

## RCC hosts Xiamen Chamber visit



Xiamen General Chamber of Commerce delegates met with the RCC International Committee last week in Richmond. Pictured L-R: Fan Qinghau, Wu Quanshui, Zhuang Jingde, Dong Rensheng, Tony Kwan, Gerard Edwards, Michael Lok, Bonnie Chu, Craig Jones and Cai Linna.

On September 21, 2010, Richmond Chamber of Commerce travelled to Xiamen to sign an Agreement of Friendly Cooperation between Richmond Chamber of Commerce and Xiamen Chamber of Commerce.

Following this agreement, Xiamen Chamber of Commerce made its first visit to Richmond this week.

The Xiamen General Chamber

of Commerce is a 160 year old 6000 plus member organization and the parent body for Chamber activities in the Xiamen region.

This partnership aims to establish a cooperative partnership between Richmond and Xiamen Chambers of Commerce offering mutual benefit in the areas of trade, business and industry.

The majority of the delegates who visited were land developers accessing the

viability of development in Richmond. Richmond Chamber of Commerce Chair, Tony Kwan showed the delegates around various projects in Richmond, including a trip to the Oval.

"We are building on the Friendship agreement established by the Richmond Chamber of Commerce and the Xiamen Chamber of Commerce. This visit marks another significant step in building business relationships

and closer ties with the Xiamen Chamber of Commerce. We hope to continue to expand business opportunities for our Chamber members," said Tony Kwan, Richmond Chamber of Commerce Chair.

The visit was successful on all accounts. Later in the evening the delegation confidently told RCC that there would be many future business delegations from Xiamen.

### Upcoming Events

May

TUESDAY, MAY 31

#### Business After 5

Join us for a great "Members Only" Networking experience with our hosts at Adessa Richmond, 7111 No. 8 Road 5:00 - 6:45 pm. Reservations required.

June

WEDNESDAY, JUNE 15

#### Strictly Networking Breakfast 2011

Richmond Country Club, 9100 Steveston Hwy. Registration & Breakfast 7:00 am - 7:30 am & Networking 7:30 am - 9:00 am Tickets: Members \$15.00+HST Non-Members \$25.00+HST

TUESDAY, JUNE 21

#### Business After 5

Join us for a great "Members Only" Networking experience with our hosts at River Green, Richmond, Hollybridge Way & River Road. 5:00 - 6:45 pm Reservations required.

TUESDAY, JUNE 21

#### Annual General Meeting & Luncheon

Come out and endorse your candidates for the Board of Directors 2011-2012 Sheraton Vancouver Airport Hotel, 7551 Westminster Hwy. Registration 11:30 am Lunch & AGM 12 Noon Tickets: Members \$30.00 + HST Non-Members \$45.00 + HST

MONDAY, JUNE 27

#### 28th Annual Golf Tournament

Richmond Country Club 9100 Steveston Hwy. Single Golf \$235 + HST Foursome \$940 + HST (Includes Golf, tee gifts, power carts, gifts, dinner, & prizes.) Hole Sponsorship - Hole \$400 Half Hole \$275 Banquet Only \$65 + HST.



#### The Richmond Chamber Of Commerce • Published Monthly

The Richmond Chamber of Commerce has been "Proudly serving our community for since 1925". In partnership with the *Richmond Review* the Chamber produces *Business Report* once per month. The statements and views expressed in this monthly publication are not necessarily those of the publisher. This publication's intent is to keep Chamber members and prospective members informed on important information, events and educational items. The Richmond Chamber of Commerce is located at Suite 101 - South Tower - 5811 Cooney, Road, Richmond, BC, V6X 3M1.

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Richmond, BC V7E 1N1  
Phone: (604) 725-0866  
Contact: Sam Peng

**Crayon Box Learning Center Inc.**

160 - 10811 No.4 Road  
Richmond, BC V7A 2Z5  
Phone: (604) 275-2332  
Contact: Ginny Lam

**Crystal Lau Mortgage Consultant**

105 - 1385 West 8th Avenue  
Vancouver, BC V6H 3V9  
Phone: (604) 787-1043  
Contact: Crystal Lau

**Excess Markets (B.C.) Corporation**

1225 - 8888 Odlin Crescent  
Richmond, BC V6X 3Z8  
Phone: (604) 273-2786  
Contact: Lisa Wu

**Welcome New Members**

**Holloway Schulz & Partners**

1650 - 505 Burrard Street  
Vancouver, BC V7X 1M4  
Phone: (604) 688-9595  
Contact: William Lai

