

Culture of Outstanding Customer Service



Photo by Jim Craven | www.jimcravenphoto.com

MEDFORD, OR – Procare Software creates the world's leading management software for child care businesses. With over 25,000 clients worldwide, Procare has twice as many customers as all the other software packages for childcare operations combined in the world!

Owner Jeff Blum chose to move his business and family from Texas to Southern Oregon more than 20 years ago because of the great climate, recreation and quality of community life. While the communities of Southern Oregon bustle with arts, sports and recreation, they still have a small-town, family-oriented culture. The region's friendly "helping hand" culture is captured in Procare's amazing customer service that has taken them to the top of the world-wide market.

by Heather McNeill

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*"Between the
rain in Portland,
and the heat in
Sacramento,
we have the
perfect climate
in Southern Oregon."*

- Jeff Blum, President

Culture of Outstanding Customer Service

Procare Software creates the world's leading management tools for child care businesses. They outgrew their office space again, and rather than move out of Southern Oregon, owner Jeff Blum chose to build their new corporate headquarters in the heart of historic downtown Medford because Southern Oregon has everything their business needs to thrive. The quality of life in Oregon's Rogue Valley, combined with a community-oriented culture, creates a productive corporate atmosphere that Blum feels can't be beat.



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Jeff grew up in the rainy Willamette Valley near Portland and graduated from Oregon State University, before beginning a career in chemical engineering that took him to Texas. There, in 1984, his programming hobby turned into a viable concept for creating software for the child care industry. In 1991, with a successful business model already growing, he chose to move his family and business to the Pacific Northwest. Blum relocated Procare Software to sunny Ashland, Oregon, choosing it for the amazing quality of life and the overall small-town culture of helping others.

Blum loves the Rogue Valley and isn't shy about it. "What kinds of natural disasters do we have here? Tornadoes? No. Hurricanes? No. Major Floods? No. Blizzards? No."

Southern Oregon is halfway between rainy Portland and hot Sacramento. The Mediterranean climate of Southern Oregon and all the recreational opportunities make for a great quality of life for Blum's family and his employees. He enjoys small-town family life, playing golf, boating, hiking, fishing, hunting and skiing. Being in a location where employees love their life and aren't troubled by difficult commutes or an outrageous cost of living, means they have more focus for their work. Jeff believes that at Procare, his employees' satisfaction with their whole life, not just their work, has led to outstanding tenure at the company. His team of 40 has an average of 10 years on staff.

Having thousands of small business clients around the world, Procare's first and foremost goal is to provide the best products and service for their clients. The child care industry is dominated by local 'mom and pop' companies, so Procare Software's corporate attitude toward community is an advantage when it comes to their customer base. No matter where they are located in the world, each child care business is dedicated to serving their 'smallest' clients, so it's critically important that Procare provides that same level of service for their customers as well.

While the communities of Southern Oregon bustle with arts, sports and recreation, they still have a small-town, family-oriented culture. The good neighbor ethic of helping when and wherever possible is practiced in Southern Oregon and it's a business advantage. Jeff encourages employees to bring their children's fundraising and causes to Procare. The staff's children make their fundraising pitch at the Procare office. Through them, Procare supports local youth sports, the arts and school programs while giving the youth a valuable lesson in supporting their community. Jeff's business benefits from Southern Oregon's strong ethic of service, and in turn, Procare Software believes in doing their part to give back to the community.



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