"Triaster are by far the best Third Party Supplier I deal with from a Technical Support perspective."

Skanska UK

"Fantastic all round service."

Anonymous response

"I believe Triaster to be one of the best companies I have ever dealt with, nothing is too much trouble for them."

Spirax Sarco

"Triaster's service provision is second to none."

Anonymous response

100% SATISFACTION

Microsoft GOLD CERTIFIED Partner

100% RECOMMENDED

connector
Linking the Triaster community

Triaster 100% Satisfaction and Recommended
Microsoft Partners Customer Satisfaction Survey

See Page 2

Also in this issue //

Welcome

I am delighted to be able to feature great results from the 2015 Microsoft Partners Customer Satisfaction Survey about Triaster, in this edition of the Connector. Thank you to everyone who took part, it is very much appreciated by all at Triaster and a personal thank you for comments such as, "I look forward to the Connector newsletter", the "Newsletter is the most matured in terms of content and presentation that I receive" and "Current level of communication is great".

With communication in mind, when Jo was recently asked about Triaster's Feature Request Process, she was prompted to write an article on how to submit a feature request and what we do with them. I hope this encourages many more feature requests and also record participation in this year's feature prioritisation exercise.

There has been nothing on software development since issue 21, so in this edition we find out what the team have been up to. The new functionality featured - a web-based Configurations Settings tool – looks so user friendly. We can't wait. Tech News is also focused on the user and is about setting up a user friendly or memorable address for your Process Library. It has to be said though, the instructions come with their usual Technical Warning!
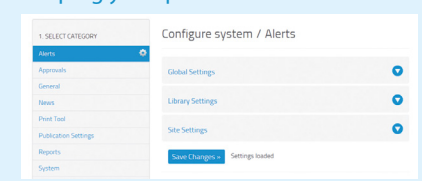
There is of course much more, in particular some really exciting up-coming events are highlighted. Do make sure that you book onto at least one of these.

Emma

Emma Harris // Operations Director
emma.harris@triaster.co.uk   +44 (0)870 402 1234

TRIASTER

The Process Improvement Company

Triaster 100% Satisfaction and Recommended!

Microsoft Partners Customer Satisfaction Survey 2015

"Triaster are by far the best Third Party Supplier I deal with from a Technical Support perspective."

Skanska UK

"Fantastic all round service."

Anonymous response

"I believe Triaster to be one of the best companies I have ever dealt with, nothing is too much trouble for them."

Spirax Sarco

"Triaster's service provision is second to none."

Anonymous response

100% SATISFACTION

Microsoft GOLD CERTIFIED Partner

100% RECOMMENDED

We are delighted to report that we received 100% in the Satisfaction and Recommended categories of the 2015 Microsoft Partners Customer Satisfaction Survey. In fact all KPI's came out well compared to both previous results and the benchmarks of other Microsoft partners for both UK and worldwide. There was also some very useful feedback that will be used to help us drive continual improvement and we are already taking steps to achieve some of the suggested improvements.

Thank you to everyone who took the time to complete the survey. It is most appreciated and as well as providing us with vital feedback about our software and services, it also contributes to our Microsoft Gold Partnership renewal.

If you have any further feedback at any time (good or bad), please don't wait for the next survey, but contact us on
customer.services@triaster.co.uk

connector
Linking the Triaster community

Triaster Software Development

Keeping you updated

Andrew Ridgeley // Lead Software Engineer & Chris Mawdsley // Senior Software Engineer

Since the release of version 15.1 in April we have been a bit quiet, but not unproductive!

We have been updating our internal development tools and ensuring that our development and QA procedures are completely up-to-date.

We have also been developing some bespoke functionality for one of our customers. This will ultimately feed into the core software, allowing all customers to benefit.

Additionally we have been continuing work on our web-based Configuration Settings tool. This was initially mentioned some time ago, but then put on the back burner to make way for Alerts and Approvals enhancements and Visio 2013 compatibility work.

This web-based Configuration Settings functionality will have the following advantages over the current Pub Server Config Utility tool:

1. There will be no need for direct access to the web server.

2. The settings are divided into logical functional areas such as Alerts, Reports or Toolbar.

3. It will be possible to update a setting at a global level (i.e. all sites and all libraries) while still retaining the flexibility to have a different setting value at site level.

4. The interface is built using HTML5 which allows full cross-browser compatibility. The screen elements will re-position intelligently depending on screen size, allowing the pages to be viewed using a tablet or phone.

