



OpenAxis News

Smart Solutions for Smart Enterprises

August 15, 2001

NEWS SUMMARY

Citigroup Inc. will let go 3,500 more workers this year

Leah Johnson, a spokeswoman for the New York-based financial services giant, said the cutbacks were necessary because of "current market conditions."

AT&T talks with Microsoft, Disney about possible broadband unit deal

AT&T Corp. executives, trying to court potential suitors and partners for the company's cable-TV business, held meetings in the near future with officials of Microsoft Corp. and Walt Disney Co.

AOL to lay off up to 1,000 workers

AOL Time Warner Inc., grappling with an anemic advertising market, is preparing to lay off as many as 1,000 employees in its online division. The cutbacks, which are expected to come this week or next, would represent nearly 7 percent of the 16,000-employee workforce of America Online, the world's largest online service provider.

Life Tips

Keep a green tree in your heart and perhaps the singing bird will come.

- Chinese Proverb

OpenAxis News is intended to provide useful information regarding Information Technology to our clients and friends.

The news covers new version releases, hotfix file updates, and some IT tips.

Streamlining Sales Order Taking Operation Can Minimize Costs Pertaining to Erroneous Product Shipments

For one of OpenAxis' clients, a mixed-beverage distribution company based in Pasadena, wrong product shipment has shown regular occurrences in their operation as it accounts for approximately 4% of their shipments. When it happens, most of the time, the company has to issue a call tag and to have their delivery truck go to customer locations to either pick up the wrong products or exchange them with the correct ones. This has obviously influenced the company's operation efficiency and generated unnecessary expenses which eventually hurting the organization's bottom line. On top of that, repetitive incidents of this nature can damage the company's reputation in the eyes of involved customers.

As part of the initial system review, OpenAxis interviewed key management and operation personnel and we concluded that erroneous product shipments are caused mainly by miscommunication between sales order taking personnel and the customers.

The main reason for the

confusion is different interpretation of the products. To serve as an example, a customer might think that there is only one mocha product, which is the one that they have ordered before. Whereas sales order taking personnel might interpret customer orders as the other line of mocha products. OpenAxis also evaluated the company's current application system to allow us to obtain complete understanding of the situation and to provide effective yet applicable solution. We found out through the evaluation process that the current application does not provide them with the tools to operate efficiently and reliably.

The implementation of ACCPAC Advantage Series soon follows. ACCPAC Advantage Series provides them with sales history window, a tool to quickly review customers' previous orders, which in turn, allows them to better comprehend what the customers want. In addition to that, easy-to-customize reports in ACCPAC, utilizing Crystal Report or Crystal Info reporting engine, will allow them to

generate periodical 'Product Order List' report that lists the products customers have previously ordered, and provide it to the customers to be used as references during ordering.

As a result of the implementation to streamline sales order taking operation, the mixed beverage distribution company could expect to reduce erroneous product shipment occurrences to below one percent of the total shipments, which will minimize the cost associated with customer care and delivery time that was spent responding to related complaints. The company will also be experiencing improved services and be able to divert staff to other areas of the company.

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

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7 Habits to protect you and your computer from computer virus.

As you are aware, there has been a strong virus threat all over the world last month. For most ordinary PC-users, e-mail is the common way to be infected by computer virus, and there is a preventative maintenance method to keep the virus away from your computer. This requires continuous effort and self-consciousness; therefore, you better make these followings steps as your habits, as if they are your other ordinary habits (such as eating dietary food, or not drinking more than 2 cans of beer everyday!!)

1. Always update virus definition files. There are more virus created everyday and any one of them could damage your computer. So check anti-virus software vendor homepage regularly (you may run auto-update function.)
2. Run virus scan on the attachment with incoming email. Also run virus scan program on the attachment with outgoing email.
3. Do not download files from non-trusted site (Some programs cannot be detected even with anti-virus software.) In addition, run virus scan program on downloaded files before you open it.
4. Make use of the application security function, such as: Disable macro function (Word or Excel) or Customize the security level of Internet browser or Mail application.
This may include system re-configuration. Consult with your system administrator before you change it.
5. Always apply the appropriate security patch files. Check your internet browser and internet mail software vendor homepage regularly.
6. Do not overlook the virus symptoms, such as: Operating System or application always hung up. Files are missing or there are unknown files. Unknown icons appear on task bar or desktop. Try to connect to Internet automatically. Try to send/receive e-mail automatically.
7. Always backup important files. There is no 100% guaranteed virus protection, therefore always backup anything that needs to be backed up.



Business Tips: Reinventing Your Company Training Program

Regular training of your staff is believed by many experts as the key to your business' future. In fact, most fortune 100 companies invest heavily on training to keep their staff on the level where they can operate efficiently, thus maintaining the company's competitive edge in the industry. However, as economic climate worsens, companies impose tighter budget and cause the costs of internal staff training to be off limit. This situation prompted businesses to reinvent their training program by including some alternative methods of educating their staffs. Available options in the market include web-based training, cd-based training (CBT), seminars, and on-site training.

To learn more about how we help our clients maintain a competitive working environment, please read the next issue of OpenAxis News.

Have a question for Microsoft Windows or Office Product? Ask our specialists and they can provide you with answers. Please feel free to email your question to techsupport@openaxis.com.