

**NEWS:  
PROTECT YOURSELF  
FROM PHISHING**

Phishing attacks are reaching a point of sophistication where even the most Internet-savvy user could be fooled. Phishing is the practice whereby unsuspecting users receive e-mails that attempt to fool them into disclosing online banking passwords, by sending them to a site that mimics the look and feel of their bank's Web site.

A new phishing method that people should be wary of is where the user receives an e-mail from their internet service provider or bank, and when they click on the link, they are taken to the ISP's or bank's legitimate Web site in the main browser window;

## Life Tips

Be direct, usually one can accomplish more that way..  
— *Proverb*

however, a new window pops up requesting their credit card information be entered. As pop-ups rarely display URL information, the user is less likely to be suspicious.

At this point, the safest method of accessing their bank's or ISP's Web site is to type in the URL:

As in the case of MyDoom virus spread in late January, please protect yourself from fake emails.

## Vendors' role in your IT system

When was the last time your company replaced or upgraded its financial management or cost accounting system? Businesses that haven't upgraded their financial systems in the last several years are missing out on plenty of software that can make their staff's lives easier and more productive.

It can be challenging to find the best software for your company's environment and specific industry. You need to find not only the best software, but also a vendor to support the package. In fact, the vendor will play an important role in your company. Or frankly, your replacement/upgrade will fail if the vendor does not actively participate in the implementation.

Why? It is because the vendor may be the only one who can apply the software to your business environment. They know the application and understand your business well. In other words, vendors who do not have "business fundamental knowledge," such as accounting, inventory management or customer management, cannot be qualified to be your software supplier.

OpenAxis has been involved in many software installations and upgrades. We believe that the software installations/upgrades require collaboration from the clients as well. Proactive partaking of clients and potential vendors is key for a successful system implementation.

If you plan to replace or upgrade your system, the following list of tips will assist you in preparing for the upgrade and choosing an effective package.

— Talk with every staff person who uses the current system. Get their input and identify their absolute "can't-do-without" needs, features you would all like to have, and other abilities that would be nice but aren't essential.

— Assess how well the current software is handling these functions, and take special note of any shortcomings.

— Write down all your specification and requirements.

— Be sure to look at prospective vendors as long-term business partners that must be available for service, problem-solving, up-

dates, and product replacement. More importantly, check whether the vendor can offer adequate and continuous training.

— Provide the vendor a list of problems with your present system and ask how they would go about solving them.



— Confirm your specification sheet with the vendor before replacement/upgrade. Take memo in each meeting with the vendor.

— Set the goals that you want to accomplish by this replacement/upgrade.

— Always run tests before the replacement. If the vendor does not test, insist on testing or cancel the project. This is more crucial than what you think.

*(if you need help to replace / upgrade your software, please feel free to 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
- EDI Solution
- Manufacturing Solution
- Other Integrated Solution
- Customized Solution
- E-Commerce Solution

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## Business Tips: What is “care” in “Customer Care”?

All business owners and sales managers are concerned about customers. A company spends so many resources to find out what customers want. Every business proclaims that customer care or customer satisfaction is their No.1 priority. But due to the diversity of people’s demands and the spread of one-to-one marketing, quest for customer satisfaction may be something that we cannot search elsewhere anymore; rather, the answer resides inside of you. The following is an example.

On January 8, 2004, my manager called me to inform me that one of our clients had sent me a gift. The next morning, on my desk, I found a big and beautiful wooden frame with the Proverbs from the Bible listed on a bright colored paper. The frame is titled “Everything I Need To Know, I Learned From The Bible.” We have hung it on our office wall so that everyone can read it on a daily basis.

The company’s owner gave me the frame. In the past, on two occasions, I had attended their morning meeting to learn wisdom from him. At the meeting, he introduced me to the employees, approximately 70 from the warehouse. I believe that he knows what I am interested in. So, he gave me the company tour and explained about their facilities, which includes a small church, exercise gym, and a basketball court for the employees, among other amenities.

The Company has been growing for the last ten years and has approximately 110 employees today. He told me about his big mistakes in the past, including a Chapter 7 bankruptcy incident. His mistakes inspire others because he tells others that MISTAKES are a way of LEARNING and an opportunity to find wisdom. Also, he gave me a tape, in which he recorded his speech at his church.

He touched my heart by doing more than I expected. I saw the same frame he gave to me in his office when I was there for the first time, but all I said was that it was a nice frame. I did not expect him to create another one and give it to me.



In the above event, could you find out the key to customer care? The company’s owner was not looking for “my demand” or “my want”. He cared for me. He just wanted me to be happy. It is, after all, a feeling; and you can only find out what you feel in your heart.

Do not think of customer care. Just care for customers!