

5 realities challenging IT — and the managed services solutions that can solve them

Today's organizational leaders, business units and IT teams are digitally transforming business processes at a rapid pace.

With the steady, daily rise of content services capabilities and the challenges of today's increasingly remote workforces, it no longer makes sense to rely solely on in-house IT teams for content services strategy and optimization.

Hyland Managed Services is the simple solution to this complex challenge.

5 common IT challenges you can overcome with managed services

- 1 You want to automate solution monitoring to receive notifications of solution performance rather than reviewing reports and queues daily.
- 2 Your system administrator or the in-house expert who maintains your Hyland solution goes on leave or could use an extra set of hands to keep up with escalating needs.
- 3 You are looking for on-demand access to content services experts outside the scope of technical support and not necessarily tied to specific services project initiatives.
- 4 You want your solution consistently optimized, enhanced and upgraded to ensure that you continue to utilize best practices and the latest technology.
- 5 Your talented, specialized IT resources increasingly seek expert consultation on the rapidly advancing capabilities of your content services platform. You recognize there is a growing need to evolve your organization's content services solutions with the guidance of experts, but there is no room in the budget for the capital expenditures.

Sound familiar? Many organizations face these types of challenges. Hyland Managed Services help our customers rise above.

Hyland Managed Services ensure your solutions continually meet the needs of your evolving business

Ensure your solutions meet changing requirements for security, performance, functionality, interoperability and user delight — and enable you to continually achieve successful outcomes faster. Standard add-ons, such as Hyland Education Services Premium Subscription, Solution Assessments and coverage for additional environments, provide options to meet your business needs.



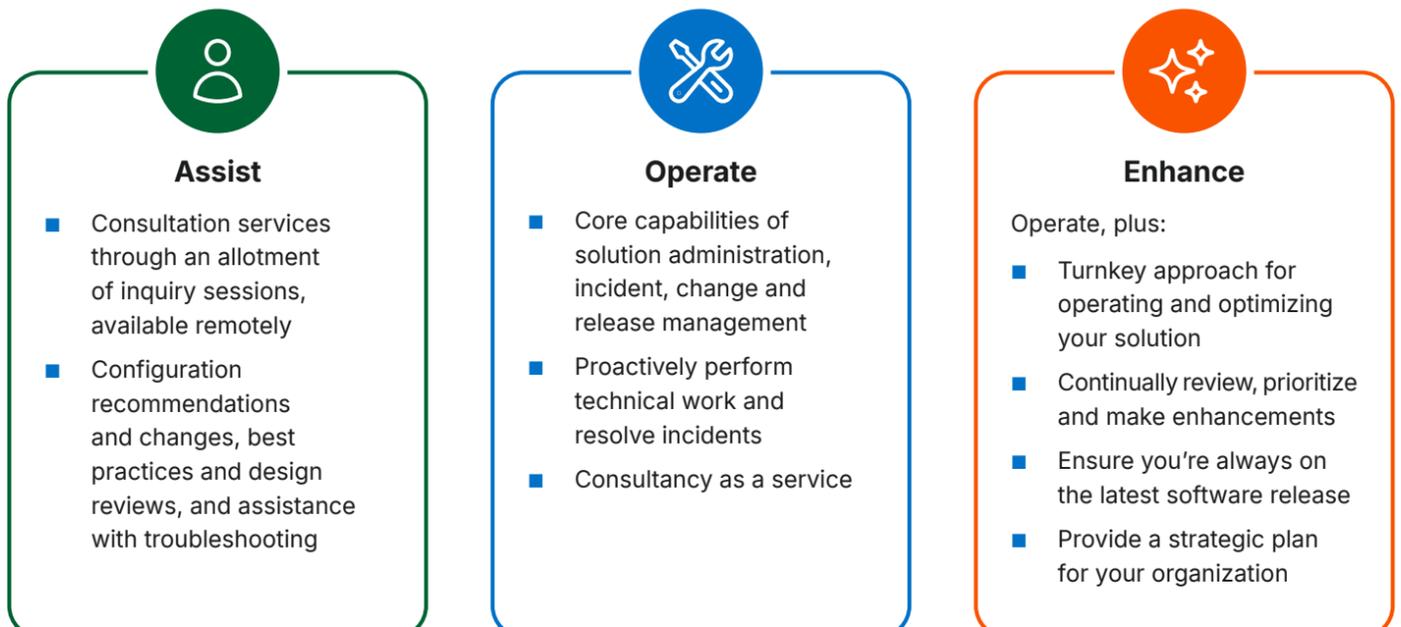
I was able to focus on my priority projects ... so working with Hyland was almost like having an extra worker that was available as I needed.

Ellie Barry
Enterprise Content Manager, Dawn Foods



Hyland Managed Services subscription levels

Hyland's three managed services levels provide you a predictable, fixed cost with the ability to scale up or down as your business needs change. Our managed services subscriptions let you choose the level of service and schedule that meet your requirements, service duration and operational budget. We built these subscriptions using the managed services best practices outlined by the Information Technology Infrastructure Library (ITIL). By prioritizing these building blocks (for example: application management, incident management, problem management, change management, release management), Hyland Managed Services offers a model proven to deliver the biggest impact and most value for our customers' objectives.



Learn more about [Hyland Managed Services](#).