

Virus Alert! cont. from Page 1
 copycat viruses have similar characteristics to I Love You that allow the current virus definitions to catch many of them. This is why constant updates of your virus definitions are so critical.

To arm yourself in the battle against computer viruses, your best bet is to invest in a leading anti-virus product. The big name brands are Symantec's Norton Anti-Virus (which can be bought separately or as part of the Norton System Works suite), Computer Associates' InoculateIT, and Network Associates' McAfee VirusScan. Each one of these products offers free updates to their virus definitions over the web as well as a variety of functions and specialized products for network support. For under a thousand dollars (e.g. InoculateIT for 25 users) you can protect your entire network from virus attacks.

There are other steps you can

take to protect yourself and your business from viruses. For one thing, many of the e-mail viruses are spread through attachments. Attachments are how programs, media, documents, and other files are sent through e-mail. If you ever receive an attachment to an e-mail that you are not expecting or cannot identify, your best bet is not to open it.

Ultimately, only you can prevent virus attacks. By updating your virus definitions frequently and performing regularly scheduled scans of your entire network, you can protect your business from the kind of damage viruses cause. And if you know you have a virus and don't know what to do, call computer professionals like Beachwood Systems for help.



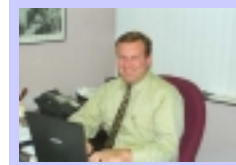
Pearls of Windows Wisdom

This issue, we have talked a lot about the I Love You virus. If you should find that you have the virus or some other virus, here are a few hints as to what you should do:

1. Immediately scan your system with anti-virus software and let the software "disinfect" your system.
2. If your software can't detect the virus, try updating your definitions and scanning again.
3. If the anti-virus program still cannot detect or clean the virus and you know which files are infected, you must delete the infected files manually.
4. If all else fails, and the damage was excessive, you may have to reformat your hard drive. Do this only if you have full backups of your system. When restoring your system from backup, install the anti-virus software first so that you can verify the integrity of your backup files.



**Beachwood
Systems
Consulting**



Letter from the Principal

Early in May, the "I Love You" virus laid waste to countless computer systems across the globe. Entire networks had to be shut down and scanned for viruses – costing businesses billions.

Repeatedly we have implored our clients to take a few minutes every other week to update their virus definitions and scan their hard drives. As the old saying goes, an ounce of prevention is worth a pound of cure.

Unfortunately, in the case of the I Love You virus, there was nothing that anybody could do to prevent it. It came out of nowhere and caught us all by surprise. I Love You managed to worm its way into such computing fortresses as the I.R.S., the Pentagon, and the British Parliament, not to mention our humble servers.

What made I Love You even worse was that the major anti-virus service provider web sites, such as Symantec (Norton), Computer Associates (InoculateIT), and Network Associates (McAfee) were ill prepared to handle the onslaught of desperate users. Not only did their web sites crash, but accurate fixes weren't immediately available either.

Even though the I Love You virus has been eradicated, it has plenty of imitators out there and you need to continue to engage in preventative measures to keep them out of your systems. Please update your virus definitions and scan your hard drives regularly, and for good measure, don't ever open e-mail attachments that you aren't expecting.

Remember that computer viruses don't love you, but Beachwood Systems does.

Sincerely,
Steve Luc

The Next Wave

WWW.BEACHSYS.COM

A Newsletter for Managers That Depend on Computer Applications to Accomplish Their Goals

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Virus Alert!

The I Love You virus was the most widespread, costly virus in computing history. Easily surpassing the Trojan Horse and Melissa viruses, I Love You affected some 50 million e-mail accounts, 10 million PC's, and cost upwards of \$15 billion dollars in lost productivity and eradication costs.

The virus was particularly insidious and destructive. Surprised Windows users that opened a "Love Letter" e-mail attachment with a ".vbs" suffix suddenly found that I Love You used their e-mail address books to replicate and distribute itself, that their media files (images, video, and sounds) had been renamed, and that many of their passwords had been sent to a website in the Philippines, courtesy of the virus. Fortunately, several arrests have been made in the Philippines, but the damage had been done.

