

PLATFORM | EBOOK

DISCOVER HYLAND

An introduction to our content services platform



Hyland®

TABLE OF CONTENTS

(click to jump to a chapter)

3 Introduction

5 What we do

- Top-shelf content services
 - Capture
 - Content management
 - Process automation
 - Customer communications management
 - Collaboration
 - Case management
 - Reporting and analytics
 - Search
 - Retention and records management
- Expertly tailored industry solutions
- Department solutions
- More ways to leverage Hyland technology

28 How we do it

- Platform strengths
 - Simplified integration
 - End-to-end security
 - Intuitive configuration
 - Flexible deployment
 - Expert services

32 Why we do it



INTRODUCTION

You invest in a solution.

But you also get a platform with transformative power.

We all know this general truth: organizations that don't innovate will struggle to thrive. If you're the type of organization that sees content as the valuable resource it is, you know you need to not only manage it, but also use it effectively. Hyland is here for you as a partner and a leading content services platform provider to help you do that. But there's one important thing you need to know about us:

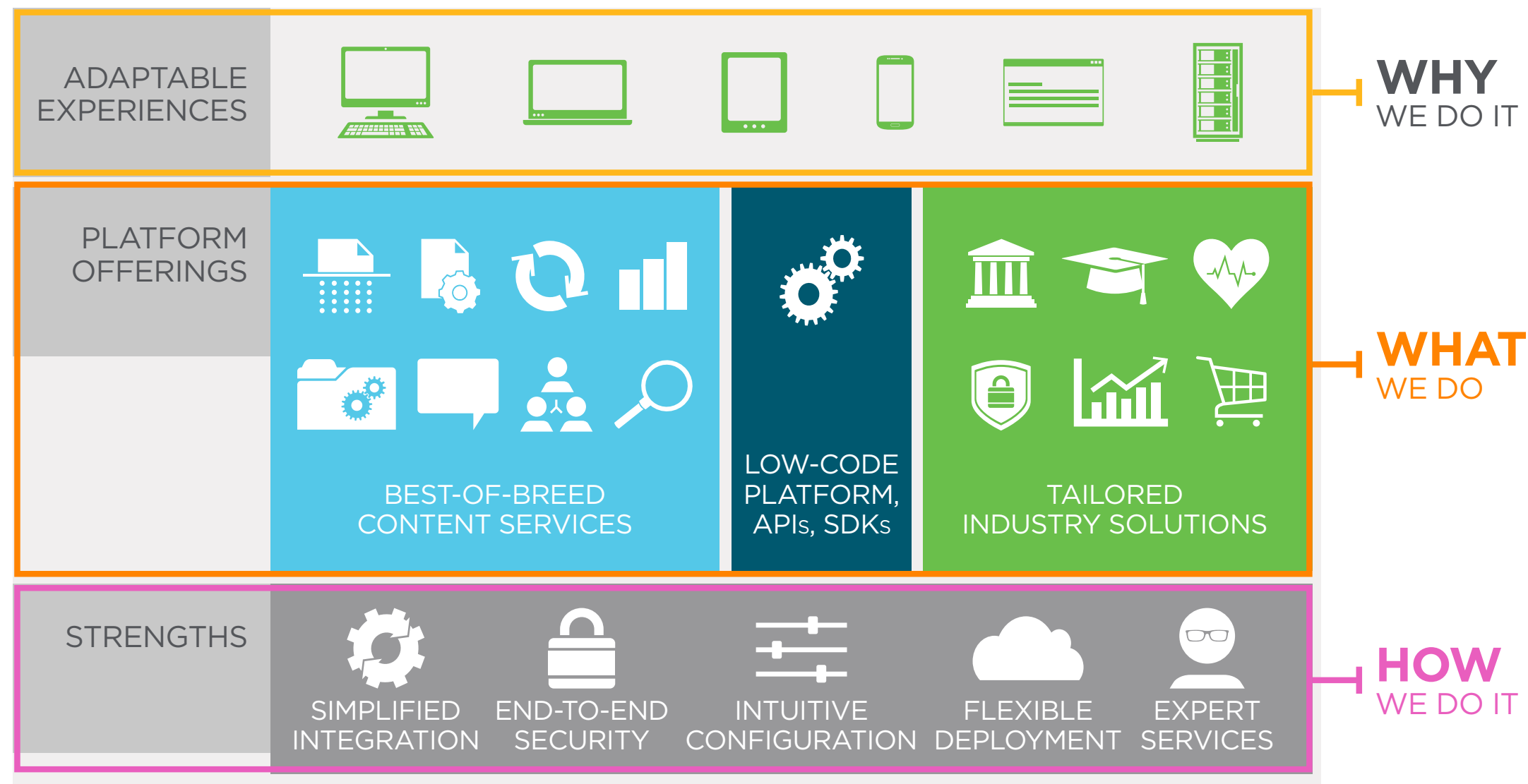
We're not the solution — you and your employees are. We simply hand you the tools you need in order to create exceptional outcomes.

Hyland's content services platform improves your business processes by making your content universe more user-friendly, connected and compatible with modern-day business. Our platform enables solutions designed to work for your industry, and our industry experts can help you leverage best practices to get started on the right foot. Hyland focuses on delivering solutions that are:

- Expertly tailored to your needs and industry
- Intelligently automated so your team can focus on high-value work
- Agile and adaptive to support your evolving requirements
- Low-code and configurable without a developer's background
- Deployed in the cloud or on premises
- Designed for streamlining workflows and business processes

Class begins: Welcome to Hyland 101

In this guide, we've outlined what makes Hyland's platform so powerful for our customers. From a range of content services capabilities, to our platform strengths, and even to the importance of making our customers' content-centric experiences delightful, this overview will set you up to understand Hyland's offerings and what it means to put our platform to work for you.



WHAT WE DO: TOP-SHELF CONTENT SERVICES

More than half of **2019 Fortune 100 companies** leverage the **Hyland platform.***

*Information confirmed January 1, 2020



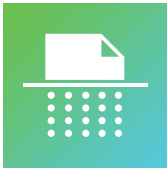
CAPTURE

GAIN CONTROL OVER INCOMING INFORMATION

No matter where your documents are located or what format they come in, your Hyland solution can capture them right at the source and organize them — and the data they contain — into a single system with minimal human interaction.

That’s how Hyland puts your data to work: No more lost content, no more time wasted on manual entry.





