

Improve Business Cycle Time by Using ACCPAC Alert Server to Automate Business Processes

In its never-ending quest to provide best of breed solution to fulfill the needs of any businesses, ACCPAC announced the availability of ACCPAC Alert Server, which functions as a database monitoring tool that alerts specified users on a defined conditions, exceptions, or data values. When these conditions are encountered, a number of actions can be taken including automatic notification via e-mail, pager, fax, cell, or PDA device; updating data into another database; launching VB Script or Java Script; running a query, etc.

ACCPAC Alert Server delivers the right information to the right person at the right time as well as taking action based on the

Life Tips

Inside myself is a place where I live all alone and that's where you renew your springs that never dry up.

-Pearl S. Buck

conditions encountered. For example, upon discovery of low inventory situation, Alert can be configured to automatically notify the purchasing manager or better yet, it can be setup to automatically generate the PO, route the PO to the correct supplier, notify customers affected, and notify management that all these actions have been taken.

>>> To obtain more information on how ACCPAC can help your business, please contact us at (323)265-3000.

Go Beyond Customer Retention with ACCPAC

Retaining customers has been one of the main marketing strategies of most companies. They spend millions in marketing dollar on business tools, like market research, competitive discount pricing, and huge advertising campaign, with the sole objective of understanding their customers and influencing them to stay as their customers. Customer retention was thought to be the best strategy to minimize loss in revenues, until a recent study says otherwise. They need to go beyond customer retention.

According to a recent study, defecting customers cost businesses less in revenue loss than customers who change their buying patterns. An example provided in the study is of an airline company whose loss due to defection is approximately 3% of its total revenues, whereas loss due to reduced travel

comes up to 19% of its total revenues.

Early detection in a change in spending behavior is the key to correct any downward migration as well as promote upward migration in spending habits. Through our consulting practices, OpenAxis, Inc. has helped clients identify their customers' changing buying patterns using solutions from ACCPAC, thus allowing our clients to take steps to remedy the situation.

ACCPAC Advantage Series' flexible customization features using optional fields and crystal reports allow users to effectively extract the data and structure the information in an easy to understand format to help them analyze customers' spending habits.

To illustrate, a large wholesale customer notices a higher demand in

certain packaging type for sport drink products in the west coast and one of its suppliers does not sell the products in that particular packaging. As a result, the wholesale customer reduces the purchase to that supplier. Being able to get product sales report grouped by customer and product packaging will enable the supplier to identify the downward movement in sales to that customer for its products in certain packaging, allowing them to readjust its product strategy early hence avoiding any downward sales migration.

By focusing on customers' buying patterns and understanding the reason underlying the change, companies can stem downward sales movement, promote upward movement, as well as retain the customers in the process.

- OpenAxis, Inc.

Take advantage of competitive pricing from ACCPAC

Thinking about upgrading your accounting application or switching to another application? Take advantage of competitive upgrade pricing from ACCPAC. If you are currently using other accounting software and are thinking to switch to ACCPAC, you can get great discounts from ACCPAC. Call us at (323)265-3000 and find out what you can get at incredibly low price. We will also provide a free demonstration at your request.



At OpenAxis, we focus on the implementation of IT solutions for small- and medium-sized businesses.

We provide management and computer consulting services by identifying issues, implementing solutions, and managing all your IT needs.

Comprehensive Solution:

Accounting Solution
Operation Solution
Manufacturing Solution
Other Integrated Solution
Customized Solution
E-Commerce Solution

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Windows Tips:

Keep your system update.

Windows Update is an online extension of Windows that helps your computer work and run better. Windows Update provides a central location to find product enhancements and specific files customized for your computer. Product enhancements include service packs, system files, device drivers, and new Windows features.

Windows Update indicates the approximate download time and whether an update is already installed on your computer. You can select one item or multiple items to install.

To open Windows Update, click **Start**, and then click **Windows Update**.

Backup your system!

You do not realize how important it is until you lose it. I am sure that all of us have such an experience through the loss of families, friends, loved ones, toys, etc. Same principle applies to your company's data.

Do you regularly backup your data, or system itself? It is a tedious work, and you feel that you cannot spare your time to do it. However, it will be too late if you wait until something happens and you cannot boot your system or have access to your data anymore. I cannot help overemphasize the importance of backup system after I experienced the following incidents with clients.

- Case 1 - After a client installed some network applications, the computer could only run in Safe mode. (Notes: In safe mode, Windows uses default settings including VGA monitor, no network, Microsoft mouse driver, and the minimum device drivers required to start Windows and you will not have access to CD-ROM drives, printers, or other devices). The computer functioned as a file server; however, there was no external backup, and I was not allowed to reinstall the operating system (it was Windows 98). After I diagnosed it, I found that the device driver that the new application installed caused the problem. I uninstalled it and the computer booted up fine.
- Case 2 - The computer's boot sector suddenly corrupted and the computer became unbootable. There were many graphic and picture files in the computer and there was no back up because these files are too big for floppy disk according to my client. Similar to case 1, I could not reinstall Windows 98 because the hard disk was nearly full and there was no space to reinstall. Consequently, I booted the computer at MS-DOS, made it network accessible, and copy all the necessary data to another computer.

These clients were lucky because they did not lose any data. I was fortunate because I did not have to spend so much time accomplishing these tasks. After all the fiascos, I convinced my clients to set up the backup system on each site. Now they realize the importance of backup system. Can't you realize the importance before similar incidents happen to you?



Have a question on Microsoft Windows or Office Products?
Ask our specialists and they can answer you on this newsletter.
Please feel free to email your question to techsupport@openaxis.com.

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