

ACCELERATE THE BRAIN POWER AT YOUR FINGERTIPS

Brainware for Transcripts: Managed Services make the complex simple

As you prepare to implement or go live with your new Brainware for Transcripts solution, it's critical to think about the best way to maximize your investment.

With higher education institutions facing an ever-increasing challenge of meeting recruitment goals it is essential for admissions and transfer processes to respond quickly and accurately. If you are using Brainware for Transcripts, you are well-positioned to accomplish this.

But once implementation is complete and your teams begin using your solution, you're just at the start of uncovering the possibilities in front of you. And you need to have the best team to help enhance, optimize, modify and enhance your solution in order to respond to your institution's unique and evolving business requirements.

Determining the right resources for solution optimization is an important decision, but there is a simple, cost-effective and proactive path you can take — Managed Services for Brainware for Transcripts.

SPECIALIZED SERVICES DELIVER HIGHER SKILL AND LOWER COSTS

At Hyland we're experts in intelligent capture. Our team focuses day-in and day-out on delivering enterprise-class, highly automated and integrated content services solutions for higher education.

This means our specialized team has encountered a significant range of situations in admissions and transfer operations of all sizes. So whatever challenge you might face, we've likely seen it before, and we consistently succeed in delivering required outcomes.

Additionally, because our Brainware for Transcripts Managed Services team focuses its practice solely on higher education solutions, we are highly efficient. Our team can help your organization lower the costs of administering and supporting your solution, while bringing a variety of resources with the most skill to continually optimize it — from integration and development, to content services configuration and automation. All in a predictable, fixed-cost structure.

PARTNERING WITH THE CONTENT SERVICES EXPERTS WHO UNDERSTAND YOUR INSTITUTION'S NEEDS

By eliminating the need to manually sort and key in data from even the most complex document types, if your institution is using Brainware for transcripts, you're ahead the curve. But the digital landscape is constantly changing for higher education institutions, especially with today's increasingly remote work requirements.

Having strategic resources in place to maintain and evolve your solution is a key component in maximizing its value. Specifically it ensures you provide the best service to the people you serve, and continue to secure the best-fit students.

Our Managed Services take on the critical maintenance and optimization of your Brainware for Transcripts solution for as long as you need. This ensures your solution is always at the top of its game.



Included in Brainware for Transcripts Managed Services

- Designated service desk and service delivery manager
- Service level objectives
- Solution administration
- Solution documentation
- Long-term release management
- Incident and problem management
- BFT specific service catalog, including:
 - Security modifications
 - Keyword and form modifications
 - Workflow updates
 - Import/export process updates

More than 1/3 of college students have transferred at least once.¹

THE BENEFITS OF MANAGED SERVICES

Many organizations are choosing to move to cloud and managed services models not only to ensure their solutions are expertly managed by trusted partners, but to avoid the time-consuming and expensive challenge of finding, securing and retaining specialized talent in a highly competitive IT landscape.

Rather than dedicating your in-house resources supporting key areas including administration, integration and content services configuration and development, with Managed Services you have these expert resources on tap.

We are specialists in the solutions and technology we use at Hyland, and we're the best-equipped resources to provide continual guidance, enhancements and consultation long-term. And it's often at a lower cost than one full-time employee.

Your challenges

- Ensuring internal staff have ongoing training, knowledge and expertise to identify enhancement opportunities as users interact with the solution
- Competing IT projects and limited resources to proactively resolve issues or deliver enhancements
- Additional capital expenditures for project work post go-live are not an option
- Minimizing unexpected costs for your IT solutions
- Maintaining a best-in-class solution, including knowing what the experts recommend and are deploying

Your results

- A predictable operational cost for defined services that optimize your solution
- Proven, industry-specific higher education solution designers advising, planning and troubleshooting
- Nimble capabilities to quickly evolve your solution to meet emerging needs, including integration with SIS and other systems
- Report on, improve and accelerate your return on technology investments
- Maximize solution total cost of ownership (TCO) and minimize internal, unexpected costs

PROVEN MODEL TO SUPPORT YOUR BUSINESS AND OPERATIONAL NEEDS

Our Managed Services include tight collaboration with semi-monthly status calls, reporting, on-demand assistance, strategic consulting and guidance for user adoption.

Ensure your solution is delivering the value your organization expects and enable staff to focus on what matters most.

Service offering

Engagements last from one to three years, with tiered discounts for multiple year engagements. Each Managed Service engagement includes:

1. Access to Hyland solution experts, Brainware experts, solution engineers and more.
2. Proactive, regular status calls to discuss your needs or questions, work through enhancements and define recommendations and tasks for optimization.
3. On-demand assistance enabling you to engage Hyland consultants for remote, expert technical assistance to resolve complex issues and to support your internal teams.
4. User adoption and reporting:
 - Proactively provides updates on solution adoption and KPIs
 - Accelerates ROI by evaluating opportunities for improvement once the solution is in production

For more information, contact your account manager or project manager.

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

Hyland®

1. Transfer & Mobility: A National View of Student Movement in Postsecondary Institutions, Fall 2008 Cohort, National Student Clearinghouse, July 2015