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## More Security Attacks Motivated By Greed

There's good news and bad news on the security front. Internet security company Symantec Corp. on Monday released its Internet Security Threat Report, which provides a six-month snapshot of security events the vendor monitored for the first six months of 2004. The report is derived from the monitoring of 20,000 security devices, such as intrusion-detection systems and firewalls, in 180 countries, from Symantec's managed-security-services and DeepSight Threat Management System clients.

First the good news: The report shows an overall decline in the average daily volume of attacks. For the period of July through December 2003, Symantec calculated a daily attack rate of 12.6. From January through June 2004, the daily attack rate was 10.6. Symantec attributes the drop to a decline in Internet-based worm attacks during the first half of this year compared with other periods.

Now for the bad news: "We're seeing an increase in profit-motivated attacks," says Vincent Weafer, senior director of Symantec's virus research team. That could be why the security company is reporting that attacks aimed at E-commerce sites rose from 4% of overall attacks to 16%. Other trends that point to attacks for profit include the increase in phishing scams and spyware designed to pilfer user names, passwords, and financial information, Weafer says.

Another serious threat is the growth of so-called bot networks, or computers infected with malicious code that can take over the machines and use them to launch attacks on other computers. At the beginning of this year, the company monitored nearly 2,000 such networks. That figure jumped to 30,000 by June. On one day, the company saw a spike of 75,000 bot-infected computers. These bot networks are often used to launch massive distributed denial-of-service attacks that crush networks under a swarm of bogus traffic.

## Helpful Tax Hints

Now is the perfect time to begin tax planning. As the fourth quarter begins, take the necessary steps NOW to avoid painful tax consequences next year.

Here are some helpful tax hints to get you started:

- Review your investment portfolio. Do you have any losses carried over from previous years? If so, sell your gains to offset your losses. There are specific rules and limits, so consult a tax advisor.
- With all the educational tax breaks, plan now to maximize your benefits.
- Start gathering your receipts for tax deductible items now. You'll be glad you did.
- Making donations? With the recent devastation in Florida, donate to the hurricane victims prior to December 31.

If donating money, make sure the organization is legitimate and that your money goes to help these people. Save all donation receipts, as the IRS is focusing on the value of donated items claimed on tax returns!

The rules and regulations surrounding the IRS tax code are complex - contact Mike Koziol of Premier Financial Solutions at 708.532.8488 ext. 240 with any questions you may have.

# Keeping Spam Out and Losses Down

It's no surprise that spam has become one of the largest problems for today's small businesses. Those businesses are faced with several obstacles when it comes to combating spam. Lack of technical expertise ranks as one of the largest, while reliance on third-party hosted e-mail solutions adds to the dilemma.

The battle against spam can take myriad forms. Many choose to deal with spam at the desktop level, either as an add-on solution such as Norton AntiSpam or with features built into popular e-mail programs such as Microsoft Outlook.

Combatting spam at the desktop level offers many advantages. The filtering methods tend to be finely tunable and provide the ultimate in end-user control.



For single-computer businesses, desktop filtering is the most logical choice.

But there are downsides to desktop filtering. Most importantly, malicious content is still delivered to and stored at the PC level, possibly creating problems when users check the contents of their spam folders. Also, desktop solutions have little in the way of centralized management. For multiple-computer environments, that means each PC may have to be updated with new signature lists manually, and filtering can become inconsistent from PC to PC.

When looking to filter spam at the desktop level, solution providers should consider offering a complete desktop security suite

rather than just an antispam solution. Desktop security suites offer antivirus, antispam, content filtering and software firewalls.

Some small businesses are set up like mini-enterprises with all of the requisite services, such as a file and print server, an e-mail server, a router and all of the other elements that define a true network.

Those businesses tend to have continuous Internet connectivity and rely heavily on e-mail as a core component of their business process. Solution providers can turn to server-based antispam solutions for those businesses.

A server-based antispam solution usually consists of a software package that is integrated into a mail server such as Microsoft Exchange, Lotus Notes or others.

The advantages offered by these solutions include centralized management, customizable policies, automatic filtering updates and extensive reporting capabilities.