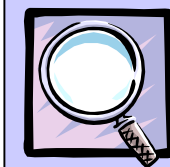
Already, Lloyd's of London is calling e-commerce the new risk of the 21st century and is planning "Computer Virus Insurance". However, businesses can do a lot more to protect themselves and their IT investments than just buy insurance. By investing in a well-known anti-virus software package, businesses can initiate the process of virus protection and create their own insurance. Just buying the software is not enough, though. Virus protection is an ongoing struggle that must be waged every day.

Anti-virus software rarely

discovers viruses it has never seen before; rather it uses something called "virus definitions" to detect viruses. When a new virus is discovered, the anti-virus software companies provide free updates to their virus definitions that allow your version of the software to detect and eradicate that virus. This is why I Love You was so devastating – none of the anti-virus software packages knew what it was until it was too late.

I Love You, despite being "cured", is still around and that is why fighting viruses is an ongoing affair. People still inadvertently open the attachment and send the virus all over the world. It has also been mimicked, copied, and transformed into several new forms. One such form is designed to look just like an e-mail from Symantec, the makers of Norton Anti-Virus. Nevertheless, these

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Tips and Tricks for



- Are you having a problem with the sales force changing information on contact records where they shouldn't be? GoldMine can assign owners to each contact (or group of contacts), controlling the security on a contact-by-contact basis. By default, ownership is assigned to "public" which means everybody has full access to the contact. Ownership can, however, be assigned to a user or group of users after which only those who have "Master" privileges on that specific contact record, can change the ownership of owned contacts, or if necessary, are the only ones that can change information on those records.
- Reduce your Database Rebuilding time: If you have a large GoldMine database on an NT network, it will run a lot quicker on the server than on a workstation. So if you try to rebuild the database from a workstation, it will take much more time and will slow down the server quite a bit. Rebuilding or indexing the same database on the server desktop will be much faster, and allow you and others to get back to work.

Attend bi-monthly meetings of the Northeast Ohio GoldMine Users Group (NEOGUG) to network with other GoldMine users in your area. E-mail GMForum@midwestind.com for more information.

BSC/GoldMine Strategic Partnership

GoldMine is a productivity tool that can save your company time, effort, and money, not to mention help increase sales and revenues and keep your customers for life. However, to achieve your goals, GoldMine has to be used properly by educated users. That is why Beachwood Systems is proud to announce our new GoldMine Service, Education, and Consulting Partnership Program.

The program is designed to build a strategic partnership between BSC and your company. It is like having BSC's certified consultants and technicians as your own employees. For instance, as a member of the program, you can let your salespeople sell because BSC technicians will identify your sales trends and automate your sales tasks. You can let your marketers market because BSC technicians will help them analyze lead penetration,

opportunities, and closed sales per channel for future marketing budgets. In essence, the program allows your staff to concentrate on their jobs and not on the technology.

Best of all, by enrolling in the Beachwood Systems Partnership Program, you will be able to budget for tech support, education, and service because the program is dues-based. Whether quarterly or annually, you can rest assured that the support and education that you need is covered.

Strategic partnership has never been more necessary. The specialized skills of the IT business environment are difficult to come by and are prohibitively expensive to keep in-house. With Beachwood Systems on your team, small to mid-size businesses can enjoy the benefit of a dedicated IT support staff. Call your GoldMine consultant for program information.



BSC Client Profile:

Visual Marking Systems, Inc. (VMS), a screen printing and graphic design firm located in Twinsburg, Ohio, is experiencing phenomenal growth and success in their industry. If you see the decals on an Enterprise Rent-A-Car truck or a Federal Express drop-off box, you are seeing VMS's handiwork.

Since 1983, when Hermann Kahle purchased VM Decal Co. (since renamed VMS), VMS has concentrated on landing large original equipment manufacturers (OEM) to capture the economies of scale of their big orders. Their clients include Volvo, Lincoln Electric, Allen-Bradley, and Invacare.

In order to accommodate their double-digit growth, VMS employed Beachwood Systems to implement the Macola suite of manufacturing, accounting, and distribution applications. "Our clients are placing bigger orders and looking for discounts in

price – and Macola is helping us accomplish that," said VMS vice-president Dieter Kahle.

