

ECRI-AIMS® Newsletter **February 2011 Volume 2, Number 1**

Welcome

Despite us aiming to publish this newsletter on a quarterly basis, it has been 6 months since the last issue. We made a decision at the end of 2010 not to send out an issue until version 2.4 was ready for full release, which it now is. Read more about version 2.4 and find out how you can get the upgrade below.

We are also aware that everyone is extremely busy and we want to make sure that every newsletter we send out has content worthy of your time. With this in mind, if you have any suggestions regarding content you would like to see in this newsletter, then just let us know by emailing us at aims@ecri.org.uk.

To make up for the missing newsletter last year, we are giving you the opportunity to benefit from a great **SPECIAL OFFER** details of which can be found below.

2011 ECRI-AIMS Annual User Meeting

Yes folks, it is that time of year again when we announce the date of this year's ECRI-AIMS Annual User Meeting.

This year's meeting will be on 15th June 2011 – 16th June 2011. It will take the usual, tried and tested, format of starting and ending with lunch and will be held in the usual place, Crowne Plaza Hotel, Birmingham NEC, www.crowneplaza.com/h/d/cp/925/en/hd/bhxpw. For the first time since 2008, I'm afraid it has become necessary to increase the price slightly to £375 +VAT. However, I'm sure that those who have previously attended will confirm this is still great value for money.

We will be announcing the meeting again in a separate mailing which will include a provisional programme, however, if you would like to register now, then we are accepting registrations via the web site at www.ecri.org.uk/formtraining.php

ECRI-AIMS Version 2.4 Upgrade

The long-awaited ECRI-AIMS Version 2.4 Upgrade is now available to everyone. Unlike previous upgrades, which were relatively easy to apply to existing systems, this upgrade is a very much more detailed process. The main reasons for this are that the new improved document handling requires setting up, the new licence key needs to be initialised and installations done a while ago on older Operating Systems need to be changed to match the new way in which Microsoft handles web applications.

With all of this in mind, we felt that asking IT departments to carry out this upgrade would lead to problems and delays. We have therefore decided that, where practicable, we will offer to carry out the upgrade for you free of charge. Due to the large number we need to carry out, we have to limit this free offer to purely upgrades and, where there is additional work required such as migrating to new servers, it may be necessary for us to charge.

We have made contact with many customers already and we have either completed or scheduled upgrades for more than half of our customers. We will be contacting all remaining customers very soon, but feel free to contact us to arrange your upgrade.

There are many new features in version 2.4 including a full, built-in help system, the ability to create Parts Kits and the ability to run reports created within the Custom Report Writer module from within the main ECRI-AIMS application. There is also a significant amount of work being done in the background to make upgrades in the future much easier.

For customers who have already registered for the ECRI-AIMS Downloads Area of the ECRI Institute web site, www.ecri.org.uk/aims_supp.htm, a complete set of 2.4 User Manuals is available for download. For anyone who hasn't yet registered, click on the same link where you will find a link to register for access to the Downloads area.

ECRI-AMS Email Forum Group

Following suggestions at last year's User Meeting, we set up the ECRI-AIMS Email Forum Group and announced its launch in the last newsletter. A number of people signed up to the group, however there has been no communication yet via the group. This could mean that ECRI-AIMS is perfect and nobody has any issues with it, however, it is more likely that the group needs a kick-start. Therefore, if you have an issue with ECRI-AIMS which you think someone else may have already resolved or if you have a solution to a problem or an ECRI-AIMS experience you think others would benefit from, then send it through.

For those users who have not signed up yet, it is really easy to do. Just send an email to aims@ecri.org.uk and we will add you to the ECRI-AIMS Email Forum Group. Once you are a member, you can send emails to aimsforum@lists.ecri.org.uk which will be circulated to all other members of the group.

SPECIAL OFFER

Following feedback that we have had from many customers regarding difficulties they were having getting IT departments to carry out work, such as upgrades, we added a Remote Support option to the Licence & Support contract. Taking this option means that we can remotely login to your server and carry out upgrades as and when they become available, in fact, Remote Support customers are actually offered upgrades on a preferential basis.

The cost of adding the Remote Support option to your Annual Licence & Support contract is now £1,250 (€1,490) per annum. If however we receive a Purchase Order before the end of March for a new Remote Support option, we will give a **20% discount** for the period taking you to your next Annual Licence & Support renewal date. This will give you a potential **saving of up to £250**. The Remote Support option can be added to your Licence & Support at any time, we will just pro-rate your fee to bring its renewal in line with your normal Licence & Support Fee renewal date.

Contacting the ECRI-AIMS Sales & Support Team To ensure you get the quickest response to all your ECRI-AIMS Sales and Support queries, we have a dedicated phone number and email address specifically for ECRI-AIMS customers. Using these instead of using individuals' direct contact details means your query will be responded to as quickly as possible.

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