



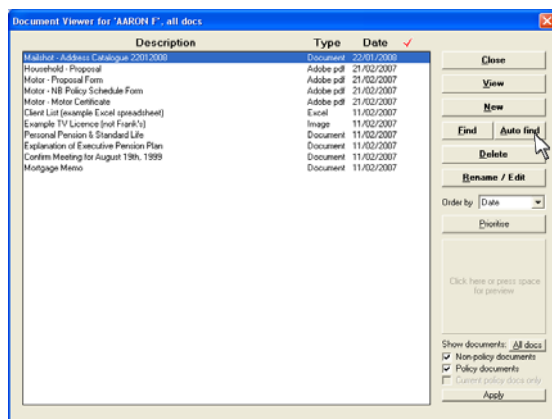
What's New Issue 8 July 2010

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New Auto find button

We have recently added an "Auto find" button to the Document Viewer. This enables users to link all documents in a client folder simply and easily at the click of a button.

This is especially useful for new and existing users when moving previously scanned documents that have been saved elsewhere. All you need do is move the documents for each client from their current location to the relevant client folder under DOCUMENTS in the imw-data folder, and then attach in bulk using the Auto-find button. This is a great time saver as previously you had to attach documents one at a time, plus the new button can detect files in sub-folders and attach these too. You can also use it to double-check all documents have been attached for each client so none are missed.



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Office 2010 compatibility

Although Durell is compatible with Office 2010, sometimes Durell will not be able to automatically open Office 2010 because of an installation option being incorrectly chosen when downloading directly from the Microsoft site. To avoid this you need to manually change a setting in the download procedure instead of using the default setting. Therefore if you wish to download Office 2010 direct from Microsoft it would be best to contact our support team on 01823 334142 who can talk you through the correct procedure to follow, or to help you re-install if you have already encountered this problem.

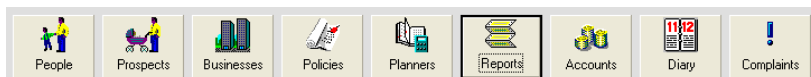
"With Durell's new Auto-find button you can scan dozens of images and link them to a client in a single click"

Robert White,
Managing Director

Redesigned icons

In update 5.90 we have included redesigned icons for the menu screens. To allow for easy identification the new icons use similar images but have been updated to look more modern.

Current Main Menu icons:



New Main Menu icons:



Current Accounts Menu icons:



New Accounts Menu icons:



Online server enhanced

Durell's Online Server has been enhanced further so it now backs up to another server in a different location. This means in the event of a server failure, users of the online version can be up and running again within the hour with a back up of their data from the previous day. The back up procedure is run in the early hours of the morning to ensure the most up to date data is available in the event of server failure.

"You can now use Durell on-line instead of on your own PC or server. It's fast, accessible from anywhere, and in the event of a disaster with an on-line server you'll simply be switched to a duplicate one."

Iain Waugh,
Operations Manager

Durell rebrand

Our in-house designer, Dan Sands, is currently redesigning our website, logos, adverts and house stationery. As Dan explains, "It's important for any company to change with time, and design plays a huge part in a company's image. By redeveloping our logo and website into a more modern look we hope to reflect how we're progressing as a company. I'm excited about the new website and hope our clients will find it both refreshing and easier to navigate." If you're interested in having a new website or logo, or your current one redeveloped, with or without associated stationery, then feel free to phone Dan on our Sales line 01823 326324 for a quote.

New FREE group training sessions in Taunton

Starting in September we will hold one training session per month at our offices in Taunton from 10.30am until 3.30pm, including lunch. Each session will cover topics chosen by the attendees and will be free to attend. There is a maximum of 8 places available at each session, where places will be allocated on a first come, first serve basis, with a maximum of 2 people per company per year. If you are interested please contact us as soon as possible to book a place. The topics for 2010 are:

15th September (Financial Adviser users): FA Overview, Factfinds, Client Notes and TCF, Management reports (inc. Pipeline and Compliance), KPI reporting

6th October (General Broker users): GB Overview, Policy Input with Renewal and MTA process, Full Accounts (inc. Reports, Posting, Reconciliation, Commission Transfers)

17th November (Financial Adviser users): Online Contract Enquiry, Investment Valuation Reports, TCF Reporting, Complaints

8th December (all users): Diary and Memos, Attaching Emails, Mailshotting, Templates, Paperless Office (inc. Scanning and Scanning Structure)

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 quickest way to receive help for support queries is by phoning the support team on the above number.

New member of staff joins Durell

Our new team member, Jon Hart, has just joined the Durell Help Desk. You may have spoken to Jon already as he has been with us since May. Amongst his many talents Jon has a degree in Astronomy and aims to become a Microsoft Certified Professional by the end of the year.

Webline - Cheaper than Exweb and integrated

Since integrating with Webline earlier this year the take-up hasn't been as high as expected. We'd like to remind our users this is a time-saving feature which automatically creates policy and commission details in Durell when the quote is taken up. It is also an opportunity to reduce costs if you already use Assureweb or The Exchange. We offer Webline for £120+VAT per year per company (not per user) but if you take up at least 36 policies through Durell we will refund the entire charge, so potentially this service is FREE. To book a no obligation demonstration of this service please call 01823 326324.

Training is another service which could greatly benefit your business. Although optional, we do recommend you book training from time to time to learn about new features of the system, or to refresh yourself on existing ones. The training options are flexible; we offer on-site training, training at our office in Taunton, on-line training, or group training. In addition, our training prices include for travel and subsistence, there are no cancellation charges to pay, and we offer a full day of training from 9am until 5pm – 2 hours longer than our major competitors!