

Hyland Content Innovation Cloud™

Unlock the power of your content

Every organization is under pressure to make smarter decisions, move faster and deliver greater impact. Yet despite nearly \$40 billion invested in generative AI, 95% of pilots have failed to deliver measurable ROI. Enterprises juggle dozens of content platforms and hundreds of applications, yet few are integrated. This sprawl leaves insights scattered and inaccessible, slowing decisions and stalling automation. The reasons are clear: Knowledge remains siloed, integration is inconsistent, and workflows are not AI-ready. Only a small fraction — just 5% — capture real value at scale. Even as enterprises strive to be more data-driven and automated, their most valuable insights remain out of reach — locked inside fragmented systems and inaccessible when they're needed most.

Critical insights are buried in fragmented data, disconnected legacy systems and inconsistent governance.

These challenges make it nearly impossible to manage and maintain enterprise content effectively, let alone put insights to work to drive meaningful business outcomes. Without unified, AI-ready information, automation efforts stall, manual processes persist and operational efficiencies are missed — leaving the full promise of AI and intelligent automation unfulfilled.

Today, 80-90% of enterprise data is unstructured — locked in disconnected systems, outdated formats and spread across an average of 21 repositories for a typical enterprise. Unstructured data is growing three times faster than structured data, yet it generally remains unanalyzed, making it a major untapped asset with immense potential.

Organizations generate vast amounts of enterprise content and data, including emails, contracts, digital conversations, videos and AI-generated outputs. Yet without unified access and governance, valuable insights remain trapped — limiting productivity, reducing cost savings, slowing decision-making and decreasing throughput.

Traditional content management solutions can't unlock this value, leaving critical insights buried, productivity hindered, compliance at risk and innovation opportunities missed. Additional challenges like data privacy regulations, storage costs, poor data quality and disconnected repositories only add to the inaccessibility of valuable content. With these obstacles, organizations face further inefficiencies, compliance risks and operational bottlenecks, making digital transformation increasingly difficult.

This challenge is only amplified with the rise of AI. Over 75% of leaders note improvement is needed in infrastructure and technology to best leverage AI for content intelligence. To fully leverage AI and automation, organizations must modernize their foundational systems to drive innovation and maintain a competitive edge.



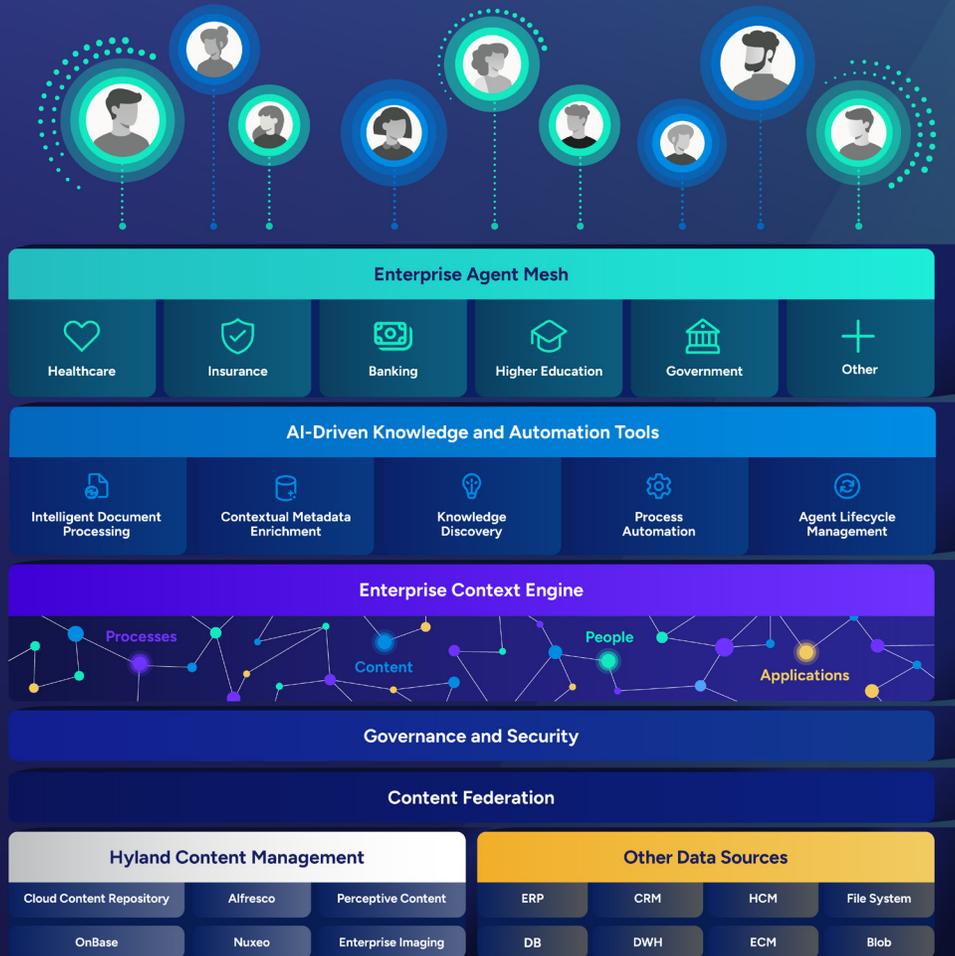
More than half of leaders acknowledge that their technology and governance frameworks aren't AI-ready.