CAPTURE

BENEFITS

- ✓ Improved data accuracy
- ✓ Improved process efficiency
- ✓ Reduced costs
- ✓ Improved information security
- ✓ Improved employee satisfaction

KEY FEATURES

Document capture

Digitize your paper documents with a variety of capture options, including mobile capture, high-volume batch scanning and capture directly from multi-function devices (MFDs).

Electronic capture

Emails, PDFs and Microsoft Office documents are just some of the digital documents that Hyland can capture and automatically connect to other key content and processes.

Data capture

Need to get key data out of your digitized documents? With automated intelligent data capture, you can extract, classify and validate important information, and distribute the data to the people and business applications it needs to reach.

“ With Brainware for invoice capture in place, we’re handling automation for up to 50 fields on an invoice, finding every field and validating every field on a document.”

Simeon Weibler
Senior Project Manager
Siemens Global Shared Services

SEE CAPTURE IN ACTION

Coop Group, Switzerland’s largest retail and wholesale company, was struggling to process the high volume of invoices coming in. With OnBase, Hyland’s enterprise information platform, implemented, Coop can accurately and automatically both capture data directly from invoices and have it entered into its enterprise resource planning (ERP) application.

[Read the full success story here »](#)

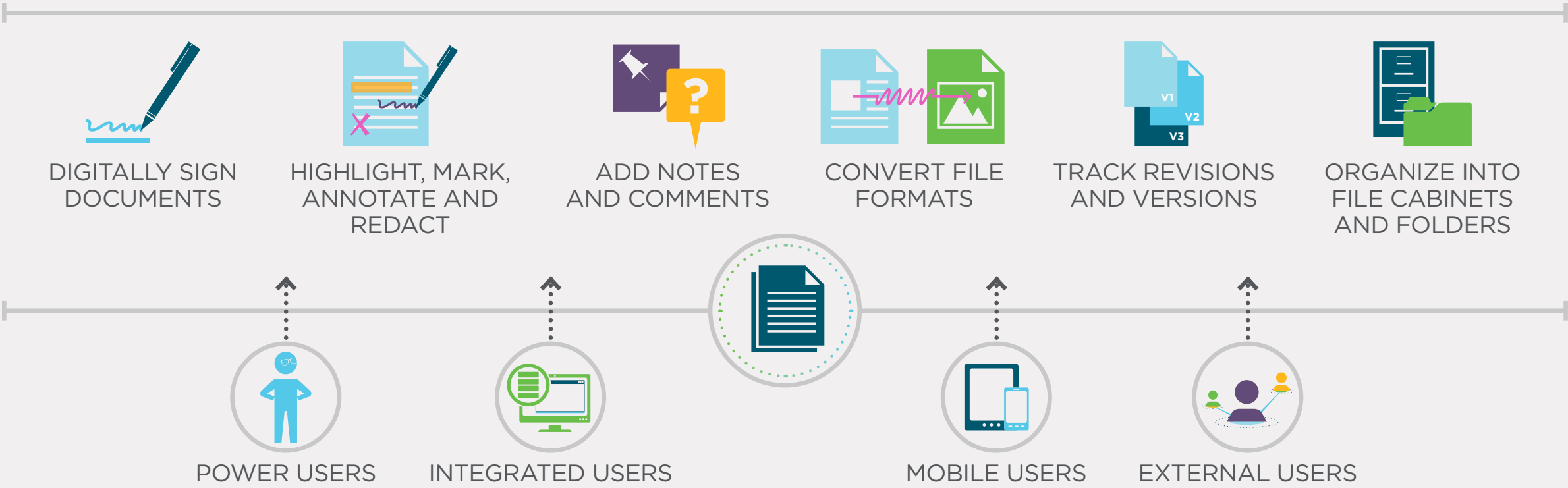


CONTENT MANAGEMENT

PROVIDE CONSISTENT ACCESS TO ACCURATE INFORMATION

Hyland simplifies how your users interact with the information they need by keeping it organized and accessible so they can focus on getting their jobs done, instead of managing folders and filing cabinets.

When you deploy Hyland’s smart, efficient content services platform, you’re freeing up employees to do what you hired them for: contribute thoughtful, strategic value.





CONTENT MANAGEMENT

BENEFITS

- ✓ Improved information findability
- ✓ Improved information security
- ✓ Reduced compliance risk
- ✓ Streamlined workflows
- ✓ Maximized value of data

KEY FEATURES

Version control

Frustration abounds when multiple versions are floating through your content universe. For professionals in any industry, it’s important that your core system can manage revisions to ensure users access the most current content.

Annotations

Allow your users to interact digitally with content by using notes, electronic signatures, stamps and other markups that can be simply applied, found and processed.

Digital signatures

Forcing customers or partners to use a fax or put a document into the mail because you require a signature doesn’t do much for the customer experience. With digital signatures, you can eliminate that hassle, secure document distribution and keep the workflow moving.

“ OnBase provides our project team members in the field with remote access so they can find documents needed for their project instantly. Now we have assurance that they always have the most current versions of drawings.”

Amy Roberts
Document Control Manager
G.A. West

SEE CONTENT MANAGEMENT IN ACTION

College of DuPage, a 30,000-student school in Illinois, wasn’t able to keep up with all the documents and student communication required to stay competitive. It chose to implement Hyland solutions, including Perceptive Content, to intelligently manage workflows and deliver better value to students. It also experienced a 60 percent decline in transcript evaluation time.

[Read the full success story here »](#)

