

HYLAND CLOUD | OVERVIEW

# CONTENT SERVICES IN THE HYLAND CLOUD



With more employees working off-site than ever before — including IT staff — organizations like yours need to ensure their employees have access to their critical information where and when they need it. You also need to ensure secure installation and maintenance of your applications and server infrastructure. When your solutions are in the Hyland Cloud, we assume the burden of all of these crucial functions and more. This frees your organization to focus on optimizing your business solutions and doing what you do best: Innovating and providing excellent experiences for your customers.

## THE HYLAND CLOUD

The Hyland Cloud is mature, proven and purposefully designed to enable content and process management. With the Hyland Cloud, you not only get access to our industry-leading content services platform and capabilities, you also dramatically simplify how your organization deploys and manages your Hyland solutions. Leveraging a sophisticated multi-cloud architecture, the Hyland Cloud is administered, governed and supported by expert Hyland engineers. The Hyland Cloud delivers both single-instance SaaS solutions, such as OnBase, Perceptive Content and Brainware, and multi-tenant SaaS solutions, including those developed on the Hyland Experience Platform (HxP), like Hyland Experience Capture.

Most importantly: The future of Hyland's content services platform is firmly in the Hyland Cloud. Choosing the Hyland Cloud positions your organization to benefit long-term from our ongoing investment in development while bringing you the immediate advantages of SaaS solution delivery.

## THE POWER OF MULTI-CLOUD

We know that our customers must meet demanding performance and availability requirements. That's why the Hyland Cloud leverages a multi-cloud architecture, giving our customers the power and the flexibility to deliver tailored solutions that are optimized for their unique organizational needs and regulatory requirements.

With a robust network of privately managed and select third-party co-located datacenters, the Hyland Cloud enables our customers to bring the right technology to their users reliably around the globe. Hyland also contractually guarantees your data location, which gives you complete transparency and control over where your data resides.

## EXPERT SERVICES

Hyland Cloud customers can enjoy peace of mind knowing that their cloud environment is expertly managed 24/7/365.

The Hyland Cloud is managed exclusively by our specially trained and accredited staff, regardless of where your data is housed. This team of dedicated professionals are regularly audited and certified to retain security credentials and ensure they provide top-notch service to customers, regardless of how demanding their compliance standards are or how sensitive their data is.

The Hyland logo is displayed in white text on a green-to-blue gradient background. The word "Hyland" is written in a serif font, with a registered trademark symbol (®) to the upper right of the letter 'd'.

The Hyland Cloud services include:

- **Operating System, network and firewall configuration**
  - Data integrity authentication
  - Encryption, including in transit and at rest
  - Networking traffic protection
  - Penetration testing and vulnerability scanning
- **Global infrastructure**
  - Redundancy, monitoring and high availability
  - Physical hardware maintenance, security and upgrades
  - Operation software and application installations, updates and upgrades
  - Business continuity and disaster recovery
  - Data replication
- **Compliance and governance**
  - Audits and certifications
  - Legal, regulatory and contractual compliance

## HIGH AVAILABILITY

Hyland Cloud provides a redundant, reliable, up-to-date infrastructure in a secure environment for our customers. SaaS solutions include disaster recovery, competitive recovery point objectives (RPO) and recovery time objectives (RTO) — and offering specific service level agreement (SLA) commitments contractually guarantee the availability and uptime of your solution.

To ensure high availability for our customers, we use N+1 redundancy and backup methodology with three copies of data stored across two data centers. The first copy is the data in use; the second is the live backup in the same data center location; and the third is a backup in a secondary data center location, should the first location experience a failure.

## SECURITY AND COMPLIANCE

The security of your data and of your customers' private information is the top priority of the Hyland Cloud team.

In the Hyland Cloud, your data is always encrypted and protected:

- **At rest**, while it is being stored
- **In use**, as it is being accessed by authorized users
- **In transit**, when it is transported between servers and the database

The Hyland Cloud meets or exceeds criteria for many leading cloud operational certifications, including:

- NIST
- PCI
- SOC 2
- SOC 3
- ISO 27001
- Cloud Security Alliance (CSA) Registered

We are also committed to helping you achieve your organizational compliance objectives. Our dedicated compliance analysts work hand-in-hand with application security professionals to manage our policies, procedures and documentations that adhere to ISO, HIPPA and NIST guidelines, among others. Talk to our experts to help you identify how the Hyland Cloud can help you address your organizations' regulatory requirements, standards and guidelines.

## CONTINUOUS INNOVATION

Hyland has been a pioneer of content services in the cloud since 2004, and through this length of service we've established a proven track record of delivering excellence. We've honed our expertise and provided value and service to more than 1300 lifetime Hyland Cloud customers in 26 countries. We've stored several billion documents — several petabytes of data — for our customers. And we have historically provided **99.99 percent data availability** uptime to our customers. That's not a hypothetical promise: That's what we actually delivered.

Building upon this strong foundation, the Hyland Cloud is at the heart of Hyland's vision for solution development and delivery into the future. Hyland's innovative content services capabilities empowered by the sophisticated Hyland Cloud can drive digital transformation for your workforce and help you provide excellent experiences for your customers.

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

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