

Durell Software Ltd, 42 High Street, Taunton, Somerset, TA1 3PN

Website: [www.durell.co.uk](http://www.durell.co.uk) Email: [sales@durell.co.uk](mailto:sales@durell.co.uk) Sales: 01823 326324 Support: 01823 334142

## Online version of Durell now available

We are pleased to announce that an online version of Durell is now available. This allows Durell users to log in from any location with an Internet connection and a computer with Microsoft Windows. It's particularly suitable for small to medium size networks (e.g. 2 to 5 users) as it saves the cost and complexity of owning a server. It's also useful for organisations with remote or mobile workers, but it would not be cost-effective for single users. If you would like to discuss the online version please contact us on 01823 326324 for costs and further information, or alternatively visit our website [www.durell.co.uk](http://www.durell.co.uk).

### INSIDE THIS ISSUE

- 1 Online version of Durell now available
- 2 Contract enquiry with Canada Life due to go live shortly
- 3 New link to Trigold Prospector
- 4 Online Motor and Household quotes now live
- 5 Website design service
- 6 Group training sessions
- 7 Durell's concerns

## Contract enquiry with Canada Life due to go live shortly

We are currently in the process of linking with Canada Life for online contract enquiry. Once live, the link will be issued in a system update, available free to all supported users. Online contract enquiry provides an instant, hassle-free way to update investments, eliminating tedious phone calls and saving valuable time.

Durell currently provides contract enquiry with a total of 14 investment companies, including: Cofunds, Fidelity, Friends Provident, Funds Network, Norwich Union, Prudential, Scottish Equitable, Selestia, Skandia, The Hartford, Transact, Zurich, Standard Life and Clerical Medical. This is soon to increase to 15 when the link to Canada Life becomes live.

If you require training on contract enquiry please contact Katie at Durell on 01823 326324 to book an online training session with one of our advisers, charged at £55+vat per hour.

## New link to Trigold Prospector

*"Durell's new link to Trigold allows information to be passed between the two systems without re-entering data, saving time and ensuring consistency"*

Robert White,  
Managing Director

The screenshot shows a software window titled 'Mortgages' with a menu bar (File, Record, Edit, Goto, Help) and a toolbar. The main content area is a form for 'Birmingham Midshires B/Society, Mortgage Broker (client pays), Fixed Rate'. The form is divided into several sections: Adviser (JIP, AARON F), Lead (BIRMINGHAM MIDSHIRES), In trust (No), Business (Active), Review date (10/10/2010), Values (M: A Blanch), Solicitor (Ales & Young Solicitors), Lender (Birmingham Midshires B/Society), and Applicant information (Forename: Frank, Surname: Aaron, Date of birth: 16/07/1963, Gender: Male). A blue circle highlights the 'Applicant 1' tab in the bottom navigation bar. The status bar at the bottom indicates '(Input or edit the policy reference. Select "u" to generate a temporary reference.)' and '(FAY)'. The window title bar shows 'Mortgages' and 'Birmingham Midshires B/Society, Mortgage Broker (client pays), Fixed Rate'.

In the latest update we have included a new link to Trigold's Prospector, which passes data between Durell and Trigold to eliminate the double-keying of data. You will need to have a copy of Trigold already installed on your computer for the link to work.

The new tabs on the Mortgages screen (circled in blue) enable you to enter information which can then be sent to Trigold. Instructions for the link can be found in our help manual under Mortgage Processing, Cases with Link to Trigold.

## Online Motor and Household quotes now live

With the online motor and household quotes facility you can create a cost comparison website where your prospects can enter their details directly to compare prices and product details. This should attract more business whilst saving time and administration costs.

In order to display this facility on your website you will need a Durell software system with at least one Insurecom licence, Durell's 'Web-link' facility, a suitable website and a broadband internet connection. If this is of interest to you please contact us on 01823 326324 for prices and further information. To view a demonstration of this facility please go to [www.durell.co.uk](http://www.durell.co.uk), and click on 'Web based Motor and Household Quotes'.

---

*"Often businesses are reluctant to invest in a good website due to concerns about costs and technology yet the benefits to be had are too great to be missed."*

Iain Waugh,  
Operations Manager

---

## Website design service

We have designed several sites since the introduction of the website design service, and aim to provide an honest, professional and reliable service at a competitive cost. To view the websites please visit [www.dsidesigns.com](http://www.dsidesigns.com).

We can design logos and develop any type of website, then optimise its rating for the various search engines. Standard features include hit counters and monthly statistical analysis, email notifications, the ability to post your own 'news', and control of your own 'links' facility.

Furthermore additional features specific to your business can be added, for example the facility for your clients to login to your website to view and amend their fact find, or the ability to create a motor and household cost comparison website. If you would like further information about our website design service, please call Dan at Durell on 01823 338121.

## Group training sessions

We are looking to hold group training sessions in late January 2009 in various locations around the country. These sessions will aim to cover various client-selected topics. We will send out further information shortly but in the meantime if you require training, either onsite or online, please contact us to arrange a date and time. All our training is bespoke to your needs and we can provide CPD Certificates if necessary.

## Durell's concerns

Operations Manager Iain Waugh is still concerned that some users may not be getting the full benefit from their Durell system. To find out if you are, you need to ask yourself the following key questions:

- 1: Have you converted to the new style customisable fact finds?
- 2: Are you using the online contract enquiry facility, now available with 14 companies?
- 3: Do you want to offer your clients the facility to view and update their fact find online? (this includes valuations and policy listings)
- 4: Have you set up the new user defined report ready for your RMAR return?
- 5: Have you updated your system to the latest version of 5.08?
- 6: Do you know Durell's accounting and reporting system can help you comply with TCF?

If you have answered 'no' to any of the above questions you may not be using the system to its full potential. If you would like to know how these features could benefit you, please contact us on 01823 326324 for an informal discussion.

## DON'T FORGET...

Durell's support desk is manned from 9am until 5pm, from Monday to Friday. Our experienced and knowledgeable staff are happy to help, so please call on 01823 334142. Please remember the best way to contact support is by telephone rather than email.

---

Please note if purchasing equipment or services to make cheques payable to Durell Software Ltd.