

LETTER FROM THE PRESIDENT

R4 has selected Data Chambers as our new scanning software provider.

Dear Clients and Friends,

R4 is proud to announce a new business relationship with Data Chambers. Data Chambers specializes in electronic data storage, network and monitoring solutions, managed hosting solutions, and co-location services. They've built redundancy and durability into every critical component of their facility. In addition, they are providing full information management, vault and record storage to their clients in Winston-Salem, NC.

Data Chambers is a licensed reseller of the state of the art scanning software, Digitech. Digitech is noted as one of the best scanning and imaging software products in the scanning market.

Last month, the Data Chambers operational and sales team, Chris Kelley, Fred Thurman and Luann Chico, visited R4 for the software and hardware installation, and training of Digitech and all it has to offer. Their knowledge and experience is remarkable and inspiring. It is reassuring that as we grow into this aspect of our business we have a business partner to assist us with their years of hands on know-how to eliminate any trial and error methods. Our staff at R4 is energized with our newest capabilities and we are all looking forward to sharing our new service with you.

We are so happy to take on this challenge; as I've said in the past, we base our investments and business growth upon our clients needs. In the past six months, the needs and requests have grown – so we've researched our options, made the investment, trained our staff and are working day forward to continue to offer full information management to our current clients and those to come. We look forward to growing this aspect of services with you and hope that you will take advantage of some sample scanning offers in this newsletter.

Best,



Trisha Rooney Alden
President



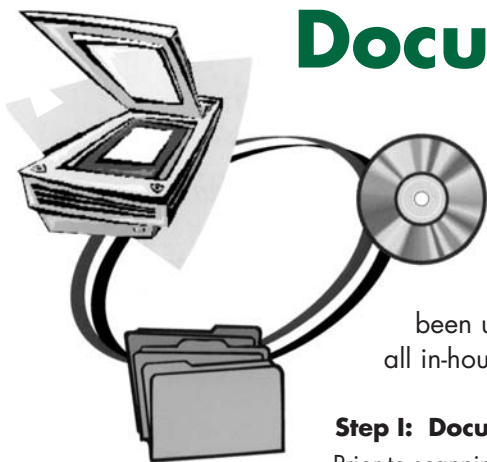
From our Client Files...

R4's First Client

This summer, Sharon Smart and Ronald Valentine from Bell, Boyd and Lloyd, R4's first customer, visited the R4 record center to introduce the newest member of their team, Ronald Valentine, to R4's staff. Sharon and Ronald are thrilled to be business partners with R4. "R4 is an efficient team!" I am constantly surprised and relieved when the driver arrives with an attorney's file, sooner than expected. The driver always has a smile and goes above and beyond my expectations with pick ups and deliveries. Also, in the past two years, I have enjoyed working with Toni Sims in the customer service center and I know Ron will be equally satisfied and come to expect the outstanding service we receive on a daily basis. Bell, Boyd and Lloyd currently utilizes R4's Infokeeper system as well as record storage, and destruction.



Ronald Valentine, Trisha Rooney Alden, Sharon Smart



Documents TO DISKS

The Typical Workflow Process of a Scanning Project

The scanning process actually covers a series of operations that both precede and follow the actual scanning of documents. DataChambers, R4's scanning partner, has developed a proven approach to organizing scanning tasks that has been used on numerous projects. We currently have begun utilizing this practice to scan all in-house daily delivery and pick up tickets.

Step I: Document Preparation

Prior to scanning, the documents will be prepared by removing staples, rubber bands, paperclips, post-it notes and loose tape. Tears that present a potential problem with the document feeding through the scanner will be repaired with clear tape.

Step II: Scanning of Documents

Black and White documents are normally scanned at 300 DPI, with an appropriate scanning threshold set for each batch, using Group 4 TIFF Compression. Sample documents will be pre-scanned to determine the best threshold setting. Documents that contain color are normally scanned at 200 DPI, with an appropriate contrast and brightness setting using JPEG compression.

Step III: Post Processing of Images

Once the documents have been scanned, they will be processed to enhance image quality. These options can include the following:

Image Cropping – To remove white space around the edge of the image and set margins.

Image Scaling – To resize an image while preserving the original aspect ratio.

Image Smoothing – To remove bumps and spurs that appear on text characters or graphics objects in the image.

Black Border Removal – To remove black edges that sometime appear around the image during scanning or photocopying.

Punch Hole Filter – To remove punch holes from the edges of the image.

Deskew – To straighten images that show a slant from their correct orientation.

Step IV: Indexing & Quality Control

After the final stages of the post processing, the images will be indexed and inspected for overall quality. Bar Code and OCR is used to facilitate the capture of pertinent document information that will be used to locate the document in the repository. The index manager function is used to verify image quality and to verify all index values that have been populated. If necessary, the document will be rescanned or extra processing will be performed to improve the quality of the image.

Step V: Prepare Deliverables

Finally, the image files will be stored at the iChamber Repository or the requested media or transferred via FTP to the client. Index information will also be supplied in a delimited or other required data format.

WHY SCAN?

After months of researching scanning and imaging software and equipment, R4 found Digitech's high-volume paper scanning software the most powerful, complete and full-featured document capture and indexing system on the market. The interface is extremely user friendly. There are many reasons an organization decides to scan or image its documents. The three most common reasons are:

- Workflow benefit
- Frequent document access
- Access required from multiple locations

R4's document scanning and imaging services provide secure, efficient and immediate access of your organization's business documents. Once scanned, document access is easily accomplished via your desktop and a web browser. Conduct custom searches and viewing options including zoom, pan and rotate. Notes, reminders and flags may be added to documents and saved before printing.

