DISCOVER HYLAND

An introduction to Hyland content services

Hyland™

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INTRODUCTION

Whether you're developing a custom system to address your specific business needs or leveraging a preconfigured one to address common industry challenges, you're investing in a solution to a challenge.

But you also get a portfolio of content services with transformative power.

We all know this general truth: Organizations that don't innovate struggle to thrive. If you're the type of organization that sees your content as one of your most valuable assets, you know you need to not only manage it, but also use it effectively.

Hyland is here for you as a partner and a leading enterprise content services provider to help you do just that. But there's one important thing you need to know about us:

We're not the solution — you and your employees are. We simply hand you the tools and knowledge you need to create exceptional outcomes.

Hyland's content services solutions improve your business processes by making your content universe more user-friendly, connected and compatible with modern-day business. Our platform provides solutions designed to work for your industry or department, and our industry experts can help you leverage best practices to get started on the right foot.

Hyland focuses on delivering solutions that are:

- Expertly tailored to your needs and industry
- Intelligently automated so your team can focus on high-value work
- Agile and adaptive to support your evolving requirements
- Designed to fit your application strategy, from purpose-built solutions to low-code and open-source approaches
- Cloud-powered with a variety of deployment options to meet your needs
- Optimized for streamlining workflows and business processes
- Seamlessly integrated with your other core systems and applications
- Designed to make essential information available wherever, whenever you need it
- Integrated with your critical business systems, so content in delivered in the right context, enabling fast, accurate business decisions

PLATFORM OVERVIEW

In this guide, we've outlined what makes Hyland content services so impactful for our customers around the world. From end-to-end content capabilities to our approach to solutions and a spectrum of platform strengths that go beyond software, this overview will help you understand Hyland's offerings and what it means to put our content services to work for you and your people.

OPTIMAL EXPERIENCES	salesforce GUIDEWIRE Epic SAP workday. +	Microsoft Slack Google Drive zoom Teams +
	LINE OF BUSINESS APPLICATIONS · MOBILE, WEB, DESKTOP CLIENTS	COMMUNICATION AND COLLABORATION TOOLS

TAILORED SOLUTIONS	HEALTHCARE · EDUCATION · INSURANCE · GOVERNMENT · FINANCIAL · OTHER INDUSTRIES	ACCOUNTING · HUMAN RESOURCES · TRANSPORTATION AND LOGISTICS

Hyland

CORE CAPABILITIES — CAPTURE · MANAGE · AUTOMATE · PROCESS · COLLABORATE · COMMUNICATE · FIND · GOVERN

ENHANCED CAPABILITIES — AI · BLOCKCHAIN · RPA · DAM · FEDERATION

FLEXIBLE DEPLOYMENT	HYLAND CLOUD · PUBLIC CLOUD · ON PREMISES

PLATFORM STRENGTHS	INTEGRATION · SCALABILITY · LOW CODE · OPEN SOURCE · ANALYTICS · SECURITY · USABILITY

CAPTURE

AUTOMATE MULTI-CHANNEL CAPTURE OF PAPER AND DIGITAL CONTENT

Gain control over incoming information. No matter where your documents are located or what format they come in, your Hyland solution can capture them right at the source and organize them — and the data they contain — into a single system with minimal human interaction.

That's how Hyland puts your data to work: No more lost content, no more time wasted on manual entry.

Benefits

✓ Get data to the people and systems that need it faster

✓ Avoid errors associated with manual data entry and processes

✓ Classify documents properly and extract valuable information at the time of capture

" With Brainware for Invoices capture in place, we're handling automation for up to 50 fields on an invoice, finding every field and validating every field on a document."

