

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 conditions encountered. For example, upon discovery of low inventory situation, Alert can be

Life Tips

The best way to forget your own problem is to help others solve theirs.

— *proverb*

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.

BUSINESS TIPS: Internet Usage Policy: a necessary tool to keep productivity high

Internet misuse is costing corporate America more than \$63 billion annually in lost productivity, according to an employee Internet management company.

Once hailed as a productivity tool, Internet is now also considered as a major distraction for companies nationwide. Another statistic shows that more than 57 million workers in the United States are Internet-enabled this year. However, the company reports as much as 40 percent of all employee Internet use is non-work-related, as workers stream to entertainment, shopping and pornographic Web sites, and chatting with their friends at work.

The end result is billions of dollars in lost productivity, and the companies are forced to manage their employee Internet use.

As a matter of fact, record-low productivity levels are reported by the U.S. Labor Department. American worker productivity - the amount of output per hour of work - fell at an annual rate of 1.2 percent in the first quarter of 2001, the biggest drop in eight years.

In the first quarter, employees' output went up but their hours grew twice as fast, leading to the decline in productivity.

However, there is a flip side to the story - the Internet can still be an incredibly powerful and useful business tool, if managed correctly.

Given the productivity drain, the tendency may be for corporations to restrict or block employee Internet access outright. However, another study shows that many employees are working longer hours and think it is necessary to accomplish some personal tasks from the office via the Internet. In fact, 68.4 percent surveyed felt they should be allowed to access non-work-related Web sites at break times, while 56.6 percent favored software that allocates a certain time of personal use each day at work.

With that in mind, below



are the same guidelines I wrote in August, but I think that companies MUST have an Internet Usage Policy. Therefore, I list them here again to make sure that the policy covers these three areas. Having an appropriate Internet usage policy is a tool to keep your companies' productivity high.

1. The policy should state that Internet access is a company asset that is to be used solely for company business just like any other asset. The policy should clearly outline what is permissible use and what is not.
2. To avoid viruses and software license liability, make sure the policy prohibits downloading or uploading software programs without permission of the network administrator.
3. Finally, outline potential penalties for violating the policy.

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

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Award-winning ACCPAC eCRM integrates with ACCPAC Advantage Series back office accounting systems, providing bi-directional data support. Both are building blocks for creating a complete, end-to-end business management system incorporating ACCPAC solutions for accounting, CRM, e-commerce, human resources, manufacturing and warehouse management. Earlier this year, *CPA Software News* awarded ACCPAC Advantage Series 5 Stars out of a possible 5 and ACCPAC Pro Series 4.5 Stars out of a possible 5 in their January 2002 assessment of mid-range accounting software.

ACCPAC Recognized for Product and Industry Leadership

ACCPAC International, Inc. announced that it has been recognized by several prominent computer and accounting industry trade publications for excellence in product quality and overall industry leadership in two of the company's key focus areas: customer relationship management (CRM) and accounting. In the past two months, ACCPAC has received a "Readers' Choice" award and an "Editors' Choice" award for its ACCPAC eCRM customer relationship management application. In addition, ACCPAC President and CEO, David M. Hood, has been acknowledged as both one of the top 20 most influential CRM industry executives and top 100 most influential people in the accounting industry for 2002.

ACCPAC eCRM is a single integrated solution that includes Sales Force, Marketing and Customer Care Automation. Its integration with ACCPAC Advantage Series provides real-time access to vital back-office data and customer information.

eCRM's role as a sales force automation tool can help you distribute leads automatically to sales professionals around the world.

eCRM also provides you with a complete solution to better manage your marketing efforts and make sound decisions based on what your customers and prospects want and how they respond.

eCRM delivers superior contact management by making available the most up-to-date and complete customer data at your salesperson's fingertips.

ACCPAC eCRM Primarily Function:

- Campaign management
- Marketing evaluation tool
- Contact management
- Call center accuracy
- Automated workflow
- Document library

