



## What's New Issue 7 February 2010

Durell Software Ltd, Castle Lodge, Castle Green, Taunton, Somerset, TA1 4AD  
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

### New features added in recent updates

Following our recent updates (version 5.71) all documents and images are now stored in centralised client folders, the Document Viewer has been redesigned, and there is a new category for claims-related documents to allow them to be viewed separately.

Within the accounts you can now create your own invoice designs using Word, and within the Statements program you can add and delete lines, include comments, and list by policyholder. The most useful development for (your) auditors is the Sales Ledger Listing, which can be run "at an historic date" – e.g. you can use it to see exactly what was in the Sales Ledger at your last year end, and match this with the Trial Balance totals.

In response to the growing need to work in multiple currencies (e.g. Euros as well as Stirling) the system now allows you to switch between account sets (i.e. for different currencies) on the fly – for example at the point of posting an individual policy.

Finally General Insurance finance sources have been given their own address set so they can be clearly identified and listed separately. For example, using the retrospective Debtors Control you could itemise what Close Brothers owed you at your last year end.

#### INSIDE THIS ISSUE

- 1 New features added in recent updates
- 2 Group training sessions
- 3 Results of our recent service questionnaire
- 4 Planned investment re-valuations in bulk
- 5 Advances in General Insurance accounting
- 6 Durell's concerns - backing up

### Group training sessions

Thank you to everyone who has returned a completed response form for our forthcoming group training sessions. There are still places available so if you are interested in attending please contact us for more information. The venue locations and dates are as follows: Glasgow (14<sup>th</sup> April), Huddersfield (20<sup>th</sup> April), Solihull (21<sup>st</sup> April), Enfield (27<sup>th</sup> April), Gatwick/Crawley (28<sup>th</sup> April), Portsmouth (29<sup>th</sup> April), Cardiff (5<sup>th</sup> May), Exeter (6<sup>th</sup> May). The sessions are to be held from 10am until 4pm and will cost £95.00+vat per person which includes lunch.

Currently these sessions are covering a variety of Financial Adviser topics but we do plan to arrange group training sessions covering General Broker topics later in the year, providing we have enough people attending.

#### DON'T FORGET...

Durell's support desk is manned from 9am until 5pm, from Monday to Friday, where our staff are available on 01823 334142.

The best way to contact the support team is always by telephone rather than email. This is because we can hear incoming calls and immediately respond if anyone is having an urgent crisis, such as a server crashing.

### Results of our recent service questionnaire

We would like to say a big thank you to all of our clients who returned the reply slip we sent at the end of last year. We were pleased with the response and the positive comments received. Out of a maximum 5 points, on average you rated us 3.9 for functionality of software, 4.3 for support service and 4.2 for communication. In addition an impressive 98.5% of you would recommend us!

The results from these reply slips will be used to assess how we can improve our services in future. We have already updated our website, and we will be in touch soon to provide further information about our products and services to those clients who requested it.

## Planned investment re-valuations in bulk

It is Durell's aim to release a bulk revaluation service this year. This will be a hybrid affair that will default to on-line contract enquiry where available, but fall back to Financial Express fund prices where it is not. Although never able to fully replace manual revaluations, it should help you keep more contracts automatically up to date.

A key component of this will be daily fund prices and an extensive list of fund names and their codes. Durell is currently negotiating with Financial Express regarding the cost of a fund price feed to Durell users which could be cheaper than individual feeds, depending on the number of subscribers.

If you are interested, please email [robert@durell.co.uk](mailto:robert@durell.co.uk) indicating what you would be willing to pay for this service. The benefits are to keep your list of all funds and their prices up to date, and allow you to compare fund performances via graphs. Although it also allows you to revalue using the current price it cannot tell you the current number of units, for which you would still need to phone the investment company or use on-line contract enquiry.

---

*“The proposed low cost daily fund price feed from Financial Express could co-incidentally help many towards the goal of an automated bulk re-valuation service”*

Robert White,  
Managing Director

---

## Advances in General Insurance accounting

Your Durell program should soon be able to produce an RMAR report in the layout suggested by the FSA. Our aim is to print this report for you with all figures filled-in, but for now you'll have to extract the figures from a number of separate reports (see below).

To this end we recently developed the Sales Ledger Listing report to show figures as they were on a given date, i.e. it will show what commission was in suspense, transferable or earned at any historic date. The Sales and Purchase Ledger Listing reports are also useful for auditors trying to ascertain all the individual transactions that make up the totals in the Trial Balance at the year end.

You can already get listings for your Debtor and Creditor Controls at an historic date; however until recently it was difficult to list just your Finance Sources. Update 5.71 creates a new address set for Finance Sources, and automatically moves your existing finance source records into it, so they can be listed separately in the Aged Debtor report.

In future updates we hope to add more developments to identify and report on cleared and un-cleared money in the bank account, and co-mingled commission types. Once all these items are in place we should be able to produce automatic RMAR reports suitable for most brokers.

---

*“We'll soon be able to present RMAR figures for general insurers in a single consolidated report”*

Iain Waugh,  
Operations Manager

---

## Durell's concerns – backing-up

Despite having issued warnings in the past, we are still concerned some of our users are not backing up correctly or often enough. It is vitally important you back up your data daily. We recommend you back up to an external drive which can be kept off site, and this should be a full back up to include documents, scans and other programs. As well as daily copies, you should also keep weekly copies for a month, again off site.

In addition to these backups, you can reduce your chances of having corrupt data (which might cause Durell to crash) by running a compact and repair routine of your database daily.

We also strongly recommend you have a 'disaster recovery' plan in place in case you experience an extreme event which causes you to lose your data, e.g. a flood, a fire or a server failure. By having a plan in place you can ensure you are prepared for such a scenario, and be content knowing you can be up and running again in the quickest time possible. For more information about any of these procedures please contact us.