*[The Rise of Content Intelligence -
A New Era of Innovation in ECM](#)*

Forrester Consulting (commissioned by Hyland)



Content Innovation Cloud™



The platform to power content innovation

The Hyland Content Innovation Cloud™ empowers organizations to modernize their content strategies while setting the foundation for innovation and future growth. The true power of enterprise content is in its context. When organizations can activate the intelligence hidden across their systems, content, workflows and people, they unlock the potential for smarter decisions, faster innovation and lasting impact.

Without requiring disruptive migrations, Content Innovation Cloud connects fragmented content and data across your repositories — transforming siloed information into governed, contextual intelligence that can be put to work.

As a unified content, process and application intelligence platform, Content Innovation Cloud goes beyond traditional

content management and unlocks critical insights, so you can drive automation and turn your content from an untapped resource into a strategic advantage.

Built on a solid foundation

Content Innovation Cloud is built on a strong foundation that enhances your existing content solutions while laying the groundwork for future innovation.

This foundation includes content federation, governance and security, ensuring seamless connectivity, management and protection of content across diverse systems without major infrastructure changes. Hyland Cloud Update Service simplifies monthly updates, keeping solutions secure, compliant and optimized so teams can focus on insights rather than maintenance.



Hyland Cloud Federation Service: Seamlessly connect Content Innovation Cloud solutions to enterprise content stored across both Hyland and third-party repositories. Content Federation Service bridges the gap between your existing content and the Content Innovation Cloud, eliminating the need for disruptive migrations. Leverage or create new modern solutions while keeping content in place, avoiding the costly, complex and error-prone process of migrating thousands (or millions) of documents, document histories and access controls.

This unified access enables the Content Innovation Cloud to do more than connect systems — it activates intelligence at scale through the **Hyland Enterprise Context Engine**.

Serving as the intelligence layer at the core of the Content Innovation Cloud, the Enterprise Context Engine is the industry's first living record of how an organization operates. It unifies content, processes, applications and people (along with the data, artifacts and interactions they generate) into a holistic, always-current view. This reflects an organization's priorities and challenges while continuously updating enterprise activity across systems like ERP, CRM and EHR.

The **Hyland Enterprise Agent Mesh** draws on this living record, serving as a network of use case-specific agents that power solutions tailored to industry and customer-specific business needs.

With this dynamic foundation in place, organizations can transform structured and unstructured information into explainable, context-rich data and activate that intelligence through the advanced capabilities of the Content Innovation Cloud. This enables you to drive better decisions, faster outcomes and more valuable results without disruption.

