Solutions for SPAM & Viruses at Work and Home

Have you noticed that your SPAM is increasing? How much time do you spend deleting SPAM each day? Ever worry that you have deleted an email you shouldn't have? We have tried a lot of products to alleviate this problem and, so far, the two solutions described in this article work the best.

For your work environment, rather than getting a product that installs on your workstation, or using a product that installs on your email server, or even a product that installs on your firewall, what you want to do is to stop the SPAM before it has a chance to get to your door step. There are several companies that have set up internet based filtering services that examine all corporate email and forward only the good mail and put the rest into an on-line repository. The beauty of this approach is that it frees up your internet bandwidth, reduces the load on your e-Mail server, and provides an industrial strength first-level protection against e-Mail based viruses.

Beachwood Systems resells the service by the leading provider on the market. The cost is $60 per person per year. Not only does it neatly categorize and strip out SPAM email, it also segments emails containing viruses. Each user has a web-based interface to review his or her SPAM and virus-infected emails before permanently deleting them. If you find that emails are not coming through from certain mail lists you want to be on, you can add the senders address to your 'white list.' There is also a black list for reoccurring emails that do not get filtered out.

For your home pc, the product that Beachwood Systems recommends is Norton Internet Security 2004 because of its breath of functions. Along with Norton's excellent virus protection, it has a SPAM filter, intrusion detection, firewall, pop-up blocker, and offers parental control over categories of web-sites that can be accessed. While the anti-virus component has been enhanced to uncover some non-virus threats, you should still download a free copy of 'Spybot – Search and Destroy' to identify and remove Spyware. Norton Internet Security 2004 can be purchased at any computer superstore for about $75 for a one year subscription.
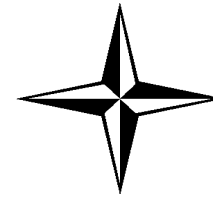
Beachwood Systems Consulting

The Next Wave

WWW.BEACHSYS.COM

Management Letter

To be successful in today's competitive marketplace, organizations need to extend information beyond the walls of their organization and seamlessly interact with customers, partners, and suppliers in real time. Microsoft SQL Server Reporting Services, the cover story of this issue of *The Next Wave*, enables organizations to transform valuable enterprise data into shared information for insightful, timely decisions.

Email spam is becoming a semi-major problem that will not be solved until there is agreement on changes to the underlying protocols and systems used to send and receive email. There are several proposals under discussion and one or more will be approved at some point. Until then, the best way to deal with spam is to strip it out. On the back page we present a way you can do this at work and at home. Just to give you an example of the effectiveness of internet based approach described, we have seen people receiving over 500 spam emails per day drop to less than five! That number we can all live with.

Feel free to call if you want to discuss any of these items in more detail.

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.

SQL Server 2000 Reporting Services

Business Intelligence provides you with the ability to make better decisions faster. It permits the transformation of data into knowledge, knowledge into action, and action into success. You may or may not have heard of some of the buzz words that are associated with "BI" such as data warehousing, data mining, Online Analytical Processing, OLAP cubes, etc. But the most practical and useful means to provide relevant information is still the trusty report.

Report writing has evolved from hand coded COBOL programs to proprietary report writers to the ubiquitous Crystal Reports. Recently, Microsoft introduced a comprehensive, server-based reporting solution that can author, manage, and deliver both paper-oriented and interactive, Web–based reports. SQL Server 2000 Reporting Services promises to be a big winner.

Regardless of an organization's size or focus, companies leverage corporate assets by empowering employees with real-time information that enables them to make quality business decisions. Microsoft SQL Server Reporting Services provides a high-performance, managed reporting environment for the entire enterprise and makes it easier to get the right information to the right people, in virtually any business.

Reports are developed using Report Designer, a graphical report-authoring tool that is integrated with Microsoft Visual Studio .NET 2003.

SQL Server Reporting Services supports a wide range of common data sources, such as OLE DB and Open Database Connectivity (ODBC), as well as multiple output formats such as familiar Web browsers, Excel and PDF.

Report developers can create reports to be published to the Report Server using Microsoft or third-party design tools that use Report Definition Language (RDL), an XML-based industry standard used to define reports. Report definitions, folders, and resources are published and managed as a Web service. Reports can be delivered both on-demand (pull) and event-based (push) delivery of reports. Users can view reports in a Web-based format or in e-mail.

There is no additional cost or license required for Reporting Services as it is part of the SQL Server 2000 license. With your licensed SQL Server 2000, you may run Reporting Services on the same server for no additional license fee. With the 'Server plus CAL' licensing model, each user or device that accesses reports either directly or indirectly (for example, through e-mail or a file share) must have either a user or device CAL. To deploy Reporting Services in an extranet or Internet scenario, you need an SQL 'Processor' license.

Look Inside…

GoldMine Training

Introduction to GoldMine
5/6, 6/3, 7/1
Topics include: working with contacts, managing activities and letter writing.

Intermediate GoldMine Functionality
5/13, 6/10, 7/8
Topics include: Working with data subsets including filter and group creating and performing tasks.

Advanced GoldMine Features
5/20, 6/17, 7/15
Topics include: the opportunity/Project Manager, GoldMine Report Writer and Automated processes basics

Administrative Capabilities
5/4-5/5   (Two Days)
Topics covered are designed to help your IT staff administer GoldMine

Power User Package
Special pricing on a bundle of Introduction, Intermediate, and Advanced classes

The following classes are available on demand:

Automated Processes
This one day class is for users interested in automating their business processes.

GoldMine Report Writing
Covers writing reports in GoldMine report writer and Crystal Reports.

