

eBizDocs

Digitizing Records and Maintaining Integrity of Documents

There are two components to consider when looking at technology innovation. The first is working with Vendors and industry professionals to stay on the forefront of new technologies coming on the market. The second is understanding the customer's needs/desires and maintaining an up-to-date skill set to make a full arsenal of solutions.

Peak performance occurs when applying the correct technology satisfies the requirements. While **eBizDocs** does not develop technology, customers trust and turn to the digital transformation enabler to lead in helping them get the most out of technology. **Howard Gross** is the **President and CEO** of eBizDocs and **Jason Abare** is the **Vice President**.

eBizDocs successfully applies technology advancements to fuel smoother and more efficient digital transformations. For example, improved information capture and integrations are now driving powerful workflows that allow organizations meet new and unforeseen challenges, such as the 2020 pandemic. Information technology and services will continue to evolve and eBizDocs is committed to helping customers apply the right balance in accordance with their present and future expectations along with budget boundaries.

Information at Your Fingertips

eBizDocs is a premier digital transformation provider focused on helping customers have information at their fingertips. Offerings include paper and microfilm conversion, content capture and document management solutions, scanner sales and service, and process consultation. eBizDocs is SOC2 Type II certified and serves private and public-sector organizations. The company has been in business for over 20 years and is a preferred source contractor for New York State entities.

Value statement:

eBizDocs' guiding principles are to empower and provide an environment where enthusiastic team members can reach the peak of their ability and achieve strong personal and customer satisfaction.

Mission Statement:

eBizDocs' mission is to deliver value by eliminating clutter, bringing organization, and automating the flow of unstructured information for its customers.

Vision Statement:

eBizDocs envisions paperless filing and workflows replacing the desire to use paper intensive processes. This mindset evolution is enviable through organization's commitment to building trust and helping customers select and apply leading paperless solutions.

Commitment to Quality and Service

Studies estimate over 80% of government and business information still exists in the form of paper documents. Valuable paper files are inaccessible to employees as they clutter workspace, are frequently misfiled in cabinets, or degrading in off-site storage facilities. By reducing reliance on paper, eBizDocs helps government agencies and business reclaim valuable workspace, recover lost time, and – most importantly – cut costs associated with inaccessible information.

eBizDocs believes every customer deserves the best possible service, every time. The company also provides answers in terms customers can understand. It is all part of eBizDocs ongoing commitment to quality and customer service.

Guiding the Paperless Journey

Sometimes seeing the forest through the trees requires a fresh set of eyes. eBizDocs offers a document process analysis that gives customers a comprehensive review of how information is created, controlled, and flown through the organization. Often a few minor suggestions can dramatically improve efficiency. eBizDocs provides an unbiased review that sets the benchmark of where customers are in their paperless journey and what, if anything, can be



Jason Abare
Vice President

Howard Gross
President and CEO

improved. Tailored products and services target the customers' needs. eBizDocs offers solutions as a complete turn-key hosted solution or can provide pinpoint assistance such as back-file scanning conversions.

Safe & Reliable Content Solutions

One of the ways eBizDocs assures customer trust is with its SOC2 Type II certification. Pairing eBizDocs services with its SOC2 certification creates a protected enterprise-grade solution, that scales to the needs of Public sector, Small-to-Midsize Businesses (SMB), and Enterprise level clients. eBizDocs meets the rising demand for remote workers needing to access and share information by delivering safe and reliable content solutions.

Empowering Leadership

Over 20 years ago, Howard Gross set

out on a mission to deliver customer value by eliminating clutter, bringing organization, and automating the flow of unstructured information. Howard's guiding principles are to empower and provide an environment, where enthusiastic team members can reach the peak of their ability and achieve strong personal and customer satisfaction.

These principles were in place from day one and easily stood the test of time. The New York State Industries for the Disabled, Inc. (NYSID) recognized eBizDocs for its inclusive business culture that pairs workers, whether with hearing impairments, physical and mental health challenges, with the right job.

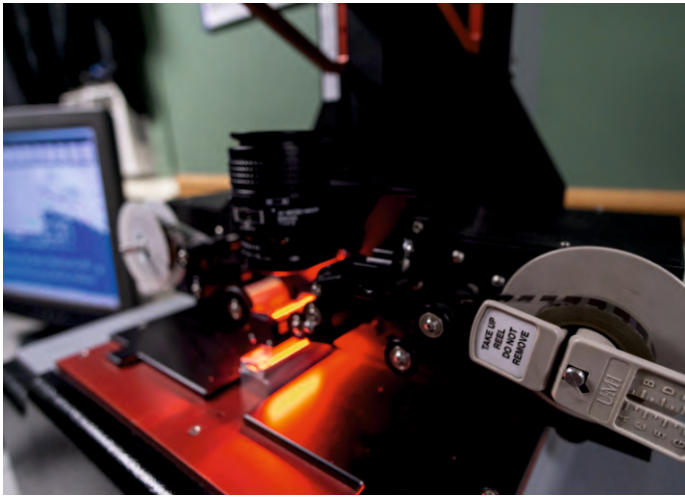
Through Howard and Jason's leadership, eBizDocs received numerous honors and awards over the past 20 years. Paired with satisfied

customers, this solidifies eBizDocs' status as a trusted dependable leader in the document management industry.

Responding Responsibly

Covid-19 proved to be a game changer for eBizDocs, presenting numerous new and unique challenges. Before the state ordered shutdown, Howard and Jason acted immediately when there was word of potential exposure to an employee. Sending everyone home (with pay) and implementing new sanitation guidelines were their top priority.

In addition to new sanitation policies, 6-foot Plexiglas partitions were installed between workstations to provide additional employee protection. Howard and Jason believe when you take care of the people (customers and employees), the rest will fall into place.



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Leveraging Expertise

eBizDocs leveraged its expertise in using document management as a pivotal means to support virtual workers. eBizDocs' solution for providing "INFORMATION at your fingertips" allows workers to remain productive from anywhere at any time.

Many businesses and organizations discovered using eBizDocs' premier digital transformation solutions helped them survive the most challenging periods of the Covid-19 pandemic. These and other technologies will continue to pay an increasingly important role in the future.

Delivering Value

While specific plans are company confidential, eBizDocs growth strategy includes staying focused on its core offerings to help new and existing customers advance towards making a successful digital transformation. This strategy remains true with the company's mission to deliver value by eliminating clutter, bringing organization, and automating the flow

of unstructured information for its customers.

Strong Business Ability

For over 20 years, eBizDocs built customer trust and demonstrated its ability to grow by delivering innovative solutions without jeopardizing quality or customer satisfaction. Being in the top 10 trusted document management solution providers, eBizDocs demonstrates its distinct leadership in the industry. **B**



AWARDS AND RECOGNITIONS

- Albany Executives Association- Executive of the year (Howard Gross)
- Ethos Executives- President 2017-present; (Jason Abare)
- Albany Regional Chamber of Commerce- Corporate Partner of the Year
- Best Buddies Champion of the Year (Howard Gross)
- Capital Region Chamber of Commerce- Corporate Partner of the Year
- CIO Review- Top 20 DMS Solution Provider
- Business Review- 40 under 40 (Jason Abare)
- Government Technology- Best Solutions Award from the NYS CIO
- Kodak Alaris- Top 20 US Reseller
- New York State Industries for the Disabled- Corporate Partner of the Year
- PSIGEN- Partner of the Year
- AIIM ECM & Capture Practitioner (Jason Abare)
- Rensselaer County Chamber of Commerce- Small Business of the Year
- New York State Industries for the Disabled, Inc. (NYSID) - Corporate Partner of the Year.