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Dear Valued Clients,

Altitude Information Systems would like to thank you for your dedication and loyalty by providing you with our complimentary monthly newsletter. The Advisor will be filled with industry news, business tips, a technical corner, schedule of events and will highlight new ACCPAC products & promotions.

We hope you find this useful in your every day business. If you have additional staff members you would like to receive this communication please forward their email address to advisor@altitudeinfo.com or visit our website to subscribe online at <http://www.altitudeinfo.com/newsletter.html>.

Sage Acquisition Now Complete

The acquisition of ACCPAC International, Inc. by The Sage Group, plc, is now complete.

"As part of Sage, which is known as Best Software in North America, ACCPAC belongs to an organization focused exclusively on business applications for small and medium-sized businesses.

Within Sage, ACCPAC will continue to aggressively pursue our goal of providing clients with advanced, affordable business applications that provide freedom of choice – in integration options, databases, operating systems, and accessibility". - David Hood, CEO, ACCPAC International

We are confident that this will be a positive move for ACCPAC and that the product line will become an important part of the overall Sage product strategy. We feel that this acquisition will enhance product development, market penetration and provide clients with access to a higher level of corporate support and customer service offerings.

If you would like more information about Sage and Best Software, please visit their websites at www.sage.com, and www.bestsoftware.com.

ACCPAC Promotions Wrap-up on March 29th

There is no better time to upgrade if you're using a legacy software product than right now. If you did not take advantage of the ACCPAC upgrade Promotions in February there is still time to receive significant discounts before the end of this month. ACCPAC is offering great upgrade discounts for all registered ACCPAC users of Plus, BPI, and VisionPoint and for the first time ever Simply Accounting.

Also, if you are looking at adding more functionality through CRM, HR or Warehousing, you may qualify for additional discounts. Look to the future of your company and look to upgrade or add additional solutions which will make you more competitive and profitable in your market. Contact our office for more information at (604) 598-8480 or email to info@altitudeinfo.com.

ACCPAC CRM 5.6 was named one of the industry's 'Top 15' CRM packages for small and mid-size businesses (SMBs) for 2004. ACCPAC CRM was chosen from dozens of CRM software packages submitted for review, which were tested by the ISM Software Lab at its Bethesda, MD headquarters. Each package was rated on over 200 criteria, including business functions, technical features, implementation capabilities and user support features.



"ISM's selection process results in only the best of the best being recognized for their outstanding CRM capabilities," said Barton Goldenberg, president of ISM. "Businesses are increasingly looking for well tuned integration of CRM to back office accounting and for greater choice in deployment so they have flexibility in the long run. Products like ACCPAC CRM provide businesses with that much needed flexibility."

"ACCPAC CRM gives small and mid-size businesses the freedom of choice to implement and customize a CRM solution that suits their needs today, and can easily accommodate their changing needs over time," said ACCPAC President and CEO, David M. Hood. "This latest recognition not only adds to the many awards and accolades ACCPAC CRM has garnered in the past two years, it also reinforces the strength and superiority of our product when compared to other industry offerings."

ACCPAC CRM is a complete Web and wireless customer relationship management system that provides sales force automation, marketing automation, and customer care functionality. Vital customer, partner and operational information may be accessed over the Internet or via mobile devices, such as PDAs. Information is fully integrated with ACCPAC Advantage Series and ACCPAC Pro Series back office accounting software. ACCPAC CRM provides anywhere, anytime access, which enables companies to handle all facets of customer and prospect management via e-mail, the Internet, fax, or mobile devices.

[Learn more about ACCPAC CRM](#)

Introducing ACCPAC Alerts Server 5.2

We are pleased to announce the release of ACCPAC Alerts Server 5.2. The Alerts Server, along with the Alerts Libraries for ACCPAC Advantage Series and ACCPAC HR Series™, delivers the information clients need to create highly responsive, proactive, customer-facing organizations. It also provides a universal interface to critical applications monitoring databases by consolidating data entry, automating tasks and communicating to all relevant users.

Enhanced features include:

- ▶ Process Manager
- ▶ ODBC and OLE DB Query Builders
- ▶ E-mail Agent
- ▶ OLE DB Data Monitor
- ▶ Custom/Global Fields
- ▶ Activation Process
- ▶ And more!

Call us today to learn more about all the exciting features in ACCPAC Alerts Server 5.2.

Lower your Expenses with ACCPAC FAXserve

Have you ever analyzed the amount of expenses associated with managing your daily or weekly fax traffic? ACCPAC FAXserve is proven to lower your expenses and increase your employee productivity.



ACCPAC FAXserve is an advanced network fax system that enables users to "print-to-fax" and receive faxes directly to their PCs or as a e-mail attachment. Users can store faxes as electronic files, broadcast faxes, keep commonly used numbers in an address book and share fax lines with other users on the network.

