

# A SIMPLE ANALYSIS YIELDS HIGH-VALUE RESULTS



## Two-day workshops deliver roadmaps for success

Your Hyland solutions are already providing value for your organization. But are they working as well as they could? You are faced with evolving requirements at a pace that is unprecedented, both from a user experience perspective — which is increasingly mobile — and a regulatory, security and market-driven one.

Has your content services strategy evolved to accommodate the business needs, IT priorities and available resources to innovate that have changed?

It has never been more valuable to gain key insights into how to optimize your existing solutions and attain additional value for long-yielding ROI. And this effort does not have to disrupt your critical business processes.

### A simple way to gain valuable insight

Hyland's two-day Strategic Workshops are a fast way to uncover the top-priority needs at all levels of your organization, match them to Hyland solutions and create a twelve-month action plan.

This roadmap enables you to achieve quick wins that drive your digital transformation and provide more value from your Hyland investment.

### YOUR CHALLENGES

- Ensuring solutions are optimized and keeping pace with user expectations
- Identifying gaps between what is possible, and how solutions are currently implemented or performing
- Keeping up with changes to policies, staff and systems
- Aligning content services with organizational goals
- Prioritizing needs for solutions, resources and training
- Educating all levels of your organization about the power of content services

### THE WORKSHOP STRATEGY

During the workshop, Hyland's Enterprise Advising Consultants work with your team to:

1. Define a vision of the strategic direction needed for content services
2. Recommend steps to close gaps between business initiatives and existing solutions
3. Align your use cases with solutions and success stories from the Hyland community to help you understand the opportunities available
4. Strengthen alignment between business unit goals and IT initiatives

Our consultants focus on solutions that deliver the success criteria you define. This includes increased efficiency, improved customer satisfaction and compliance with security and policy regulations, using the Hyland tools you already own.

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Hyland<sup>®</sup>

## TOOLS FOR SUCCESSFUL OUTCOMES, NOW AND INTO THE FUTURE

### Workshop activities and deliverables

The workshop is designed to yield the most benefit for your specific organization, with a minimal time investment from your teams. On-site at your location or remotely conducted, workshop activities include:

1. Interviews with three business units and IT to review business plans, key processes, challenges and desired outcomes. Questions are designed to uncover and address information silos and communication gaps.
2. Evaluations with participants from multiple levels of your organization to identify gaps between planned work and day-to-day activities.
3. Analysis to clarify priorities, including key milestones to keep your digital transformation on track, with emphasis on using the Hyland tools you already own.
4. Reviews of best practices for your industry.
5. Discussions of findings with business users, IT and leadership supported by presentations and a report delivered shortly after the workshop.
6. Subsequent check-ins during the 12-month action plan to support execution and measure success.

### Benefits and features of the workshop deliverables

- The 12-month actionable roadmap identifies new solutions, training plans, collaboration opportunities and other strategic activities
- A vision for how Hyland content services supports your strategic goals
- Resource plans to ensure solutions are supportable

### Making the workshop a success

Workshops are collaborative and consultative, making it critical for workshop interviews to include several types of roles including strategic leadership, supervisors, end users and other key stakeholders — and for your team to actively participate in open group discussions.

### Creating a true partnership

You know your business better than anyone, but sometimes a fresh perspective can be helpful. Our consultants are experts in developing industry-specific solutions at the leading edge of digital transformation.

During the workshop, participants will learn from each other, as well as from Hyland, and leave with a better understanding of how to get the most value from the Hyland platform as your business grows.

## YOUR RESULTS

- An actionable plan to address your immediate business needs and support your long-term goals
- Proven tactics and communication strategies for ongoing user engagement and user adoption success
- Methods for ensuring your information management strategy continues to give you an advantage against your competition
- Governance strategies that position you for sustained, scalable growth
- Professional development guidance for your in-house team
- Regular check-ins and support post-workshop that promote accountability for vision success

## TYPICAL TIME FRAMES TO EXPECT ARE AS FOLLOWS:

1

### Planning discussion

2-3 weeks (prior)  
1-2 hours

2

### Preparation

1-2 weeks (prior)  
2-3 hours

3

### Workshop session

On-site  
2 days

4

### Analysis and deliverable

1-2 weeks

“Hyland made an outstanding effort and customized the workshop to meet our institution’s needs. Hyland came through to help us and it’s now a part of our corporate history...”

### Vance Moore

Manager, Enterprise Document Imaging Services  
Northern Illinois University

### Why Hyland Global Services?

- We provide highly trained, certified professionals with the highest commitment to customer service and satisfaction
- We focus on developing your staff, creating technical competence and confidence working with your deployed solutions
- We are flexible in our ability to provide services, remotely and on-site, for as long as you need us
- We leverage the collective experience of the Hyland community to identify and apply best practices to the support of your deployed solutions

If your organization can benefit from hosting a Strategic Workshop, contact your Hyland Account Manager to schedule your Strategic Workshop and kickstart your Hyland solution optimization.

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

# Hyland®