



SpringCM Customer Success

## WEBER & ASSOCIATES

### WEBER DELIVERS EXCELLENT SERVICE THROUGH A HIGHLY DISTRIBUTED WORKFORCE WITH SPRINGCM

A full-service financial aid consulting service company located in Greenville, South Carolina, Weber & Associates specializes in managing Pell Grants, campus-based financial aid programs, and Federal Direct Loan processing. Differentiating itself through quality of service and responsiveness, Weber embeds its staff members on-site to function seamlessly as employees of its customers (currently over 160 institutions in over 200 locations). This model enables Weber to provide cost-effective access to centralized resources across highly distributed workforce and ensures a high level of organizational productivity, efficiency, and manageability.

Although Weber had built its business on paper-based documents and processes, the limitations of this approach soon became clear. The Weber organization includes two core roles: processor and quality control. "Everything else is content management," explains Joel Weber, CIO, Weber & Associates, "and managing paper is not a value-added process. As we matured, it became obvious we were approaching the point of being ready to jump fully into electronic document management. People should be able to focus on doing what they do best: thinking."

After an initial foray into electronic content with IBM Content Manager, the solution became both costly and limited. "As I was looking to expand the solution, I couldn't find decent ECM talent in my town, either to outsource it or to bring it in-house. Looking at the way the fixed and operating costs were piling up, it just didn't seem worthwhile to keep investing in that platform."

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*"Our fixed costs are practically gone and our operating costs have been minimized. We've gained access to big company expertise and infrastructure to begin solving business problems right away. It's truly a best of breed solution for a small or mid-sized business like ours."*

JOEL WEBER  
CIO, Weber & Associates

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## TAPPING INTO ENTERPRISE-CLASS ECM VIA THE CLOUD

Weber needed to find an ECM platform which could combine true enterprise-class functionality with rapid deployment, simple and low-cost ownership, and the ability to adapt to changing requirements without the need for in-house development resources. SpringCM gave Weber the ideal solution. The leading cloud ECM solution, SpringCM can be accessed easily via a secure Web interface from any location, enabling the company's users to share documents, automate workflows, and get work done from remote locations all with a highly secure online system.

Delivered as a service via the Web, SpringCM can be deployed quickly and easily for fast time-to-value while avoiding the high capital costs, maintenance, and management burdens of installed software. New updates are rolled out automatically, providing continual enhancement to support Weber's evolving needs with no need for in-house development.

## BEST-OF-BREED EXPERTISE AND FUNCTIONALITY BUILDS COMPETITIVE ADVANTAGE

SpringCM has helped Weber improve its operational efficiency and service level management, enabling a better experience for the company's customers. Employees can work more productively and answer customer questions more quickly. The ability to respond effectively to audits—both of Weber, and of its clients—is a key benefit in its highly regulated industry. "When auditors need a sample of files and you can provide it to them in minutes on-demand, that washes away a whole level of suspicion and gives them confidence in the documents they're reviewing. That capability differentiates us strongly from our competitors," says Weber.

Weber has achieved this enterprise-class level of ECM without placing new demands on its IT resources. In fact, SpringCM has helped the company reduce its costs even as it improves and expands on the functionality provided to its users. "With SpringCM, our fixed costs are practically gone and our operating costs have been minimized," says Weber. "We've gained access to big company expertise and infrastructure that we can roll out fast to begin solving business problems right away. With SpringCM, I don't have to be a Goldman Sachs to work with the best guys in the business. It's truly a best of breed solution for a small or mid-sized business like ours."

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## BENEFITS

- Automation and the elimination of paper documents enable Weber to focus on high-value tasks
- Fast information access means Weber can respond quickly to auditor requests, ensuring confidence and differentiating Weber from competitors
- Cloud platform provides enterprise-class technology with no capital expense, enabling Weber to start solving business problems immediately

## IMPLEMENTATION HIGHLIGHTS

- Replaced aging on-premise software at a fraction of the cost
- Transformed paper-based processes with electronic documents and automated workflows
- A solution that can quickly scale and adapt with the business



## ABOUT SPRINGCM

SpringCM is the recognized market leader in enterprise-class cloud platforms for managing content and business processes. SpringCM's affordable, rapidly deployable solutions enable organizations of all kinds to address their most critical Enterprise Content Management (ECM) and Business Process Management (BPM) challenges. SpringCM's solutions are trusted by customers such as the Department of Energy, Comcast, and Siemens. SpringCM partners include salesforce.com, Microsoft, and Ricoh.com.

For more information, please email: [sales@springcm.com](mailto:sales@springcm.com) or call 877.362.7273.

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