**Integritas Security Group Inc.**

3080 - 11606 Steveston Hwy.  
Richmond, BC V7A 1N0  
Phone: (604) 244-6044  
Contact: Gary Lok

**Interworld Development Inc.**

5407 Eglinton Street  
Burnaby, BC V5G 2B4  
Phone: (604) 299-5756  
Contact: Bonnie Cheng

**Interworld Development Inc.**

5407 Eglinton Street  
Burnaby, BC V5G 2B4  
Phone: (604) 299-5756  
Contact: Gary Cheng

*Continued on page 15*

**Chamber conducts HST poll**

Richmond Chamber of Commerce has been polling its members over the last few months to ask the question "Has HST benefited your business?"

The results were as follows:

Over all, the majority of our members have seen positive effects from the introduction of the HST.

Here are some examples of the positive changes our members told us about:

- "Lower administration costs"
- "Lower operating costs"
- "I am more inclined to upgrade equipment earlier, which benefits our staff"
- "More competitive

business environment"

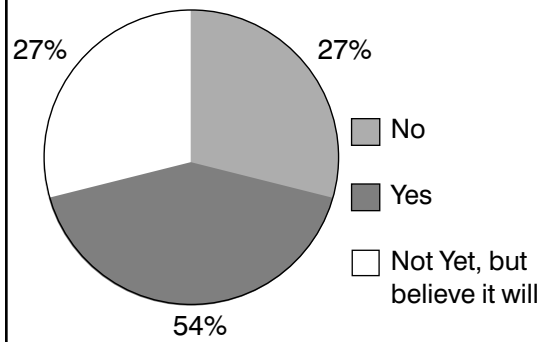
- "The billing process is cleaner and our clients were subject to GST & PST so they also find it easier/cleaner to work with"
- "The accounting is easier with only one set of books to keep. To go back now would be regressive"
- "The rebate of the HST is much more beneficial to us then

the previous GST/PST regime when many PST charges were not eligible for rebates"

- "The PST was a nightmare to administer"

For more facts and information on HST from BC Chamber of Commerce please visit their website [www.bcchamber.org/](http://www.bcchamber.org/)

**Has the HST benefited your business?**



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Walk Start: 11:00am

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# Richmond company has the cure for IT headaches

The network's down, orders are piling up and your IT repair man is tied up for the next week.

Who are you going to call?

If that kind of scenario has happened to your company or could happen, you might want to join a growing number of entrepreneurs who are calling on Innovation Networks, a Richmond company that offers 24/7 IT support services on contract.

Since taking ownership in 2007, president and CEO Andreas Karakas has grown the company more than four-fold to 22 staff and annual sales of \$3 million.

"Wine stores, airlines, investment firms, property management, moving companies, we've got them all," says Karakas, who's riding the wave of smaller companies that prefer to outsource their IT maintenance.

"It doesn't make sense to hire your own techs if your needs aren't full-time, but you still want someone to call on when IT issues crop up."

Innovation Networks is a one-stop shop for companies with anywhere from 15 to 250 computers. It offers a full range of computer and infrastructure maintenance, training and project design.

"We're cheaper than in-house because we have access to the economies of scale and the efficiencies of standardized solutions," Karakas says. "Clients tell us 'I want to focus on what I do best, which is running my business. I don't want to worry about IT problems. That's your headache.'"

"With the increasing reliance on complex technology, companies are now more aware of how much they actually lose by being offline for just a few hours," Karakas adds.

Karakas believes his company stands out because of its personalised customer service with the feel of a family business.

"I'm not a CEO who hides behind a call centre," he says. "You can find my home number in the phone book and talk to me directly. Clients know my staff by name and have personal access to them. Try to do that with the big corporations."

Karakas also attributes company success to its partnership since 2007 with the Business Development Bank of Canada (BDC) as a client of both the bank's financing and consulting services.

"They've provided major assistance to grow our business. BDC first supplied funding in the early days when we needed to move into bigger premises."

"But we also needed help with accounting, reporting and evaluating the cost of acquiring

new customers. One of their guys came in and he's been fantastic. He showed us how to quantify what we were doing and set up a system that tells us if we're making the right moves as we expand."

Such support is timely as once again Innovation Networks has outgrown its office space and needs larger premises. The company is also planning expansion into Ontario and is conducting extensive research and development on new ways to manage IT services.

Karakas sees BDC as a partner in these moves. In particular, he recommends BDC Consulting initiatives such as the Marketing Booster Group Program.

