



Meet the Team

Our featured employee this month is Hilda Albor, Manager of our Imaging Department.

From the day I met Hilda over six years ago I was impressed. Hilda had been laid-off from a job the day before, and that same day she had registered at a temporary agency. The following day she was assigned to come to Fort Docs when we needed someone for some data entry. That kind of drive and sense of urgency has been a benefit to our customers ever since.

Hilda has risen through the ranks at Fort Docs to become one of our two Department Managers with a staff that has exceeded 15 employees at times. Hilda is now considered to be one of the most accomplished end-users anywhere in the world of our industry-leading document imaging software. She uses her knowledge and skills to help our customers with the ever-changing needs they send our way. On any given day Hilda moves from managing her team to running complex procedures to doing online demos for our network of domestic and international scanning partners with grace and aplomb. She has even learned to interpret the heavy Caribbean accents of two of our international customers, which I can tell you is no easy feat!



When taking a break from managing the production of a million or so pages of documents every month, Hilda can be found tending to her son Josiah, enjoying the company of her family or participating in activities with her Church.

Please let Hilda know you had a chance to learn a little about her the next time you speak to her.

Referral of the Month

Thank you

Richard Hayes

*of Redwood Regional Medical Group
for helping us win a major new account.*

Lunch is on Fort Docs!

Thoughts from John Becker

September 21-27 is National Love Your Files Week. Who would know that except for your Records Management provider? Yes, there's actual official calendar recognition for the love of files. And not just a "love your files day," but, in fact, an entire week for that!

You may not love your files. You can probably think of a dozen reasons why you don't even *like* them. They can take up valuable office space, be in the way, be hard to find, and sometimes even disorganize themselves for no apparent reason. They can be hard to manage when you're trying to focus more on your primary business concern—*your customers!*

You're most likely not feeling up to worshipping your files for an entire week and probably don't want the stress of even thinking about whether you should. So how can you sincerely honor National Love Your Files Week? How can you truly put your heart into it? *My God! What will the neighbors think?*

Well, hey, that's what you have us for. We're your Information Management provider and we love your files for you! In fact, we're already loving them, even as you read this. We're like the "Scrubbing Bubbles:" We love your files so you don't have to!"



In fact, loving your files for you is something we do FREE of charge. It's just a tad embarrassing for us to admit ... but it's easy for us. We don't even have to try ... "Files R Us." Every day ... we even have fun with it (blush).

So relax and know that the onerous task of loving your files for an entire week has been placed squarely on us and we got you covered. As for the rest of September—enjoy!

JOHN BECKER

You must be the change you wish to see in the world.

-Gandhi

Have A Question For Us?

We love to hear from all our good friends and clients who enjoy reading our monthly newsletter. If you have a question related to off-site document storage, shredding, or media vaulting, please feel free to give us a call or send us an email.

(707) 571-8313 or info@ftdocs.com

One FREE Box of Scanning!

In the month of September

The Shift to Scan-On-Demand

Rarely does a business find itself in a position to address customer, internal and societal issues in one product offering. That time is now for Fort Docs.

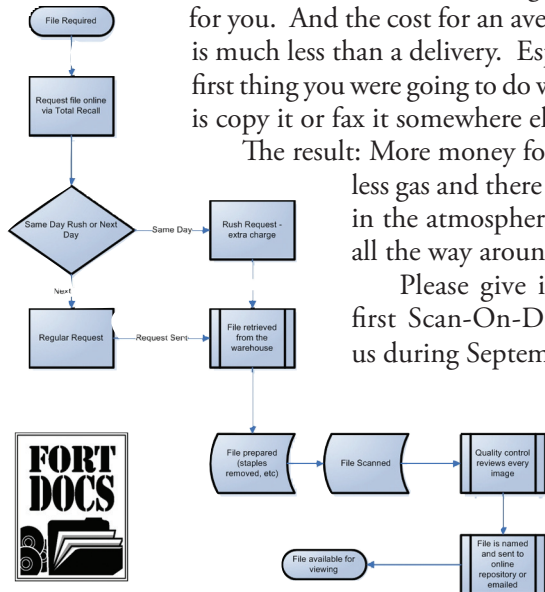
Clients are demanding lower cost solutions that feed into initiatives to reduce the amount of paper they are managing. Fort Docs is dealing with the upward spiral in fuel and related delivery costs. And our society has finally decided that we need to put an emphasis on reducing our carbon footprint.

