

THE HYLAND GLOBAL PARTNER PROGRAM

An overview of the most rewarding partner community in the content services industry



Hyland™

JOIN OUR FIRST-CLASS COMMUNITY

We only work with the best



We continuously pursue shared success and work hand-in-hand with partners to identify solutions to your customer's toughest problems.

Types of partners

- Value-added resellers (VARs)
- Strategic alliance partners
- Business process outsourcing companies (BPOs)
- Original equipment manufacturers (OEMs)
- Technology partners
- Systems integrator partners

CAPABILITIES FOR YOUR CUSTOMERS' EVERY BUSINESS NEED

Extend your market reach and share with Hyland. We offer industry-leading content services that can be deployed in the cloud to make your customers' content ecosystem more user-friendly, connected and compatible with modern-day business.

Hyland also offers a range of application development tools, from point-and-click configurable forms and workflows to open platforms to Application Programming Interfaces (APIs) and Software Development Kits (SDKs) that allow you and your customers to enhance your applications with our best-in-class technology.

Our capabilities include:

Capture

Allow employees to leverage information the moment it arrives. The sooner incoming content and data is available in key systems and to those who need it, the more efficient employees and processes can be.

Case management

Empower employees to effectively manage cases and make informed decisions by giving them a complete view of all the information they need — in context and on a single platform.

Collaboration

Securely share content, collaborate on documents and extend related processes to individuals inside and outside an organization.

Content and digital asset management

Simplify how users interact with the information they need by keeping it organized and accessible so they can focus on their work.

Customer communications management

With CCM technology, organizations overcome the inherent obstacles of manually assembling and outputting frequently created documents, including individually personalized content.

Business process automation

Eliminate the burden of time-consuming manual tasks, while improving quality, consistency and employee satisfaction, with intelligent automation, including robotic process automation (RPA).

Reporting and analytics

Organizations gain visibility into their content and processes with real-time reporting and analytics, including interactive dashboards and audit trails of all content-related activities to support compliance initiatives.

Search

Enterprise-grade search to help users complete a task, solve a problem or advance a business process more efficiently while helping reduce an organization's information security risk and support compliance.

Retention and records management

Manage the content lifecycle from beginning to end so customers don't have to worry about fulfilling specific records management and compliance needs.

WE'RE AWARD-WINNING

Hyland achieves market-leading growth year after year and is recognized by industry analyst firms like Gartner® and Forrester for our product strengths and satisfied customer base.

- Leader in the 2021 Gartner® Magic Quadrant™ for Content Services Platforms
- Leader in the Omdia Universe: Selecting a Content Services Platform Solution, 2021
- Leader in the Forrester Wave™: Content Platforms, Q2 2021
- Leader in the Omdia Universe: Selecting a Digital Asset Management Solution, 2021-22

WHAT OUR PARTNERS ARE SAYING

Grow your business with support from a community dedicated to your success.



“Hyland listens to how I want to engage my customers. They come up with innovative solutions to complement our thoughts, plans and strategies, and our customer needs. Hyland develops approaches that align perfectly with what we want to offer our customers.”

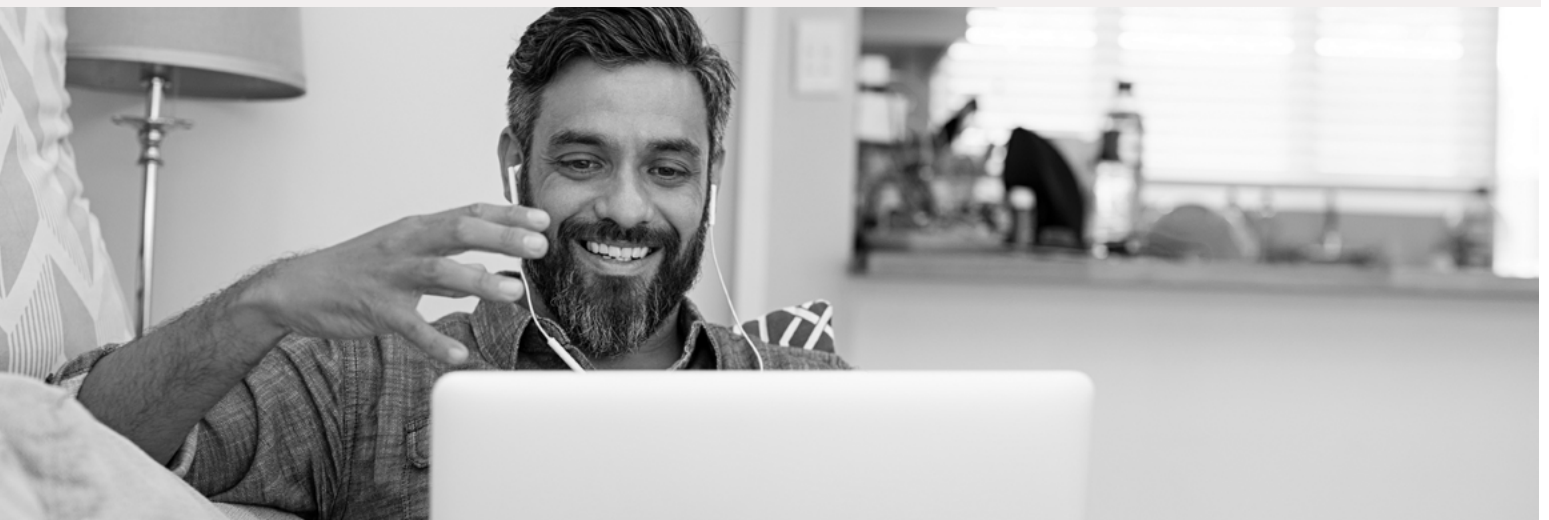
Mike Sole,
Director, Content Services,
LBMC Technology Solutions,
Hyland partner since 2000

“The impact [the partnership] has on our business is huge. I think we have grown, since 2008, over 50 percent in staff and revenue, implementing the Hyland approach and portfolio.”