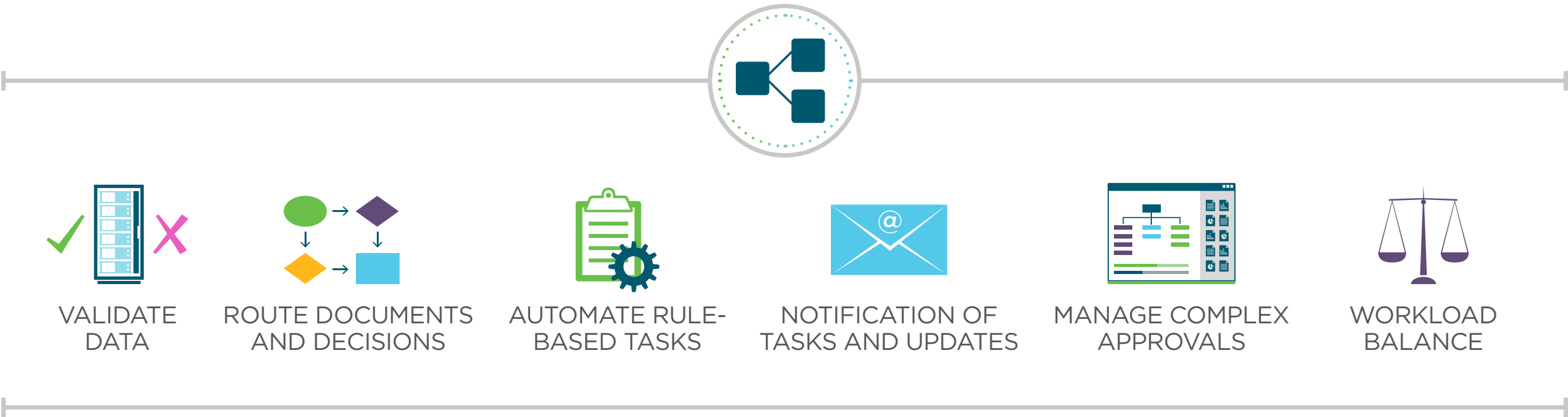


PROCESS AUTOMATION

MAKE YOUR BUSINESS PROCESSES BETTER, NOT JUST FASTER

Quality, consistency and employee empowerment drive the value behind intelligent automation. Your organization likely has structured processes that can be mapped on a flowchart (the ones with predictable steps and outcomes), and these can be optimized and automated while delivering meaningful exceptions to the right people.

That’s smart automation, and that’s where Hyland can make a difference.





PROCESS AUTOMATION

BENEFITS

- ✓ Accelerated business cycles
- ✓ Improved productivity
- ✓ Reduced errors and re-work
- ✓ Improved information security
- ✓ Improved workforce utilization

KEY FEATURES

Workflow and approvals

An automated workflow — with simple configuration as needed — streamlines processes and increases high-value work time for your employees. Smart process automation allows you to easily configure and deploy rules-based automated workflows, notifications and approval processes.

Ad-hoc tasks

When a fixed workflow isn't an option, leverage ad-hoc tasks to dynamically surface relevant tasks to users based on business rules. This simple workaround allows you to deploy a solution for a specific task, even if it's a one-time adjustment.

Robotic Process Automation (RPA)

RPA has become a bit of a sweetheart in the smart technology sector. RPA allows your organization to automate manual, rule-based, high-volume and repetitive tasks where human touch does not add business value.

“ We created efficiencies, increased accuracy and lowered costs through structured processing. This allows us to continue to move quickly to provide great service to our members.”

Heather Lally

Vice President of Operations
Alliant Credit Union

SEE PROCESS AUTOMATION IN ACTION

Kansas City Life Insurance, despite having claims and policy management systems in place, was suffering blows to its agent and customer satisfaction because of sluggish work processes. The company turned to OnBase, Hyland's enterprise information platform, to automate its processes. With deployment, 80-90 percent of its team processes were automated, and the company saved \$3 million in cost-savings.

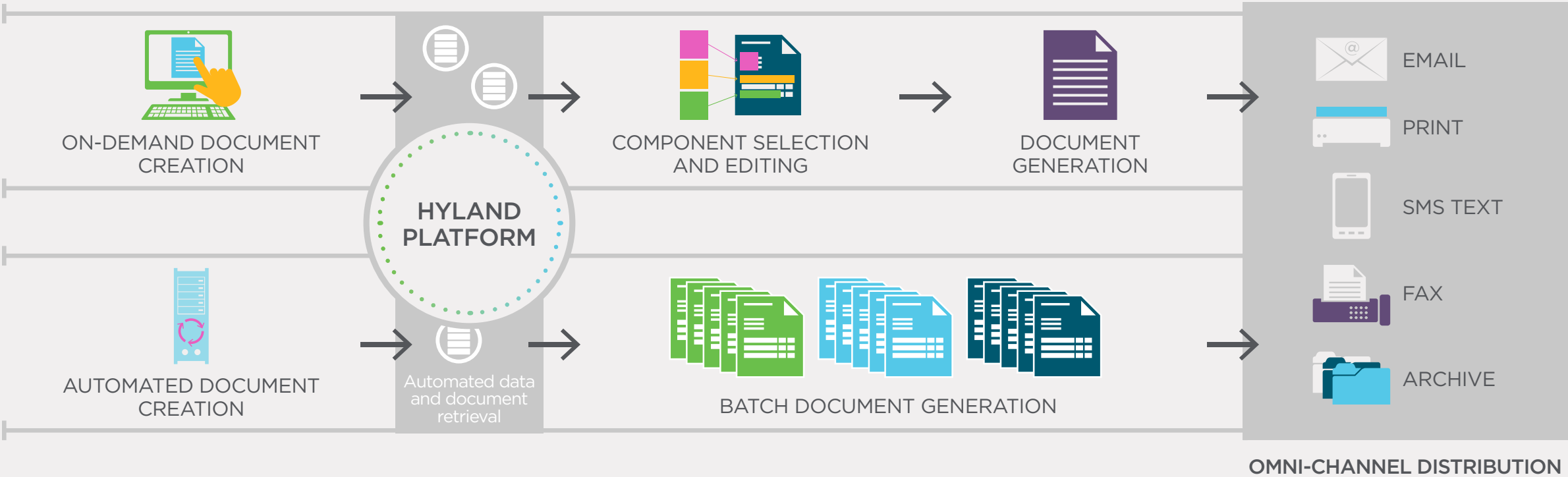
[Read the full success story here »](#)

CUSTOMER COMMUNICATIONS MANAGEMENT

TAKE THE HASSLE OUT OF CUSTOMER COMMUNICATION

Successful organizations make clear communication a priority, both internally and with customers. In today’s customer-centric environment, industry leaders know they need to embrace powerful technology tools for customer interactions. We all know business is built on relationships, and that means every business process needs to be driven back to basics: excellent communication.

That’s why Hyland products invest in the power of good communication — it’s how we connect, move forward and thrive.





CUSTOMER COMMUNICATIONS MANAGEMENT

BENEFITS

- ✓ Improved customer satisfaction
- ✓ Reduced processing time
- ✓ Improved accuracy
- ✓ Improved consistency and compliance
- ✓ Reduced costs

KEY FEATURES

Intuitive design

Your employees have more important things to do than learn another completely new system. Hyland’s customer communications management solution offers familiar controls and easy-to-configure templates to standardize communication types.

