

## the newsletter of Tarragon Solutions

### Tarragon Solutions

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### Solutions!

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## A Direct Debit Works Wonders!\*

It is well known to our supported clients that we offer the option of paying invoices via Direct Debit. Originally, this was set up to ease the process of making regular payments, and we have been doing this successfully for several years.

However, we're pleased to announce that Tarragon can now take payment for all invoices by Direct Debit and it's a sensible option to take because DD can help you cut costs, save time, lower pressure and keep better control of your finances.

- **It cuts costs:** because a direct debit payment is usually *much* cheaper than cheques.
- **It saves time and lowers pressure on you:** You don't have to worry about making the payment – or when to make it by.
- **It assists better control of your finances:** You know exactly how much - and when - money will go out of your account. No more worrying about when your cheque will get paid in.

Our normal terms and conditions state that payment for hardware or software must be received from you before we will place an order with our suppliers and this can delay your receipt of the items. However, if you opt to pay all your invoices by direct debit, we will order your goods as soon we have your signature on our quote. The goods will be ordered straight away – and you won't have to pay for it until the next direct debit payment run on or after the due date of our invoice.

This means that you never pay earlier than the due date on the invoice and, most of the time, you will actually pay later than you would normally have to if you were paying by a BACS run or cheque. For example, if we sent you an invoice that was due for payment on the 16<sup>th</sup> of October, we wouldn't take that payment until the next direct debit run on the 1<sup>st</sup> November.

Finally, and most importantly, you always have the security of the **direct debit guarantee** from the banks. For more about this guarantee, please visit:

<http://www.thesmartwaytopay.co.uk/family-life/direct-debit-guarantee.asp>



If you would like us to arrange to take all future invoices by direct debit, please send an email to Carolyn at [Carolyn@tarragon.co.uk](mailto:Carolyn@tarragon.co.uk) or write to her at the accounts address, and she will arrange to set this up for you.

\* I wonder whether am I the only one old enough to remember the significance of this phrase? *Editor*

## Early Involvement Helps Us Help You!

As a client supported by Tarragon Solutions, you know that we are here to help whenever you have problems or need assistance when installing hardware or software. Our experience and knowledge, though, can also be of great benefit when you are in the early planning or feasibility stage of business plans **even if the project does not obviously involve your IT functions**. The last thing you need is to discover late in the project that your IT infrastructure cannot support it!

Whether your plan is to move your office to a new location, outsource some of your business functions or simply relocate staff within your current premises, Tarragon's technical project management can help you look at the options available and ensure you don't wander down any "dead ends".

The trick is to involve Tarragon as early in your planning as you can (of course, anything you tell us will, as always, be treated in the strictest confidence); that way, we can inform you of the risks and help you maximize the benefits of your ideas!

### US ruling could mean instant start-up

Thanks to a US Justice Department ruling, starting your laptop or desktop to look at emails or the Internet could become a whole lot faster!

The ruling removes Microsoft's ability to dictate how PCs start up, which means PC makers can use techniques to improve performance in this area.

As an example, Dell's forthcoming Latitude Z laptop will include an extra processor running Linux which will fire up as soon as the lid is opened. This will offer instant access to emails and the Internet and read-only access to documents on the computer.

### Valuation Office Security Slammed

A report by auditors Deloitte has found that the Valuation Office Agency (VOA) fell short of minimum standards for information security in the government's security policy framework, the minimum mandatory standards and the industry standards for information security (ISO 27001).

The VOA, which is part of HMRC (who, in 2007, lost 2 CDs containing details of 8 million child benefit claimants), holds detailed data, including images, about businesses and homes in Britain and their database has been described as a 'burglar's charter'.

The government clearly takes the findings of Deloitte seriously as it has classified the report as "restricted".

### Tip of the Month - The Problem Steps Recorder (Windows 7)

With Windows 7 being released officially this month it seems like a good time to point you at one of its most useful features when something goes wrong!

Often, when a program crashes or doesn't do what you expect, you can reproduce the problem but find it's not easy describing to a techie what you did. The Problem Steps Recorder in Windows 7 will make things so much easier, for you – and the techie!

Just click **Start**, type **PSR** and press **Enter**, then click **Start Record**. Then follow the steps that cause the problem to occur. The Problem Steps Recorder will record each click and keystroke and will take screenshots. All this information will be zipped into a file that you can email to the techie, saving lots of time and effort all round.

Please let us know what you think of [Solutions!](#) - email [solutions@tarragon.co.uk](mailto:solutions@tarragon.co.uk)