5. Inline help will explain the value of each setting.

The Configuration Settings tool will be accessed from the Administration tool within the Process Library. As can be seen below, the settings are divided up into a number of separate functional areas.
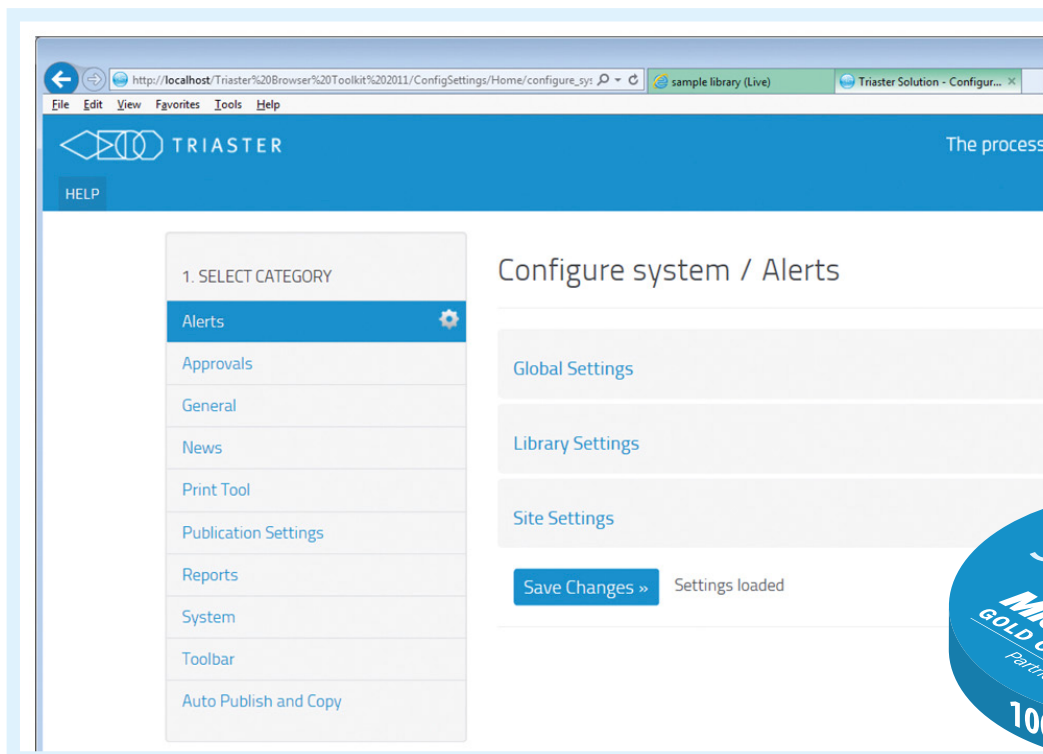

> "Triaster are totally customer focused. They have been nothing but support-ive since I started my current role and always do their utmost to help. The skill set and competence within the whole team is exceptionally high and I would 100% recommend their services."
> *Fugro Geoconsulting*