Integrated document creation

In the age of the customer, relevant personalization of customer communication is imperative. Through integrated document creation, you can dynamically pull data from multiple source systems to create truly personalized communication.

Multi-channel output

Easily accommodate your customers’ communications preferences. Hyland gives you the flexibility to publish or export communication in multiple formats.

“ Our previous automated merge process literally took hours to perform every night. It was extremely slow. With Content Composer, these notices — and we’re talking anywhere from 2,000 to 3,000 at a time — get finished in a matter of minutes.”

Casey Greenwood
IT Supervisor
State of Montana
Department of Labor and Industry

SEE CUSTOMER COMMUNICATIONS MANAGEMENT IN ACTION

The Montana Department of Labor and Industry had critical communication problems: Its mail system was outdated, and important processes like delivering unemployment insurance were cumbersome and inefficient. The department brought on Content Composer, Hyland’s customer communication management solution, and saw its team go from waiting hours for the automated merge process to finish, to just 10-15 minutes.

[Read the full success story here »](#)



COLLABORATION

ENABLE SHARING AND COLLABORATION WITHOUT SACRIFICING CONTROL

Business doesn’t happen in a bubble. Whether you’re collaborating with far-flung co-workers, patients, non-governmental employees or customers across any vertical, you need simple, intuitive, easy-to-use ways of sharing that are also secure. The right technology removes hurdles from a process that can be frustrating or even “unbelievable in this day and age” — a phrase no one wants to hear about their organization.

Hyland’s solutions make collaborating just as easy as your partners think it should be.





COLLABORATION

BENEFITS

- ✓ Increased productivity
- ✓ Improved information security
- ✓ Improved process efficiency
- ✓ Reduced compliance risk
- ✓ Improved user experience

KEY FEATURES

Cloud-based

Whether your current technology infrastructure is cloud, on-premises or hybrid, adding cloud-based document sharing and collaboration is simple and will allow your organization to enjoy scalability, security and accessibility while retaining full ownership and control.

Collaboration tools

Sharing and collaborating on content internally and with partners and customers is a daily reality for most organizations. The Hyland platform provides intuitive collaboration tools so your users can easily make edits and comments or create and assign tasks for shared files, all the while maintaining a complete view into the shared content and associated activity.

Encryption and audit trails

Of course, information security and compliance are always a top priority. The Hyland platform provides end-to-end data security, extensive access controls and complete logs of user activity including sharing, access and changes. We don't want our users to ever cringe at the idea of an audit again.

“ Our staff learned how to use ShareBase very quickly, and users find the solution extremely convenient, but most importantly, it's easy to use for the person on the receiving end. This digital exchange of information has helped improve security and accelerate processes on both ends.”

Julie Richer
IS – Applications Analyst
Fulton County Health Center

SEE COLLABORATION IN ACTION

Ohio's Fulton County Health Center relied on paper more than it liked and was spending more of its budget on toner and postage than it wanted to. When it deployed ShareBase, Hyland's cloud-based document sharing and collaboration platform, it decreased those costs, could securely send digital files to external recipients, and enhanced the complete view of the process to users.

[Read the full success story here »](#)



CASE MANAGEMENT

EFFECTIVELY MANAGE DATA, TASKS AND ACTIVITIES SURROUNDING CASES AND OTHER INFORMATION-DRIVEN PROCESSES

To thrive in today’s business environment, your workforce needs solutions that support the dynamic and often unpredictable processes involved in real-world operations. By offering a single platform to manage data relationships, documents and processes, Hyland’s case management solutions empower employees to effectively manage cases and make better business decisions by presenting a complete view of all the information they need.

That’s the power of Hyland: The platform serves up the content your employees need to make improvements and deliver exceptional work.





CASE MANAGEMENT

BENEFITS

- ✓ Improved process standardization
- ✓ Increased productivity
- ✓ Reduced compliance risk
- ✓ Improved view into the process
- ✓ Improved customer experience

KEY FEATURES

Data, content and process management

Help your employees manage data and processes while adhering to your organization’s best practices. Hyland’s case management solutions standardize best practices, automate repetitive tasks and manage supporting information and documents with a single solution.

Collaboration

Cases often require participation of multiple users inside and outside your organization. When the need arises, Hyland case management solutions make it easy to facilitate user collaboration through notes, threaded discussions and history of activity surrounding a case.

Reporting and auditing

Comprehensive dashboards and easy-to-follow audit trails are the gold standard for case management. These Hyland tools increase transparency and support compliance through their comprehensive and thoughtful design.

“Advisors now have one place to go for all student information. They also have access to all related documents — giving them a quick synopsis of each student.”

Tracy Weber
Manager, Document Management
University of Notre Dame

SEE CASE MANAGEMENT IN ACTION

Grinnell Mutual Reinsurance Company had a 100-year-old tradition of service excellence, but the times were catching up, and its claims and underwriting departments were suffering from silos. Already a user of Hyland’s OnBase enterprise information platform, Grinnell created its own case management system using point-and-click configuration within the solution. The change brought 360-degree views to all parties and revived the focus on customer service.

[Read the full success story here »](#)

