



OpenAxis News

Smart Solutions for Smart Enterprises

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NEWS SUMMARY

Economy Barely Escapes Recession

The U.S economy had not slipped into the recession range in the second quarter.

Online Banks Still Struggling

Brick-and-mortar banks are thriving in the Internet era, thanks to their multi-channel offerings, while online-only banks are struggling, according to a Jupiter Media Metrix study.

Gateway Slices Staff, Operations

PC maker Gateway Inc. said that it will lay off 25 percent of its global work force, close many of its overseas operations and restructure the company to accommodate the weak market.

Life Tips

Practice is the best of all instructors.

— Publilius Syrus

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

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

Training: Best way to improve your business bottom line

When is the last time you sent your company's personnel to the educational seminar or classes? Actually, continuous staff training does not give birth to immediate positive result but does definitely give impact on the bottom line. It will improve staff's productivity, create a good working environment, and make the staff work at the company for longer term. To maintain a competitive working environment is an essential element for the company to compete in the market. Investment in staff training will yield a positive return. It is a "Win-Win" position. One of OpenAxis clients had high turnover ratio, especially in Accounts Payable Departments. It had been a problem for the company for years, because it was costly and took time to teach a new staff from scratch. OpenAxis sent our staff to the clients' site as outsourcing whenever necessary until they found replacement.

After our staff started accounts payable work at the company's office, she found out many problems at the company. The staff within this company had been missing the sense of "what they actually do in

daily operation" and it had created heavier burden to the accounts payable department. For example, sales people turned in their business expense reports after the due date and demanded the President of the company to issue checks immediately; therefore, the President issued checks manually, without notifying her. This caused her to miscalculate the exact bank balance. In addition, this miscalculation led the company not to have a precise cash flow projection. This resulted in the lack of enough cash all the time to cover the monthly expenses. Because of long past due invoices, she has been receiving a lot of phone calls from vendors asking for payments that stopped her job and irritated her.

After identifying the problem, OpenAxis suggested President to have training session for sales staff, and he agreed. The training was designed especially for sales department, combined with OpenAxis's actual experience as consultant and their own business operation. It focused on why and how to do, not what to do. It gave the sales staff clear understanding on what they do daily and on the impor-

tance of the relationship with other departments. The problem that accounts payable clerk was facing is now fading away.

Now the company extended the continue education to all the staff and it has been held twice a month. OpenAxis sends staff over to the client's site and trains its staff on computer application as well as daily routine work. OpenAxis also holds informal seminars at the client's site to discuss rules and policies. At these seminars, the employees are free to discuss all the problems on their routine, and OpenAxis provides the solution in the discussion.

This is something that won't affect your financial statements immediately. However, this will impact on the bottom line of your business, which in turn will show its effect on the statements later. When its effect appears on the financial statement, you see not only a strong financial statements but also a solid foundation of stronger organization.

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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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Business Tips: Important consideration when you replace or upgrade your applications

You may once in a while want to replace or upgrade company's business management or cost accounting system. In fact, businesses that haven't upgraded their business operating systems in the last several years are missing out on plenty of software that can make your staff's lives easier and more productive. However, it can be challenging to find the best software for your company's environment and specific industry. In fact, many companies make mistake when they choose the right application. It happens especially if they do not have internal IT staff.

Why? The answer is simple: Because they do not understand what it takes to choose the applications. In order to choose the right application to fit unique business needs, decision-makers must know how the business is being operated. And if you are a decision-maker, here is a warning: you do not understand your own business operations. Surprise? But it is true. **Decision makers do not understand it enough to select the right application to fulfill the business current needs and future plan. They do not know what their employees are doing routinely and what kind of problems they are faced with every day.** Indeed, it is a time-consuming process, and they are required to gather detailed information in each step from the business operations as well as computer-related knowledge.

You may want to hire some computer consultant when you select the application because even though you choose the right vendor, their concern is that their application is running on your network, not that your business operating system is functioning. What would you do if anybody in your company can no longer access to the Internet after the installation and some customers place orders by email? In order to avoid this kind of problem, you better hire the consultant who can take care of your computer network system as well as business operating system.

Keep in mind that this entire process may take 2 to 3 months and require some additional expense other than application purchase and installation cost. However, it will be worthwhile to spend them.

Office Tips: Internet Explorer 6.0 is now released

Microsoft now released Internet Explorer 6.0 (IE 6). It sets a new standard in privacy, reliability, and flexibility. You can download IE 6 from: <http://www.microsoft.com/windows/ie/>

The most distinctive feature of IE 6 is to protect user's privacy. IE 6 protects your privacy in the following ways:

- Supports a wide range of Internet security and privacy standards that allow for secure information transfer and financial transactions over the Internet.
- Provides encryption and identification capabilities to help users ensure the privacy of their information on the Web.

These security settings have become easier for computer beginner in IE6. IE 6 runs on Windows 98 and Windows 98 SE, Windows Millennium Edition, Windows NT® Workstation 4.0 and Windows 2000 Professional (Also Windows XP).

OpenAxis provides network/system consultation to set up or maintain computer system as business operating system. For more information, please visit www.openaxis.com or email to info@openaxis.com.