The drawbacks of server-based spam filtering are the increased overhead (both administrative and CPU cycles), the fact that the malicious content is stored internally on the server, and overall costs. Server-based solutions can be quite expensive when compared with desktop counterparts.

Key features to look for in a server-integrated solution are easy policy creation, multiple options for dealing with spam, Bayesian filtering algorithms, end-user junk-mail folders, reporting and white-listing capabilities.

A good example of a server-based antispam solution is GFI MailEssentials for Exchange/SMTP, a comprehensive software antispam engine that tightly integrates with the host mail server, in

this case, Microsoft Exchange. CRN Test Center engineers found GFI MailEssentials quite easy to install and work with. Those looking to add spam filtering directly to an Exchange or SMTP server will be well served by the product.

Still, solution providers may be hard-pressed to select an "antispam" appliance because a lot of the appliances on the market for small businesses are designed to wear many hats. In other words, appliances tend to combine routing, firewall, content filtering, antivirus and several other functions along with spam filtering.

An appliance-based solution offers much more opportunity to solution providers looking to secure their customers' networks. When selecting this type of solution, VARs should consider the add-on opportunities offered to maximize both margin and security services.

There are few downsides to appliance-based solutions, but solution providers should pay attention to the initial and ongoing costs associated with these solutions and be prepared to manage the appliances separately from the rest of the network. Appliances tend to be an island of their own, with little integration with existing network management utilities.

There are many ways to combat spam, and solution providers will have to select the best method to protect their customers from the ills and productivity drains created by spam.

In any cases, a blended approach combining separate technologies will offer the best protection, while still creating ample opportunity for savvy solution providers.

# Translating Illinois

**HOME REMEDY** | A tale of two Cubs' games  
We've got the scoop on crazy cures that work and ones that fall flat. **D1**

North Siders take wild-card lead — for a few hours. **C1**

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**SOUTHWEST**  
edition

# Daily Southtown

Covering the Southland since 1906



Bill Konway/Daily Southtown

Richard Fugett, president of Intelligent Solutions, Inc., shows a web site available in both English and Chinese at the company's headquarters in Tinley Park. One of the company's divisions has been named the official translator for the state of Illinois.

## Translating Illinois

### Tinley Park firm named state's official translator

By Howard Ludwig  
Business Writer

TranslationSmart, a tiny division of a Tinley Park-based company, was named the official translator for the state of Illinois last week.

Everything from bulky safety manuals to pamphlets will be translated courtesy of TranslationSmart, a division of Intelligent Solutions Inc.

Intelligent Solutions specializes in implementing new technology and founded its translations division in January 2000, according to Richard Fugett, company president.

TranslationSmart was created to help its parent company set up Web sites that could be translated into Spanish, Polish, Chinese or any number of languages with a click of a mouse.

However, TranslationSmart soon branched beyond Web sites

to offer a variety of translation services. The company last year became the official translator for Indiana and Ohio and also is certified to work in Iowa, Michigan, Missouri and Texas, said Dan Barus, who's responsible for sales and marketing at TranslationSmart.

"We have a source of 1,500 translators we can tap," he said.

This is the first time Illinois has awarded a master contract for translation services. The agreement runs through June 2006 and includes an option for two one-year renewals, Nicole Grady, spokeswoman for the state's Department of Central Management Services, said.

The master contract for translations is intended to help curb spending, as previously all state agencies sought separate bids for translation services, Grady said.

"Really, this is helping the state communicate with everyone, regardless of their language," she said.

The translations group is one of four divisions for Intelligent Solutions, located at 18530 Spring Creek Drive, Tinley Park. The company has 20 employees and posted \$2.2 million in sales last year.

Fugett launched Intelligent Solutions from the basement of his parents' home in Chicago Ridge in 1990. He partnered with his brother-in-law Denis Williams to form the technology consulting company.

The partners initially worked nights and weekends at Intelligent Solutions, while maintaining full-time jobs elsewhere. Both men decided to focus on their business full time in 1997.

## Translating

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By 1999, Intelligent Solutions had hired its first employees, including Jill Johnson, Fugett's sister, who previously worked nine years for Little Company of Mary Hospital in Evergreen Park.

Johnson specialized in medical billing. Her expertise led to the creation of Integrated Health Care, the first division of Intelligent Solutions.