In today's business environment, most companies are expected to accomplish more with less, while at the same time improve efficiency and customer satisfaction. Our imaging solutions can provide you with that opportunity without your having to invest in the ever changing technology required to benefit from "Digital Records Management".

Some additional benefits of scanning are:

- Record retrieval from your desktop
- Eliminate the concern associated with locating original documents
- Direct fax capability
- Direct e-mail capability
- Improved response time - improving customer service
- Simultaneous access for multi-user, highly active document types
- Fully HIPAA compliant
- Multiple output options (Internet, Intranet, CD burn)
- Reclaim costly office space

Scanning Equipment:

Fujitsu M5750C Color/Black & White Duplex Production Scanner



Digitech Scanning Software:

PaperFlow Pro: - (Capture Software) – The most powerful, complete and full featured document capture and indexing system on the market. Features Scan, Display, Index, OCR, Barcode, Match & Merge, Automation Manager, Import capabilities. Optional OCR/Export or Barcode/Export configurations are available.

OCR Flow: - (Optical Character Recognition) – Converting images to searchable text. OCR Flow works in conjunction with PaperFlow and PaperVision Enterprise to provide text-based search capabilities.

Security

Customer files are backed up nightly utilizing an Ebackup system. The eBackup system is monitored and managed by a 24*7 staffed Network Operations Center. IBM's Tivoli Storage Manager (TSM) is utilized as the overall storage application and scheduler.

2007 R4 year-end holiday schedule

Thanksgiving – Thursday and Friday, November 22nd and 23rd
Christmas Day – Tuesday, December 25th
New Years Day – Tuesday, January 1, 2008

R4's Direct Dial Access

Management

Trish Rooney Alden 773-843-3901
President
E-mail: trooney@r4services.com

Gregory Smitas 773-843-3902
General Manager
E-mail: gsmitas@r4services.com

Sean Rooney 773-843-3904
Destruction Services Manager
E-mail: srooney@r4services.com

Nancee Bilthuis 773-843-3908
Controller
E-mail: nbilthuis@r4services.com

Connie Lach 773-843-3912
VP Finance
E-mail: clach@r4services.com

Account Executives

Michael Kelly 773-843-3906
E-mail: mkelly@r4services.com

Anne Link Stern 773-843-3907
E-mail: astern@r4services.com

Karen Rugai Moran 773-843-3903
E-mail: krugai@r4services.com

Customer Service Center

Customer Service 773-843-3900

Customer Service Fax 773-843-3910
E-mail: orders@r4services.com

Antoinette "Toni" Sims 773-843-3911
E-mail: asims@r4services.com

Jennifer Holmes 773-843-3912
E-mail: jholmes@r4services.com

Janet Strong 773-843-3900
E-mail: jstrong@r4services.com

Tamika Sutton 773-843-3900
E-mail: tsutton@r4services.com

Record Center

Michael Eccleston 773-843-3900
E-mail: meccleston@r4services.com

Bill Hinckley 773-843-3900
E-mail: bhinckley@r4services.com

Michael Hobin 773-843-3905
E-mail: mhobin@r4services.com

Les Robinson 773-843-3900
E-mail: lrobinson@r4services.com

Community Events



Newcomers, Inc. is an organization dedicated to bringing sports to Chicago communities with hopes of providing an outlet for young children to better understand teamwork and togetherness. Newcomers also offer tutoring classes to help further education.

Les Robinson, of R4, participated in the Newcomers, Inc. organization as a young man in 1976. Les is now giving back to the organization and community serving as the Newcomers, Inc. President.

Last April, R4 participated in the Rebuilding Together Day in Chicago. RT*MC is part of a national nonprofit program which sponsors National Rebuilding Day across the country on the last Saturday in April. Every year, a different Chicago neighborhood and South Suburb are selected in which they provide free home repair for elderly, disabled, or low income individuals. www.rebuildingtogether-chi.com



Paper Cuts by Sean Rooney

We have learned throughout our history that the success of any new business is only going to happen with open lines of communication between you, the client, and the service provider. That is why, as we add scanning to our list of services, we are focused on applications that are solution driven. For our clients that are using scanning as a business solution, we can now offer integrated information management services by bringing imaging, storage, and destruction all under one roof. Data Chambers, our scanning service and storage partner, tells us that the majority of scanned documents are shredded upon completion of the scanning process while the remainder is stored with strict retention schedules. R4 provides this one stop service.

For clients that have not been scanning, we will work together with you to define your scanning needs based on five key criteria:

1. Access Requirements
2. Activity Level
3. Multi User Needs
4. Multi Geographic Needs
5. Financial Benefit Potential

Scanning can provide a real benefit but needs to have strong economic and operational support. It is not a "one size fits all" solution, and it is not necessary to scan older documents if there is no immediate need or anticipated requirement. Scanning is a great tool when applied correctly as a part of a total information management program.

Our R4 commitment, while expanding, remains the same... the highest level of personal service to meet and exceed your information management requirements. As an added incentive, all clients quoted for a scan project in the months of October, November, and December will be eligible for a Bulls ticket drawing. Email Srooney@r4services.com for more information.