

Want to have some fun? Try video conferencing.

There is a wide variety of video conferencing gear on the market. At the low-end you use your pc and the Internet. At the high-end, say for a conference room setting, proprietary equipment from Polycom, PictureTel, or VCON can cost thousands of dollars and be used with a dedicated ISDN-PRI circuit. But let's say you just want to see a family member that lives in California while you are talking to them? Here's what you need to get started.

First off your pc needs to have a sound card, speakers, and a microphone since conferencing software permits voice conversation. It is best to use a headset with a noise canceling microphone.

Next you need a computer camera. There are lots of cameras

on the market and cost is a function of resolution, speed (frames per second), number of colors (e.g. 24 bit), and other functions. Here are some to investigate. The Logitech QuickCam Pro offers 640x480 resolution and 30 fps for about \$100. Logitech has almost a dozen models available with varying features and price levels and is probably the vendor you should spend the most time investigating for hardware. Many cameras offer cross functionality and can serve as a digital still camera. Another popular vendor to check out is Creative Labs.

The final piece to the puzzle is the software that runs on your Windows PC to make a video call. The most popular software for Windows 95 and 98 is NetMeeting which can be

downloaded from Microsoft's web site. With the introduction of Windows XP, Microsoft has replaced NetMeeting with Windows Messenger. Some others to consider are ICUII (I see you too), FocusFocus, TeamView, The Internet Com Suite from Smith Micro, and iVisit.

Although this is great in concept, you should be prepared. You will not get fantastic video or voice quality with a low cost solution. The video and voice can be slow and choppy and is heavily dependent on what else is happening on the Internet at the time. For best results you and your video chat partner should have a broadband connection using DSL or a cable modem. Good Luck! ✦



**Beachwood
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Microsoft Releases New Product- Customer Relationship Management

Does your company have any of the following objectives or goals?

- Increase revenue: e.g. sales dollar volume increase per sales rep
- Improve sales management / forecasting
- Higher call volume per sales rep
- Higher close rate per opportunity
- Improve customer service: e.g. higher first call resolution rates
- Effective marketing campaigns
- Improve system adoption rates by internal personnel
- Better sharing of information among personnel

Two months ago, Microsoft Business Solutions released its brand new CRM software product with the stated purpose for companies in the small to mid-market "to build more profitable relationships."

It was built entirely with Microsoft's .Net programming platform using SQL server for its database. Being based on the .Net platform, the system can be accessed internally on a network, from the web using a browser, or off-line (sales module only) using Outlook.

The software comes in four major versions: Sales Standard, Sales Professional, Customer Service Standard, and Customer Service Professional. There are also suites available to get both modules together at a discounted price. One of the major enhancements with the Professional version is that it includes workflow rules to automate the selling cycle and business processes, but there are also many more.

The system integrates with Microsoft Office, web services, and third party applications.

Within Outlook you can see accounts, contacts, products, sales literature, etc. Security uses the concept of roles to govern privileges.

Management will appreciate the inclusion of over 100 Crystal-based detailed reports, the ability to export report data to Excel, views of sales and support history, the ability to map organizational hierarchies, create teams, and manage quotas.

Sales People will enjoy working online or off-line through Outlook, managing leads and opportunities, automating certain sales processes, the inclusion of a product catalog with complex pricing options, quote creation, and order management.

Customer service reps will be able to manage cases from creation through resolution, search a knowledge base of support information, and use automated queuing and routing of support requests.

Please contact us for more information about this exciting new product. ✦



Management Letter

The one thing you can be sure of in the IT business is that that things change... sometimes daily! This issue of *The Next Wave* highlights a new version of GoldMine, a new CRM system from Microsoft, and a major update from Exact Macola. Should you consider upgrading your systems to the latest offerings? If you are more than one version behind, absolutely. Although it is best to give a new release a couple of months to ensure that it is stable.

If your company is considering purchasing a Customer Relationship Management package to improve your bottom line, please give us a call. Beachwood Systems now offers two highly touted CRM applications, one of which is sure to meet your needs.