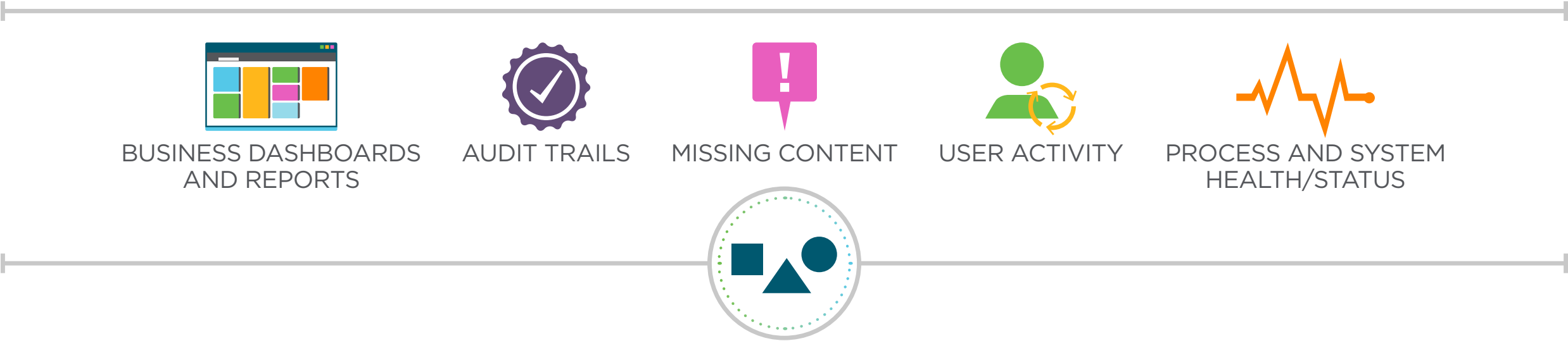


REPORTING AND ANALYTICS

GAIN VISIBILITY INTO CONTENT AND PROCESSES WITH ACTIONABLE INSIGHTS

The ability to monitor, report on and then optimize your key processes and work streams is key to continuous improvement. Without comprehensive insight into your processes, system and user actions, you risk both inefficiencies and compliance oversights. Your content needs to be visible, you need to be able to complete real-time reporting and analytics — including interactive dashboards and audit trails — and all your content-related services need to function seamlessly with your other systems.

The complete view you need to get the job done right — and prove it. That’s Hyland at its best.



CONTENT-SPECIFIC AND CONTENT-INCLUSIVE



REPORTING AND ANALYTICS

BENEFITS

- ✓ Improved decision making
- ✓ Improved business processes
- ✓ Reduced staff disruption
- ✓ Reduced compliance risk
- ✓ Increased productivity

KEY FEATURES

Dashboards and reports

Choose from libraries of pre-built reporting tools or configure your own — the Hyland platform gives your users and administrators visibility into relevant processes and systems.

Audit trails

Audits and data requests happen. Reduce the stress and disruption by leveraging comprehensive audit trails and logs, pre-configuring specialized reports or even providing your auditors with customized views into the data they require.

File completeness reporting

Sometimes it's not about the files you have, but the ones you don't. The Hyland platform makes it easy to identify missing, aging or expired content.

Process mining

Want to take process improvement to the next level? Process mining examines data transaction logs across your systems to help drive improvement and remove bottlenecks.

“Within months after OnBase was implemented, a surveyor showed up unannounced at a regional hospital for a spot lab review. The manager called in a panic, but not only did the audit go fine and quickly, the surveyor was wowed.”

Linda Laskow

Human Resources Director
Alina Health

SEE REPORTING AND ANALYTICS IN ACTION

Priority Health, a Michigan-based health insurer, struggled with manual, paper-based processes, a clunky database and frightful audits. With OnBase deployed, employees could more easily comply with regulations and stay within service level agreement timelines. Additionally, OnBase stores all information electronically, with a fully transparent, auditable trail, making audits a much easier process.

[Read the full success story here »](#)

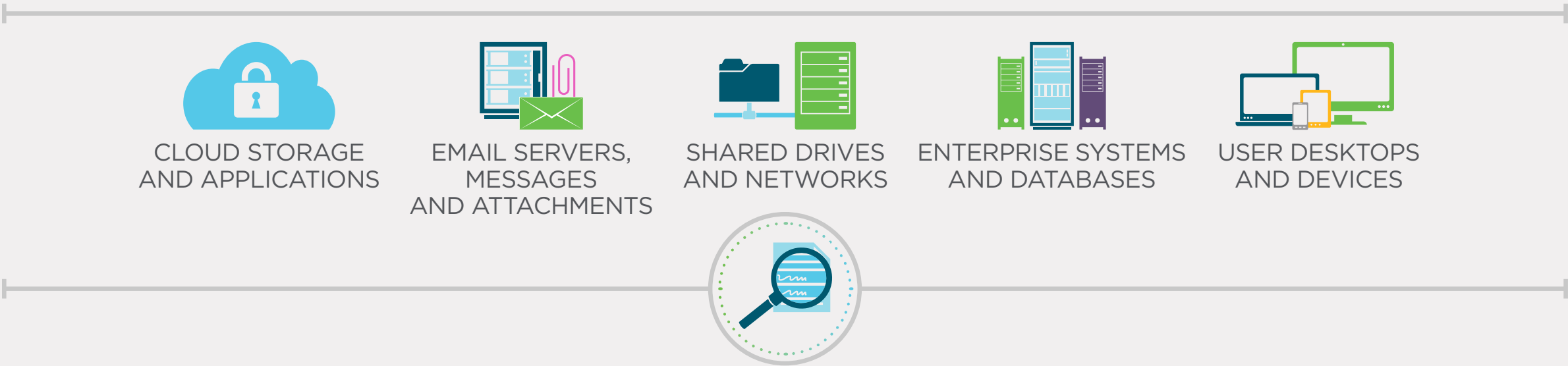


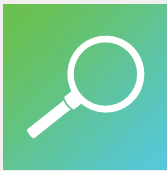
SEARCH

INTELLIGENTLY FIND THE RIGHT INFORMATION ACROSS YOUR ORGANIZATION

With the amount of content most organizations are dealing with, the proverbial “needle in a haystack” is a vast underselling of the challenge at hand — essentially, finding exactly what you need, when you need it, in the massive volume of content within your organization. Aside from sheer volume, there are security walls, formatting inconsistencies, narrow search functionality and accessibility issues to contend with. But, when you have important content, you need to be able to pull it up fast.

No multiple tries, no old versions, no ‘zero results’ when you know it’s in there — just the right content, right in front of you. That’s what you get with Hyland’s high-powered search solutions.





SEARCH

BENEFITS

- ✓ Improved information visibility
- ✓ Reduced knowledge gaps
- ✓ Increased productivity
- ✓ Reduced compliance risk
- ✓ Improved information security

KEY FEATURES

Extensive compatibility

Your users interact with numerous systems and file formats. Now they can search across all of them. The Hyland platform gives your users the power to search text and metadata across hundreds of file formats, systems and repositories.

Intelligent search

The days of exact-word, exact-spelling and exact-file name being the only way to find what you’re looking for are gone. With intelligent search, users can find the right information faster with intelligent query design tools, relevance rankings and contextual filters.

Search automation

Need to monitor for new files or content? Users can save and share search queries and even sign up for automated search alerts so they’re notified when new content matching their query becomes available.

“ Accessing key pieces of information quickly and accurately across millions of documents, multiple systems and formats is an absolute requirement. Enterprise Search has given us a single point of access for accurate and rapid investigative research across structured and unstructured data.”