connector
Linking the Triaster community

Updating a setting within the Global section (as shown below) will update the value across all libraries and all sites.
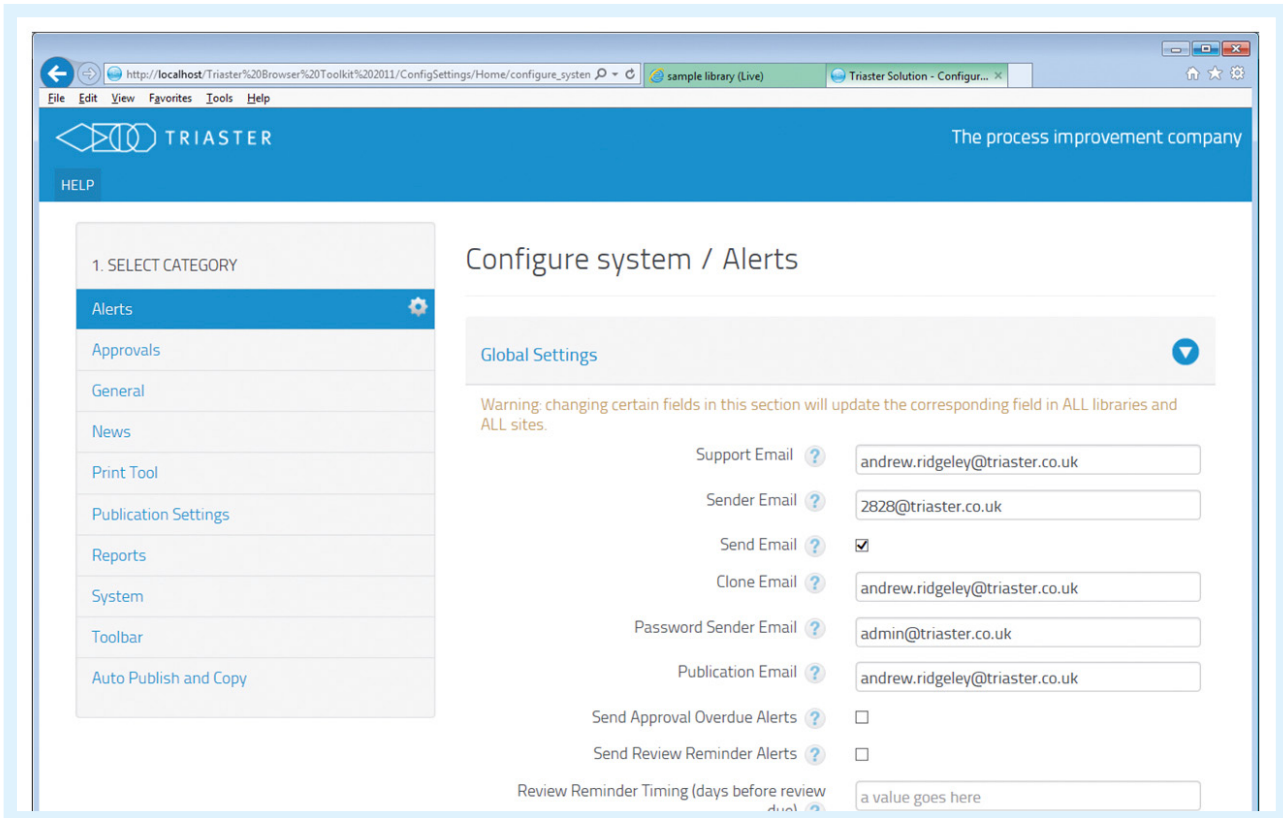
Clicking on the question mark gives a pop-up containing a brief description of the setting and (where applicable) linking to the appropriate section in the online Help.
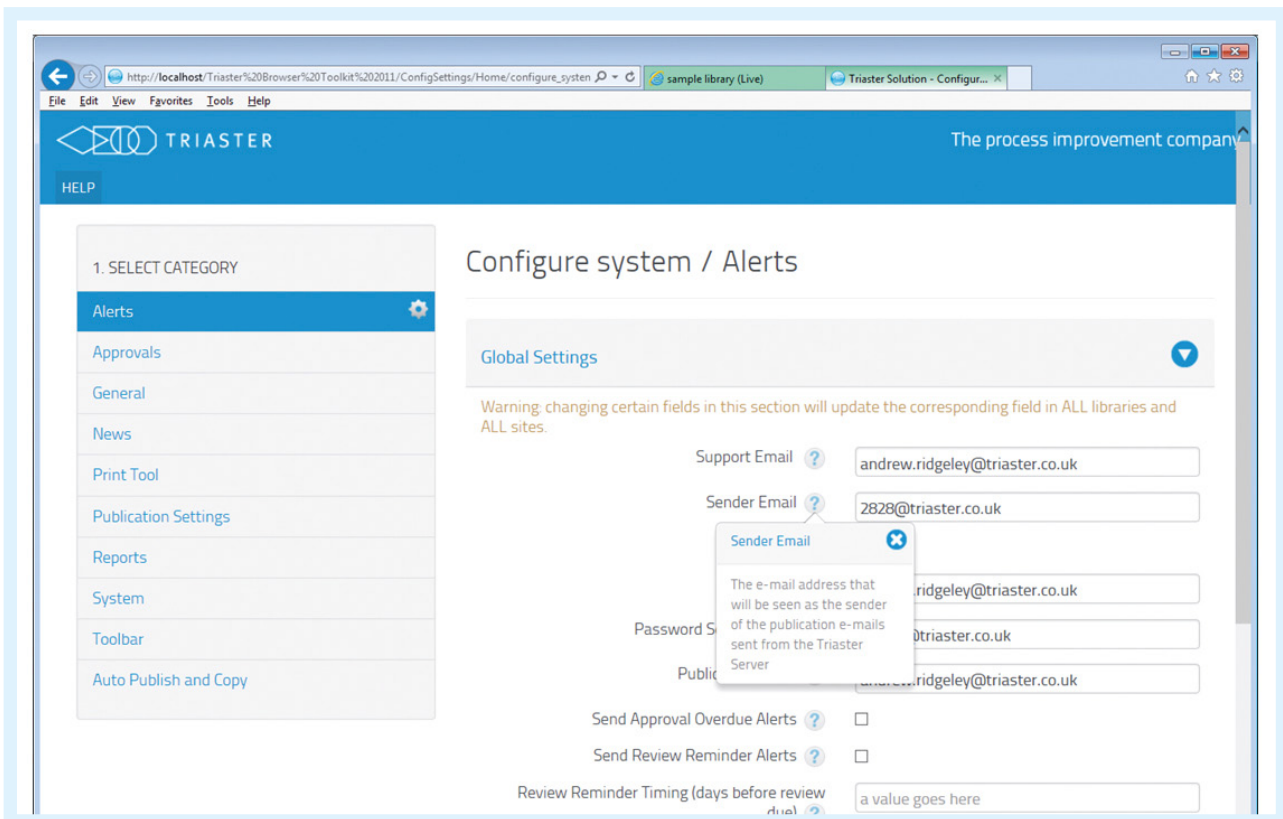