VMS has been using Macola since 1994 and has several major manufacturing modules in place. VMS's ERP solution starts at the Bar Code shop data collection module, which collects not only time clock data but job ticket data as well. Shop workers enter data directly on the factory floor and it in turn is fed to the Labor Performance module.

From there, the data is brought into the Shop Floor Control module and the Manufacturing Cost Accounting modules. The whole cycle allows VMS to determine if jobs are profitable or not and why.

VMS also uses Macola's EDI capabilities to win and keep major customers who demand that their suppliers use the technology. Also on the customer side, VMS is considering enrolling in the Beachwood Systems

Macola Goes The Extranet Mile

An investment in Macola Software is designed to be an ongoing partnership both with Macola and your consultant, thus the slogan, "Software You'll Never Outgrow." The Macola website and the My Macola Extranet is part of the partnership, offering online support that helps you make the most of the Macola suite.

The Macola website's "InfoMine" is a growing knowledge base full of frequently asked questions to assist troubleshooting. The "QA Tracker" is a, "complete reservoir of software errors, corrections, and enhancements," to which users can contribute. The website also has a multitude of downloads, such as software patches and fixes, to keep your Macola system up and running smoothly.

A new feature of the website is My Macola. My Macola is a method by which the website knows who you

are when you log in and is able to auto-complete forms, keep track of your favorite web links, and point users to useful information. With My Macola, the website can become your launching pad to the rest of the web.

Further end user support includes online seminar registration, product announcements, special deals and offers, and the latest news. For instance, Macola used the end user web site to announce a special price on Macola Reports 2000, which included 70 reports and one year of service, and customers could view report samples right online.

My Macola and the Macola End User Extranet are available at <http://enduser.macola.com> and the tech support is available through the regular Macola website at <http://www.macola.com>. Get your login and password now.

Visual Marking Systems, Inc.

GoldMine Service, Education, and Consulting Program. VMS already uses GoldMine Software to track and automate their sales process as well as to perform broadcast faxes to targeted leads, but they recognize that GoldMine offers much more than that. A strategic partnership with Beachwood Systems is designed to make VMS more self-reliant while simultaneously relieving them of the GoldMine tasks that are best performed by certified technicians.

Ultimately, VMS's relationship with Macola and Beachwood Systems will help them achieve the efficiencies of an integrated manufacturing and customer relationship system, but Dieter wants more. "We expect our system to allow us to run our entire manufacturing operation, and not just order entry and reports. We want to be able to inform the customer and improve productivity."

To reach their goals, VMS has

developed a customer extranet – a web-based order entry and order status module – to share the benefits of their Macola system with their customers. Now, a customer can log in to the VMS web site, view images of his/her product set, and place orders in a point-and-click graphical environment.

Also, VMS is looking into Citrix, another Beachwood Systems service. Citrix will allow the managerial and sales staff to use the VMS computer systems from anywhere without any of the functional, security, and performance limitations of their current solution. When unforeseen problems come up, such as illness or family issues, key personnel can remain productive.

VMS has a bright future and their investment in technology, such as Macola, is paying off. For the medium-sized business with growth in mind, Dieter calls Macola, "A very good solution."

This Month's Module from

MACOLA
SOFTWARE

Advanced Distribution

Macola Advanced Distribution helps your organization run more efficiently and effectively by managing quality, product costs, and materials.

- **Multi-Bin:** support a tightly controlled stockroom environment and increase productivity during the order fulfillment process by telling your warehouse workers in what bin items are located for more efficient picking. Multi-bin can support multiple items in a single bin and a single item in multiple bins.
- **Receiving Inspection:** when you receive items that require inspection, the Macola system alerts you, moves the item to the inspection location and won't update inventory until inspection is complete. Receiving Inspection also provides vendor evaluation information to help you negotiate better terms and conditions.
- **Landed Cost:** enables users to calculate all costs, including freight, import duties, customs charges, and in-house handling charges and appropriately capitalize such costs for accurate ROI and COGS analysis.