Deputy Chief Inspector
A major UK police department

SEARCH IN ACTION

A major county police department in England needed a better way of searching a large volume of information that resided across various systems and formats. Hyland’s Enterprise Search solution enabled a quicker response time to requests for information and helped to significantly boost productivity.

[Learn more about enterprise search here »](#)



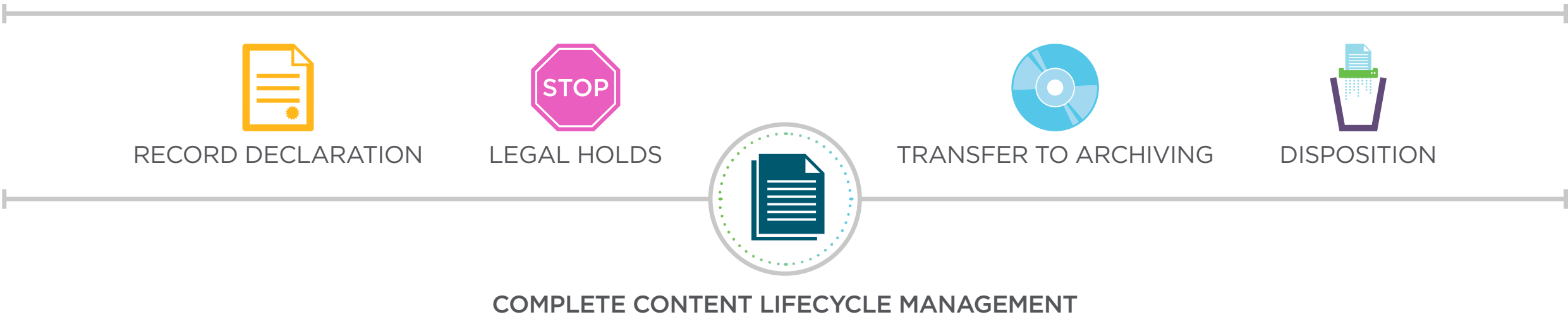
RETENTION AND RECORDS MANAGEMENT

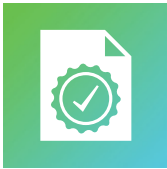
AUTOMATE SECURE RETENTION AND DESTRUCTION OF DOCUMENTS AND RECORDS

Modern organizations consume, create and manage an unprecedented amount of content. Manually managing the information lifecycle at this scale is no longer feasible for businesses with an eye on the future. Failing to automate the data creates operational inefficiencies and unnecessary security and compliance risks — basically, a huge problem for your team and your business.

With the Hyland platform deployed, your content lifecycle is managed from beginning to end, so your staff can concentrate on day-to-day activities rather than worry about fulfilling specific records management and compliance needs.

That's the impact of Hyland: Content management made simple so your employees can get back to business.





RETENTION AND RECORDS MANAGEMENT

BENEFITS

- ✓ Improved regulatory compliance
- ✓ Reduced costs
- ✓ Increased productivity
- ✓ Reduced security risk
- ✓ Improved process efficiency

KEY FEATURES

Complete retention management

Free up your users to focus on day-to-day work instead of manually managing the lifecycle of your documents. The Hyland platform can help you automate all retention tasks including approvals, transfer to storage, legal holds, archival and deletion.

Centralized records management

One of our customers’ common concerns is how to handle retention of documents that are still on paper. With centralized records management, users can manage physical records alongside electronic records, with uniform retention policies and chain of custody.

Defensible auditing

In the modern regulatory environment, being able to prove compliance is critical. The Hyland platform provides defensible audit trails for the entire lifecycle of your records including retention and destruction.

“ Documents generated from our retail PO system that need to be retained for compliance initiatives are now converted to PDFs and imported to OnBase without ever seeing paper.”

Mary Thompson
Manager of Intranet Services
Cracker Barrel Old Country Store

SEE RETENTION AND RECORDS MANAGEMENT IN ACTION

The University of Richmond was working with a legacy system that lacked the record retention and workflow capabilities it needed to continue productively serving its students. With several departments involved in the process, the search for a robust enterprise information platform was critical. Within one day of launching OnBase, the university purged over 500,000 duplicate or unnecessary documents. Within 14 months, OnBase completely replaced the system and had categorized 380,000 required documents.

[Read the full success story here »](#)

Governance Rules as a Service

Want to take retention management to the next level? Consider our Governance Rules as a Service (GRaaS) solution, developed jointly with Iron Mountain®, to automate and simplify knowing, meeting and proving compliance with retention and privacy regulations.

EXPERTLY TAILORED INDUSTRY SOLUTIONS

Your industry, specifically

Your industry has been sharing its challenges with Hyland for 25 years, and we’ve been listening. Thousands of organizations across the globe have used our robust platform and its expertly tailored solutions to treat its pain points and meet industry-specific requirements. Hyland leads the way in setting the pace for change by listening to your needs and recruiting subject matter experts from within your industry to direct our platform development. Our goal is to not simply be a software provider, but a trusted partner in delivering outstanding products and services — both now, and in the future.

We know that no two industries are alike. That’s why we devote massive bandwidth to developing top-shelf solutions by vertical in addition to foundational solutions.

Here are just some of the industry-specific solutions we offer.



INSURANCE

- Property and casualty
- Life, health and annuity
- Third-party administrators



HIGHER EDUCATION

- Enrollment management
- Advancement and athletics
- Senior administration
- Business office



HEALTHCARE

- Health information management
- Clinical
- Patient access
- Patient financial services
- Health Insurance




GOVERNMENT

- Justice and public safety
- Health and human services
- Planning and public works
- Finance and administration



FINANCIAL

- Banking
- Wealth management
- Credit unions
- Lending



OTHER INDUSTRIES

Hyland’s robust content services platform is also leveraged with great impact in:

- Arts and entertainment
- Construction
- Manufacturing
- Mining
- Oil and gas
- Retail
- Transportation
- Utilities
- Wholesale distribution

DEPARTMENT SOLUTIONS

Hyland is also a trusted solution provider for those areas of your organization that are less industry-specific, like human resources (HR), accounts payable (AP) and contract management, just to name a few. Here, Hyland’s expertise can help you streamline day-to-day workflows and accelerate business processes.

Hyland’s platform has your back office covered, too.



