

A PROVEN, PREDICTABLE WAY TO ACCELERATE ROI

Ensure your solutions stay at the top of their game

Hyland's Managed Services provide you the peace of mind that your solutions are expertly and securely managed to continually deliver the service, customer experience and return on investment your people expect.

Partnering with our Managed Services team enables your organization to lower the costs of administering and supporting your Hyland solution, while bringing a variety of resources with the most skill to continually optimize it.

This ensures your solution addresses the needs of your evolving business requirements for security, performance, functionality, interoperability and user delight — enabling you to achieve successful outcomes faster.

All in a predictable, fixed, operational cost structure.

SERVICE LEVELS THAT MEET YOUR EXACT NEEDS

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.

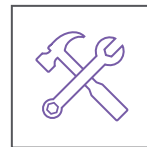
Standard add-ons such as Hyland Education Services Premium Subscription, Solution Assessments and coverage for additional environments provide options to meet your business needs.

MANAGED SERVICES LEVELS



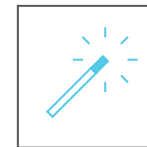
MONITOR

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



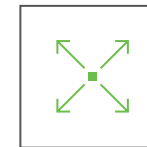
OPERATE

- 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

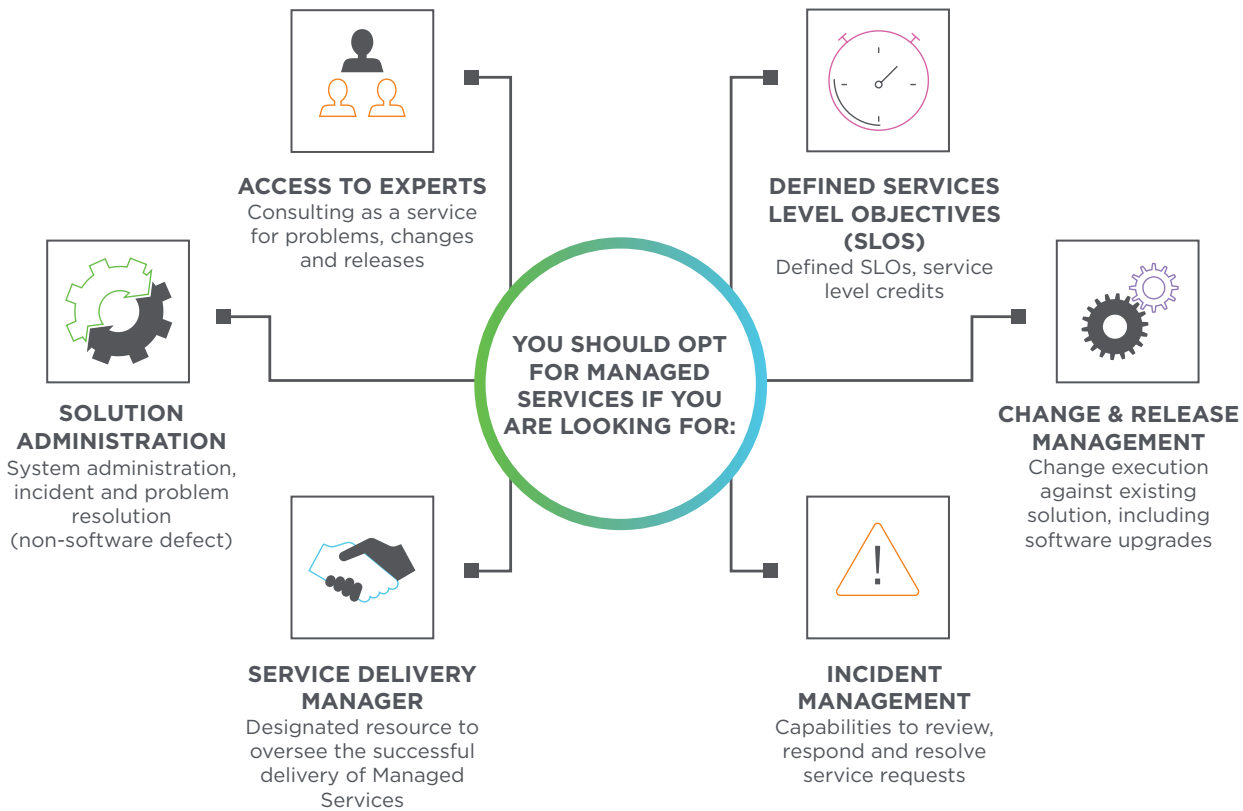


EXPAND

- 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



Hyland™



“ Working with the Hyland team has really been more of a partnership than some of our other vendors — they bring the right people to the table. We’ve had a very knowledgeable team. The team has done a great job delivering on what they’ve said they do, and on-time”

Hemant Kochhar
Director, Coke One North America

PROVEN MODEL TO SUPPORT YOUR BUSINESS AND OPERATIONAL REQUIREMENTS

Our Managed Services are here to support your teams and the business they need to drive.

You know your business best and we know what tools and processes will ensure your Hyland solutions get you and your people to where you need to be, both now and as your requirements evolve. Partnering with our teams to manage the optimization of your solution enables your organization’s resources to focus on your business.

Ensure your solution is always at the top of its game while delivering the value your organization expects with Hyland’s Managed Services.

For more information contact your account manager or project manager.

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

Hyland™