The health care division works primarily with Medisoft Patient Accounting, a software package providing sales, scheduling and billing services for doctors, Johnson said.

She began her division with eight clients and today has more than 400 medical offices using Medisoft. Often, these doctors contract with Intelligent Solutions to implement its new software.

"We have always wanted to be a one-stop shop," Fugett said.

Intelligent Solutions founded its translation division in 2000 and added an accounting and financial services division, called Premier Financial, on May 15.

That division was founded when Intelligent Solutions brought its longtime accountant, Mike Koziol, in-house. His division oversees the installation of payroll, 401(k) and other financial software packages provided by the parent company.

In addition to the three divisions, Intelligent Solutions also has seen significant growth in recent years, particularly in its work with police departments.

The latest program links police squad cars with a computer mainframe at the station. The computers are connected using wireless Internet transponders, Fugett said.

"It keeps police in the street and in the community," he said.

Police departments in Countryside and Palos Park have signed on with program. About four other Southland police departments have shown interest in the program, Fugett said.

"(Intelligent Solutions) is a different company in this little part of Tinley that offers so much," Barus said.

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## Ray Lane: Smart Use Of IT Can Help In New Business Environment

To be a successful business in this decade, a company needs to be able to grow and shrink while maintaining profitability, free itself of long-term ties to assets, and be flexible enough to satisfy customers whose needs change quickly. Smart use of business technology can help a company accomplish those goals, said Ray Lane, general partner at venture-capital firm Kleiner Perkins Caufield & Byers, on Sunday during a keynote address at the InformationWeek Fall Conference in Rancho Mirage, Calif. He also said the nature of the IT industry is changing. Software companies need to take a financial stake in the outcome of projects built with their products and can't expect to be paid just for shipping new products, Lane argued.

Those changes are a result of the recent recession, new political realities after the Sept. 11 terrorist attacks, and a series of corporate fraud cases that have created a new business climate in the United States. Companies are more regulated and work is shifting to cheap labor markets even as global business growth slows, said Lane.

Yet the IT investment of the '90s hasn't yielded a good return, he said, and only a handful of companies such as McKesson Corp., Merrill Lynch, FedEx, and Sabre Holdings are exemplars of profitable tech investment. And those examples pre-date the '90s tech boom. "Those are precious few for the work that's gone in," said Lane, who was previously president and chief operating officer at database software company Oracle, where he spent eight years. Lane also has been an executive at Booz Allen & Hamilton and EDS and spent 10 years at IBM. "Who's our IT bell cow today? Who's our Sabre, FedEx, or Merrill Lynch" for the current decade?

Markets are more volatile, companies need to compete around the world, and rapid business growth in relatively small economies such as China and India hasn't been enough to offset stagnancy in large ones, such as Germany, he said.

As a result, companies shouldn't tie themselves too closely to long-term labor contracts and physical assets, according to Lane. Businesses today need to be able to add or subtract workers or infrastructure on a quickly. "Investing in labor and hard assets may be a path to destruction," he said. "Planning may actually be the worst thing you can do."

The software industry of the future won't be about vendors getting paid just to release new code, he said. "You still pay the industry to fix the bugs," Lane said. "We took a nerd from Seattle and made him the richest man in the world."

Instead of generating sales by writing new code and releasing it into the market, software companies will become more reliant on proving their products work to generate revenue. He predicted software companies will have to have a stake in the outcome of IT projects built with their technology, and perhaps not get paid until customers can show that the technology works. "Money will change hands as I get value," said Lane.

In a question-and-answer session after his speech, Lane also offered commentary on his old employer, Oracle. Eliminating PeopleSoft from the market--as Oracle plans to do with a \$7.7 billion bid for the company that was cleared by a federal court earlier this month--won't be better for customers, Lane said. "The Justice Department had it right," he said. "Oracle is using its database business to destroy a competitor." Lane also compared Oracle's attempt to enter the market for business applications with Microsoft's strategy of using cash generated by its flagship business to break into new markets.

But Oracle would be worth more if it wasn't selling business apps, he said during his speech. "If Oracle were a database business only, it would be much more profitable than Microsoft and the stock would be at \$25 instead of \$10."