Fort Docs has an easy-to-implement solution: Scan-On-Demand. Think of it this way: you request your file(s), we pull them and instead of sending a truck with the files you receive an email with the scanned files attached. We also can place the files

in our online document management system for you. And the cost for an average sized file is much less than a delivery. Especially if the first thing you were going to do with the paper is copy it or fax it somewhere else.

The result: More money for you, we use less gas and there is less carbon in the atmosphere. It is a win all the way around.

Please give it a try. The first Scan-On-Demand is on us during September.



When we asked one of our new customers how we are doing,

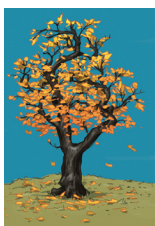
Karen at Napa Orthopedics said,

“Your drivers are magnificent and Donell [Clarke, Manager of our Document Storage Department] is a peach.”

Thanks for the wonderful feedback, Karen!

Looking at the Leaves

As the mercury starts to drop, the air turns crisp and the leaves turn lovely. A fall foliage trip is a wonderful way to welcome in the fall season. To get the most out of your time on the road, remember that a little planning can go a long way. It is important to know the peak viewing times for your area. It does little good to head out the end of October if trees near you peak in late September. The National Forest Service offers a Fall Color Hotline. Call 800-354-4595 to find out the best viewing times for your area.



September Events

- 1 Labor Day
- 4 Newspaper Carrier Day
- 5 Be Late for Something Day
- 7 National Grandparents' Day
- 7-13 Suicide Prevention Week
- 8 Boss/Employee Exchange Day
- 11 Patriot Day
- 19 National POW/MIA Recognition Day
- 20 Wife Appreciation Day
- 21 International Day of Peace
- 21-27 National Love Your Files Week
- 22 First Day of Autumn
- 24 National Punctuation Day
- 25 One-Hit Wonder Day
- 25 World Maritime Day
- 26 Love Note Day
- 28 National Good Neighbor Day
- 28-Oct. 4 Remember to Register to Vote Week

Astrological Sign:
Virgo (Aug. 22 - Sept. 23) &
Libra (Sept. 24 - Oct. 23)
Flower: Aster
Birthstone: Sapphire
Full Moon: Sept 15



September is also:

- Backpack Safety America Month
- Be Kind to Editors and Writers Month
- College Savings Month
- Gynecologic Cancer Awareness Month
- International Self-Awareness Month
- International People Skills Month
- Subliminal Communications Month
- National Skin Care Awareness Month

September is National Coupon Month

The first coupon was issued in 1894 when Asa Candler gave out handwritten tickets for a free glass of his new fountain drink. What was that drink? It was Coca-Cola!

Day in History

September 4

1972 - U.S. swimmer Mark Spitz won his seventh gold medal at the 1972 Summer Olympics.

September 18

1793 - The cornerstone for the U.S. Capitol building was laid by President George Washington.

1851 - The New York Times was published for the first time.

1947 - The U.S. Air Force was established as a separate military service.

Healthy Living

If you are used to drinking orange juice each morning for its nutritional benefits, consider alternating it with another juice. Concord grape juice has various kinds of flavonoids, which are powerful antioxidants. In fact, it ranks among the highest in antioxidant activity of juices. This promotes healthy arteries and may lower blood pressure. Be sure to pick up juice that is labeled as 100 percent Concord grape juice. Avoid grape juice blends or cocktails.



Strange But True

In many places around the country, there are still laws on the books from years and years ago.

It is unlawful for any male person, within the corporate limits of the city, to wink at any female person with whom he is unacquainted. - Ottumwa, Iowa

It is against the law to fish from horseback. - Utah

It is unlawful to put any hypnotized person in a display window. - Harthahorne City, Oklahoma

It is illegal to feed alcoholic beverages to a moose. - Fairbanks, Alaska

It is illegal to wipe one's car with used underwear. - San Francisco, California

It is illegal to fish in one's pajamas. - Chicago

It is illegal for a driver to be blindfolded while operating a vehicle. - Alabama



Web Site of The Month

Top ten lists have been popular ever since the days of Moses. People seems to love a good top ten list. To find a great collection of funny, insightful, useful, and interesting top ten lists, go to toptenz.net. You'll find everything from the Top 10 Board Games We Secretly Hate to the Top 10 Google Maps, Satellite Photos, and much more. Have fun browsing through the list and then, if you feel inspired, submit your own.



www.toptenz.net

Win a \$50 Gift Certificate from McLea's Tire!