It's possible to drill down to individual libraries and sites, in order to override global settings at library or site level if required.
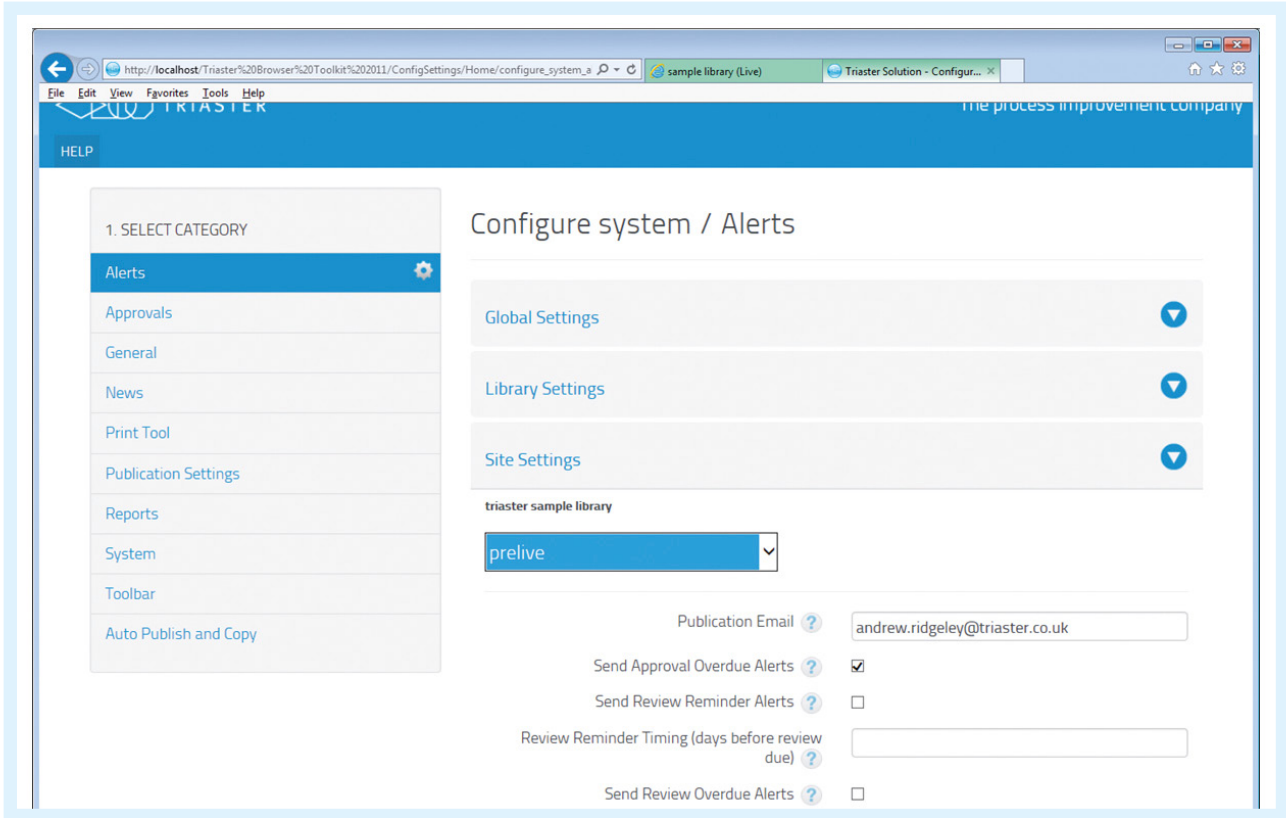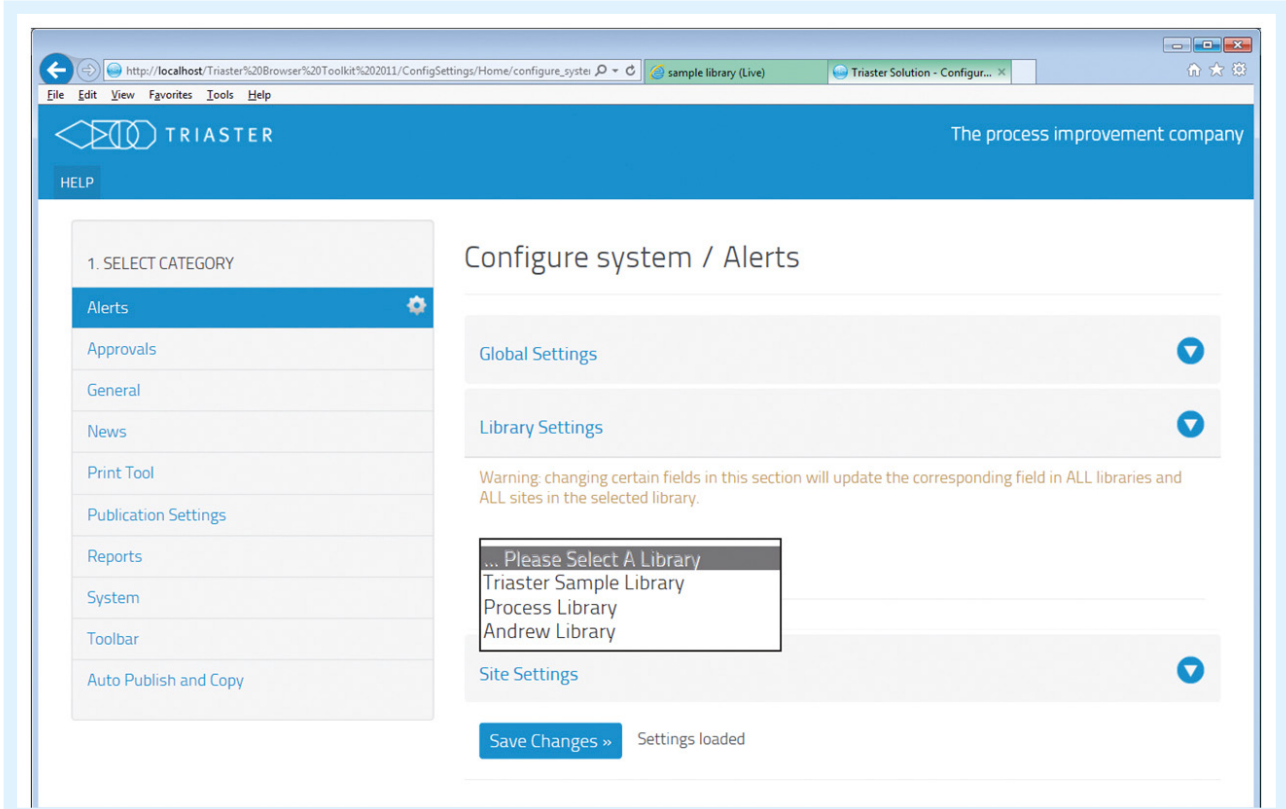
The release date for this feature has not yet been agreed. We will let you know as soon as it is, as we are sure that you will want to start using it as soon as you can.

