



GLOBAL SERVICES OVERVIEW | STAFF AUGMENTATION

# RIGHT RESOURCE; RIGHT TIME

## Expert temporary help for project work enables successful, on-time outcomes

As your implementation evolves over time, it is quite common to have a situation where you've identified an initiative to meet an end goal—and defined a project—but unfortunately don't have all of the staff resources or expertise available at that time to execute on the project.

Should you find yourself faced with a temporary need for Hyland expertise outside of your of your day-to-day team, our Staff Augmentation services are available. We join your team, provide expertise and guidance for your existing or intended Hyland solutions, and keep your initiatives, and the business processes they support, running smooth.

We can supplement your team in the area you need, for as long as you need—whether it is a week, a month or a year.

For the duration of the engagement, your Hyland consultant or team is an extension of your own; you have full control over their tasks and priorities. There's also an entire network of people here at Hyland ready to support them if needed.

It's that simple, and it's powerful.

### OFFERINGS

#### Augment your staff for a defined project or initiative

Rather than hire permanent staff for a temporary need, engage Staff Augmentation services and fill the role with the right Hyland expertise.

Hyland will augment your team with the individual(s) whose area of expertise meets your project requirements, minimizing the risk of costly mistakes or delays. Common niche areas requested for Staff Augmentation include:

- Workflow and WorkView/Case Manager projects
- Upgrades
- Expansions/add-ons
- Advanced Capture or one-time backlog scanning projects

### THE CHALLENGES

- Ensuring you have sufficient staff capabilities to succeed in a critical project or technology initiative for your Hyland solution
- Niche area requirements that fall outside the expertise of in-house teams
- Challenging project time frames require temporary resource reinforcement

### THE RESULTS

- Reduced risk with Hyland experts supporting key niche areas
- Better resource utilization
- Efficient and effective project pace
- Maximized investment in your Hyland solution
- Steady state of business

## WHY HYLAND GLOBAL SERVICES?

- We provide highly trained, certified professionals with the highest commitment to customer service and satisfaction
- We focus on developing your staff, creating technical competence and confidence working with your deployed solutions
- We are flexible in our ability to provide services, remotely and on-site, for as long as you need us
- We leverage the collective experience of the Hyland community to identify and apply best practices to the support of your deployed solutions

## BENEFITS AND FEATURES

### Ensure success with one or more critical projects or initiatives

Every IT project is different. However, it's likely that at some point—even with highly proficient technical staff—you'll seek a resource with specialized expertise with Hyland solutions to provide guidance and answers to difficult questions.

Our Staff Augmentation consultants are a world-class resource. They will not only provide the guidance and answers needed to meet your core objectives, but you can also ensure the most effective methods are being used for optimal performance over time. This type of expertise also prevents delays by identifying potential issues before they happen, effectively keeping projects moving forward.

Hyland's resources will work at your direction based on the tasks you assign. If you need us to help manage the project, we can. If you are looking for guidance and capabilities in a key area, we'll take the lead for that part of the project.

When Hyland consultants are used in this capacity, the approach is intended to be full-time dedication to only your project and organizational needs; however, Hyland will work with you to develop a schedule which best fits your needs and budget.

### Learn by working side by side with the experts

Our goal is to support your efforts and make your team self-sufficient and highly proficient. When you engage our services, you benefit from our collective experience, our proven history, and our honed methodologies, including documented routines.

Our professionals incorporate best practices and utilize the most up-to-date methods to deliver projects on-time, implement solutions and improve user experiences. They also have valuable subtle skills, like understanding how to talk to end users and project stakeholders throughout the organization to encourage useful feedback.

Learn more at [Hyland.com/StaffAug](https://www.hyland.com/StaffAug)

# Hyland<sup>®</sup>