Simeon Weibler
Senior project manager
Siemens Global Shared Services

Key features

- **Multi-channel capture:** Capture digital and paper content from high-speed scanners, multifunction printers, mobile devices, databases and applications

- **Cloud-based capture:** Simplify and standardize capture with cloud-based document scanning, classification and data extraction

- **Automatic classification:** Accurately identify incoming content to appropriately store or process it

- **Intelligent data extraction:** Automatically find and extract relevant data using optical character recognition, metadata and machine learning

- **Data verification and validation:** Ensure data is accurate before delivery to downstream processes

- **Integration:** Seamlessly integrate capture with your business applications

Capture   Manage   Process   Automate   Collaborate   Communicate   Find   Govern

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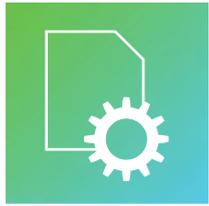
MANAGE

ORGANIZE AND OPTIMIZE CONTENT AND ASSETS ACROSS THE ENTIRE ORGANIZATION

Manage and optimize content and digital assets organization-wide. Hyland simplifies how your users interact with the information they need by keeping it organized and accessible so they can focus on getting their jobs done, instead of managing folders and filing cabinets.

When you deploy Hyland's smart and efficient content services solutions, you're freeing up employees to do what you hired them for: Contributing thoughtful, strategic value.

Benefits

✓ Provide easy, secure access to complete information

✓ Simplify remote, speedy information retrieval

✓ Drive content utilization while reducing costs and risks

" It's transformed the way [our administrators] work. They no longer have to handle individual paper records for individual patients. They are no longer losing pieces of paper, seeing documents go missing or forever chasing after stuff. It's all there digitally in the system."

Marcus Thorman
Chief Financial Officer
The Royal Marsden

Key features

▪ **Anywhere, anytime access:** Support your internal, remote and external users with the right content when they need it

▪ **Modern information security:** Protect your content with features like access security policies, editing protections, encryption and redaction

▪ **Repository services:** Simplify content management with features like version control, annotations and audit trails

▪ **Content viewing:** Enable your users to easily, securely and quickly view content regardless of file size and without requiring native applications

▪ **Digital asset management (DAM):** Manage high-resolution, rich media (like high-resolution photos and videos) and support DAM-centric workflows

▪ **Federation:** Establish a single source of the truth while managing disparate information in-place, avoiding difficult migrations from legacy systems

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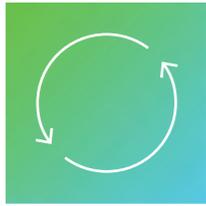
PROCESS

ROUTE AND INTERACT WITH CONTENT TO SUPPORT CASES AND WORKFLOWS

Effectively manage data, tasks and activities surrounding information-driven processes. To thrive in today's business environment, your workforce needs solutions that support dynamic processes involved in real-world operations.

By offering a single platform to manage data relationships, documents and processes, employees can effectively manage their workload and make better business decisions.

Benefits

✓ Decrease business cycle time

✓ Provide insights into process performance and improvement

✓ Create standardized and auditable business processes

" Advisors now have one place to go for all student information. They also have access to all related documents — giving them a quick synopsis of each student."

Tracy Weber
Manager, document management
University of Notre Dame

Key features

- **Content routing:** Automatically direct relevant content to the right workflows, systems and people

- **Case management:** Manage data, tasks, activities, correspondence and events surrounding unstructured cases and knowledge-driven processes

- **Business actions:** Streamline content-related tasks including review, approvals and exception handling

- **Productivity features:** Automate queue management, alerts, reminders and insights

- **Complete view:** Provide intuitive and configurable access to process status, insights, reports and contextual information

- **Configurable workflows:** Enable drag-and-drop design of structured and ad-hoc workflows

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AUTOMATE

INTELLIGENTLY AUTOMATE CONTENT-CENTRIC TASKS AND PROCESSES

Quality, consistency and employee empowerment drive the value behind intelligent automation. Your organization likely has structured processes that are repetitive, have predictable steps or outcomes—and these can be optimized and automated while delivering meaningful exceptions and insights to the right people.

That's smart automation, and that's where Hyland can make a difference.

Benefits

✓ Decrease business cycle time

✓ Avoid errors with manual processes

✓ Reduce risk and improve auditability by removing human touch

" We created efficiencies, increased accuracy and lowered costs through structured processing. This allows us to continue to move quickly to provide great service to our members."

