



Hyland®

HYLAND CLOUD | CUSTOMER SUCCESS

## LEADING HEALTH INSURER

### Health insurer increases speed to market and service levels with the cloud

#### THE CHALLENGE

A leading health insurer wanted to grow its on-premises content services solution, OnBase, but resource constraints were limiting the organization's ability to do so. To evolve, it needed to figure out a way to expand the system without overloading the IT department.

That's when the insurer turned to the Hyland Cloud.

#### THE SOLUTION

By transitioning to the Hyland Cloud from the on-premises solution, the insurer did not lose any of its existing functionality. Because of this, the health insurer is free to add further functionality without added stress on its IT departments. It also does not have to worry about having shut the door on its old deployment option, as the company has the option to return to an on-premises solution should its needs change in the future.

The insurer still owns its data and documents — such as Explanations of Benefits (EOBs) and claims forms — which the Hyland Cloud securely hosts in one of its data centers, each of which are TIA Tier 3 or 4; ISO 27001 certified (or the local equivalent); and SOC 1 and 3 or 2 audited. Strategically located around the globe, the data centers provide the health insurer with the ability to work with a global vendor, yet ensure their content and systems operate locally.

The insurer can also feel secure that it, and only it, has access to the information it needs no matter what the circumstance. The Hyland Cloud team provides quarterly internal audits to ensure the continued security and availability of the insurer's data so that no matter what happens, users always have access to data — even during emergencies. This helps the health insurer meet their HIPPA, PPACA and Dodd-Frank compliance goals.



“Our content services in the cloud solution improved our business by automating processes, reducing handoffs, increasing compliance and audit controls, and reducing non-value added tasks. All for a low administration cost and without the help of our IT department.”

**Document Management and Automation Services Manager**  
Leading Health Insurer

The Hyland Cloud adapts as the insurer's requirements change, removing limitations, complexity or resource issues around the infrastructure. This provides a perfect platform for the health insurer to achieve long-term, sustainable and scalable growth.

By changing from an on-premises solution to a completely hosted, content services in the cloud solution, the leading insurer now focuses solely on growing its use of OnBase — not on infrastructure, disaster recovery or security requirements.

“ The Hyland Cloud is easy to deploy and administer, and it's easy for end users to understand.”

**Document Management and Automation Services Manager**  
Leading Health Insurer

With this approach, the Hyland Cloud supports more than \$3 million in claims recoveries every year and manages more than six million documents — speeding processes and increasing accuracy.

With a flexible deployment model and monthly fees instead of a big upfront expense, the Hyland Cloud also allows the insurance organization to forecast IT costs more easily and reduces the insurer's reliance on the IT department.

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## THE DIFFERENCE

**Expands solution without infrastructure investment or reliance on IT:** With the Hyland Cloud, the insurer speeds processes and improves information access across the enterprise. End users easily build electronic document workflows to automate and speed processes while increasing accuracy without relying on the IT department.

**Increases productivity:** Rather than struggling to find documents and data, users easily access the information they need from the Hyland Cloud.

**Improves customer service:** With its quickly-deployed hosted solution, the health insurer increases its speed-to-market, processes renewals faster and increases information access. Not only do staff book new business faster and increase customer service levels, they're able to do so at a reduced cost.

**Increases document and data security:** Before hosting their OnBase solution in the Hyland Cloud, the insurer used one printer, so EOBs could become co-mingled. Now EOBs are printed in a controlled environment, so it's impossible for them to become mixed up.

**Increases compliance and audit controls:** The Hyland Cloud allows the insurer to proactively manage documents and information in a secure fashion that controls revisions, tracks changes and provides configurable retention periods.

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

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