helpdesk returned excellent recommendations, which were followed. We found that over the following months this excellent support continued, which was a key component in the outcome of the project".

Before the changeover from the old system to the new system, a plant wide

training programme took place. Feedback from the training was excellent – users were looking forward to using this new system. The factory went live with FrontLine in December 2002 and already, the rewards have been better than anticipated. Entering data is easier and faster and signing off is effortless. Running reports is a lot quicker and we have found that work is processed quicker than it was previously. It is more straightforward to track schedules and generally users at all levels are more proactive in finding data from the system. The accuracy of the data has improved and there is significantly better control of the schedules.

In addition to this, FrontLine has been successfully rolled out across another area of the factory, which had been using a paper based system. This was not planned for at the outset of the project, but because of the success of the new system, other departments have started to ask for the system in their area. Part of this work involved recording the service requirements for 450 carts and work done on each cart's components.

For the remainder of 2003, FrontLine will be rolled out to two more areas in the factory. The objective is ultimately to eradicate all of the home grown databases around the plant for a variety of different dedicated tasks and incorporate them all in FrontLine. Once this is completed, it is hoped that more development can take place, in particular, regarding the introduction of Work Requester.

IT'S SHOWTIME

FM Expo, London and The Electrical Roadshow, Manchester were the latest venues where the team from Shire Systems were able to meet up with both existing and new customers.

The Electrical Show, provided the ideal platform to demonstrate the latest

For news about other shows where we will be exhibiting in 2004 visit our new website at www.shiresystems.co.uk

developments in the Safety 1st Xpress software, whilst FM Expo focused on the ever popular HelpDesk and Maintenance software from the Shire Systems range.

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

SAVING TIME

Shire takes to the road again with a new round of workshops based on the theme 'Saving Time'.

Following the success of the workshops held over the past twelve months, the team have decided to run another series of days looking at 'time saving' opportunities within the FrontLine suite of software.

The workshop days will be run nationwide with the first

scheduled for Southampton early next year.

To register your interest for any of the venues, please complete the form overleaf stating the delegate's name and job title and return the fax back form. Alternatively, contact Sam Kingdon on 023 8048 3160.

STAFF UPDATE

Wedding Belles

Weddings at Shire Systems are like buses - none for ages and then two within 6 weeks.

Product Director, Alex Lenander married partner Allan Thompson in the beautiful setting of the Crown Hotel, Lyndhurst in August.



Whilst Marketing Executive, Sam Kingdon married partner Adam Marston at Fremington Parish church, followed by a reception in the idyllic setting of Saunton Sands Hotel, Devon, in October.



New Baby

Congratulations and best wishes to Jason, a member of the technical support team, and wife Suzanne on the arrival of their first baby - Ben



We hope you will join us in wishing them all health and happiness for the future.

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

CORPORATE GOLF DAY

Silvermere Golf Course, Woking was the setting for the latest Shire Systems golf day which took place in mid September.

With the weather fair, the greens like velvet and the bunkers deep, the day proved to be challenging for even the most experienced golfers in the party.

With the cards tallied at the end of the

day the prizes were awarded to Chris Palmer, Dave Debnam and Graham Taylor, pictured here with Marketing Executive Sam Kingdon.



From time to time the team at Shire Systems organise corporate days, so if you are interested in taking part in one of these events please call Sam Kingdon on 023

8048 3160 or complete and return the fax back form on reverse stating your preferred choice.

HINTS AND TIPS

In the last issue of Shire News we introduced you to some new features in FrontLine that had been added to make your life easier - such things as Standard Text, Cloning and Customising Grids. We continue on this theme with a few more helpful tips.

Attachments

An attached 'document' can be any file, application or website - including digital photos, word processing documents, scanned documents, spreadsheets, CAD drawings etc. These can be linked or embedded into the system.

Embedding takes a copy of the document at that point in time and stores it in the database. Linking creates a link to a document that resides elsewhere and will always show the most recent copy. Embedded documents can result in extremely large files and is not normally recommended.

There are currently four areas where you can attach documents - Assets, Tasks, Suppliers and Personnel.

Using Assets as an example, locate any asset to which you wish to attach a document and open up the Details screen. You will see six tabs running across the centre with the last being 'Documents' - click on this tab. To attach a document, click on the DOCS '+' sign and say 'OK' to the message. On the Insert Object screen, click on the radio button for 'Create from File', click 'Browse' which will bring up the screen allowing you to select the appropriate document to be attached.

Once you have selected the document tick the 'link' box (or leave blank to embed the document), and tick the box 'Display as Icon' (or leave blank to show a thumbnail preview). Finally, click the OK button.

If you link an attached document, the path will automatically be entered in the description. You can change the description to show whatever you need to identify the document.

You can attach items in the other areas by following the same process. There is no limit to the number of attachments that you can make.

Follow on Jobs

The latest version of FrontLine Maintenance has a new sign-off option 'Confirm and add new Work Order'. Selecting this option will not only close off your current job but will generate a follow-up work order for you.

The follow-on work order can either:

Pull in just the asset information against which you can type in the additional work required. This is ideal when you have just completed a planned job and spotted some corrective work that needs logging for the same asset. And what better time to record it, with the system doing all the work?

Copy all of your job notes to date (this is the default), for you to add details of additional work. This is perfect for project work that may go on for several weeks but where you wish to record and report on the work done to date.

Either way the system automatically adds to the closed job the number of the follow on work order, and vice versa.

Topical Tip - Rolling forward your FrontLine PM Plan

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 2003/2004, leave it until around March to advance your plan to 2004/2005.

If your PM plan covers the years 2002/2003, you should advance to 2003/2004 immediately and again to 2004/2005 in a few months. To roll your plans forward use Setup; System Options; PM Plans [Advance PM Plan]

following are the start dates for standard calendar years.

Year	Start Date	No 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
2010	04/01/10	52

How to Contact Us

Tel: +44 (0)23 8023 0656
 Fax: +44 (0)23 8022 8475
 Email: support@shiresystems.co.uk

Important! Do not use the facility for selective adjustment of PM Plan details File; System Tools; Shift PM Planner

You may need to add more years to the list of plan year start dates. The

The Support Help Line is open between the hours of 0900 and 1700 Monday to Friday, excluding UK public holidays.

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"/>	Support	<input type="checkbox"/>
FrontLine Advanced Reports	<input type="checkbox"/>	Training /Consultancy	<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:

I AM INTERESTED IN THE FOLLOWING CORPORATE DAYS

Track Days/Motorsport Golf Sailing/Watersports

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

PRIORITY CUSTOMER REQUEST

PRIORITY CUSTOMER REQUEST

PRIORITY CUSTOMER REQUEST