



Kick off the New Year with an ECM Partner that Creates a Better Workplace

According to a study conducted by the [Harvest Business Review](#), employees who are happy at work show an average of 31% higher productivity, 37% higher sales, and 19% higher accuracy. Square 9 Softworks prides itself on providing a relaxed and productive atmosphere, open and honest communication, and an aspiring vision for the future - resulting in a happy and engaged workplace for its employees. Square 9 employees are provided with extensive training, access to resources, new technology, recognition programs, and great workplace perks.

Why does this all matter? When our employees are happy, our customers' employees are happy. Our goal is to help each and every customer create a better workplace with innovative [process automation solutions](#).

With an average customer support response time of under 7 minutes, we get your questions answered immediately. Each member of the support team goes through expansive training reviewing the ins and outs of all the Square 9 products. This ensures that each time you call there is a knowledgeable Square 9 representative on the other line waiting to assist you.

Looking for an even quicker answer? Square 9's new online product resource hub has the information you need! Available from anywhere, at any time, this software resource center is continually updated, guaranteeing you have access to the most current information. The Square 9 Knowledge Base relieves pressure off the Support team, so they can spend more time providing customer service to high priority issues. Explore the [knowledge base](#)!

Square 9 provides the tools for you to gain the skills to utilize your software to the fullest. Whether you prefer learning in a classroom or on your own time, Square 9 makes it convenient to develop new software skills. Our all new online education platform eliminates time out of the office and the added cost of travel. Or if you are someone who prefers in person training, Square 9's Education team holds classroom education courses 1-2 times a month at different locations. Check out our [education program](#)!

Unable to take time out of the office but would still like to have a classroom learning experience? Square 9 will send one of their Professional Service team members to your organization for one-on-one access with the [document workflow](#) and installation experts! This

gives your organization the opportunity to fully train your entire staff while our employees get the opportunity to explore a new city!

Square 9 ensures their employees are rewarded for their hard work. Every week starts off with bagel Monday and ends with work from home Friday. With a full stocked candy room - employees are able to get their middle of the day sugar fix and when they need to take a break, they head up to the game room or video game area for a quick game of foosball or Mario Kart. But don't worry - after a quick breather, employees are right back to work to provide you with the best customer service experience. We always have your back!

Kick off 2019 the right way! Every member of the Square 9 team is equipped, trained, and ready to provide you with the best software support. [Schedule a demo](#) with a Square 9 professional to learn more about our award-winning [document management software](#) or visit www.square-9.com for more information!



Marketing Specialist, **Allison Kiely**, is the voice behind this week's Square 9 Softworks's blog article. Committed to communicating today's common challenges in paper-based processes, Allison 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 Allison at akiely@square-9.com.