Heather Lally
VP of operations
Alliant Credit Union

Key features

▪ **Robotic process automation (RPA):** Automate manual, rule-based, high-volume and repetitive tasks

▪ **Artificial intelligence and machine learning:** Leverage intelligent content services to predict, classify and enrich content based on the exact information that matters to you, enabling automation and informing better decisions

▪ **System integration:** Connect key business systems to eliminate manual data entry, matching and management

▪ **Process improvement:** Use process analytics to identify opportunities for automation

▪ **Automation design:** Easily create, manage and modify automations via an intuitive interface

▪ **Auditing and reporting:** Provide users with complete view into process performance and history

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COLLABORATE

SECURELY SHARE CONTENT AND COLLABORATE ON PROCESSES AND DOCUMENTS

Sharing and collaboration without sacrificing control is crucial. Business doesn't happen in a bubble. Whether you're collaborating with remote co-workers, patients, partners or customers across any industry, you need a simple, easy-to-use way of sharing content that is also secure. The right technology removes hurdles from a process that can be frustrating — meaning your employees won't need third-party or consumer workarounds that put your data at risk.

Hyland's solutions make collaborating just as easy as it should be.

Benefits

✓ Provide users with a quick and intuitive way to share files and collaborate

✓ Retain extensive control over shared files

✓ Ensure shared data is protected and complies with industry and regional regulations

" Our staff learned how to use Sharebase very quickly and users find the solution extremely convenient. But more importantly, it's easy to use for the person on the receiving end…This digital exchange of information has helped improve security and accelerate processes on both ends."

Julie Richer
IS — applications analyst
Fulton County Health Center

Key features

▪ **File sharing:** Easily share business content with internal and external users and customers

▪ **Powerful content editing:** Create and edit documents through integrations with common office suites, check-in/check-out protections and major and minor versioning

▪ **Secure sharing:** Avoid unprotected sharing of sensitive documents with features like encryption and secure links

▪ **Enhanced collaboration:** View and collaborate on a wide range of documents, regardless of file format, using powerful coauthoring and annotation capabilities

▪ **Workflow support:** Create ad-hoc workflows to support review and approval processes

▪ **Content in context:** Access and share content where you need it via integrations with productivity apps and business systems

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COMMUNICATE

AUTOMATICALLY CREATE AND DISTRIBUTE PERSONALIZED CORRESPONDENCE

Successful organizations make clear communication a priority, both internally and with externally. We all know business is built on relationships, and that means every business process needs to be driven back to its basics: Excellent communication.

That's why Hyland products invest in the power of good communication. It's how we connect, move forward and thrive.

Benefits

✓ Improve relevancy and effectiveness of customer communications

✓ Significantly reduce time and resource requirements

✓ Ensure all relevant legal and regulatory information is always included

" Our previous automated merge process literally took hours to perform every night. It was extremely slow. With Content Composer, these notices — and we're talking anywhere from 2,000 to 3,000 at a time — get finished in a matter of minutes."

Casey Greenwood
IT supervisor
State of Montana
Department of Labor and Industry

Key features

- **Intuitive design:** Easily configure templates to standardize communication types

- **Integrated document creation:** Dynamically pull data from multiple source systems to create personalized communication

- **Multi-channel output:** Publish or export to the formats that fit the needs of the customer and your organization

- **Dynamic processing:** Use on-demand and batch processing to support regularly scheduled and process-based communications

- **Privacy and security:** Ensure the correspondence and the process keep PII secure and comply with relevant policies and regulations

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FIND

FIND RELEVANT INFORMATION, WHEREVER IT IS

With the amount of content most organizations are dealing with, the proverbial "needle in a haystack" is a vast underselling of the challenge at hand — finding exactly what you need, when you need it. Aside from sheer volume, there are security walls, formatting inconsistencies, narrow search functionality and accessibility issues to contend with. But when you have important content, you need to quick access.

No multiple tries, no old versions, no "zero results" when you know it's there. Just the right content, right in front of you. That's what you get with Hyland's high-powered search capabilities.

