

Why the Hyland Platform for Content Services?

LEVERAGE THE COMPETITIVE CAPABILITIES AVAILABLE WITH YOUR EXISTING ORGANIZATIONAL DATA

Organizations that have embraced enterprise content management (ECM) since the industry emerged 25+ years ago understand the power of the digital document. And even today, the benefits of things like instant accessibility to documents, automated workflows and the eased records management that ECM offers still provide value.

But it's a new world. ECM has evolved to content services and the evolution is significant; and make no mistake — ECM is not content services.

ECM capabilities occupy a fraction of current data capabilities available with a content services platform in terms of automation, integration, security, governance and rapid application development.

ACCORDING TO AIIM,

“**In today's world of digitally transforming businesses, intelligent information management takes center stage.**”

54%

Plan to update, replace or migrate existing systems

24%

Plan to migrate their existing systems to a modern platform

30%

Plan to selectively update, replace or migrate existing systems as needed

LARGEST CONTENT-RELATED BUSINESS CHALLENGES:



47%
A unified view of information



53%
Search ability

BIGGEST STRUGGLES WITH CURRENT CAPABILITIES



52% Ease of configuration

Eight advantages of the Hyland Platform

1 RAPID APPLICATION DEVELOPMENT

You don't have to deal with extensive custom code that's difficult to modify and upgrade.

And you don't have to be a programmer to create a solution that is secure, makes employees better at their jobs and delights the people you serve. You don't have to be at the mercy of integrators for projects and workflows.

Content services has transformed all of this, and it makes it easy to provide the best user experience with secure, nimble solutions.

2 RETURN ON INVESTMENT

Rather than using an ECM system solely as an expensive static content archive, you can improve customer experience and reduce the cost of doing business every day.

With a modern content services platform, you can rapidly develop solutions that employ automated workflows, integrated case management solutions and automated governance rules, as well as offer users instant access to the critical information they need with enterprise and federated search capabilities and mobile solutions.

3 SIMPLE UPGRADES AND THE MOST SECURE SOLUTIONS

Aging ECM systems with a giant on-premises footprint often fall outside of compatibility with modern operating systems, which poses significant security threats. The Hyland platform is designed to operate in cadence with today's evolving security requirements.

4 A TRUE PARTNER

Despite how long your ECM system has been in place, if your software version is out of support, you'll be on your own to help those YOU serve when issues arise. We understand that when you need to contact tech support, there is a person, or many, who need resolution immediately. Hyland tech support is unparalleled.

5 A PLATFORM DESIGNED FOR INTEROPERABILITY

Rather than a system with a heavy on-premises footprint and complex integration points, the Hyland platform enables you to create your own integrations with industry standard programming languages.

6 CLOUD FORWARD

With more than 1,100 customers, 12 billion stored documents and 16+ years of experience, the Hyland Cloud is a proven avenue of deploying your organization's solutions to meet your needs.

7 INVESTED IN YOUR SUCCESS

The Hyland platform is not an insignificant product in a vast corporate portfolio, having questionable concerns for long-term viability. It is the result of a true commitment to organic R&D investment in specific industries over the past 15 years. And it has quantifiable results.

8 REDUCE RISK FOR YOUR TEAMS IN CONVERSION PROJECTS

Your organizational data is your most valuable asset after your people. We understand that there is significant risk to enterprise content repository conversion projects. Hyland's conversion services eliminate the burden of risk from your teams. Our experts have successfully conducted more than 450 conversions, from more than 125 different types of systems to the Hyland platform.

“**By going with OnBase instead of upgrading FileNet, we instantly saved \$400,000 ... and we evolve the system ourselves at a much lower cost. For instance, developing our current workflow in FileNet would have cost \$200,000 more.**”

Kimberly Wraight
ECM COORDINATOR, WASHTENAW COUNTY

Are these the capabilities your organization needs?

According to AIIM, the top five desired content services capabilities are:

1

Unified view of information

2

Connectivity and integration with other business systems

3

Advanced integrations between systems and content

4

Privacy and data security protections

5

Strong search and analytics with connectors to other systems

And three main drivers for content management improvement?

1

Reduce the number of information silos

2

Improve customer service within their front-office interactions

3

Increase back-office efficiencies

“**Unlike legacy ECM systems, modern content services platforms are designed to flexibly support your business requirements and help your employees focus on high value tasks.**

Modernizing and strengthening information ecosystems will be **essential to growth and success**, as will automating core business processes.”

AIIM

To learn more, visit [Hyland.com/ConvertFromFileNet](https://www.hyland.com/ConvertFromFileNet)

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