Patrick van Vulpen,
Manager, Business Development,
Docspro B.V.,
Hyland partner since 2008

“Our partnership with Hyland has provided us access to different customer segments that we previously weren't part of. Our company works with small businesses, but we also work with large banks and corporates, and [this partnership] gives us the ability to have technology that is very accessible to many segments of our customers.”

Mark Grimes,
Managing Director,
Blumark,
Hyland partner since 2016





HOW WE SUPPORT YOU

EVERYTHING YOU NEED

A dedicated team of account managers, marketing experts, specialized industry managers and trainers will help you develop your product and industry-specific solution knowledge. Depending on your needs and the type of partnership we have, our comprehensive partner development programs quickly prepare you to sell, implement and maintain our products.

We want our partners to be successful, and we are committed to that goal. By providing you with the right support through an expert community, we believe you will not only reach your sales targets — but exceed them as well.



24-hour support

Seven days a week, 24 hours a day, partners and customers have access to technical support analysts.



On-demand information

The Hyland Community web portal provides a wealth of product, solution and industry content for your sellers, marketers and technical staff.

Marketing resources

Dedicated channel and regional marketing teams are here to help with your Hyland solution marketing needs. Resources include:

- The Partner Marketing Portal
- Marketing development funds (MDF)
- Strategic planning assistance with demand creation and pipeline acceleration
- Pre-built marketing tools
- Marketing-specific training
- Joint case study and press release opportunities
- Annual partner executive retreat to discuss upcoming strategies and vision
- Annual partner summit to provide solution sales and marketing training

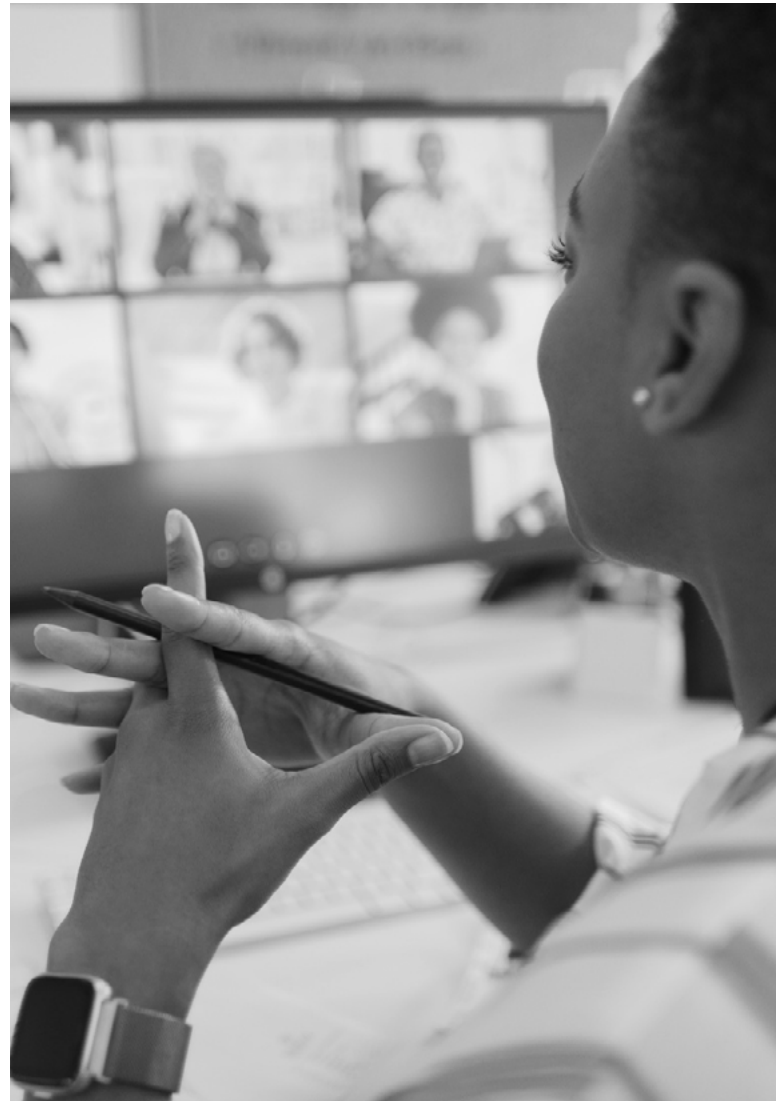
COMMITMENT TO PARTNERSHIPS

Our commitment to partners remains rooted in Hyland's principles since our founding in 1991. We meet the diverse needs of our worldwide customers by collaborating with a selective team of partners comprising VARs, strategic alliance partners, technology partners, BPOs, SIs and OEMs. Together with our own global staff, this collective of professionals is known as the Hyland Global Partner Community.

Hyland isn't just a vendor — we are a partner for your business. Together we provide customers with industry and solution expertise, ensuring they have the best support and the most comprehensive offerings available.

Are you ready to discuss how we can help grow your business? Our best-in-class team and partner program are ready to help.

To learn more, email us at Partners@Hyland.com



Hyland™