"These things do work. I was a technician who knew how to deliver a service. However, I didn't understand a lot of things needed to run a



Andreas Karakas, President and CEO of Innovation Networks.

successful business or how to make a company grow. That's what they've helped me with and it's made all the difference."

## New Members, from page 14

### Manpower Services

1387, Hombly Street  
Vancouver, BC V6Z 1W7  
Phone: (604) 682-1651  
Contact: Jeff Polkinghorne

### Meyers Norris Penny

201-8360 Bridgeport Rd.  
Richmond, BC V6X 3C7  
Phone: (604) 278-6468  
Contact: Doug Wooton

### Pro-Con Electrical Testing Ltd.

181 - 1999 Savage Road  
Richmond, BC V6V 0A5  
Phone: (604) 303-9770  
Contact: Darlene Lawson

### Richmond City Centre Community Association

140 - 8279 Saba Road  
Richmond, BC V6Y 4B6  
Phone: (604) 233-8910  
Contact: Jose Gonzales

### Wealth Consultants Inc.

213 - 4250 Kingsway  
Burnaby, BC V5H 1Z5  
Phone: (604) 786-8717  
Contact: Norman Wong



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**Future Shop – Correction Notice**

Please note that the Whirlpool WTW7800XL Top-Load Washer (WebID: 10143307) advertised on page 18 of the May 20 flyer has a load capacity of 4.5 cu. ft., NOT 5.2 cu. ft., as previously advertised. We sincerely apologize for any inconvenience this may have caused our valued customers.

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**Around The Chamber**

**Business Development**

**Bank of Canada (BDC)** now has a sub-branch in the Richmond Chamber of Commerce office in order to better serve the business community of Richmond. We are available from 9-11 am every morning (except Wednesday) to provide complete financing solutions (money AND advice) to the Richmond business community. Come for a coffee with our expert staff and learn what BDC financing and consulting solutions can do for your company. Appointments available by calling the Chamber office at 604-278-2822.

**“Building Bridges to Prosperity Cross Border Symposium”** is a rare opportunity and a must-attend for Canadian and American businesses who “build things together” across our common border.” This event is being held in Surrey on June 10, 2011. This full day event will feature presentations from professionals in customs documentation, export financing, packaging/labelling, work permits, NAFTA, warehousing and logistics. Information and registration at [www.pcb.ca/buildingbridges](http://www.pcb.ca/buildingbridges)

The 2011 edition of the **Canadian Team Handball Senior National Championship** will be held May 20th to 22nd in British Columbia, hosted by the BCTHF, at the famed Richmond Olympic Oval multi-sport facility. For more information about

Handball in BC or the National Championships, visit [www.bchandball.ca](http://www.bchandball.ca).

**Nurse Next Door Home Healthcare Services** Richmond presents the Second Annual Richmond Focus on Seniors Expo – Seniors, caregivers and their families will be the focus of attention from noon till 4pm on, Saturday May 28th, 2011. For additional information about the Richmond Focus on Seniors Expo please contact, Amie Poole, Nurse Next Door Richmond, 604 644 1370.

**KPMG Enterprise joins PROFIT Magazine** on the hunt for Canada's Future Entrepreneurial Leaders. KPMG Enterprise is proud to be the founding national sponsor of the Future Entrepreneurial Leader (FuEL) Awards. Support young entrepreneurs Visit [www.fuelawards.ca](http://www.fuelawards.ca) or [www.prixfuel.ca](http://www.prixfuel.ca) to nominate a young entrepreneur and vote for your favourite candidate. The application deadline is June 30.

Please join the **Heart and Stroke Foundation of BC & Yukon** Friday June 10, 2011 as we celebrate “Midnight in an Italian Garden”. Indulge in a most decadent evening as you savour the sights, sounds and tastes of a midnight Italian rendezvous. For more information: Call 604.875.1775 or Email: [corporate@hsf.bc.ca](mailto:corporate@hsf.bc.ca) or visit [www.heartofgoldgala.ca](http://www.heartofgoldgala.ca)

**Best Buy – Correction Notice**

On the May 20 flyer, page 2, please be advised that the Dynex 32" 60Hz LCD HDTV and Samsung 32" 60Hz LED HDTV have an incorrect resolution advertised. The right specs for both are 720p resolution, NOT 1080p. Also, please note that the Free Phone Friday Promotion advertised on page 11 is applicable only to a 3-year NEW activation, and not to upgrades. We sincerely apologize for any inconvenience this may have caused our valued customers.

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Underarm .....	\$5

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