Submitting Feature Requests

A reminder of the process

Jo Dolton // Customer Success Team

Triaster understand that customer input to the Triaster Solution is vitally important in creating software and services that meet the ever changing needs of our customers.

To support this we have a Feature Requests process and hold frequent Customer Focus Days (where developing features are workshopped and customers are able to directly input). Recently I was asked for a reminder of the Feature Request process so thought I would share this more generally. This is what happens:
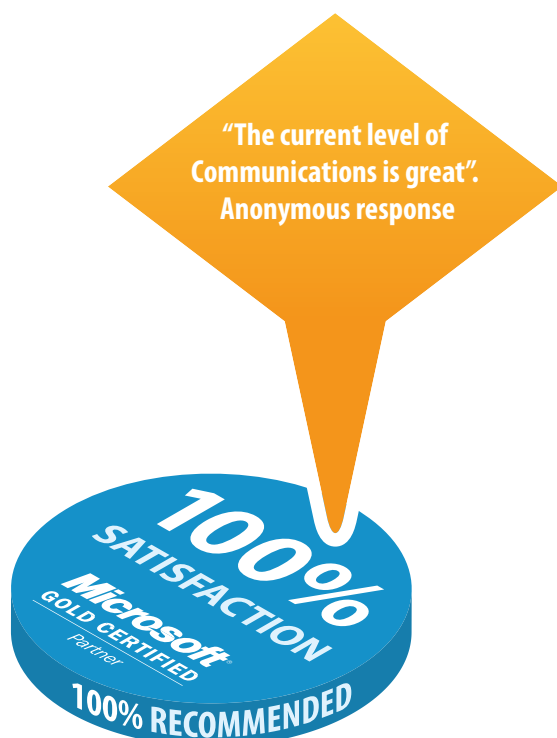
- A customer has an idea for a feature request and submits this to Triaster via this e-mail address (or via me): featurerequests@triaster.co.uk

- We log it and usually two or three times a year there is an internal meeting to discuss with Development the feasibility of all the requests received.

- After which I will advise all requesters whether or not the feature they requested has been accepted into the Product Roadmap.

- The Product Roadmap is voted on by customers each year, so that we can determine the top 10 requests from a customer perspective and therefore plan the next set of development.

We encourage all customers who have thoughts on what changes/new features would benefit them and others, whether small changes to existing functionality or brand new features, to submit their ideas to featurerequests@triaster.co.uk

Even if you don't submit any feature requests do take part in this year's prioritisation exercise taking place in September (voting ends in October) – your vote is important. Just e-mail customer.services@triaster.co.uk to confirm that you would like to take part and at the appropriate time I will send you a copy of the Product Roadmap with a voting form.

The product roadmap can be found on the Customer secure webpage – please contact Triaster on customer.services@triaster.co.uk for details of how to access this.

"The current level of Communications is great".
Anonymous response

"It is difficult to improve an excellent organisation with superb products."
Scottish Qualification Authority

100% SATISFACTION
Microsoft GOLD CERTIFIED Partner
100% RECOMMENDED

100% SATISFACTION
Microsoft GOLD CERTIFIED Partner
100% RECOMMENDED

connector
Linking the Triaster community

Tech News

Setting up a memorable address for your Process Library

John Blight // Technical Support Manager

The full address to your Process Library's Live site may be a little complex to be easily memorable:

http://MyServerName/ProcessLibraries 2011/Process Library/Live

(which forwards to this, which is even less so!)

http:// MyServerName /Triaster%20Browser%20 Toolkit%202011/MobileHomepage/frames.aspx?sitetyp e=click&library=Process%20Library&site=live)

A simpler address, perhaps using just a more meaningful 'alias', is an easier alternative. Something of this form:

http://MyProcessLibrary

There are two aspects to enabling the use of such an address.
- An alias defined in DNS to map the 'friendly' host name you want to use to the server name.

- Configuring a landing page (a 'default document', in IIS parlance) that forwards to the desired library site.

Define a DNS alias

Using the above example, 'MyProcessLibrary' needs to be defined as a DNS alias for the server, 'MyServerName'.

Configure a landing page (default document)

A default document is created in the website root, and configured to forward to the desired process library website.

1. On the Triaster server, open IIS Manager.

2. In the left-hand pane, expand the tree so you see 'Default Web Site' and its applications and virtual directories listed beneath it.

    [Computer] ([User]) > Sites > Default Web Site

3. Check the root folder associated with 'Default Web Site'.

    This is usually 'C:\Inetpub\wwwroot', but it may have been reconfigured, so let's check.

    i) Right-click 'Default Web Site' > Manage Web Site > Advanced Settings...
    ii) Check the location of 'Physical Path'.

4. Create a new default document (a default landing page)

    i) In Windows Explorer, navigate to the folder associated with the 'Default Web Site'.

    You'll probably see an 'iisstart.htm' file, which is the IIS Welcome page that gets displayed when you use a URL that just references the server (or an alias).

