

10 TOOLS

for an effective digital upgrade

Modern technology solutions are imperative for organizations to remain fully functional and equipped to deliver mission-critical services in times of uncertainty. Here are **10 tools** to help you transform and modernize your operations to meet expectations for **accessibility, transparency, security and speed:**

1 AUTOMATED CAPTURE

Leverage multi-channel capture for all types of content with intelligent automation to **classify, extract and validate** critical incoming information

76%

of organizations use intelligent enterprise capture to engineer automated workflows that help increase efficiencyⁱ

\$68 BILLION

of economic value among U.S. cubicle workers will be freed up by intelligent automationⁱⁱ

2 CONTENT MANAGEMENT

Organize, manage and centralize critical content across your organization, **reducing costs associated with misplaced documents while providing users a complete view of records**

INFORMATION VOLUME COMING INTO ORGANIZATIONS IS EXPECTED TO GROW

BY **4.5x**

OVER THE NEXT TWO YEARS

60%

OF THAT INFORMATION IS EXPECTED TO BE UNSTRUCTURED OR SEMISTRUCTUREDⁱⁱⁱ

3 PROCESS AUTOMATION

Automate tasks, route documents, manage exceptions and extend key processes using tools like built-in rules and customizable forms

20% growth

is predicted for the intelligent process automation market by 2025^{iv}

4 ENTERPRISE FILE SYNC AND SHARE

Enable employees to easily share documents and information online while keeping it secure



91%

of users describe document-sharing or collaboration capabilities as important to delivering superior experiences and collaboration opportunities^v

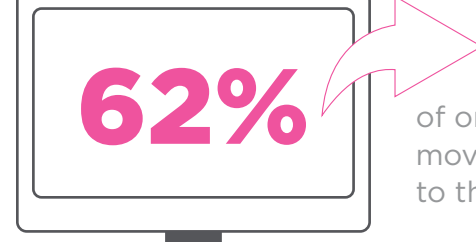
5 CLOUD AND SHARED SERVICES

Drive future innovations and deliver greater value by centralizing information on a single platform, driving automation and connecting stakeholders



The National Association of State CIOs (NASCIO) named cloud as the

#1 TECHNOLOGY ISSUE FACING STATE CIOs



62%

of organizations have moved applications to the cloud^{vi}

6 CASE MANAGEMENT

Empower workers to effectively manage cases and make better decisions by presenting a complete view of all the information they need

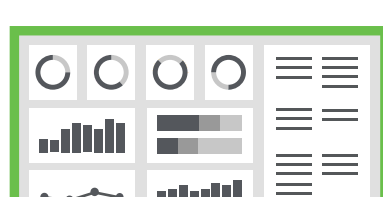


52% OF CUSTOMERS DESCRIBE MOST SERVICE INTERACTIONS AS FRAGMENTED

76% OF CUSTOMERS EXPECT CONSISTENT INTERACTIONS ACROSS DEPARTMENTS^{vii}

7 INTEGRATION HUB

Integrate solutions with existing systems without requiring a total overhaul and eliminate disruptions caused by IT sprawl and disconnected applications



44%

of organizations say **content integration** into their CRM or ERP — where users can access and manage content across all repositories within their familiar interface — is the **most important capability^{viii}**

8 ENTERPRISE SEARCH

Gain **fast access to precise information** across databases, systems and repositories, **reducing time spent searching while ensuring compliance and security**



13%

growth is expected for the enterprise search market between 2021 and 2026^{ix}

9 EXPERT SOLUTION MANAGEMENT

Transition the management and optimization of your solutions to a trusted third-party partner

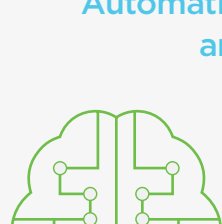


25–45% reduction in IT costs

45–65% increase in operational efficiency^x

10 CUSTOMER COMMUNICATION MANAGEMENT (CCM)

Automatically create, distribute and customize personalized correspondence and documentation in an **efficient, cost-effective and consistent way**



72%

OF ORGANIZATIONS HAVE IMPLEMENTED AUTOMATED DOCUMENT GENERATION TECHNOLOGYⁱ

With an agile, flexible and scalable content services platform that offers configurable tools and solutions, leaders can facilitate efficiency, accountability and accessibility.

For insight into the benefits of a platform that leverages these tools to offer both content management and process automation, **download this exclusive whitepaper from IDG: Enterprises Cultivate Growth Strategies with Dynamic Duo of Content Management and Process Automation »**

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

i. IDC, *Drive Business Value with Intelligent Automation*, 2019.
ii. Forrester, *Intelligent Automation's Value Spreads Beyond Cost Savings*, 2021.
iii. AIIM, *2021 State of the Intelligent Information Management Industry*, 2021.
iv. IDC, *Worldwide Intelligent Process Automation Software Forecast, 2021-2025*, July 2021.
v. Forrester, *Content at Your Service: How Modern Content Services Platforms Power Digital Transformation*, 2019.
vi. Deloitte, *Deloitte Insights: Government Trends 2020*, 2019.
vii. Salesforce, *State of the Connected Customer*, 2020.
viii. AIIM, *AIIM Research: State of the industry — Content Services*, 2019.
ix. Global Enterprise Search Market Report, *History and Forecast 2015-2026, Breakdown Data by Companies, Key Regions, Types and Application*, 2020.
x. Mordor Intelligence, *Managed Services Market — Growth, Trends, COVID-19 Impact, and Forecasts (2021-2026)*, 2021.