Benefits

✓ Help employees find the information and insights they need faster

✓ Locate unprotected sensitive data across the enterprise and take action to secure it

✓ Simplify audits and speed up e-discovery and other data request fulfillment

" We don't have to worry about losing a document before its retention period is up. If we ever need to produce it, we can find it with a quick search in OnBase."

Brian Mueller
ECM program manager
Colorado Housing and Finance

Key features

▪ **Enterprise search:** Inspect full text and metadata across hundreds of file formats, systems and repositories throughout the enterprise from a single interface

▪ **Integrated viewer:** View results thumbnails and high-definition rendering for any file format without the native application

▪ **Natural language processing (NLP):** Find answers even with inexact queries, misspelled search terms, substandard data and document errors

▪ **Results relevance:** Get to the right information faster with intelligent query design tools, relevance rankings and contextual filters

▪ **Search automation:** Save and share search queries and sign up for automated search alerts when new content is available

▪ **Privacy and security:** Search results are informed by security policies and dynamic data masking to protect access to sensitive information

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GOVERN

CENTRALIZE AND AUTOMATE INFORMATION LIFECYCLE AND SECURITY MANAGEMENT

Automate secure retention and destruction of documents and records. Modern organizations consume, create and manage an unprecedented amount of content. Manually managing the information life cycle at this scale is no longer feasible for businesses with an eye on the future. Failing to automate the data creates operational inefficiencies and unnecessary security and compliance risks — basically, a huge problem for your team and your business.

With Hyland content services, your content life cycle is managed from beginning to end, so your staff can concentrate on day-to-day activities rather than worry about fulfilling specific records management and compliance needs.

Benefits

✓ Meet regulatory and industry requirements for information life cycle management

✓ Lower costs associated with storing and protecting documents past retention

✓ Automate time-intensive manual retention and e-discovery processes

" Documents generated from our retail PO system that need to be retained for compliance initiatives are now converted to PDFs and imported to OnBase without ever seeing paper."

Mary Thompson
Manager of intranet services
Cracker Barrel Old Country Store

Key features

▪ **Federation:** Establish governance over all critical information, enabling a single source of the truth while avoiding difficult migrations from legacy systems and repositories

▪ **Retention and records management:** Automate all retention tasks including approvals, record declarations, storage management, legal holds, archival and deletion

▪ **E-discovery support:** Intelligently find relevant content across multiple systems in the organization, review it and apply legal holds

▪ **Regulatory compliance:** Support and prove compliance with government and industry regulations

▪ **Mixed media support:** Manage physical records alongside digital ones with uniform retention policies and chain of custody

▪ **Defensible Auditing:** Provide defensible auditing for the entire lifecycle of your records

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INDUSTRY SOLUTIONS

Our customers have been sharing their industry challenges with Hyland for three decades, and we've been listening. Thousands of organizations across the globe use our robust content services capabilities, best practices and expertly tailored solutions to treat their pain points and meet industry- and department-specific requirements.

Hyland is a pace setter for change, and achieves this by listening to your needs and recruiting subject matter experts from within your field to direct product development. Our goal is to not simply be a software provider, but a trusted partner in delivering outstanding products and services — both now and in the future.

We know that no two industries are alike. That's why we devote massive bandwidth to developing top-shelf foundational and vertical-tailored solutions. To top it off, we work to ensure your implementation team includes subject matter experts who are familiar with industry and functional best practices.

Here are just some of the industry- and department-specific solutions we offer:

INDUSTRY SOLUTIONS

Education
- Admissions
- Financial aid
- Transcript processing
- Student affairs
- Registrar's office

Insurance
- Property and casualty
- Life, health and annuity
- Third-party administrators

Healthcare
- Health information management
- Clinical and medical imaging
- Enterprise imaging
- Revenue cycle
- Health insurance

Government
- Justice and public safety
- Health and human services
- Planning and public works
- Finance and administration

Financial
- Banking
- Wealth management
- Credit unions
- Lending

Other Hyland-supported industries
- Manufacturing
- Retail
- Food and beverage
- Global trade
- Construction
- And more

DEPARTMENT SOLUTIONS

Accounting
- Invoice capture
- Invoice processing and approval
- Vendor management
- Asset management
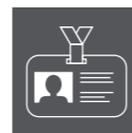
Human resources
- Employee file management
- Employee onboarding and offboarding
- Employee relations
- Policies and procedures
- Employee file governance

Transportation and logistics
- Freight payment and billing
- Freight contract management
- Customs clearance activities
- Import/export compliance

PLATFORM STRENGTHS

YOUR PLATFORM FOR GROWTH

We know the effectiveness of your business processes relies on connection between the systems and applications that your employees work in on a daily basis. Hyland makes simplicity of integration a priority and offers extensive options to fit your needs.