ACCOUNTS PAYABLE

- Approval management
- Dispute resolution
- Invoice capture
- Invoice processing
- Vendor management



ACCOUNTS RECEIVABLE

- Billing
- Credit and collections
- Dispute resolution
- Payment processing
- Proof of delivery
- Sales order processing



HUMAN RESOURCES

- Employee file management
- Employee onboarding
- Employee relations
- Employee offboarding
- Policies and procedures



CONTRACT MANAGEMENT

- Amendments
- Approval and signatures
- Authoring
- Collaboration and review
- Contract requests
- Expiration tracking
- Obligations management



OTHER PROCESSES

- Engineering change management
- Facilities management
- Procurement and purchasing
- Quality and process control
- Work order management

MORE WAYS TO LEVERAGE HYLAND TECHNOLOGY

In addition to the many tailored solutions, Hyland also offers a range of application development tools, from point-and-click configurable forms and workflows to Application Programming Interfaces (APIs) and Software Development Kits (SDKs) that allow you to enhance your applications with our industry-leading technology.

LOW-CODE PLATFORM

No one knows your business and your processes better than your employees. This is why Hyland makes it easy for our customers to build applications that are just right for them, using our proven technology.

Build versus buy: You now have another option

Hyland's configurable platform allows you to take the conversation beyond build versus buy. This is something many of our customers take advantage of, and they do it because it's easy. Hyland provides a low-code rapid application configuration platform that minimizes the need for costly custom coding and multiple point solutions from different vendors. With low-code tools, you can:

- Leverage options like radio buttons, checkboxes and drop-down menus to configure applications.
- Replace aging database applications like Access and Lotus Notes while filling in the functionality gaps that exist between your line-of-business systems.
- Empower your IT staff while supporting a spectrum of content-enabled solutions across your organization on one platform.
- Capture information first, then perfect your applications over time by identifying patterns and areas of improvement.

Hyland's low-code rapid application configuration platform minimizes the need for costly workarounds and multitudes of vendors. Taking a low-code approach to building applications helps streamline your overall IT environment, minimizing application sprawl and negating the need for business departments to procure and implement disconnected point solutions.

DIVING DEEPER: WEB SERVICES, APIS AND SDKS

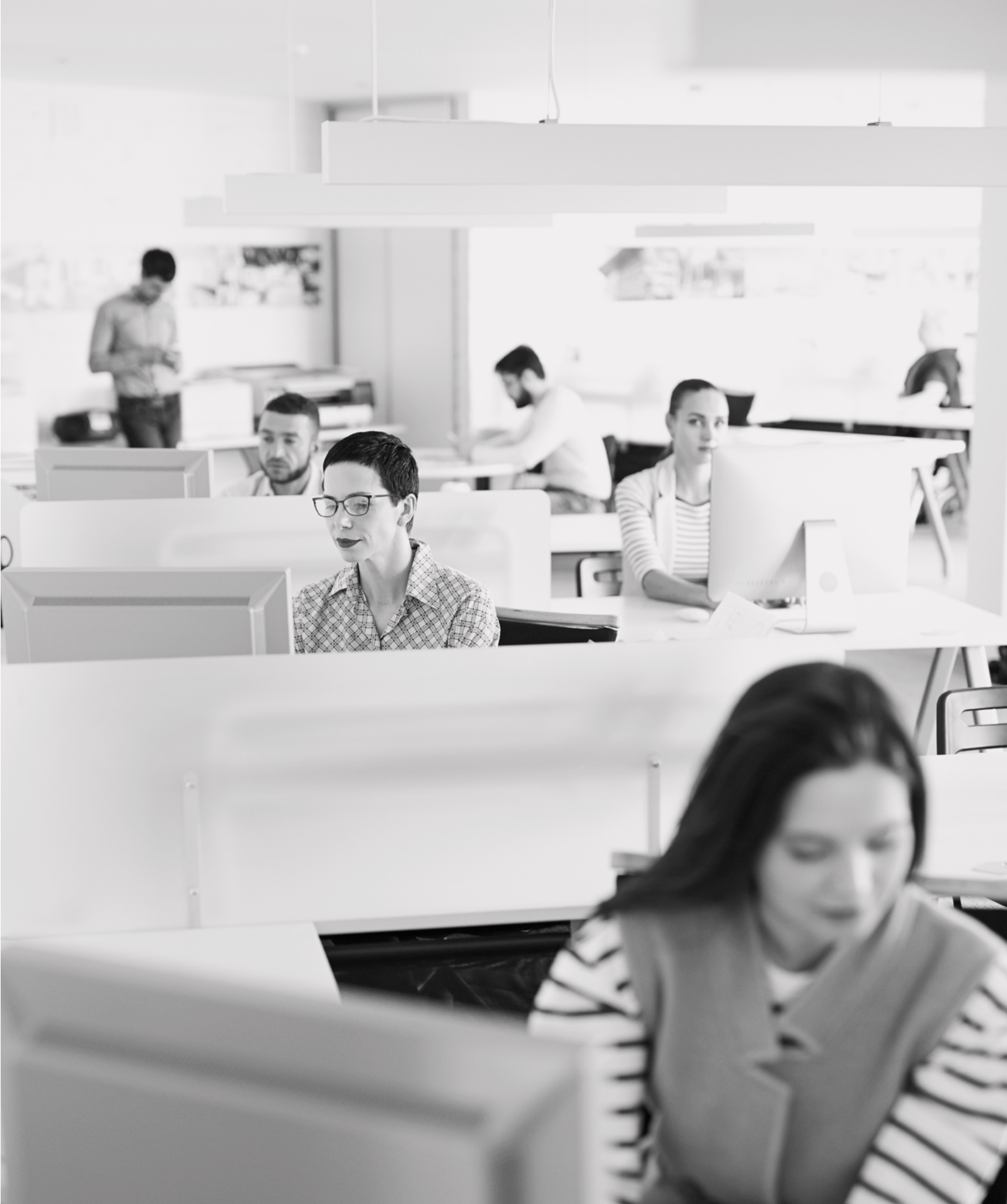
Have an existing application that could be enhanced with Hyland's leading content services? We have you covered:

- **Web Services:** Leverage our "no-code" point-and-click interface to create standard web services that provide access to Hyland functionality for use by external users or third-party applications.
- **APIs:** Leverage our suite of APIs to create your own integrations with Hyland, providing your programmers with access points to documents, processes and more by using industry-standard programming languages.
- **SDKs:** Give your users access to rich content services functionality by embedding Hyland capabilities into your own application.

