



# OpenAxis News

November 2003

*Smart Solutions for Smart Enterprises*

## Fall Promotion:

### HUGE SAVINGS for LANPAK

Set your legacy system up for success! Move it to a foundational accounting system that gives the flexibility to manage your business from end to end.

From now through December 29, 2003, ACCPAC Plus users and BPI Accounting users can save as much as 70% on full LanPak SRP (Suggested Retail Price) when they upgrade to ACCPAC Advantage Series Enterprise Edition, Corporate Edition or Small Business Edition.

They can take 20% off LanPak upgrade prices for existing LanPaks.

## Life Tips

As long as a person doesn't admit he is defeated, he is not defeated -- he's just a little behind and isn't through fighting.

-- Darrell Royal,  
Texas football coach

Clients may also purchase an unlimited number of additional (new) LanPaks at published upgrade prices, regardless of the number of users currently registered. Note: These new LanPaks are not eligible for the 20% promotional discounts.

For any issues regarding the version upgrade, i.e. functional capability, data conversion, or report customization, please call (323) 265-3000.

## ACCPAC CRM 5.6 Upgrade provides outlook integration

ACCPAC International, Inc. announced the launch of a major upgrade to the company's award-winning customer relationship management (CRM) application for small and mid-size businesses (SMBs) - ACCPAC CRM version 5.6. The many new features of ACCPAC CRM 5.6 include:

- Comprehensive integration with Microsoft Outlook and IBM Lotus Notes;
- Advanced customization capabilities;
- A faster and easier-to-use interface, and;
- Additional reports and enhanced reporting flexibility.

### Comprehensive Microsoft Outlook and IBM Lotus Notes Integration

ACCPAC CRM continues to add innovative integration with surrounding business management applications such as e-mail for more effective business process management (BPM), including:

- **Microsoft Outlook Integration** - Users now have the option of accessing their entire ACCPAC CRM system from within Microsoft Outlook. This comprehensive integration also enables users to synchronize CRM data to their pocket devices such as mobile phones and PDAs that synchronize with Outlook.
- **Lotus Notes Synchronization** - Users can also synchronize ACCPAC CRM with Lotus Notes cal-

endars, in addition to previously available e-mail integration. Plus, they can now synchronize their CRM information to pocket devices that synchronize with Notes.

### Advanced Customization Capabilities

The new ACCPAC CRM Advanced Customization Wizard provides the ability to rapidly build new functionality and customizations. The easy-to-use wizard creates new business objects in a matter of minutes, without the need for users to write any code. In addition, administrators can utilize the ACCPAC CRM Component Manager that enables quick packaging and rollout of third party and user-developed add-ons such as industry-specific modules and customizations.

### Easier, Faster User Interface

This new version of ACCPAC CRM includes a series of interface enhancements that add to the product's user-friendly approach by making it even easier and faster to work with customer records, and to set up new tasks and appointments. This upgrade builds on the significant enhancements delivered in the previous version, improving overall usability with additional, faster navigation options to make information accessible with fewer clicks.

### Improved Reporting Functionality, More Reports

ACCPAC CRM now provides report creation in Adobe Acrobat PDF format, enabling greater control over output and 'near publishing' quality reports in color with more control over where the content appears. In addition, more easily accessible standard reports have been added for quick access to critical information.

*(For more product information, please call (323) 265-3000)*

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

**OpenAxis, Inc.**

901 Corporate Center Dr. Suite 400  
Monterey Park, CA 91754

Phone: (323) 265-3000  
Fax: (323) 265-3330  
Email: info@openaxis.com  
www.openaxis.com



## Business Tips: How to gain ROI for your computer system.

OpenAxis believes that it is not until you restructure your business accordingly that you can gain the return on investment for your computer business system. One of our clients could recently gain such a return, with OpenAxis' continuous business consultation.

The results were as follows:

1. Accounts Receivable  
The accounts receivable turnover went from 45 days to 35 days. In other words, our client was able to collect an additional \$400,000.
2. Inventory Control  
The month-end inventory variances between book records and physical counts significantly decreased from 5% to less than 1%. The savings reached \$30,000. Also, it may no longer be necessary to perform monthly physical inventory due to the more accurate inventory records, which in turn can save in labor hours.
3. Fixed Asset Control  
Our client inspected the fixed assets located at their customers' and updated the physical inventory records of the fixed assets. Our client could locate an additional \$500,000 in unrecorded fixed assets.

The major factors in this success story are:

1. Management Support  
It is crucial to obtain management's support from the beginning. The lack of leadership, lack of communication, and lack of cooperation can easily defeat the project. Our client's management was eager to improve the company's operations.
2. Hard-work  
The client had talented people who also wanted to improve their skill and performance. They made extraordinary efforts to understand the other departments' operations, communicate and work together. We saw some employees come to the warehouses as early as 5:30 a.m. Normal operating hours start at 7:00 a.m.
3. Consistency and Follow-up  
The client's staff met every Friday morning and agreed with their weekly assigned tasks. They consistently followed-up on their work schedule.
4. Communication  
The client prepared the memorandum for each meeting and reported the meeting results to management and other related people.

We all know that a computer business management system can help you improve your A/R control, Inventory control, and Fixed Asset control, but few can sustain the improvements after the system is installed.

Our client asked OpenAxis to support the projects and to work with its staff to ameliorate the business. We all believe that the continuous effort to improve the business operation provided a better result for everyone. We appreciate that upper management understood the idea and gave us the opportunity to learn together.