



Testimonials

Our customers rely on us to provide a reliable, adaptable system to suit their needs, see what our customers say about us below.

“always willing to listen”

Nicholas Tyler - Chief Executive, NHFA Ltd a member of the HSBC group

Over the years Durell have become established as a key business partner for NHFA. NHFA has been a Durell user since 1996. We had four users when we first had the system installed. We now have 109 users so our requirements have grown substantially over the years. As it would appear with all software and hardware we have had some problems and issues along the way. However we have always been able to rely on Durell to come up with the answers we have needed. They have been able to adapt our systems to enable us to obtain the most efficient usage. Durell are always willing to listen to our changing strategies and needs and where necessary have been able to develop the software to meet our needs. They have also provided us with the comfort of a very understanding helpdesk which has proved invaluable during periods of rapid growth and change.

“Durell gives us the flexibility to succeed”

Tim Ames - Director, Cathedral Financial Management in Exeter

We have been users of the Durell system for 15 Years. Their progressive and forward thinking approach is clearly demonstrated by this new key feature to the software. Most IFAs do not want their hands tied by a third party when establishing their business model. Durell gives us the flexibility to succeed in the post RDR environment.

“We’ve seen a number of benefits in using Durell”

Sharon Nicolsen - Operations Director, HomeCall+ in Blackburn

We’ve seen a number of benefits in using Durell; the system is user friendly, the Support Team are always helpful and any bespoke work required has always been accommodated, with suggestions and improvements being made to the original request.

“the transition wasn’t as painful as anticipated! ”

Sheila Sleet - Senior Administrator, Safetrend Limited trading as The Professional Connection in Plymouth

We have been users of the Durell package since September 2006, and were interested in inputting our company accounts onto the Durell accounting system. A member of the support team came to our offices to explain the initial process of inputting the data and the transition wasn’t as painful as anticipated! Help was always available if needed and we also used their online training sessions to learn more about the reporting systems within the accounts software. These sessions are excellent and very convenient as you can train whilst at your desk.

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“I am certain that I would not have received that sort of treatment from your competitors ”

Dermot Brannigan, Dermot Brannigan – Independent Financial Adviser
in Swindon

I am very pleased that Durell and Financial have got together, I chose you both to provide me with specific services as I believed you both share similar core values, beliefs and ethics, as I do. I am more than happy to 'spread the word' about Durell, and have already emailed Paul Platten offering myself as a point of reference for any AR's wishing to find out if the system is any good or not. One thing I must say is how impressed I have been with the contact I have had with your company. Everyone I have spoken to has been more than helpful, and I am certain that I would not have received that sort of treatment from your competitors - many of whom wanted to charge me more money for the privilege!”

“easy to learn and understand”

Andy Stevens - Personal Lines Manager, H V Amos Insurance Consultants
in Willenhall

I'm the Office Manager for HV Amos where I have 11 staff working on personal lines and commercial insurance. We switched from Mysis to Durell two years ago and I can honestly say the transition went ahead without any problems what-so-ever. The system itself is one of the best systems I have used; easy to learn and understand, and all the screens are laid out in a logical order.

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“designed with the IFA in mind!”

Karen Homer - Director, Premier Financial Solutions Ltd in Harrogate

At last an IFA database which is actually designed with the IFA in mind! And believe me I have looked at a few! It is a thoroughly well-thought out, cleverly designed database. Not overcomplicated like so many other systems I have used and therefore requires minimal training. It just does exactly what you need it to do; supreme functionality without the fuss and frills at a fraction of the cost. This is coupled with an excellent backup support team, who know their system inside out where nothing is ever too much trouble, something definitely to be cherished in this day and age! I would be happy to speak to anyone who was thinking of using it as I cannot praise it highly enough.