



## SpringCM Customer Success

# SPRINGCM OVERVIEW



### SPRINGCM FEATURES

SpringCM develops enterprise-class content management software delivered as an on-demand service with fully integrated capture, document management, workflow and business process automation technologies.

With on-demand delivery, SpringCM can have you up-and-running in less than a day. For businesses of all sizes, SpringCM helps accelerate revenue, decrease costs and avoid penalties by automating document processes.

### INDUSTRY LEADERS USING SPRINGCM



### MORE INFORMATION

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## SpringCM: One Application ... A Multitude of Possibilities

SpringCM offers the most versatile document management and workflow Software-as-a-Service (SaaS) solution available at a low total cost of ownership. SpringCM's versatility is, simply put, what makes it the best document management and workflow solution for your business.

Whether you need a document management and workflow solution for accounts payable, marketing, human resources, legal, medical records or anything in between, SpringCM can provide a viable solution for any type of content without costly and extensive customization. Highly flexible and extensible, SpringCM can be leveraged to address additional requirements – ranging from customer-specific extranets to internal departmental needs – while maintaining a low cost of ownership.

### Effortless Implementation

Because SpringCM uses the SaaS model, every aspect of our solution is Web-based. To access SpringCM, your team members simply log into the SpringCM Web site. You won't have to wait for IT to install hardware or software or to worry about any large up-front costs.

And your team members will have access to the same robust document management and workflow solution whether they're working in the office or remotely from Starbucks.

### Breadth of Functionality

SpringCM offers much more than a single repository to store your documents or an innovative approach to workflow and collaboration. We have designed a solution that encompasses the features you need within an intuitive user interface that all of your team members can use without off-site training or an 800-page reference manual. The range of SpringCM's functionality includes many indispensable features:

- Documents aren't limited to Word files or Excel spreadsheets. SpringCM can handle documents ranging from PDFs to images to CAD files.
- All documents include detailed audit trails complete with previous versions available for download.
- Check in and check out ensures that team members are not duplicating efforts or revising outdated versions.
- Delivery options are available for team members, customers and contractors via numerous methods including e-mail, fax and even postal mail.
- Flexible routing and approval enables you to include participants, to assign them responsibilities and to establish deadlines with a few mouse clicks.
- Security settings ensure that only the appropriate people have access to sensitive documents.

# Features Overview

## Capture • Document Management • And Much More

### Capture

We know that your business handles a wide array of documents received in multiple ways. SpringCM can capture all electronic document formats saved on your desktop and print documents regardless of whether they're sent via e-mail, fax or postal mail.

Everything is captured using optical character recognition (OCR), meaning full-text search is available for all of your documents regardless of their capture method. Scanner integration includes the ability to scan paper documents and automatically route them to a specific folder in SpringCM.

### Document Management

SpringCM is more than a secure repository to store your documents. Check out and check in documents to ensure that no one is viewing or editing outdated versions. You can organize your documents with traditional folder hierarchies and metadata to drive the business process to completion.

Reports display detailed document activity for specific users, groups or an entire account within any date range you choose.

### Workflow and Collaboration

Reviewing documents requires common tools for editing and a reliable method for establishing specific deadlines for individuals and the entire project. SpringCM's workflow and collaboration

features enable you to leave "sticky note" comments on documents or use your preferred review method.

Routing and approval alerts a participant when documents are ready for review and automatically notifies the next participant when the reviewed documents are available.

### Delivery

Getting documents into the hands of team members, contractors and customers is only a matter of a few mouse clicks. Delivery methods for electronic documents are available within SpringCM or through your preferred e-mail program

(like Microsoft Outlook). You can also send links to documents located in SpringCM rather than attaching documents in e-mails, saving storage space in recipients' inboxes.

Delivery methods for paper documents include fax and postal mail. You can easily mix and match delivery methods based upon the document formats you need to deliver.

### Administration and Security

Security isn't limited to hosting your documents in a safe environment. SpringCM allows you to set access privileges at the document, folder or user level.

The administrative options to add, manage and delete users are available without expensive customization and so intuitive that any team member in your business can function as an administrator for your SpringCM account.

### And Much More

The SpringCM solution covers every important facet of document management and workflow needs: advanced workflow for complete business process automation; Zone OCR to extract specific areas from forms and place that information into metadata for optimum organization and searching; and tailored solutions through Professional Services.

Please contact us at 877.362.7273 or 312.881.2026 to see how SpringCM can catapult your business into the 21st century.

**"For our purposes, SpringCM has the best and most comprehensive service I've seen — and we're not even using all the capabilities yet. I just keep opening up the discussion for how we can use this great resource that we have."**

— Peggy Ford - Planner for US Sales Support and Training, Avon



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