



## Behind the Scene

at EYI's Head office

### Meet Harnek Chandi, Information Systems Manager

EYI data is secure, thanks to Information Manager Harnek Chandi. "I have to make sure everything is trouble-free, that we are secure all the time because data—that's our life. If we lost the data we'd be out of business." EYI has a firewall in place for security and a dedicated ExeByte System backup server with advanced automating features. This state-of-the-art equipment is in continuous development, always being upgraded.

Harnek is in charge of finding new systems, new hardware and software, and evaluating the needs of the company, and then implementing those projects—projects like moving all the servers to Windows 2000 and all the work stations to Windows XP. That staggering job involves 12 servers and 60-70 work stations. All servers and workstations are up-to-date with the latest service packs, hot fixes and virus definition files. His department checks logs every day and monitors everything. Order processing is done by batch processing at the end of the day. EYI gets orders in three ways: by Internet, data entry by live operator, and by IVR in batch. All orders are into Globenet by 5:00 p.m. "We have developed a system, partly by me and partly by my programmer Dean Kuntz, which processes runs. We have automated our system for shipping. Even the printing of checks for IBAs is automated from an application that EYI developed."

Harnek doesn't deal directly with the Web site, but anything that Source needs at the back end he provides, like writing various procedures and queries to show business volume, genealogy, or sales reports for everyone in a downline. It is

very involved. If the servers ever get their lines crossed he has to make sure everything gets straightened out. When reporting on the Internet can't take care of a problem, Harnek has to look into the data to see what happened—what date, what time, something changed. He keeps track and logs all the changes and updates.

Harnek's education includes a B.Tech, MBA, and MCSE. When he did his Engineering degree, his minor was Computer Science, and when he was doing his MBA his minor was Information Systems too. "I worked for a company for a couple of years as an engineer and then did my MBA because my job was 50% engineering and 50% managerial. Later in my MCSE I learned pure computer systems, programming, Windows NT, Windows 2000, and so much more." Free yoga classes were offered when Harnek was doing his MBA and he went there and discovered that he loved it. If he has any free time he goes swimming or takes a long walk after work in Bear Creek Park near EYI's Head Office, but he glows when talking about yoga. "It gives so much energy—you feel so good after yoga."

Harnek and his wife Simmi have a 19-month-old daughter, Sehar. "Since I had my daughter I am a changed man. Now, I love kids. I can't believe that. It has changed all of my opinions and thinking and way of looking at things. Sometimes I get so tired because of the long hours at work, but I come home and I see her and she comes hugging me and I forget everything." Between Data and Da Da it certainly sounds like Harnek has his hands full. **EE**

## The Doctor's Prescription

Dr. Ron Boersema shared his tips and techniques for how to build a successful EYI 5 by 3 business on last Thursday night's Business Training Conference call.

Ron begins his training by taking the distributor to his/her personal Web site.

"Taking them to their site gives them a strong sense of ownership," Ron told Jay Sargeant, EYI President. "They can upload their own picture and immediately invite friends and family to see their business."

Ron agrees with many other distributors that the Web address of the distributor's Web sites is a bit cumbersome.

"To promote our name and address more eloquently, visit [www.eyibiz-card.com](http://www.eyibiz-card.com)," Ron said.

Then simply click on the *Click here for your own domain* link. From there, follow the simple 13 steps to get your personal domain name! When you purchase a domain, you will also have the option to purchase *domain name forwarding*. This will allow you to have your new domain name redirect everyone directly to your EYI visitor page. With this incredible feature, you won't have to worry about guests lost in cyber space!

The next step is to get your distributor to order stationery. The business cards are distinct and elegant. The cards are compelling to prospects, said Ron.

"You can't go into the marketplace and not hand out a card when you're excited about your business," Ron said.

Lastly, help your new recruit make a list for his/her warm market. Suggest a weekly get-together or even something as simple as three-way calling.

Stay tuned until next Thursday to see who shares his/her thoughts and strategies. You can listen to the Business Training Conference call on Thursdays at 7 p.m. PST.