



Benefits Beyond Software: How to Choose the Right ECM Partner

According to PricewaterhouseCoopers, 76% of business executives invest in IT solutions, like Enterprise Content Management (ECM) software, with the mindset of increasing revenue. While the software itself will give any company advantages in productivity and cost-savings, in order to fully experience the benefits of ECM software, users will have to invest time into training and implementing the right resources. All this and more requires the right ECM solutions partner to help guide your organization to success.

Whether you're a Reseller looking to expand your solutions portfolio, or a customer looking to automate your business processes, with the right training, support, and implementation your organization can experience success with a digital office solution. So, the question remains: what type of resources should the ideal software solutions partner offer? Let's take a look:

- **Marketing Tools & Development:** Having access to a library of world-class ECM products and proven methodology can make or break your success in ECM sales. Whether you're looking for information to share with your customers, or you want to catch up on the latest ECM trends, the right solutions partner will provide you with the content you need to fully understand the industry and the software you are using. From case studies and data sheets, to technical guides, hardware requirements, event support, and more, a partner that has all the Marketing necessities to get you started with your document management software will keep you confident and happy with your investment for years to come.
- **Fundamental Education:** If you're looking to improve your technical knowledge base, finding a solutions partner that offers a versatile Education program will be an important asset in your document management strategy. With onsite classroom courses, product certifications, eLearning, as well as an annual conference, you can learn basic functionality, tips and tricks, and necessary skills to utilize your software solution while turning your team into ECM experts. Whether you want to learn from the comfort of your office or get hands-on interaction with the software, take advantage and learn about the solutions that matter most to you.
- **Highly Trained ECM Professionals:** When you begin your search for an ECM partner, you want to make sure you have access to the right support services. With a team of experts to rely on - from implementation to designing workflows and more - stress is eliminated. When choosing a document management partner, you should look for one that can provide you with one-on-one support, including professional services for personalized installations and access to a well-rounded software support help desk, that can provide assistance within a matter of minutes. The

right ECM software partner will be ready to help you solve your technology challenges, anywhere, anytime.

By selecting a software solutions partner with unparalleled sales and marketing support, whether you're a Reseller or a customer, you will be on the pathway to increased efficiency and success. Get the most out of your software investment and take advantage of a company that can deliver all the right resources. Contact Square 9 Softworks today!



Digital Marketing Specialist, **Alyssa Anderson**, is the voice behind Square 9 Softworks's weekly blog articles. Committed to communicating today's common challenges in paper based processes, Alyssa provides in depth analysis into the document management industry and the solutions that accommodate the needs of end user communities. For additional information, please contact Alyssa at aanderson@square-9.com.