



Are You Keeping your New Year's Resolutions?

It's hard not to get the resolution urge on New Year's Eve. There's that sense of renewal, of rebirth and the guilty awareness that you ate your weight in chocolate during the holidays. Sure, last year's resolutions didn't make it past the fifth of January, but hey, this year's going to be different, right?

I asked a friend what his New Year's resolution was for 2004. He thought very seriously and then replied, "Breathing." An admirable goal, but hopefully not one he'll have to struggle to keep!

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I believe that New Year's resolutions very seldom become reality because most resolutions are made in the same vein as wishes we make when we blow out our birthday candles. They are things we would like to have but not necessarily things we actually believe will happen. Here are my resolutions for 2004:

- I will stop sending email to myself.
- I will stay on the computer as long as I want. What? OK, dear... I'm coming. Never mind.
- I resolve to back up my hard drive daily... well, once a week... monthly, perhaps...
- When I subscribe to a news group or mailing list, I will read all the mail I get from it.
- I will read the manual.
- I will think of a password other than "password."

It's now February, and I'm afraid I must admit that I have not kept even one of my New Year's resolutions. Have you?

If some of your resolutions include improving your business processes and designing document strategies that will benefit your operation, then read on. In this issue of *DOCUMENT* — the first of the New Year — I have asked our writers to address some of the most salient areas to consider in 2004. Bill Gunther examines the newly developed methods of total finishing integration. In addition, Alex Cassini profiles the pain of PST files and email management, Jim Vickers makes the case for the virtual mail center, and yours truly takes a crack at how corporate culture can influence the success of your document strategy.

Case studies from Home Banc, Holiday Wholesale and Hallmark Data Systems show us how data capture, document imaging and COLD can bring real world benefits, and don't forget to check out our regular columns from Lisa Magnuson and Henry Cooper.

I know how difficult it can be to keep New Year's resolutions. But in the business world, it is more important now than ever to set high goals and work diligently to attain them. I hope this issue of *DOCUMENT* gives you some ideas and the inspiration to keep at it.

Happy New Year!
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