On the back page you will see another technology that continues to evolve... video conferencing. For a very modest investment, you can have fun chatting with family and friends. For a more substantial investment, you may find this technology to be a valuable tool for your business.

Adam Ryan

Beachwood Systems Consulting is a full service computer firm providing consulting, PC & network support, ERP & CRM business applications, and Web and Windows based software development using the .Net platform, XML, Visual C++, VB, Microsoft Access & SQL, and Seagate Crystal Reports.



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Tips and Tricks for



GoldMine Alerts

When using GoldMine it may be essential to notify users of important facts relating to an account each time a user goes to that account. Some examples of these situations include when an account is on credit hold or needs to be handled with extra care. GoldMine uses its alert functionality to handle these situations.

To set an alert for an account:

1. Open the account record.
2. Select Edit – Record Properties
3. Select the Alerts Tab
4. Select Enable Alerts
5. Select an Alert from the list or create a new alert by selecting the New Alert button.
6. To create a new alert, type a three character code to identify the alert. Enter the alert description. You may also type a message to further describe the situation. The message will be shown when the alert is displayed.
7. Select OK. The alert is now attached to the account and will appear each time a user accesses the account record.

Training is worth its weight in Gold! Why struggle when you can spend one day to become more productive all year? There are Intro, Intermediate, Advanced, Administrator, and many more classes available in April and May. For complete information on upcoming **GoldMine training classes**, please call or visit our web site: www.beachsys.com.

A Rose is a Rose...

GoldMine uses one of two database platforms, dBASE or Microsoft SQL. Over the years the dBASE version has been consistently called GoldMine until the release of v5.7 when the name was changed to GoldMine Business Contact Manager. The SQL version was called Enterprise in v4.0, FrontOffice Sales and Marketing in v5.0 and 5.7, and now GoldMine Business Contact Manager Corporate Edition in v6.0.

Some of the new features in the v6.0 Corporate Edition are:

1. My GoldMine Desktop – A customizable section that users can personalize to display business critical information from the web or GoldMine such as Forecasted Sales, Pending Activities, or links to web sites.
2. Built-in database backup and restore wizards.

3. An improved contact search center.
4. Redesigned Opportunity & Project Manager that simplifies the creation, tracking, and completion of complex sales opportunities.
5. Improved wizards for automating common tasks such as bringing data into GoldMine, adding users, customizing the most commonly used fields, applying industry templates, configuring email, and integrating to key applications such as Microsoft® Word and Adobe® Acrobat®.

With the release of v6.0 FrontRange has announced the sunset of GoldMine Everywhere Server because the web based client is not compatible with the v6.0 Corporate Edition. ✦

Macola 7.6.200 Approaches Mass Release

Exact North America has revised their mass release schedule for v7.6.200 to be the beginning of April. It will ship automatically to all end users that have current maintenance as of December 31, 2002. Version 7.6.200 contains 14 enhancements, many program corrections, and utilizes Crystal Reports v8.5 for the Integrated Crystal Reports.

Some of the enhancements contained in 7.6.200 include:

1. The option to get the current price when a customer order is copied from history.
2. Copying order header and line comments when an order is copied from history.
3. When utilizing the OE to PO functionality, customer orders that are on hold no longer have a purchase order created automatically.

4. When a customer order is linked to a purchase order and the purchase order is received, the receiver will show the customer order number.
5. A customer order linked to a purchase order can no longer be deleted before the purchase order is cancelled. On the other side, if the user tries to delete a purchase order linked to a customer order they will be warned and asked if they want to continue.
6. RMA header and line comments can now be viewed via push buttons on the RMA View screen.
7. In Master Scheduling a Forecast Order can be entered with a revised quantity of 0.
8. When printing the Serial/Lot Expiration report the status of a lotted item is now printed. ✦

Macola ES Includes Several Order Entry Improvements

Exact's Macola ES product is in controlled release and currently installed at approximately twenty sites. The order entry module has a significant number of enhancements and changes. Many users will find these improvements make the system easier to use and improve overall productivity. In this article we will discuss several of the new changes

Macola ES allows you to edit a captured bill of material for a Production Order Processing (POP) Pull or O/E Manufactured item from the Enter Orders application. The captured bill is changed using the Edit Captured Bill button on the order entry screen. This button is only available when you access the line item in change mode and the quantity to ship is less than the quantity ordered. These changes do not affect the bill of material stored

in the product structure file.