From intelligence to impact

To activate that intelligence across the business, the Content Innovation Cloud offers advanced capabilities that span the entire content lifecycle. This transforms unstructured content into actionable insights, automates tasks and embeds intelligence into everyday workflows to drive real-world impact across systems, teams and processes. The capabilities include:

- **Hyland Knowledge Enrichment:** Transform unstructured data into structured, high-quality content for automation and application development. Identify document relationships and enhance decision-making with contextual insights.
- **Hyland Knowledge Discovery:** Find information across repositories using natural language queries. Consolidate insights and streamline decision-making with intuitive Knowledge Discovery agents.
- **Hyland Agent Builder:** Design and manage enterprise-grade AI agents (Enterprise Agents) that automate complex workflows and scale workforce efficiency while maintaining human oversight.
- **Hyland Automate:** Hyland Automate streamlines workflows with rapid, AI-native creation and orchestration of business process automation — keeping teams agile and responsive.
- **Hyland IDP:** Hyland IDP automates document processing and enhances data accuracy and efficiency by capturing, classifying and extracting information from documents, significantly reducing manual effort and minimizing errors.
- **Hyland RPA:** Hyland RPA automates structured, rule-based, high-volume and repetitive data tasks — freeing employees to focus on higher-value work while enhancing productivity and efficiency.
- **Embedded application intelligence:** Deliver contextual content and insights directly within the tools your teams already use, like Workday, Salesforce and other line-of-business applications. Enable users to take action faster without switching systems.



At Hyland, we believe that unlocking the intelligence within your enterprise content and data is the key to driving innovation and achieving sustainable growth. The Content Innovation Cloud is designed to connect your content, processes and applications — turning structured and unstructured data into strategic insights that power smarter decisions while driving automation enterprise-wide. It's not just about managing content; it's about transforming it into a strategic advantage.

Jitesh S. Ghai
CEO, Hyland



Intelligence where work happens

Content Innovation Cloud delivers contextual intelligence directly into the applications where work happens. This enables smarter decisions, faster actions and more intuitive experiences. Powered by the Enterprise Context Engine, the Content Innovation Cloud seamlessly integrates enriched content, governed data and intelligent agents into tools like Workday, Salesforce and other essential business systems.

Take Hyland for Workday, for example: users can access and act on documents directly within the Workday interface without switching systems or losing context. But it goes far beyond access — by delivering scalable, cloud-native content services optimized for intelligent search, governance and future AI automation.

And it doesn't stop with Workday. With prebuilt connectors and embedded AI, the Content Innovation Cloud extends this intelligence across your application ecosystem — turning everyday tools into engines of insight, automation and enterprise-wide efficiency.

What you can accomplish

Utilizing the Content Innovation Cloud empowers your organization to:

- **Effortlessly leverage AI, Enterprise Agents and intelligent automation** — no more starting from scratch, building workflows click by click or waiting in queues. Just ask, and let intelligent agents take action.
- **Create Enterprise Agents and industry-specific agentic solutions** connected through Enterprise Agent Mesh, so you can execute intelligent processes faster, at higher quality and at scale across your most critical business systems.
- **Unify disconnected repositories**, improving information accessibility, governance and security.

- **Unlock the power of your content** to deliver insights that guide automation and fuel innovation.
- **Innovate and modernize your systems** without the cost or complexity of replacing your existing infrastructure.
- **Experience simplified updates** and continuous innovation, focusing your resources on strategic, high-value initiatives rather than IT complexity.

Meeting you where you are

Hyland is committed to supporting and enhancing your content management strategy, whether you're a current customer or exploring new solutions. We meet you where you are, providing flexible, cloud-ready options without requiring disruptive migrations.

Our unified approach integrates with existing Hyland products and other enterprise content solutions — be it on-premises or in the cloud. This ensures you can leverage advanced features, updates and intelligent capabilities seamlessly, keeping your organization agile and future ready.

As your needs evolve, Hyland evolves with you. Our commitment to innovation means you can continually expand your capabilities without sacrificing stability or performance. Whether you're enhancing existing solutions or adopting new technologies, Hyland provides the flexibility and support to help you make the most of your content no matter where it resides.

The Content Innovation Cloud is more than just a platform — it's a strategic advantage. It unifies disconnected data into a continuous source of insight and action, moving beyond content management to turn everyday data into extraordinary outcomes.

➔ [Explore the Content Innovation Cloud.](#)

About Hyland

Hyland empowers organizations with unified content, process and application intelligence solutions, unlocking profound insights that fuel innovations. Trusted by thousands of organizations worldwide, including many of the Fortune 100, Hyland's solutions fundamentally redefine how teams operate and engage with those they serve. For additional information on the Hyland platform and services, please visit [Hyland.com](https://www.hyland.com).

