

## CanDox Is Here – And Getting Noticed

More than storing and managing records, our job here at CanDox is one of communication. Our ultimate goal is to inform people and educate business—to get our message out there.

So what's the message?

That good record keeping is a vital part of any successful business, and that it's neither as difficult nor as complicated as it can often seem; that if handled properly, a company's records can organize, define, and ultimately protect it. Records tell us what we've done and with who, what we've spent and why, what we've earned and how. The history of a business is in its records; without them, anything stated or offered lacks documentation and therefore merit. When it comes to complying with government regulations, avoiding litigation, and maintaining best business practices, the only proof we really have is in our records.

Now people are noticing. And believing.

Vernon's Morning Star ran an article on CanDox back in November, and people started talking. Professional records management had arrived in the Okanagan Valley. In April, the Thompson/Okanagan Business Examiner ran a full-page profile piece on CanDox, and now businesses from Penticton all the way to Kamloops were introduced to records management the way it can and should be. Great articles both, and we sincerely appreciate every word.

Then the amazing, the unimagined came to pass. Something all businesses strive for, especially those of us who help service others: a nomination for a Business Excellence Award.

Nominations, actually.

On April 27<sup>th</sup> the Vernon and District Chamber of Commerce held their annual Business Excellence Awards, of which CanDox Records Management was nominated for not one... not two... but *three*: Small Business of the Year, New Business of the Year, and the prestigious Sterling Service Award. Of fourteen categories, we at CanDox were proud to be nominated in the three areas that currently define

our company. Though we continue to grow, CanDox is still a small business. With 18 months serving the Okanagan, we are certainly still new. Finally, at CanDox we don't offer a product per se; we are a service.

When all was said and done, the meal finished and dessert served, and the ceremonies drawing to a close, CanDox was selected as New Business of the Year for 2007.

Wow.

We at CanDox sincerely appreciate this nod from our local Chamber, whose events and experience make expanding our business that much easier and so much more fun. The award looks at home in its place of honor on our office wall.



CanDox Corporate Officers Ariel Tyk and Randy Noonan (outside), along with Client Needs Advisor Jason Snowie (center) accept the New Business of the Year award at the Annual Business Excellence Awards held at the Best Western Vernon Lodge.

But there are others out there who truly deserve our gratitude, without whom none of this – neither our successful business nor an award of any sort – would have been possible: our clients. You know who you are. Know that we couldn't have done it without you, and we will always strive to do all we can to continue to earn your trust and goodwill, and your wonderful accolades.

Thank you.

## **Record Storage or Record Management?**

Every business has to keep records, some considerably more than others, but where? And how much time, effort, and money are we really going to expend to keep and organize paperwork we may never need again?

The fact is, most of us don't really know. How long a particular type of record or receipt has to be kept is not always easy to ascertain. Legislation changes, new laws are passed, regulations differ in different professional sectors. Keeping track of it all is certainly no easy task.

So what's the solution? One option is to just hang onto everything – just in case. A fair option, but where to put all that information? An empty basement or garage can seem like a good idea, and in truth, it works. And it can certainly seem cost-effective – even free.

But if the price of a place to stack all those records is the only cost we look at, then we're only looking at the surface of the problem. Does that garage cost money? There's no rent to pay, as there would be on a storage unit, for instance, so it would seem the answer is no.

But what happens when you do need something out of a box buried in that garage? Someone has to go get it. Somebody has to take the time out of their day to go home and paw through stacks of boxes to find that one needed record. That's time spent away from their desk, away from their job, away from their source of revenue. Now factor in gas expense, vehicle wear and tear, possible liability if something goes wrong, and even the added costs of washing and eventually repainting a vehicle that is kept not in a garage, but parked on the street because the garage is stuffed with paperwork. Only a few issues, and each in itself may seem insignificant, but together these small costs can add up over time to hinder a business's bottom line.

That's just one example, but it illustrates a problem that many businesses are unaware of. Storage and maintenance of records is a hassle, no doubt about it. Larger businesses and corporations can sometimes have whole teams of employees dedicated to just this one peripheral organizational

task. Smaller businesses often don't consider their paperwork burden at the outset of operation, but only later when that burden grows to an unforeseen scale, and by that point the cost of overhauling and regulating the whole process becomes monumental.

So what's the solution? There is no easy answer, and options abound. But when office space runs low and storage of vital business records becomes a necessity, there are ultimately two options open to you. You can store and manage them yourself, or you can outsource the work.

We've talked about storing them on your own. Whether in a garage, a storage unit, or even your own basement, it's a lot of work and a lot of hassle – and never forget all the time and effort required to effectively and accurately manage and maintain all those records as well.

Outsourcing to a professional records management firm can save time, increase efficiency, reduce liability, and dramatically lower costs. If you or someone you know needs to talk about the possibilities, you know who to call.



General Manager Brent Helland scans a barcode in the CanDox warehouse

## **On Record Regarding Records...**

“It took time to believe in the service, but now we realize how valuable it is, especially in reducing search time and saving storage space. Now, all we keep in our office is an inventory of our file boxes at CanDox, and we can order up any box by its number any time and have our files delivered in confidence.” – *Dave Lowry, Okanagan Restoration Services Ltd.*