    ii) Create a new default document by creating a new file, 'index.htm', with this content:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD
HTML 4.0 Transitional//EN">
<html>
 <head>
  <meta http-equiv="refresh" content="0;
URL=processlibraries 2011/Process
Library/">
 </head>
 <body bgcolor="#ffffff" marginheight="0"
marginwidth="0" leftmargin="0"
topmargin="0" rightmargin="0">
 </body>
</html>
```

5. Configure IIS to use the new default document.

    i) In IIS Manager, in the left-hand pane, click 'Default Web Site'.
    ii) In the middle pane, under 'IIS', double-click 'Default Document'.

You'll see a hierarchy of file names (the files won't necessarily exist).

iii) Click on 'index.htm' (which you've just created).
iv) On the right, click 'Move Up' so that 'index.htm' is at the top of the list.

You should now find that when you execute this URL:

http://MyProcessLibrary

you should be forwarded to the Live site of the Process Library. If not:

* Try restarting IIS (e.g. execute 'iisreset' (without quotes) at an Administrator command prompt, or there's a 'Restart' option in IIS Manager).

* Try this address:

    http://MyServerName

    If this address works, it's a DNS look-up issue. The alias isn't being identified with the server name.

Note
This procedure includes a few assumptions, but if there are problems, consider these points:

* The Process Library websites are hosted under 'Default Web Site'. If not, just look for the physical folder associated with the hosting website in the same way.

* An 'index.htm' file doesn't already exist. If one does, create a new default document with a different name, e.g. index.html (whatever, really), and configure that in IIS Manager.

* The Process Library is called 'Process Library'. If not, change the reference in 'index.htm' to point to the correct name.

* There are similar forwarding pages implemented in these folders:

    Triaster\TriasterServer2011\ProcessLibraries\Process Library
    Triaster\TriasterServer2011\ProcessLibraries\Process Library\Live

    That would be a standard feature, so should be a safe assumption.

Upgrading your Process Library

Over the last few product releases we have introduced quite a lot of functionality, some of which requires customer specific configuration. Accordingly we are recommending that Triaster implements Server upgrades to version 15.1, on your behalf.

Our Project Delivery Team will work with you to identify which features you are currently using, the new features that will benefit you and what you would like to include in your upgrade. We will then let you know how to prepare, and also suggest any training that you may need.

Are you using:

* **Alerts, Approvals and Review dates?**

* **Automatic copying of maps (as part of the approvals process)?**

* **Mobile versions of the Library?**

* **The News Page?**

* **The Menu Page Editor?**

* **The improved Library help, which is context sensitive**

* **The improved Search Tool- Keyoti?**

* **Weblog Expert?**

If you are interested in using these features, please contact Emily or Jo by e-mailing customer.services@triaster.co.uk or calling + (0) 870 402 1234.

Or if you would like to find out more about these features, why not sign up to one of our Software Update Webinars:

http://tinyurl.com/pfn39as

Please note that there is an upgrade waiting list, however we will of course start the upgrade process as soon as possible.

"Communications are well managed and always a good read."
Anonymous response

100% SATISFACTION
Microsoft GOLD CERTIFIED Partner
100% RECOMMENDED

connector
Linking the Triaster community

T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

WE TELL YOU

I hope that you have all had a nice summer, wherever you are in the world. I have to admit that whilst visiting Skinners Brewery in Truro during our family holiday in Cornwall, my process head went into overdrive as they explained how all of their production is managed via one set of kit! It is certainly worth a visit if you are down that way (the beer is very good and plentiful too!) www.skinnersbrewery.com/the-brewery.

I am very much looking forward to the next User Group meeting (detailed below), but in the meantime I notice that the User Group Forum has been fairly quiet of late. So, I wonder whether there are people out there looking to plan new projects or simply working on existing ones, who would like to throw a question out to the User Group community – since we have such a wealth of knowledge and experience between us. Please don't feel that any question is a silly question, many of us have been in similar situations where having additional input from people who've already faced a particular challenge have/ would have been very useful. As a reminder, the forum can be both clicked to from the User Groups Secure page and via this link: http://tinyurl.com/pv5vnkp if you aren't already a member of this group, please simply request to join and the group owners will approve your request.

Next Main User Group meeting

The next User Group meeting is kindly being hosted by Steve Ward of NG Bailey at their Bradford site, on 10th September 2015. There are just a few places left, so if you would like to attend this meeting please either register via the Triaster website here www.triaster.co.uk/connector-events-user-group.php or e-mail customer.services@triaster.co.uk. Also, if you are planning to come along and have any burning topics that you would like to discuss at the meeting, please do let us know.

If however you are unable to attend in person (maybe you are based outside of the UK, or just can't get away from the office for the whole day) please remember that we are looking to become more inclusive as a group and so we're open to making arrangements for other customers to join in particular discussions via conference call/web sessions. If this is of interest for the next meeting, please contact us and we'll see what we can do in collaboration with the host, to involve you on the day.

YOU TELL US

If you would like to host a meeting, or have any questions about the User Group please drop us an e-mail to user.group@triaster.co.uk

"Triaster are by far the best Third Party Supplier I deal with from a Technical Support perspective. They are truly committed to continual service improvement and listen to their collective customers' needs."
Skanska UK

100% SATISFACTION
Microsoft GOLD CERTIFIED Partner
100% RECOMMENDED

connector
Linking the Triaster community

Community Events

Spotlight on some special upcoming events

Victoria Glancy & Carma Cooper // Client Services Team

IMPLEMENTING PROCESS IMPROVEMENT IN YOUR POLICE FORCE

