



- News
- Products
- Newsletters
- Reviews
- Promotions
- SMB Supersite
- Chats/Forums
- Calendar
- Radio/TV
- Training
- Subscriptions
- Research

CHANNELWEB NETWORK: COMPUTER RESELLER NEWS | VARBUSINESS | ENTERPRISE PARTNER

CRN Test Center

Search



Help us build a better website. Take the survey and get a chance to win a Palm VII.

DISCUSSION FORUMS

Join the Discussion!

Topics:

Companies:

Most recent comments:

- [shareholder???????](#)
- [Re: Now comes the ...](#)
- [Now comes the fun ...](#)
- [Job security](#)
- [Re: ENTEX is being...](#)
- [Re: ENTEX is being...](#)
- [Re: ENTEX is being...](#)
- [Re: DELL SUCKS](#)
- [Re: ENTEX is being...](#)
- [Novell does it aga...](#)

Windows 2000 Bugs What have you found?

DEPARTMENTS

- HOME
- DAILY ARCHIVE
- THIS WEEKS CRN
- BUSINESS
- CRN TEST CENTER
- E-BUSINESS
- INTEGRATED
- DISTRIBUTION
- ENTERPRISE
- WEEKLY FEATURE
- SMALL/MEDIUM BIZ
- CONVERGENCE
- SOURCING
- POINT OF SALE
- INDUSTRY
- HALL OF FAME
- CRN MUTUAL FUND
- SPECIAL REPORTS
- RESEARCH CENTER

COMMUNITY

RESELLER PROFILE: [Reseller Tool Kit](#)

Tools Of The Trade

By [Preston P Forman](#)

Forget the American Express Card.

Johnny Chin doesn't leave home without a network interface card, a CD stuffed with drivers, help files and software, and his Palm.

A classic networking integrator and reseller, Chin, president and chief executive of Onesimus Enterprises International Inc., has learned in his more than 10 years in the business that when a client calls, it is usually urgent.

Most IT professionals are tethered to a Palm, and many keep in their tool chests custom CDs, but why the network card, particularly the 3Com 3C509 ISA version? One word: experience.

"The drivers for this card are always in Windows, and in a pinch you can easily pull out the old NIC and install the new one," Chin said. "That's usually the problem."

Chin started Onesimus--a Greek word meaning "useful"--after tiring of "dumb bosses" and politics that got in the way of doing the right thing for the customer. Working on the side, he fell into networking and soon realized that it was going to be a big business.

Today, roughly 75 percent of Onesimus' revenue is from networking, with the rest coming from a mixture of computer and network support. A sister company, ISP JNNet Internet Services, is a natural extension of Onesimus.

As with networking, Chin jumped on the Internet bandwagon early in 1992 after realizing the Internet was going to become the next big thing.

As with many traditional networking shops, Onesimus has seen a general decline in margins and clients buying products online to save a few dollars.

Chin has all but abandoned selling PCs and is remaining firm in pricing or recoups money lost on hardware and software sales through service.

"Nowadays you have to sell products with service. Clients will stay with you because of the service and not because of the price of the boxes," Chin said.

TEST CENTER INSIDE

- [Reseller Profile](#)
- [Technology Closeup](#)

PRODUCTS REVIEWED

- [AMIDiag V6.0](#)
- [Norton Ghost Enterprise Edition & Norton Ghost for NetWare](#)
- [Server Magic 3.0 & PartitionMagic 5.0](#)
- [RAM Stress Test \(RST\), QuickTech Pro, PHD PCI](#)
- [Visio 2000 Enterprise Edition](#)
- [Training For Value](#)
- [Troubleshooting](#)
- [Troubleshooting Websites](#)

TEST CENTER INFO

- [Get Your Product Reviewed](#)
- [Test Center at Fall Comdex](#)
- [Test Center at PC Expo](#)
- [Meet The Staff](#)
- [View The Edit Calendar](#)

PREVIOUS REVIEWS

- [hardware firewalls](#)
- [pc expo](#)
- [lcd monitors](#)
- [erp](#)
- [pc-based pbx solutions](#)
- [rack-mount upsps](#)
- [desktop pcs](#)
- [windows 2000](#)
- [dial-in solutions \(w/isdn\)](#)
- [wireless lans](#)
- [high-speed monochrome printer](#)
- [web site management tools](#)
- [comdex](#)
- [comdex](#)
- [comdex](#)
- [system management software](#)
- [distributor-branded pcs](#)
- [accessibility solutions](#)
- [vpn software](#)
- [gigabit ethernet](#)
- [reseller tool kit](#)

COMING SOON

- [\[View The Edit Calendar \]](#)

[COLUMNISTS](#)
[SHADOWRAM](#)
[ONE-ON-ONE](#)

RADIO / TV

[CRN NEWS RADIO](#)
[E-BIZ REPORT](#)
[TECH TALK](#)

EDIT SERVICES

[SEARCH](#)
[SUBSCRIBE TO CRN](#)
[LETTER TO](#)
[THE EDITOR](#)
[MEET THE EDITORS](#)
[TIP OFF](#)
[SHADOWRAM](#)
[INFOPAC](#)
[CALENDAR](#)

SALES

[AD INFO](#)
[CAREERS](#)

RESOURCES

[CHANNEL ADVOCATE](#)
[PROGRAM](#)
[CIS RESEARCH](#)
[XCHANGE](#)
[CONFERENCES](#)



Chin is finding that more clients are willing to pay a small premium to ensure the proper equipment is ordered and to avoid hassles.

"It's hard for a VAR to compete with Internet companies that sell products for below cost and then walk away. But when clients end up [with] the wrong products or other problems, they often see that it is not worth it to them to save \$50 or \$100," Chin said.

His favorite toolkit instrument is an oldie-but-goodie that Chin keeps at the ready: a CD recorder. He often asks his customers to buy a burner, a SuperDisk, Iomega Zip drive or other high-capacity drive so he can image systems.

"I wouldn't be caught dead without a CD burner," Chin said, noting that he always carries a CD filled with the latest McAfee virus signatures, compression software and other utilities. "It beats having to download software or carrying a million disks."

Chin requires his customers to have at least one system connected to the Internet for access to drivers and other software. This is becoming less of a problem even with his smallest customers, he said.

Onesimus is beginning to move the business toward higher-end networking products, particularly wireless LAN solutions. Chin is finding more companies willing to gamble on the technology as they downsize offices and outfit employees with laptops. Onesimus recently installed a wireless LAN for a small office that was struggling with a lack of space and network ports.

"There is still some hesitation among clients because of security fears. It's hard to convince some clients that the floor about them won't see their work," said Chin. "The price also has to come down before more companies are willing to go with wireless LANs."

At JNet, Chin is branching into ASP-like turnkey e-mail services that can alert users by phone or pager. It is ideal for smaller home-based businesses that want a big corporation look with the need for a server and the accompanying management issues.

"We are still doing a lot of networking, and it is only going to get bigger as we start going into executives' homes with firewalls and VPNs," Chin said. CRN

By PRESTON P. FORMAN -- New York

Subscribe to Channel print publications:



Get **E-MAIL** newsletters delivered free

Become a ChannelWEB member.



Copyright 2000 CMP Media Inc. All rights reserved. Do not duplicate or redistribute in any form.