

# Documentelligence

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Official Office Technology  
Company of the Buffalo Sabres

WINTER 2022



## Special Thanks from CFBT

Together, we faced a difficult time.

The office technology industry lost a trailblazer. Copier Fax Business Technologies lost our co-founder and President. The Scibetta family lost a husband, brother, father, grandfather and friend.

To say it's been tough is an understatement. Al's big personality, sense of humor, and business antics were like no other, but we're thankful he established such a strong foundation that will allow CFBT to carry on his legacy for many years to come.

We would like to thank the CFBT team for their support, and ability to keep the train running during the difficult times. We would also like to thank our clients, vendors, associates, acquaintances and friends for the outpouring support and kind words for "Big Al."

We couldn't have gone through this difficult time without all of you. We hope to make Al proud as we move forward, and continue his way of doing business - with great customer service, excellent quality in our products, friendship, and an occasional laugh.

- Copier Fax Business Technologies Leadership Team

## NEWSLETTER HIGHLIGHTS

Remembering Al Scibetta

Customer Service Champions

Covid Leadership Award

Promotion of Jason Krempholtz

Video Security Solutions

Win a Buffalo Sabres Prize Pack



## REMEMBERING "BIG AL" SCIBETTA

Al "Big Al" Scibetta, co-founder and President of Copier Fax Business Technologies passed away on January 2nd 2022 after a brief illness.

Andy Slawetsky from Industry Analysts, Inc. best described Al in an article he wrote soon after his passing:

"Al was larger than life..." said Slawetsky. "He always had a big smile on his face and you couldn't help having a great time when you were in his presence."

Born in Kenmore, New York, he attended Cardinal O'Hara High School and graduated from Kenmore West High School in 1967. He served in the Army National Guard, and was a graduate of Bryant & Stratton College.

Al started in the office technology industry back in 1973, when he joined his family's copier business, "Albert Scibetta Copies and Reproduction" on Elmwood Avenue in Kenmore. The firm closed after his father's death in 1984, and after several years working for other office equipment companies, Al founded Copier Fax Business Technologies with his wife, Andrea in 1990.



## 30 YEARS OF COPIER FAX

Copier Fax Business Technologies had recently celebrated the 30th year in business, with Al leading the way since day one.

Through those years, the company has grown to over 32 employees and has evolved as one of the top office technology providers in the region.





## Remembering "Big Al" continued...



Since 1997, Al's son David Scibetta joined Copier Fax Business Technologies as a partner. Together, with Andrea the company grew to be a full-service technology partner, and has recognized on numerous occasion for professional achievements both in the office technology industry, and Western New York.

**"The day my son David came to me and said he wanted to join the business was one of my favorite memories from the past 30 years,"**

**Al Scibetta, reflecting on CFBT's 30th Anniversary**

Al was an icon in the office technology industry. He was a frequent guest speaker and presenter at Select Dealer Group conferences, Konica Minolta conferences, and other related panels across the country.

Al is known for his philanthropic work in the WNY Community. This includes years of support for Summit Education Center, Buffalo Hospice, Roswell Park, and Child & Family Services of WNY.

### MOVING FORWARD IN HIS MEMORY

Al had very strong relationships with his employees, industry colleagues, and clients; many of whom he considered his friends.

His approach to business, and valued relationships is something CFBT plans to work hard to maintain. We know how much that meant to Al, and we also know how important it has been for the success of the company.

In addition to always working hard for his customers, he also worked hard to protecting the future and success for the company for many years to come.

His 72 years of life, and 31 years of CFBT will be cherished and honored for life.



## CFBT Named 2022 Customer Service Champion

A special honor from DocuWare



CUSTOMER SERVICE  
CHAMPION 2022



Copier Fax Business Technologies has been recognized by DocuWare as a 2022 Customer Service Champion.

The Customer Service Champion Award has been awarded to partners who have provided their customers with top service in DocuWare support.

The award showcases CFBT's ongoing commitment to helping customers shift into a digital environment when it comes to everyday internal processes, such as Accounts Payable, Accounts Receivable, Human Resources, and more.

With over 800 DocuWare providers throughout the world, CFBT was one of only 15 other partners to be recognized by the company.

DocuWare is a global provider of document management software. CFBT has been a DocuWare provider for over ten years and has received numerous recognitions from the company, including multiple years as a Diamond Club provider.

## CFBT Receives Covid Leadership Award



COVID-19 has taught us all to expect the unexpected. It also taught us to be prepared – should we have to work remotely again - for whatever reason it may be.

Copier Fax Business Technologies was honored by the Tonawanda Chamber of Commerce with the Covid-19 Leadership and Community Engagement Award in honor of our efforts in helping businesses throughout WNY use technology to help navigate the challenges from COVID-19.

The award recognized a business who, "during the pandemic, demonstrated an exemplary level of leadership and community engagement. This recognition includes assistance with the needs of the community and servicing the needs of customers and employees."

Copier Fax quickly recognized that technology was going to play a key role in allowing businesses to carry on at the start of the pandemic.

It started with helping clients utilize software to allow them to seamlessly work from home. From there, services and technology expanded to include devices that allow contact-less checking and deliveries, and even cameras that detect if a visitor is wearing a face covering.

From corporate offices to health care centers, such as nursing homes, to schools, municipalities, and even the KeyBank Center, Copier Fax was able to work with each business to customize a program using office technology to keep everyone open, and more importantly, safe.

Although nearly all businesses are open, it is still uncertain when someone will need to work from home – even if it is temporary. Copier Fax allowed this option to continue on seamlessly.





## Jason Krempholtz Named Director of IT

Copier Fax Business Technologies is proud to announce the promotion of Jason Krempholtz to Director of I.T.

Jason has been with Copier Fax for over seven years, as a staple in our IT Department.

His new position has him in charge of all operations in the department, plus expanding his IT work into other departments within the company – especially Managed Print Services.



Scan this code or click this page to learn about our Managed IT Services or visit [CopierFaxBT.com/IT](http://CopierFaxBT.com/IT)!



## SPECIAL ANNOUNCEMENT



### VIDEO SECURITY SOLUTIONS NOW AVAILABLE!

- Indoor/Outdoor Cameras
- Facial Recognition
- License Plate Recognition
- Remote Monitoring and more!



Scan this code to learn more and request a complimentary demo or visit [CopierFaxBT.com/Video](http://CopierFaxBT.com/Video)

## WIN A BUFFALO SABRES PRIZE PACK!



### PRIZE PACK INCLUDES:

- Autographed Zemgus Girgensons Jersey
- Two Level 200 Tickets + Parking Pass to a Home Game of your choice\*
- \$50 Visa Gift Card

\* pending availability

Simply visit [CopierFaxBT.com/Survey](http://CopierFaxBT.com/Survey) and answer our one-minute survey to enter for your chance to win!