Integration

- Prebuilt connectors
- Integrated user experience
- Events-driven and REST APIs
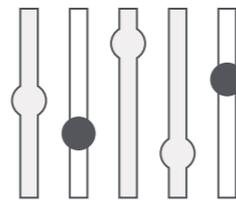
Low Code

- Accelerated solution delivery
- Point-and-click configuration
- Reusable components and services
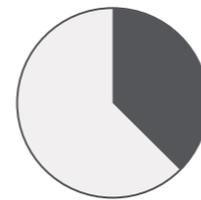
Analytics

- Real-time visibility
- Content and process performance
- User activity
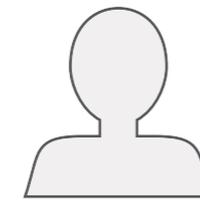
Usability

- Modern, intuitive user experience
- Persona-based apps
- Accessibility conformance
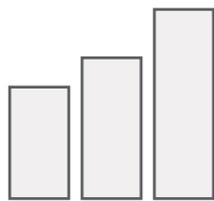
Scalability

- Billions of documents
- Large file sizes
- Hundreds of supported formats
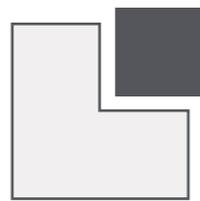
Open Source

- Open standards-based platform
- Access to source code
- Robust development community

Security

- Secure development lifecycle
- Robust security controls
- Defensible audit trails

HYLAND AND THE CLOUD

The Hyland Cloud is a mature and proven cloud delivery platform with more than 1,600 customers, 12 billion stored documents and 18-plus years of deployments. The Hyland team leverages cutting-edge technologies and security-driven policies to ensure information is highly available to customers and authorized users — when and where they need it.

Hyland provides SaaS solutions like OnBase and Perceptive Content as well as PaaS solutions that include Alfresco PaaS and Nuxeo. These solutions are administered, governed and supported by expert Hyland engineers and available globally in our co-located data centers or in public data centers operated by our trusted partners, including Amazon Web Services (AWS).

The Hyland Cloud is intentionally designed and managed to support content services initiatives now and well into the future. Deciding to deploy your content services solution in the Hyland Cloud can provide real business benefits, including:

Increased availability and reliability

Having your core data and applications managed in off-site, privately managed data centers can enable business continuity in the case of an outage, a natural disaster or cyber-attack. Hyland Cloud customers enjoy 99.99% availability of data, thanks to aggressive data redundancy and disaster recovery.

Improved scalability

Storage and computing power requirements can vary depending on the organization's size, or even seasonally in some industries. A Hyland Cloud deployment makes it easy to accommodate the evolving business needs without requiring you to change your in-house technology infrastructure.

Reduced data security risk

Data stored in the cloud benefits from advanced data protection and physical data center security. Hyland Cloud encrypts data while in use, in transit and at rest, and never commingles your data with that of other organizations. Hyland's Cloud Platform Engineering team manages Hyland data centers around the globe to provide a reliable and secure environment.

Expertly managed content services

This allows organizations to focus on execution of initiatives for faster development and deployment of solutions and improved security and disaster recovery.

