

# FIVE KEY REALITIES CHALLENGING IT AND THE MANAGED SERVICES SOLUTION

Today's organizational leaders, business units and IT teams are digitally transforming business processes at a rapid pace.

With the steady, daily rise of content services capabilities and the challenges of today's largely remote workforces, it no longer makes sense to rely solely on in-house IT teams for content services strategy and optimization.

Managed Services is the simple solution to this complex challenge.

## SIMPLE SOLUTIONS FOR SUCCESSFUL OUTCOMES

Do any of these sound familiar? Here are five common challenges Hyland customers are facing today, and the Managed Services solutions that enable our customers to rise above the challenges:

1. You want to automate solution monitoring to receive notifications of solution performance rather than reviewing reports and queues daily.
2. Your system administrator or the in-house expert who maintains your Hyland platform goes on leave or could use an extra set of hands to keep up with escalating needs.
3. You are looking for on-demand access to content services experts outside of the scope of technical support, and not necessarily tied to specific services project initiatives.
4. You want your solution consistently optimized, enhanced and upgraded to ensure that you continue to utilize best practices and the latest technology.
5. Your talented, specialized IT resources increasingly seek expert consultation on the rapidly advancing capabilities of your content services platform. You recognize there is a growing need to evolve your organization's content services solutions with the guidance of experts, but there is no room in the budget for the capital expenditures.

## HYLAND'S MANAGED SERVICES ENSURE YOUR SOLUTIONS CONTINUALLY MEET THE NEEDS OF YOUR EVOLVING BUSINESS

Ensure your solutions meet changing requirements for security, performance, functionality, interoperability and user delight — enabling you to continually achieve successful outcomes faster.

**“**I was able to focus on my priority projects...so working with Hyland was almost like having an extra worker that was available as I needed.”

**ELLIE BARRY**  
Enterprise Content Manager, Dawn Foods

## OUR SERVICE LEVEL SUBSCRIPTIONS

Our Managed Services subscriptions enable you to have the level of service and schedule that meet your requirements, service duration and operational budget. We've built these subscriptions from building blocks of ITIL Managed Services Practices (ie Application Management, Incident Management, Problem Management, Change Management, Release Management) that have proven to deliver the biggest impact and most value for our customers' objectives.

Standard add-on's such as Hyland Education Services Premium Subscription, Solution Assessments and coverage for additional environments provide options to meet your business needs.



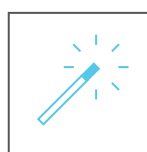
### MONITOR

- Application and solution monitoring
- Designed to drive heightened visibility into the solution so issues can be resolved before they become end-user incidents



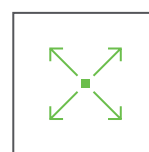
### OPERATE

- Monitor +
- Core capabilities of system administration, incident and problem resolution (non-software defect)
- Designed so we proactively provide a stable system, we act on behalf of the customer to execute technical work to resolve incidents and we provide consulting as a service



### ENHANCE

- Operate +
- Change execution against existing solutions on behalf of the customer, including upgrades of the software
- We act as the technical owner of the solution — adding to or improving existing solutions



### EXPAND

- Enhance +
- Continuous execution of the change for new uses of the software
- We act as the customer IT “application owner,” performing technical execution, as well as planning and coordinating activities on behalf of the customer

Learn more at [Hyland.com/GlobalServices](https://www.hyland.com/global-services)

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