



GLOBAL SERVICES | E-BOOK

# Managed services

Hyland Managed Services provides service-level-driven application management, operational support, product expertise, continued optimization and business transformation



# Protect your investment

Organizations choose managed services not only to ensure their solutions are expertly managed by trusted partners, but also to avoid the time-consuming and expensive challenge of finding, securing and retaining specialized talent in a highly competitive IT landscape.

Partnering with Hyland to administer, optimize and expand your solution enables your organization's resources to focus on your business. As your trusted partner, we leverage our expertise to ensure your solution delivers the value your organization expects. This gives you peace of mind.

## Proactive support

Hyland Managed Services proactively supports the maintenance, enhancement, development and optimization of your key solutions at the service level that's right for you.

## Consulting as a service and on-demand access to experts

Our managed services consultants are experts in your industry. They also have direct access to Hyland's 850+ Global Services experts. They keep your solutions high-performing and market-leading, delivering the user experience the people you serve require.

## A powerful, collaborative team

You know your business best; we know what tools, processes and Hyland solutions will get you where you want to be. We help you accommodate your current state while planning for the future.

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Working with the Hyland team has really been more of a partnership than with 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

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# Choose managed services if you want:



# Protect your investment

In its simplest form, Hyland Managed Services provides ongoing management and monitoring of a customer's Hyland solution. So instead of your in-house team managing the burden, the Hyland Managed Services team proactively performs the tasks on behalf of the customer.

Unlike technical support, which in many cases is a reactive but necessary type of break-fix service, managed services are inherently proactive in nature. As a result, managed services become a partnership between the customer's IT staff and the services organization, one that allows for augmenting a customer's in-house capabilities with Hyland's deep technical and product expertise.

## Proactive services. Predictable costs

Let Hyland manage your solution while you work on what matters most.



Customer responsibilities

<b>Customer data</b>			
Identity and access management			



Hyland Managed Services responsibilities

<b>Solution monitoring and administration</b>			
Monitor solution	Move, add, change, delete (MACDs)	Solution design documentation	
<b>Incident management and level II support</b>			
Service desk	Consulting as a service and product training	Incident management	
<b>Application and platform management</b>			
Long-term release management	Change management	Solution optimization	Problem management

# Our service level subscriptions

Hyland's four managed services levels provide you a predictable, fixed cost with the ability to scale up or down as your business needs change.

We built these subscriptions modeled on Information Technology Infrastructure Library (ITIL) Managed Services Practices, which includes application, incident, problem, change and release management.



## Advise

- On-demand consulting for your team, helping when you need it
- Configuration recommendations, best practices, design reviews and troubleshooting assistance



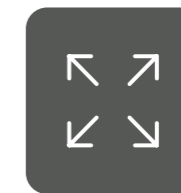
## Operate

- Advise, plus:
- Core capabilities of solution administration, incident, change and release management
- Proactively perform technical work and resolve incidents
- Consultancy as a service



## Enhance

- Operate, plus:
- Turnkey approach for operating and optimizing your solution
- Continually review, prioritize and make enhancements
- Ensure you're always on the latest software release
- Provide a strategic plan for your organization



## Expand

- Enhance, plus:
- Expand beyond the footprint of your existing solution
- Provide named services resources to continue solution expansion
- Intended for customers looking to operate, enhance and expand the solution across their enterprise

# Is managed services right for you?

When deciding if Hyland Managed Services is the best option for your organization, here is a checklist of key considerations and decision drivers.

Do you find yourself...

Drowning in day-to-day support and troubleshooting?	
Struggling to maintain Hyland technology and getting pulled into other projects?	
Struggling to hire, train and retain skilled resources?	
Lacking time or resources to continually optimize your solution?	
Concerned that your solution is out of date and not aligned with best practices?	
Unable to scale up staffing when needed?	
Without a solid release plan, design documentation and change control?	
Without a plan if a key resource(s) leave(s) your organization?	



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Working with the Hyland team has really become our best practice and our model for how we work with other vendors.

**Brigitte Hamilton**

Director of Portfolio and  
Project Management, SAIF

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# Managed services expertise for your industry-specific solutions

We're the strategic choice to help you get the most out of your Hyland investment.



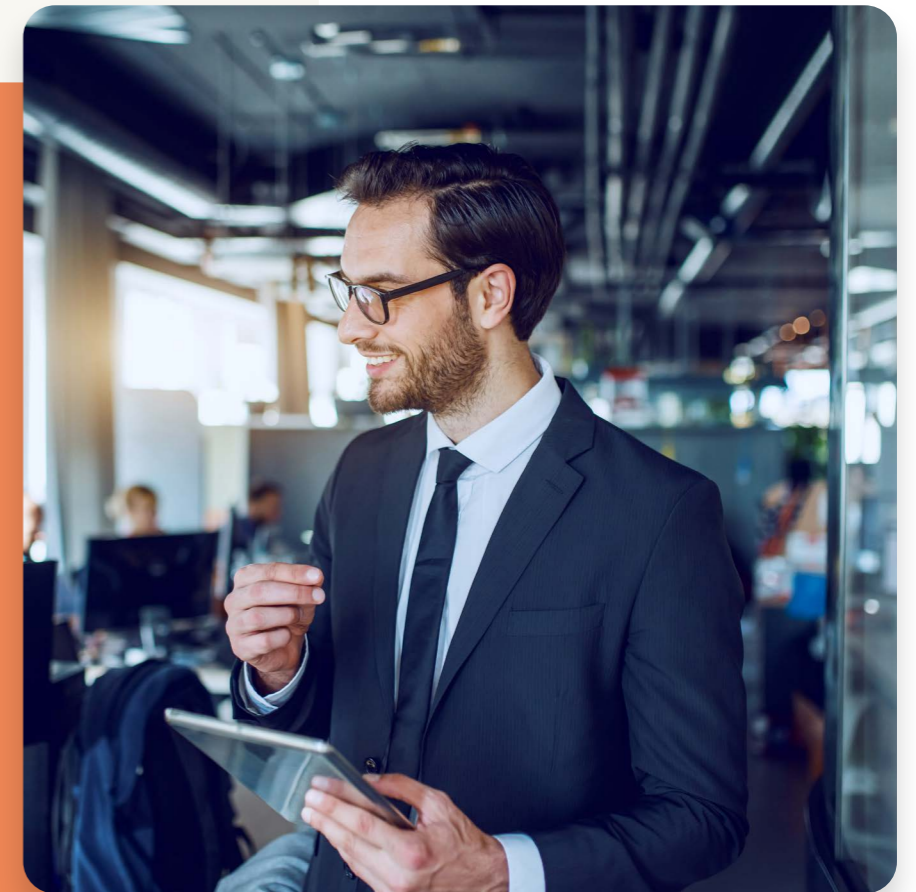
# Commitment to partnership

It no longer makes sense to rely solely on in-house IT teams for content services strategy, solution delivery and optimization. Every day, our managed services teams simplify this for our customers.

Since 1991, Hyland's driving force has been to empower you to continually improve work processes by making information that exists in your organization work better for you. We've been successful in this for more than 30 years by working side-by-side with you, listening to the real-world challenges you face, collaborating with you and optimizing our services to meet your evolving needs.

Hyland Managed Services experts are here when you get started on your content services journey, and as your needs change, we're here to help you evolve and expand.

Because with Hyland, you don't have a technology vendor — you have a technology partner who is dedicated to helping you achieve your goals.



For more information, contact your account manager or project manager. Or, visit [Hyland Managed Services](#).



# Hyland™

Learn more about [Hyland](#).