PROVEN PLATFORM

- 22+ data centers worldwide
- 99.99% data availability
- 19+ years in the cloud (est. 2004)
- 1600+ Cloud customers
- 98% customer renewal rate

STANDARDS AND CERTIFICATIONS

- NIST 800-53
- ISO 27001
- PCI DSS
- SOC 2 and 3
- TIA tier 3 or 4
- Cross Border Privacy Rules (CBPR)
- ISO/IEC 27001 (or local equivalent)
- Cloud Security Alliance (CSA) Star

POWER YOUR INNOVATION WITH HYLAND TECHNOLOGY

In addition to the many purpose-built solutions, Hyland also offers a range of application development tools. This includes everything from the leading open-source content services platform to point-and-click configurable forms and workflows to APIs and SDKs that allow you to enhance your applications with our industry-leading technology.

No one knows your business and your processes better than you. That's why Hyland makes it easy for organizations to build applications that are just right for them, using our proven technology.

ENABLE BUSINESS AGILITY WITH LOW CODE CAPABILITIES

With today's business environment changing more rapidly than ever before, organizations need the ability to quickly stand up new business applications that meet those needs – and easily adapt applications as requirements evolve. For those looking for rapid solution configuration, Hyland provides low-code capabilities that equip them to:

- Accelerate the speed of deployment and minimize the need for extensive custom coding
- Leverage options like radio buttons, checkboxes and drop-down menus to configure applications
- Replace aging database applications like Access and Lotus Notes while filling in the functionality gaps that exist between line-of-business systems
- Improve collaboration between business users and IT
- Adapt processes at the pace of business
- Empower IT staff while supporting a spectrum of content-enabled solutions across your organization
- Streamline your overall IT environment, minimizing application sprawl and negating the need for business departments to produce and implement disconnected point solutions

EMPOWER YOUR DEVELOPERS WITH AN OPEN PLATFORM

For those organizations with their own software development capabilities, Hyland is the ideal choice. Our platform enables your developers to build the solutions your organization needs and fuels ongoing innovation with an active community and contributions of a global developer base. Here are just some of the Hyland features that simplify application development:

- Industry-leading content- and process-management platform provides flexible and scalable capabilities designed for modern security and compliance requirements
- Development studio provides rapid application development with low-code configuration and reusable components and services
- Simplified integrations with prebuilt connectors for common enterprise systems, events API, extensions and REST API
- Robust extensibility options with an open-source platform, cloud-native architecture, software development kits (SDKs) and connections to external services including artificial intelligence and machine learning
- Flexible deployment options including platform as a services (PaaS), software as a service (SaaS), public, private, hybrid cloud or on premises
- Supporting resources including the source code, documentation, training videos and tutorials, plus a robust online community

MORE THAN JUST SOFTWARE

PROFESSIONAL SERVICES

With hundreds of experts worldwide and thousands of deployments under our belt, Hyland is here when you need help choosing the right technology solution for your business or if you're looking to leverage industry best practices. We strive to help you meet the needs of your users and customers and speed up time to ROI.
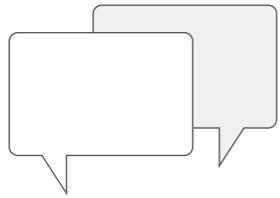
Consulting services

- Ensure strategic alignment
- Provide industry expertise
- Accelerate time to ROI

Implementation services

- Provide project management
- Deploy custom integrations
- Provide long-term program
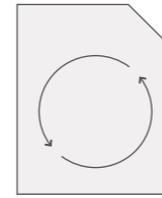
Data conversion services

- Improve productivity
- Reduce maintenance costs
- Reduce risk

Managed services

- Unburden your staff
- Simplify scalability
- Improve security and compliance

CONCLUSION

With more than three decades of helping organizations optimize their most critical content and processes, we know the value you content brings in moving your organization forward. That's why our innovation strategy aims to help your employees work smarter and faster so you better serve your customers, patients, constituents and clients.

Creating transformative experiences between people and information is how you continue to grow and thrive, and that's what we can help you achieve. Whether you interact with one Hyland solution or many, whether you do it on a large screen or small one, you have the power of Hyland content services at your fingertips. And that gives you the ability to create, improve and transform business processes that make a difference in the lives of the people you employ and the people you serve.

The solutions are here. The direction is yours to choose.

Learn more at **Hyland.com**.

Learn more at **Hyland.com**