

ILLUMINATE THE WAY TO TRANSFORMATION SUCCESS

Use a custom roadmap to guide successful digital outcomes

Even organizations with leading content services platforms may be unaware of opportunities for digital transformation with the software they have in place.

Too often, we find that prior to understanding the full breadth of a problem — or the full potential of technology capabilities — we lead with solution implementation to address a single need. This can easily lead to a disparate solution landscape.

There is often a very real gap between what is possible and what organizations do with existing resources. Knowing the next best step for data-driven transformation is a critical factor for success, and it depends upon where you are in your digital journey.

Determine the best next step in your digital journey

A multi-year roadmap is a strategic tool that guides this effort. And it begins with a true understanding of the current state of your organization's readiness for transformation.

Hyland's Information Assessment Services simplify this process by conducting a strategic analysis of key areas of your organization, and developing the right, industry-specific, actionable roadmap. The analysis includes an in-depth study of organizational goals and current strategy, as well as your people, processes, content and the technology that supports all of these areas.

It's a simple, strategic process that yields tremendous, quantifiable outcomes.

You know your business better than anyone; the key is to understand the content services capabilities that will best serve your people and processes.

YOUR CHALLENGES

- Lack of a long-term plan for transformation initiatives
- Conflicting or competing content services initiatives and project priorities
- Limited resources, awareness and support at the enterprise level for digital initiatives
- Help needed to measure content services value or success in digital strategies
- Siloed solutions that don't fully address business needs or utilize technology capabilities

YOUR RESULTS

- A unified vision and multi-year strategic plan for the enterprise
- Clear, prioritized opportunities and strategies to optimize productivity and efficiency
- Recommendations to address gaps in resources, budgets, teams and methodologies
- Current state analysis and quantifiable projections for extending the value of your content services investment
- Capability to leverage enterprise data using content services best practices and leading, industry-specific solution offerings

BENEFITS AND FEATURES

An Information Assessment provides true visibility into the inner workings of strategic areas in your organization. This visibility:

- Identifies areas that will immediately yield the highest value and most beneficial impact
- Provides the tactical roadmap that guides project teams
- Defines clear milestones that position teams for success in meeting organizational goals
- Identifies opportunities for transformation in optimizing and modernizing business processes, and elevating customer service

We make this exercise simple to conduct, with minimal time investment on your end.



Hyland

“The information assessment really helped outline for all of the executive team and the people on this process really what are some pain points that we were all incurring, but at the same time where we could start.”

Debora Kline

Senior Vice President, Strategic Projects, Civista Bank

WHEN TO CONSIDER AN INFORMATION ASSESSMENT

Taking a step back to assess your current landscape and developing a strategic plan for your exact needs and goals can yield truly transformative results.

Optimal times to engage this service include:

1. Your teams find significant challenges handling content services program expectations due to limited resources, awareness and support at the enterprise or executive level
2. Prior to implementing new solutions, expanding the reach of existing solutions or converting to a modern content services platform
3. You need a tactical, multi-year plan aligning technology and business-level initiatives to executive vision
4. You want to gain an in-depth look at the return on investment (ROI) and total economic impact of current or proposed content services solutions
5. You want to assess waste in business processes or gaps in solutions versus business needs
6. When productivity decreases because user adoption is not maximized
7. You want to uncover bottlenecks at certain times or peak times of system usage
8. You are facing a constant cycle of conflicting and competing project priorities
9. Organizational solutions tend to be deployed to meet the pressing needs of one business area, contributing to data silos
10. Your organization lacks a long-term plan — including proposed investments and effort estimates — for your digital transformation initiatives

SERVICE OFFERINGS

We offer Information Assessments of varying scale to meet the needs of your organization, from departmental deep dives to an analysis of business units across the organization. Our expert consultants:

- **Analyze** content assets, content-driven solutions and technologies of your entire organization, or of certain key organizational areas
- **Interview** the people involved, from the project teams to users, decision-makers and customers
- **Define** gaps between findings and what is wanted through risk, readiness and maturity
- **Evaluate** how processes align with the goals that an organization is looking to achieve
- **Develop** the three-to-five year roadmap of strategies, tactics, including milestones for how to get there
- **Provide** an overview of estimated costs, efforts, resources and timelines
- **Deliver** the assessment report and roadmap, as well as an onsite executive presentation of findings and recommendations summary

Recommendations that help you meet your goals

No matter how expansive the reach of your solutions, our industry-specific expert consultants are here to guide you to achieve transformative outcomes.

We'll help you understand where you are in terms of today's benchmarks for digital maturity, and provide recommendations to get where you need to be.

Learn more at Hyland.com/Services

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