

CanDox Delivers Their First Newsletter!

Welcome to the CanDox Newsletter, your source for news and information on records management options and solutions, as well as on CanDox Ltd. – the premier provider of records storage solutions in the Thompson/Okanagan.

What is Records Management Anyway?

As we journey further into the 21st Century, the task of filing, organizing, and caring for our business records is expected to become easier. Every day new technologies and options are introduced that are intended to lighten our paperwork load. We scan our files onto digital disks, conduct our business electronically over the Internet, and use a host of other bright new ideas to eliminate the clutter of paperwork and move toward the ideal of the 'paperless office.'

But how paperless is your office? Receipts, memos, files, articles, agreements, contracts; the list goes on and on, and something has to be done with it all. In 1997, over 30 billion documents were created in Canada, and an average of 10 copies were made of each. That's 300 billion pieces of paper, and in the years since that total has done nothing but increase.



If your office or storage facility looks like this, your records may need management!

Each year we are expected to keep more records, not less. Compliance it's called, and every business is accountable to it. In case of loss, litigation, audit, or the unforeseen, we all need to show that we operate in good faith, and use good business practice. For these reasons and a hundred others, we all have to keep records.

Records Management is the science of keeping these records organized in an efficient and cost

effective fashion, so the burden of paperwork doesn't burden your business practice or your bottom line. The need to find your records quickly and easily is just as important as the need to keep them in the first place. These are the two vital tenets of record keeping. One fails without the other. A record is only useful if it can be shown to those who need to see it; being unable to find it is no different from not keeping it at all.

How records are kept is specific to each business, but outsourcing this important task is becoming more and more common as businesses realize not only the importance of the job, but the full implications of doing that job well. Who will sort and organize your records? Where will you keep them? How will you protect them from fire, flood, theft, and weather hazards? Will your confidential files be secure against prying eyes? These and dozens of other concerns all need to be addressed if your business is to have an efficient records management plan in place.

"I have done over 50 'outsourcing' assessments. Never have I found it cheaper to do it 'in-house.'" – Robert Bailey, Records Management Listserv

If you're doing it all yourself, it can add up to a monumental drain on your time, resources, and most importantly in the world of business, your profits. A records and information management partner can help you lower your operating costs, improve employee productivity, create more value from your information assets, and protect your business from the risks of litigation, audit, and disaster.

Whatever business you're in, it's YOUR business – and you do everything possible to grow and do it better. At CanDox Ltd., records management is OUR business – and we do everything possible to help.

Our pledge: To keep business records "In YOUR hands when you need it, in OURS when you don't."

Who Is CanDox?



Brent Helland
General Manager

Brent has been with CanDox almost since it's inception in January of 2006, and brings 11 years of management experience and excellence to our growing company. His limitless energy and devotion to customer service are helping set the bar that our competitors will have to try and match.



Jason Snowie
Client Needs Advisor

Jason is the first of our CNAs, and has been steadily building relationships with both current and future clients since fall 2006. With his outgoing nature and can-do attitude, Jason works hard to keep our clients in the know, and CanDox on the grow.

Bell Mobility Makes Room In Vernon

Effective use of available space is a concern for any business, and when you're located in a mall, available space can be limited to say the least. That's why Audreen Webb, former manager of the Bell Mobility Store in Village Green Mall, decided to let CanDox clear up the clutter.

So how has her experience been so far?

"It's been fantastic. The fact that they were very professional, very efficient... they stood by what they said they were going to do. So I'm very happy with the service thus far."

And would she recommend CanDox?

"Absolutely I would. It's a secure company and you're dealt with professionally. There was a great portfolio set up for me so I knew exactly what I was getting into. Absolutely. I would highly recommend this service."

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E-Vaulting – Security At Your Fingertips

Records come in many shapes and forms, and they all need to be protected and preserved. Hardcopy files are one thing, but what about your computer database? Your business revolves around your customers and clients, and having their information is vital to your success. Effective backup of your business database is essential if you want to be protected in case disaster strikes.

E-vaulting is a no-hassle way to easily accomplish this. Of course you can back up your electronic files yourself onto disks or external hard drives, but then where do you keep those disks and drives? At home? With another associate or a friend?

Now, with the advent of e-vaulting technology, all your information can be confidentially transferred over a secure Internet connection to offsite databases anywhere in the world. In case of fire, theft, computer crash, or any other disaster at the office, your information can be accessed and uploaded back to you in minutes.

However you decide to archive your vital electronic information, always bear one essential truth in mind: your backups are only as safe as where you keep them, so keep them somewhere safe.

On Record Regarding Records...

"11% of respondents reported sabotage of data or networks... 80% of respondents feared likely sources of attack from disgruntled employees." – *CSI 1999 Computer Crime and Security Survey*

"All parties benefit with this arrangement – the government, the storage firms and, ultimately, B.C.'s taxpayers. The three contracts to private storage facilities totaled \$2.3 million in the last fiscal year. For every dollar spent to store records in these offsite facilities, it is estimated that the government saves four dollars." – *Sandy Santori, Director of the Ministry of Management Services for the Province of British Columbia*