“The tool is so versatile. Every time I think of something — ‘you know, it’d be really cool if I could do this in OnBase studio’ — and I go to look, and it’s already documented. Hyland has already thought of it. I don’t have to do custom coding.”

Barbara Ebel-Langdon
Senior App Dev Analyst, OnBase
Priority Health

When you partner with Hyland, you not only get the most agile and intuitive content services platform on the market today, you get a company that is invested in helping you overcome your obstacles and meet your goals.





HOW WE DO IT:

PLATFORM STRENGTHS

“ We’re in a relationship business. The bigger and more far-reaching the organization becomes, the more challenging it is to maintain the feel of a community bank that can give answers to customers quickly. Our employees flag this again and again as a benefit that OnBase provides, one that has changed their lives.”

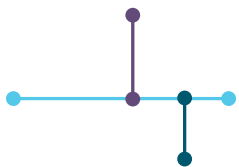
Rich Dutton

Executive Vice President/Chief Operating Officer
Civista Bank

PLATFORM STRENGTHS

SIMPLIFIED INTEGRATION

We know the effectiveness of your business processes relies on connection between the systems and applications that your employees work in on a daily basis. Hyland makes simplicity of integration a priority and offers extensive options to fit your needs.



Pre-built connectors

Hyland offers many purpose-built integrations that help connect your solution to common third-party productivity tools and enterprise applications. Pre-built connectors offer the fastest implementation and full support.



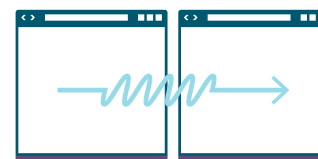
Web services and integration servers

No pre-built connector? No problem! Hyland's integration server ensures an instantaneous, guaranteed exchange of data between your Hyland solution and core systems without requiring programming to an API or relying on error-prone flat-file data exchanges. Additionally, our published web services can provide an easy way for applications to access data from your Hyland solution.



API integration

Hyland's APIs give you the flexibility to create your own integrations. APIs are available for many Hyland offerings, and they support industry-standard programming languages and protocols.



Screen-level integration

Want to integrate with your existing applications without custom coding? Screen-level integration allows you to automate data operations between application windows open on the screen.

END-TO-END SECURITY

Information security is not just a bolt-on feature of Hyland solutions. Our goal is to provide secure software and give our customers the tools and features they need to reduce risk.

- Secure development lifecycle: It all starts with the way we develop and test our software, which is by using the secure development lifecycle methodology to ensure information security is prioritized at every stage of the development process.
- Security policies: Robust security groups give you granular control over access to data based on departments, user roles, document types and a range of other configurable variables.
- Encryption: End-to-end encryption adds an extra layer of protection to your data, so it's protected while it's stored, used or being transferred. This makes it unusable to attackers in case of a breach.
- Redundancy and disaster recovery: Redundant or cloud-based deployment configurations help support business continuity and disaster recovery programs while reducing or mitigating the impact of not only natural disasters, but also ransomware and distributed denial-of-service (DDoS) attacks.

INTUITIVE CONFIGURATION

Hyland solutions are point-and-click configurable, allowing you to use checkboxes, radio buttons and drop-down menus to quickly configure and easily change solutions. That means no expensive, time-consuming and difficult-to-maintain coding or scripting.

FLEXIBLE DEPLOYMENT

If you are like most organizations, you are already using a mix of cloud and on-premises applications. Over the last decade, cloud has really come of age, becoming a viable and frequently compelling option for organizations considering where to deploy their next enterprise solution. The right fit is everything, and Hyland gives you the flexibility to deploy your solution in the way that's best for your organization by working optimally with your other applications and data, whether they are located on-premises or in the cloud.

EXPERT SERVICES

There is no such thing as a one-size-fits-all technology solution. And while we make our solutions easy to configure and customize, we also have a team of industry and solution experts, should you need them. Hyland experts have deployed tens of thousands of solutions to customers all over the world. Our team of professionals will:

- Help you choose the right technology solution for your organization
- Leverage industry best practices to meet the needs of your users and customers, and speed up time to return on investment (ROI)
- Assist with deployment, integration and conversion

Hyland supports a lively and robust online Community, where users can network with other Hyland customers, partners and employees, share feedback and ask questions of subject matter experts. Learn more at Community.Hyland.com.



HYLAND CLOUD

With more than 1,100 customers, 12 billion stored documents and 16-plus years of experience, Hyland Cloud is a proven avenue of deploying your Hyland solution. Deciding to deploy in the Hyland Cloud can provide real business benefits including:

Increased availability and reliability

Having your core data and applications managed in off-site, privately managed data centers can enable business continuity in case of an outage, a natural disaster or cyber attack. Hyland Cloud customers enjoy 99.99 percent availability of data, thanks to aggressive data redundancy and backup protocols.

Meeting location requirements

Many new data privacy and security regulations require that data be stored in specified countries or regions. Cloud deployments enable data to be stored in-region and can also provide faster data access by utilizing the closest data centers. Hyland Cloud leverages multiple data centers on four continents, meeting the requirements of more than 42 countries.

Improved scalability

Storage and computing power requirements can vary depending on the organization’s size, or even seasonally in some industries. A Hyland Cloud deployment makes it easy to accommodate the evolving business needs without requiring you to change your in-house technology infrastructure.

Reduced data security risk

Data stored in the cloud benefits from advanced data protection and physical data center security. Hyland Cloud encrypts data while in use, in transit and at rest, and never commingles your data with that of other organizations. Hyland’s Global Cloud Services team manages Hyland data centers around the globe to provide a reliable and secure environment.





WHY WE DO IT

CREATING TRANSFORMATIVE EXPERIENCES

Having invested over 25 years in helping organizations manage information, we at Hyland know the value of your content comes not from storing it but from using it to move your organization forward, to help your employees work better and to help you service your customers faster.

That’s why we work tirelessly to perfect and provide an industry-leading content services platform — to help you create transformative experiences between people and information.

Whether you interact with one Hyland solution or many, whether you do it on a large screen or a small one, you have the power of the Hyland platform at your fingertips — to create, to improve, to transform, to make a difference in the lives of people.

The solutions are here. The direction is yours to choose.

Get inspired at **Hyland.com**.

Hyland®

Learn more at **Hyland.com**

