

Howard

Gross

*Pursuing Ambitions
with Realistic Actions*

It is one thing to have high ambitions, but it requires being realistic and taking the necessary actions to achieve those ambitions. Pursuing the path of entrepreneurship has its challenges. However, the passionate leaders who follow this path are prepared to crossover the hurdles and eventually make their mark in the industry. Such is the story of **Howard Gross, President and CEO at eBizDocs.**

Howard leads his organization to be the best in the content management industry. eBizDocs is a premier electronic content solutions provider that provides cloud and premises software solutions, paper and microfilm conversion, scanner sales, and process consulting services. With a strong commitment to quality and service, it has been a center of excellence since its inception in 1999.

eBizDocs is an award-winning electronic document management service provider committed to helping companies, state agencies, local governments, and other organizations find electronic solutions to otherwise inefficient record management systems.

Following Direction of Moral Compass

After earning his computer science degree, Howard Gross entered the workforce as a financial systems manager. While it provided financial stability, it fell short of satisfying his burning desire to start his own business. The next few years were a blur for Howard. While completing his MBA, Howard became more focused on becoming an entrepreneur. Motivated by a big dream and high expectations, he broke down the big dream into realistic and achievable steps. The initial steps were somewhat scattered, but he eventually found the path once he allowed his moral

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Howard Gross
President



compass to take the lead. In this journey, putting the customers' and employees' needs first proved to be a valuable and critical lesson for him.

Overcoming Challenges with Hard Work

eBizDocs faced the same challenges any new business must overcome, like finding customers, hiring great employees, and managing cash flows. It had to find a critical balance between taking care of the company's customers, generating positive cash flows, investing for growth, and building a second-to-none workforce. While it was hard work, it formed the foundation of who eBizDocs is today.

Having Core Values as Guiding Light

eBizDocs analyzed what made its first 20 years of being in business possible. It discovered a few incredibly important Core Values that form the foundation of who it is.

Integrity, Agility, and Support are the Core Values of eBizDocs.

These Core Values are the true representation of what eBizDocs believes and are the foundation of acceptable behavior across the company. From the CEO to the newest team member, Core Values drive its culture and how others view eBizDocs.

These three words describe the essence of eBizDocs. They represent the company's strengths that differentiate it from the competition and are a beacon in the community. Everyone at eBizDocs carries these Core Values as their guiding light and they are the blueprint for the perfect employee.

Ensuring Stronger Employee and Customer Satisfaction

eBizDocs' workforce supports the disabled community, and it offers the flexibility to empower and provide an environment where enthusiastic team members can reach the peak of their ability. Coupling its core values with tremendous flexibility results in stronger employee and customer satisfaction.

eBizDocs' workforce flexibility also led to several awards and recognitions. The New York State Industries for the Disabled, Inc. (NYSID) named eBizDocs as its Corporate Partner of the Year, citing its inclusive business culture that pairs workers, who have physical and mental health challenges, with the right job. Best Buddies named Howard Gross "*Champion of the Year*." eBizDocs also works closely with the Autism Society, Veterans Association, and the Arc of Rensselaer County. As a result, people with intellectual and developmental disabilities receive the opportunity for personal growth, development, and participation in the community.

Optimizing the Flow of Information

COVID-19 demonstrated how much technology drives digital readiness, which allows business and life to continue as usual – as much as possible – during a worldwide crisis. eBizDocs leveraged this by helping customers build the necessary infrastructure to support a digitized world and stay current with the latest technology. In certain cases, customers outsourced some of their processes to eBizDocs because they could not justify the cost and effort of implementing the necessary technology themselves. Using eBizDocs' Business Process Outsourcing (BPO) service is an easy way for organizations to leverage technology to gain efficiency and control costs.

Many organizations already possess the necessary technology, but need some assistance maximizing their

investment. eBizDocs offers several professional services to assist businesses in reaching their goals and apply technology to optimize the flow of information across the entire organization. New and existing customers have and continue to discover innovative ways to apply already purchased technology.

Adding Advanced Solutions

eBizDocs sees a strong shift toward organizations needing a partner that brings IT Consulting and Services expertise to the table. eBizDocs' initial offerings were "hands-on" basic document and microfilm scanning services. Next, it added technology-based document management and advanced scanning capture solutions to the portfolio. Today, Professional Services and Business Process Outsourcing (BPO) round out its offerings.

eBizDocs is expanding how its solutions help organizations achieve stronger workflow automation, business process optimization, and system integration. Its goal is to help organizations further automate and integrate existing line-of-business applications with the data and intelligence lying in unstructured data. eBizDocs' other goal is to offer futureproofing by making solutions that are affordable and easily scale with expanding needs.

Being Innovative and Flexible

Howard states that aspiring and experienced business leaders must always innovate and remain flexible. He says, *"There is a marked shift towards a more agile and collaborative style of leadership. Employee input is encouraged and becomes integral to the decision-making process. The rise of remote working is also shaping leadership, where trust and integrity are becoming a significant tenet in the change of leadership. It's important to manage cash flow, marketing, sales, and products. However, these areas have no purpose without customers and employees. Overall, it is your passion for serving customers and employees that gives your business purpose and sustainability."* 