30th September 2015, Warwickshire

For more information and to book please go to:
www.triaster.co.uk/police

SPECIAL EVENT

SPECIAL EVENT

TRIASTER'S 'SWEET DREAMS OF CONTINUAL IMPROVEMENT' CONFERENCE TO CELEBRATE WORLD QUALITY DAY

3rd November 2015, London

For more information and to book please go to:
www.triaster.co.uk/wqd

THE TREEHOUSE SCHOOL 'FOOD FOR THOUGHT' NETWORKING LUNCHES

4th November 2015, 2nd March 2016 and 11th May 2016, Wallingford

For more information and to book please e-mail:
info@thetreehouseschool.org.uk
FAO Lee Ryman

SPECIAL EVENT

connector
Linking the Triaster community

Events Summary

Jo Dolton & Emily Wright review the upcoming calendar

Jo Dolton & Emily Wright // Customer Success Team

Triaster and our customers host a number of events as listed below. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement. Of course, all Triaster training courses can be delivered on-site, if you would like to discuss this further, please contact either of us by calling: +44 (0) 870 402 1234 or e-mail customer.services@triaster.co.uk

Please do remember to register if you plan to join any of our webinars.

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
9th Sep 2015 - 13:00 19th Sep 2015 - 11:00 23rd Sep 2015 - 10:00 28th Sep 2015 - 15:00 6th Oct 2015 - 14:00 15th Oct 2015 - 10:00 19th Oct 2015 - 16:30 30th Oct 2015 - 11:30	Why Triaster?	Anyone interested in managing and improving their business processes	This 30 minute webinar will introduce you to the Triaster Process Library approach to managing and improving processes.	Webinar
9th Sep 2015 - 15:00 6th Oct 2015 - 10:00 5th Nov 2015 - 14:00	Software Update Webinars	All Triaster customers	A one-hour executive briefing from the Triaster Consultancy Team for all interested in looking at new features from Triaster, what's happening in the Triaster Community and what's coming up next.	Webinar
10th Sep 2015	Customer User Group	All Triaster customers	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster.	NG Bailey Bradford site
14th & 15th Sep 2015 23rd & 24th Nov 2015	Triaster 2 Day Training - Creating Maps For Your Library	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library.	Triaster HQ, Oxfordshire
30th Sep 2015 SPECIAL EVENT	Implementing Process Improvement in your Police Force	Anyone in the Police looking to implement process improvement in their Force	This will be a very practical event, reviewing a proven methodology for process improvement in the Police and how it is best implemented.	Chesford Grange, Warks
7th Oct 2015 - 18:30	The Treehouse School 'Food for Thought' Programme Launch	Anyone who would like to celebrate and learn about The Treehouse School, their partnership with local businesses and their 'Food for Thought' programme	By joining an enjoyable drinks reception with like-mined people and local businesses.	The Partridge, Wallingford

connector
Linking the Triaster community

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
3rd Nov 2015 **SPECIAL EVENT**	**Triasters 'Sweet Dreams of Continual Improvement' Conference to Celebrate World Quality Day**	Anyone interested in Continual Improvement - in action	A lively and interactive day which will illustrate how Continual Improvement can be embedded to achieve a culture of sustainable improvement however tough the issues.	Broadway House, London SW1
4th Nov 2015 - 12:00 2nd Mar 2016 - 12:00 11th May 2016 - 12:00 **SPECIAL EVENT**	**The Treehouse School 'Food for Thought' Networking Lunches**	Thames Valley businesses, looking to support a local charity, enjoy a 21st century school dinner prepared by the students of the Treehouse School and network with local businesses	By enjoying a delicious lunch, with like-mined people and local businesses.	The Partridge, Wallingford
4th Nov 2015	**BQF - Process Improvement Event**	Members of EFQM Excellence Model User Group	This event welcomes users at any stage of their excellence journey and as such is an ideal opportunity to share and learn from the experience and knowledge from within the membership.	University of Winchester
2nd Dec 2015	**Triaster Customer Focus Day**	All Triaster customers	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.	Triaster HQ, Oxfordshire

POPULAR EVENT

Triaster 2 Day Training - Creating Maps For Your Library
14th/15th September 09:30 - 16:00
23rd/24th November 09:30 - 16:00

Creating Maps for your Library is a 2-day training course which covers all the basic software skills needed to create maps with Process Navigator and publish them to your library. It can be booked for either individuals or groups.

Duration: 2 days
Location: Triaster HQ, Oxfordshire
Arrival at: 9:00 for 09:30 start

For more information and registration for Community Events please go to: www.triaster.co.uk/events.php

Also, please be aware that you can sign up to receive e-mail updates on events by completing an enquiry form here: www.triaster.co.uk/contact.php

connector
Linking the Triaster community

From the Community

Latest news and discussion

Triaster USA

This edition an update by Stan Julien on the joys of selling!
It's been very exciting these past few months. The word is getting out about Triaster USA and it is generating quite a buzz with both customers and partners alike. Although I've been in sales and marketing for my entire career, it's been 15 years or so since I've been out in the field, direct selling. And it's been really fun to get back to my roots! Sometimes selling can be a high pressure and stressful job. But when you are asked to sell a truly excellent Solution, with a compelling value proposition, it just becomes fun! And of course it is always personally very satisfying to be able to help customers solve their challenges.

In August we were lucky enough to have Mike Cousins come out to join us in the States to officially launch Triaster USA and meet with some of our customers and prospects. This has led to us hearing some great stories about the value customers are getting from their investment in Triaster. One of the teams at Microsoft shared with us that their Process Library eliminated the need to hire 30 new Service Desk heads, by delivering information on a self-service model instead. That's quite a staggering return on investment for them.

We are starting a new proof of concept project with another part of the Microsoft organisation and in a twist that caught me by surprise; Microsoft will be introducing us to two or three of their own customers as their business partner for strategic process consultancy. Apparently a lack of process clarity is a big inhibitor to the large-scale deployment and adoption of Microsoft's software products, even when they have been purchased.