They service our vehicles and a fabulous job.

Each month we'll give you a new challenge of some type. All those who reply with a correct answer are eligible to win. At the end of the month we'll draw a lucky name. Here is this month's mind bender:

Question: It's been around for millions of years, but it's no more than a month old. What is it?

Last Month's Answer to: *Whoever makes it, tells it not. Whoever takes it, knows it not. Whoever knows it, wants it not. What is it?*

COUNTERFEIT MONEY

Last Month's Winner: We had a number of correct answers, and when we picked one from the hat, wouldn't you know, the winner was, appropriately, the

PETALUMA POLICE DEPARTMENT

Congratulations and enjoy your lunch at Mary's Pizza Shack!

Email your answer to info@ftdocs.com

Upcoming Events

John Becker, President of Fort Docs, is considered to be one of the top Document Imaging experts in the US (and worldwide). John is so respected by his peers in the Document Storage industry that he heads up the industry's task force on Imaging and is leading an international workshop on Imaging in Chicago in October. Always looking to have a little fun in his presentations, John plans to use the famous I Love Lucy chocolate truffle making show to highlight how not to run a quality focused imaging department.

Jogging Safety

Choose the Right Equipment

Select shoes that fit comfortably, with room for toes to allow for foot expansion when running. Your clothes should be able to breathe, allowing moisture to evaporate. Porous, light-colored fabrics are best.

Rules of the Road

Always use a sidewalk or trail if it is available and always jog facing traffic. Take special care at intersections and when crossing the street. If you are jogging with others, stay in single file. The use of headphones can inhibit your ability to hear the traffic around you.

Beat the Heat

If you are running when it is hot and/or humid, take some extra precautions. Decrease your speed and try to jog during the morning or evening hours when it is cooler.



First 3 Pickups FREE —

with a newly placed Shredding Console in September



BITS and PIECES

is a free monthly newsletter
from your friends at



975 Corporate Center Parkway, Suite 130
Santa Rosa, CA 95407
Tel: (707) 571-8313
www.ftdocs.com

What's Inside This Month?

Meet the Team

Thoughts from John Becker

The Shift to Scan-on-Demand

Looking at the Leaves

September Events

Healthy Living

Strange But True

Win a \$50 Gift Certificate

Jogging Safety

Thoughts on Data Loss ...

Computers are a great tool, offering improved efficiency and productivity. But here's the flipside: one wrong click, one nasty virus, one untimely power surge or unhappy employee and your data could be lost forever! Here are some data loss facts:

- Among companies that experience serious data loss, 50% never reopen and 90% are out of business within two years.
- 20MB of accounting data takes 21 days and costs \$19,000 to reproduce.
- 42% of data loss is caused by Hardware Failure.
- 30% of data loss is caused by Human Error.
- 13% of data loss is caused by Software Corruption.
- 7% of data loss is caused by Computer Viruses.
- 5% of data loss is caused by Theft.

Most people don't realize how important their data is until it's lost! In most cases, people have had opportunities to protect their files from data loss and corruption, but simply believed they needn't bother. Here is some dangerous "logic:"

My hard drive is brand new, so my data is safe.

Have you ever bought an appliance or child's toy only to have to return or exchange it the next day? Your new hard drive has a warranty and the manufacturer will gladly replace it, but in the case of lost data . . . it's *your* problem, not theirs!

We backup our data to a spare hard drive.

It's always a good habit to backup your data. Kudos to you for doing so! Now, that you have patted yourself on the back for your fantastic disaster planning, do you recall when you last tested your backup? When was the last backup restored to verify and confirm that the data is still relevant to your business? It's nice to have a disaster recovery plan in place, but is six-month-old data really of value?

I run a RAID server. Therefore, my data is safe.

When multiple hard drives fail, there is a higher risk of data loss if the rebuild process fails.

I don't surf "questionable" websites so I can't catch any viruses.

Of course you don't. Nobody visits "questionable" websites. Those websites all just are out there, with nobody visiting them at all. Free software and music websites, for example, are created by people that may have ulterior motives . . . like data mining. Any computer attached to the Internet is at risk for data loss.

Data loss is a reality that we all have to live with. When considering a data backup plan, also consider all of the foregoing information so you are fully aware of the risks involved in not backing up your data, as well as the risks involved in various data backup strategies.