**MEMORANDUM**

From

To

Date

Ref

**HARDWARE**

You have asked me to investigate about the hardware which should be installed and purchased in each branch of the estate agents. Therefore I have investigated about the following hardware:

- Laser colour printer

They are suitable for the agency to produce colour or white and black pages. They can be directly connected to desktop PCs or shared on network.

- Scanner

Can help you speed up transactions, reduce paperwork, and archive all your important data. It is the quickest and easiest way to get copies of paper documents on your computer and network. Scanning is also a best way to eliminate the need to retype text.

- Photocopier

A photocopier can be used to produce colour or black pages. They can be used for various tasks such as reproducing written, printed, or graphic material.

- A Flat screen TV – to advertise about the business and it can be displayed at the entrance of the agency to attract customers.

- Franking machine - automatically stamps letters and very easy to use.

- A PC consists of a mouse, a keyboard, monitor, central processing unit, speakers. A pc can be used to store information or to process information. Ten Pcs will bought, one Pc per Staff.

- Fax machine

They can be useful in the agency because they are easy to use, very fast and they can reach anyone with a fax. They are used to send and receive printed pages or images over telephone lines by converting them to and from electronic signals. They can be used to contact customers in case of emergency instead of using post which could take longer.

- Digital camera can be used to take houses pictures in digital form. They can then be saved on the PC for advertisemt.

If you need more information do not hesitate to contact me.

**MEMORANDUM**

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**SOFTWARE**

Following the investigation I carried on which software should be used in each branch of the estate agents. All the Software can be bought from dealers such as PC World, Apple store. Therefore I investigated about the following software:

- Windows packages which consist of:

  o Microsoft Word will be useful in the estate agents to prepare letters to customers, comments cards.
  o Publisher will be useful to design leaflets, notices for company advertisement.

  o Database system to store customers and staff records

  o Excel – spreadsheet for recording financial data or to calculate customer bills.

  o PowerPoint can be used in meeting with staff or other companies. Advertising on flat screen TV.

- Own website to advertise about new houses and to check customer's views in order to improve the business i.e. Internet software.

- Appointment software – to scheduling and to track customer's appointment. Appointment software can be bought from specialist suppliers such as PC World.

- security/anti-virus software that is designed to protect against computer viruses

- Internet is an excellent way to locate information and to communicate internally or externally by using emails and to deal with customer's enquiries. It can also be used for the exchange rate.

I hope you will find this information helpful. For more information, please do not hesitate to contact me.