With essential cost-cutting functionality and powerful features ACCPAC FAXserve reduces paper, toner and telecom costs while providing integration to Windows applications and e-mail systems. ACCPAC FAXserve is an ideal tool for today's competitive business environment and

supports Microsoft NT/2000 and Novell operating systems. E-mail integration to Microsoft Exchange, IBM Lotus Notes, Novell GroupWise or any SMT-based messaging system is also available.

[Learn more about ACCPAC FAXserve](#)

Sales & Marketing - A Team Effort!

Entrepreneur magazine - March 2004
By Kim T. Gordon

Talk is cheap; failed marketing programs aren't. To get results, get sales and marketing teams working together.

Is there a disconnect between the marketing and sales functions in your business? If so, you may be wasting thousands of marketing dollars and employee time to boot.

According to IT market analysis firm Aberdeen Group Inc., as much as 80 percent of marketing expenditures on lead generation and sales collateral are wasted because these efforts are ignored by salespeople. Marketing teams make an equally damaging blunder by overlooking critical input from salespeople regarding customer data and needs, causing salespeople to spend as much as 40 to 60 hours per month creating their own customer-relevant collateral materials. Even worse, this problem may go unrecognized for years, causing a downward spiral in sales results.

The bottom line is that marketing exists to support sales. Your marketing department can develop a great product strategy, but it's up to your sales staff to implement it. And when the marketing and sales departments (whether they consist of two people or 200) fail to share the right information, the company suffers.

[Read the Complete Story](#)

Schedule of Events

These Live Webinars are conducted by ACCPAC experts using intranet "WebEx" technology and a voice-line for conferencing. ACCPAC understands addressing all customer questions are critical, therefore demonstrations are generally followed by an open question and answer session.

ACCPAC Advantage Series
3/25/2004 10:00 am - ACCPAC Advantage Series
4/22/2004 10:00 am - ACCPAC Advantage Series
ACCPAC Project & Job Costing
3/30/2004 1:00 PM - Advantage Series Project & Job Costing Overview
ACCPAC CRM
03/26/2004 10:00 am - Experience CRM Nirvana: (AAS)
04/07/2004 10:00 am - Experience CRM Nirvana: (AAS)
ACCPAC HR Series
03/17/2004 9:00 am ACCPAC HR Series Overview
04/07/2004 10:00 am - Experience CRM Nirvana: (AAS)
ACCPAC Insights
03/18/2004 1:00 pm - ACCPAC Insight Overview
04/15/2004 1:00 pm - ACCPAC Insight Overview
ACCPAC Exchange
04/08/2004 10:00 am - ACCPAC Exchange Overview
ACCPAC Warehouse Management
03/10/2004 10:00 am - AWMS with Advantage Series
04/07/2004 10:00 am - AWMS with Advantage Series
ACCPAC ePos
03/16/2004 10:00 am - ACCPAC ePOS Overview
04/13/2004 10:00 am - ACCPAC ePOS Overview

Call or [email](#) us today to register for this event.

Technical Corner

ACCPAC Help on the Web

Are you aware of all the information and resources available to you on ACCPAC's web site at www.accpac.com? Besides product information, you can log in with your client ID and password and gain access to the following:

My Products and Services

- Update contact and address information
- Review registered products and activation codes
- Download products and request CDs
- Download US Payroll Tax Table and, if current on your PR tax update plan (PUP), review activation code
- Renew your Support Plus

Communicate via the Forum

On the ACCPAC User Forum you can review previously posted questions and answers or post your own questions.

Technical Support

If you are current on Support Plus, you can download service packs as they become available. If you have a technical support agreement with ACCPAC, you can also request support. We suggest that you contact Altitude Information Systems at (604) 598-8480 before installing any programs or service packs yourself to discuss any issues that we may be aware of.

Your client ID and password is shown on most correspondence you receive from ACCPAC, contact client care at 800-773-5445.

Error - "You have reached the maximum number of concurrent lanpak users."

Q: After installing the System Manager 5.2 Service Pack 1(SP1) and logging into ACCPAC, I receive the following error:

"You have reached the maximum number of concurrent lanpak users."

When the user goes to Help>About ACCPAC and clicks on the registered lanpak license, it states that the license is an "*Invalid license".

A: According to R&D, the Lanpak serial number was entered incorrectly under a prior version of System Manager. Prior to System Manager 5.2 SP1, the Lanpak was allowing an invalid serial number to get registered. System Manager SP1 detects this and generates the error for all lanpaks with incorrect serial numbers. To correct this, please rename the lanpak license file and re-register the lanpak with the correct serial number.

What You Should Know About the Mydoom and Doomjuice Worm Variants

Variants of the Mydoom worm, known as Doomjuice.A and Doomjuice.B, are currently spreading to computers that were already infected with Mydoom.A. *Customers who have successfully removed Mydoom.A from their computers are not at risk for infection by Doomjuice.*

The Mydoom.A worm installs a "back door" on infected computers, which virus writers can use to gain access to your PC. Microsoft urges you to take action to remove these worms and help keep your computer safe from malicious intrusions.

The following link will assist you in the detection and removal of the mydoom & doomjuice worm variants
<http://www.microsoft.com/security/antivirus/mydoom.asp>

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