But without question the big news is the Triaster USA official launch party which took place on August 26th, atop the Columbia Tower, the tallest building in Seattle. In this fabulous setting, as you can see, a good time was had by all!

So there you have it. Three months in and I haven't had so much fun since I was 25 years old and selling IBM mainframes!

Not so baltic in the Baltic!

With many thanks to Ursula Pretsch

Ursula first worked with Triaster between 2006-2009 on a series of process improvement projects in a major unit of the Scottish Court Service. Ursula loves travelling and recently returned from two months of backpacking through Northern Europe. Apparently she carried a hardcopy of the Connector all the way to West Greenland - and then forgot to take it on the excursions for a photo!

However, she did take the following pictures which she sent to us with the accompanying explanation:

Snowshoeing across glaciers in Greenland's predominantly black & white landscape was a surprisingly warm affair, thanks to good weather and the heat generated from hiking...

Finnish second hand shops turned out to be treasure troves (see the hat) and pink seemed to be a favourite hair colour!..

St. Petersburg with its majestic architecture interwoven by canals presented a glorious city experience. Especially charming was the newly opened Faberge museum with the very first imperial egg (Hen Egg, 1885) on display...

Scandinavia offered an exciting tourist experience when having to wave down a train to stop at the smallest train station in Norway...

Ursula's favourite place in the pleasant climate of the Baltic States was Laheema National Park with its pristine ancient forest, enchanting birdsong and delightful manor houses...

Travelling through Estonia, Latvia and Lithuania one could sense clear culture differences between the three neighbouring countries and see EU money going to good use in infrastructure development.

Ursula has more than 15 years of business management expertise, in particular in setting up change projects and embedding them in continual improvement. Ursula has been drawn to the power of process mapping ever since she was part of DeTeCSM's team to achieve ISO 9001 certification in Germany in 2000 (now part of T-Systems). She has continued to (re-)establish end-to-end process perspectives by facilitating quality improvement workshops in Scottish health care, justice and voluntary sectors.

Ursula is currently on a 2000km cycle ride along the Danube and the Rhine river all the way to the North Sea. She will be available for process improvement work from late October.

Team Triaster - Sponsored Cycle 4th - 7th September

As many of you will have heard, Mike, Joel, Nick, James and Ashwin from Triaster, together with their friends Andrew, Oliver and Sam, have been training hard in preparation for their 234 miles in the saddle, riding from London to Paris.

Their training has not been without incident. There have been two broken elbows, a number of falling offs and a few battles with hills where the hills have won!

LONDON

PARIS

They have also been fund raising, as their ride is in support of Diabetes UK, a fantastic cause and one close to heart of us all, as Mike's daughter Evie is Type 1. As Mike says on his Just Giving page: "My daughter contracted Type 1 Diabetes when she was just 10. Since then she has shown strength, courage and determination through great adversity. I am extremely proud of her and I'd like her to be proud of me too, so I'm going to do this for her. "

We wish the whole team the very best of luck.

Thank you to everyone who has sponsored the team and particular thanks to RockIT for their fundraiser and to Pure Business Services for their especially generous donation. We have worked with Pure for many years and they have always been very helpful and supportive, and most importantly their service has meant that our team are always contactable, even when on site. www.wearepure.com

Sponsorship is very quick and easy via the following link:
www.justgiving.com/teams/triaster

pure business services

RockIT

JustGiving™

Caption Competition Entry
"What's that you are licking? can smell it, but can't see a thing…"

Send further entries to
puzzle@triaster.co.uk

connector
Linking the Triaster community

Triaster and The Treehouse School

'Food for Thought' and The Treehouse referral scheme

Michael Cousins // Managing Director

The Treehouse School - located in Cholsey Oxfordshire, close to Triaster HQ - is a small independent alternative (non-fee paying) primary school where the curriculum is bespoke; designed around children's needs and interests. Individuality is valued, as is respect for the environment. The school has a strong emphasis on healthy food, along with a focus on using local produce and reducing food waste. They are proud to have had no food waste for over 400 days!!

As they enter their fourth year and the number of their students grows, they are also raising funds for a new school.

Linking these two objectives, Triaster (who have long been informal supporters of the Treehouse) and the Treehouse School are delighted to be working together on a couple of initiatives:

- **'Food for Thought' networking lunches**
- **The Treehouse School referral scheme**

The Food for Thought networking lunch programme will be launched at a drinks reception on 7th October at The Partridge Inn, Wallingford and will deliver a series of delicious lunches that will be prepared and served by the students of the Treehouse School on 4th November 2015, 2nd March 2016 and 11th May 2016. These will be enjoyed at The Partridge Inn, by a number of local businesses. Triaster is delighted to be supporting this programme and we are looking forward to enjoying the lunches!

The Treehouse referral scheme, pays the School £4,000 for every referral made quoting 'Treehouse', once they become a customer. More details here: www.triaster.co.uk/treehouse

Triaster's referral scheme can also benefit your chosen charity

Simply:
- Send us the contact details for anyone who may benefit from the Triaster Solution.
- Or let us know if you have passed our details on to someone who will contact us directly - we will need their name.
- Once they become a customer, we will ask you for your chosen charity.
- We pay your favourite charity: £4,000!

The information can either be e-mailed to: customer.services@triaster.co.uk or passed on over the phone: +44 (0)870 402 1234, or whenever you meet with any member of the Triaster Team.

Benefit your chosen charity!

connector
Linking the Triaster community