GoldMine Administrator Package
Special pricing on a bundle of Administrative Capabilities, Automated Processes, and GoldMine Report Writing classes

Training is worth its weight in Gold! Why struggle when you can spend one day to become more productive all year? For class schedules, costs, student discount information and other terms and conditions for upcoming **GoldMine training classes**, please call or visit www.beachsys.com .

Microsoft Releases New Version of Microsoft CRM

Does your company wish to accomplish any of the following goals?
● Increase sales success by shortening the sales cycle and improving close rates.
● Deliver efficient, consistent customer service.
● Make informed, agile decisions using reports that forecast sales, measure business activity, and identify trends, problems, and opportunities.
● Share information between your sales and customer service departments.
● Integrate your Customer database with MS-Office including Outlook email and calendar, or with other business systems.

About a year ago, Microsoft Business Solutions released its initial version of a CRM (Customer Relationship Management) product. Early this year, version 1.2 was released. This release builds on the 1.0 release by adding improved usability and performance. This version improves the development toolset available to customize the product and adds support for Microsoft Windows Server 2003, Microsoft Exchange Server 2003, Microsoft Office 2003, and Microsoft Small Business Server.

Some of the other major enhancements included with version 1.2 include:
● Improvement of the performance of the product by up to 25 percent. The Microsoft CRM for Outlook client performance both online and offline has seen up to 100 percent improvement.
● Leveraging Crystal Reports version 9, a solution built entirely for the .Net platform. Reporting performance has been greatly increased for running large reporting data sets.
● Implementation of new Fast Sync technology enabling synchronization between Microsoft Outlook and Microsoft CRM without syncing with the mail server. This approach enables faster synchronization.

Microsoft CRM comes in four major modules: 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. The Professional version adds features such as workflow which allows the setup of rules to automate the selling cycle and business processes.

Microsoft CRM enables your company to improve both the management of and operations of the customer service and sales functions. Managers will value using Crystal Reports to analyze sales and customer service information. Your sales team will benefit from the use of a centralized database containing information such as opportunities, and communication with customers. They will also appreciate the ability to automate steps in the sales cycle. Your customer service team will be able to manage cases from creation through resolution and enjoy the ability to share a common knowledgebase. Because you can add user definable tabs and fields to many of the screens, both groups will find the system to be intuitive and hence be more apt to use it consistently.

For more information and to schedule a demonstration, call Amy Augustyn at 216-823-1800 ext 100.

Exact Software's Warehouse Management System

Most of us are aware of the features and functionality found in Macola's distribution modules. The Inventory Management module provides the base functionality for controlling inventory. Functionality grows with the Advanced Distribution module which contains features such as Multi-Bin, Landed Cost, and Confirm Ship. Exact has drastically improved inventory warehousing functionality through their **Warehouse Management System** (WMS). Initially this system was designed to assist EDI users in completing the Advanced Ship Notice required by many of their customers. However it has grown into a complete warehouse management system for both EDI and non-EDI users with all the features you would expect.

Exact's Warehouse Management System allows you to control and track the movement and storage of material throughout your warehouse. In doing so it provides you with the critical information necessary to make daily business decisions that directly impact your customers, suppliers, and profitability.

Managing a warehouse starts at the point material is received. The **Receiving and Inventory Data Collection and Labeling Module** allows products and materials to be scanned, verified, and immediately processed as they are brought into the warehouse. The system can be configured to automatically produce product labels for items that are not pre-labeled. Labels can be generated for the individual selling unit, inner pack, cartons, and pallets.

Once products are received, you will be able to easily manage and track the movement of material throughout the warehouse. Warehouse and bin transfers are easily handled, even for serialized and lotted items. With radio frequency scanners, miscellaneous issues and receipts can be recorded right in the aisles.

The **Pick and Ship Verification Module** gives you the tools you need to manage the process in a single screen. Printing paper based picking tickets are a thing of the past with the WMS's electronic picking process. During the process each pick ticket gets a uniquely numbered historical document, allowing you to track the full picking and shipping history of an order. Picking multiple orders at a time through bulk or wave picks can now be done. When the picking process is complete, Bills of Lading can be printed, including the VICS standard bill that has been adopted by many retail customers.

The **EDI ASN Data Collections Module** provides for the capture of data necessary to complete the Advance Ship Notice (ASN) required by many EDI trading partners. With its integration to Macola's EDI module, creating ASNs are no longer the nightmare they used to be.

For more information and to schedule a demonstration, call Gary Baum at 216-823-1800.

Macola Training

Accounting
8/17-8/19, 9/21-9/23
Day 1: General Ledger &
        Month End/Year End
Day 2: Accounts Payable
Day 3: AR/Bank Book

Distribution
6/21-6/24, 10/11-10/14
Day 1: Inventory Management
Day 2: Order Entry
Day 3: Purchase Order & Receiving
Day 4: Order to Cash Cycle &
        Purchase Order to Pay Cycle

Manufacturing Planning and Control (MPC)
5/11-5/13, 8/10-8/12
Day 1: Inventory & BOM &
        Production Order Processing
Day 2: Master Scheduling / MRP
Day 3: Processing Transactions

ERP Manufacturing
5/18-5/21, 8/24-8/27
Day 1: Inventory & BOM
Day 2: Standard Product Routing
Day 3: Shop Floor Control
Day 4: Manufacturing Cost Acctg

System Administration
6/8-6/9, 7/27-7/28
Day 1: System Manager
Day 2: Database Tips, Client Setup,
        File Purging, & Troubleshooting

Crystal Reports for Macola
5/6-5/7, 7/6-7/7, 9/14-9/15
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.