

Inside this issue:

- **Team Work; Customers, Vendors and Your Company are a Team**
- **Computer Speed**

Customer Focused Programs Integrated with ACCPAC Advantage Accounting Programs

Customer Care 1st, a program developed by I-Cube, Inc., provides you with tracking system of customer's requests and resolution for questions, complains, sales returns, field services and so on.

Returned Material Authorization program, or RMA program, can track down customer's returns for credit, upgrade, replacement and repair.

These programs are integrated with ACCPAC Advantage series.

I-Cube is a partner of OpenAxis, Inc.. If you'd like to obtain more information on the customer care programs and RMA programs, please contact Yuji Ioriya at (323)265-3000 or visit our homepage, www.OpenAxis.com.

Customers, Vendors and Your Company are A Team

Customers, vendors and your company want to succeed in business. However, sometimes they try to exploit each other to become more profitable.



Developer's Demand

A housing developer asked a builder to lower building costs by 10%, as the offering price was 10% higher than that of a third party. It seemed a reasonable demand, but at a half day meeting, OpenAxis pointed out that demand from one side does not work.



Builder's Demand

The builder stated that his price is the best he can offer giving the following situations created by the developers' plan.

-The developer's construction schedule wastes some time, during which the

builder has almost no works, but still has to pay salaries to its employees. Uncertainties in the schedule also increases costs to assure availability of subcontractors.

- The construction takes place in several different locations at a time, making the construction inefficient.

-Customer options, such as carpet, tile, and curtain options are not predetermined. This incurs higher costs and a longer time to design the options.

Teamwork and Leadership

The developer recognized that in order to reduce building costs, he has to meet the builder's demands, and collaborate closely with the builder.

Teamwork lessens antagonism and creates a more positive atmosphere among the team members to help each other.

We believe one of the leader's roles is to build teamwork and to make sure that the system benefits all the team members.

All attendants said " It was a very positive meeting and we can work closer than before."

Computer Speed Solution

Computer Speed Complaints

How many times do you hear employees' complaints on computer speed after investing large amount of company's fund for computer system upgrades? Sales-order-taking staffs often have to ask customers to wait until they can see

information screens of a particular customer or a product before answering to the customers' questions.

The staffs also may miss sales opportunities from customers who gave up waiting on the other telephone lines. Slow customer services or loss of



sales opportunities cost the company a lot everyday.

Terminal Services

We have solutions on computer speed issues. We can make substantial speed increase by



(Continued on page 2)

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
- Returned Merchandize Authorization

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(Continued from page 1)

installing terminal servers. When you make inputs to the application screen shown on your computer, the application's execution takes place on a terminal server. Each user is independent of other user's session, and only keyboard, mouse, and screen view data is transmitted over the network, rather than the large data itself. By using this terminal services system, you will see less traffic, and less load in the network and on your computer.



In addition to speeding-up computers, terminal services make application installation or deployment centralized faster and easier, and enables access to current application on any device such as pocket PC.

Computer Speed - Other Considerations

Based on our experiences of helping clients with speeding up their computers, we suggest that we need not only new programs such as Terminal Services, but also fundamental considerations among management and employees.

Computer processing speed depends on many different factors and we need several IT specialists on different areas and the cooperation from the computer users to improve the processing speed. We may need a team effort – management, IT specialists, and users.



The following are the areas to be checked:

1. Hardware

- Network cable
- Network card
- RAM of server and workstations
- Hard drive space of server and workstation

2. Software

- Windows configuration
- User profile configuration
- Network configuration
 - Firewalls
 - Routers
 - DNS
 - DHCP

3. Database

- Database reduction
- Database re-indexing



4. Option programs for speed up, which are very popular to speed up computer processing.

5. Organization

- Number of computer users

6. Work station

- Optimization/ periodic clean up
- Application programs installed in local computers

7. Printing Reports/ Documents

- Printer speed
- Printer memory size
- If the report is program based (ex. Crystal report or Microsoft Access report), check the program to make sure the code is appropriate for the environment.

If you think we can be of assistance to your company, please call Yuji Ioriya at 323-265-3000 or e-mail him at yioriya@openaxis.com.