ES has improved the functionality when converting customer quotes to orders. When converting quotes to orders the customer number can be changed and you can select whether to use the price/cost that is on the quote or get the current price/cost.

One of the most requested enhancements has finally been added, the Enter Orders screen now displays the total sales dollars and quantity amounts based on quantity ordered and shipped. Version 7.6 only shows the totals based on quantity to ship.

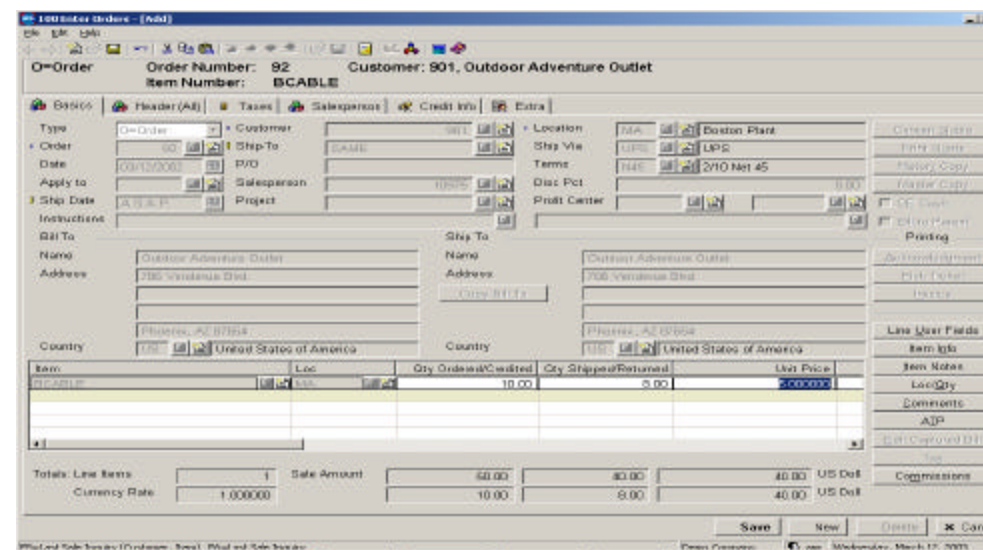
Macola ES has added the ability to change commissions on a line item by line item exception basis through the Commission button on the order entry screen. The Commission button is only available if the

Calculate Commission Method in Order Entry Setup is set to I for Item Pct/Amt.

A major user interface improvement is the use of only one screen to enter order header information and order line item

information when entering a customer order. A screen shot of the Enter Orders screen is shown below.

If you would like to see Macola ES in more detail, please contact us to arrange a presentation. ✦



Macola Training

SPECIAL DISCOUNTS

10% off 2nd attendee, 20% off 3rd attendee, 30% off 4th + attendee*

Accounting

5/13-5/15

Day 1: General Ledger & Month End/Year End

Day 2: Accounts Payable

Day 3: AR/Bank Book

Distribution

5/6-5/9

Day 1: Inventory Management

Day 2: Order Entry

Day 3: Purchase Order & Receiving

Day 4: Order to Cash Cycle & Purchase to Pay Cycle

Manufacturing Planning and Control (MPC)

4/8-4/10

Day 1: Inventory & BOM & Production Order Processing

Day 2: Master Scheduling / MRP

Day 3: Processing Transactions

ERP Manufacturing

4/22-4/25

Day 1: Inventory & BOM

Day 2: Standard Product Routing

Day 3: Shop Floor Control

Day 4: Manufacturing Cost Acctg

System Administration

5/20-5/21

Day 1: System Manager

Day 2: Database Tips, Client Setup, File Purging, & Troubleshooting

Crystal Reports for Macola

4/16-4/17

Day 1: Creating Reports & Selecting and Sorting Records

Day 2: Creating Formulas & Formatting Sections & Presentation Quality Reports

*Please see our web site, www.beachsys.com for details and current schedule information.