Hyland™

Guiding you to achieve your goals, at every step

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Introduction

The value of the digital workplace

Organizations employing content services are well-poised to quickly deliver digital solutions for today's challenges.

Organizations around the globe are experiencing a new reality where the pace at which IT, business units and organizational leaders must transform current business processes to meet user needs is unprecedented. Every day you are challenged to meet growing user requirements for immediate, secure access to information from anywhere at any time.
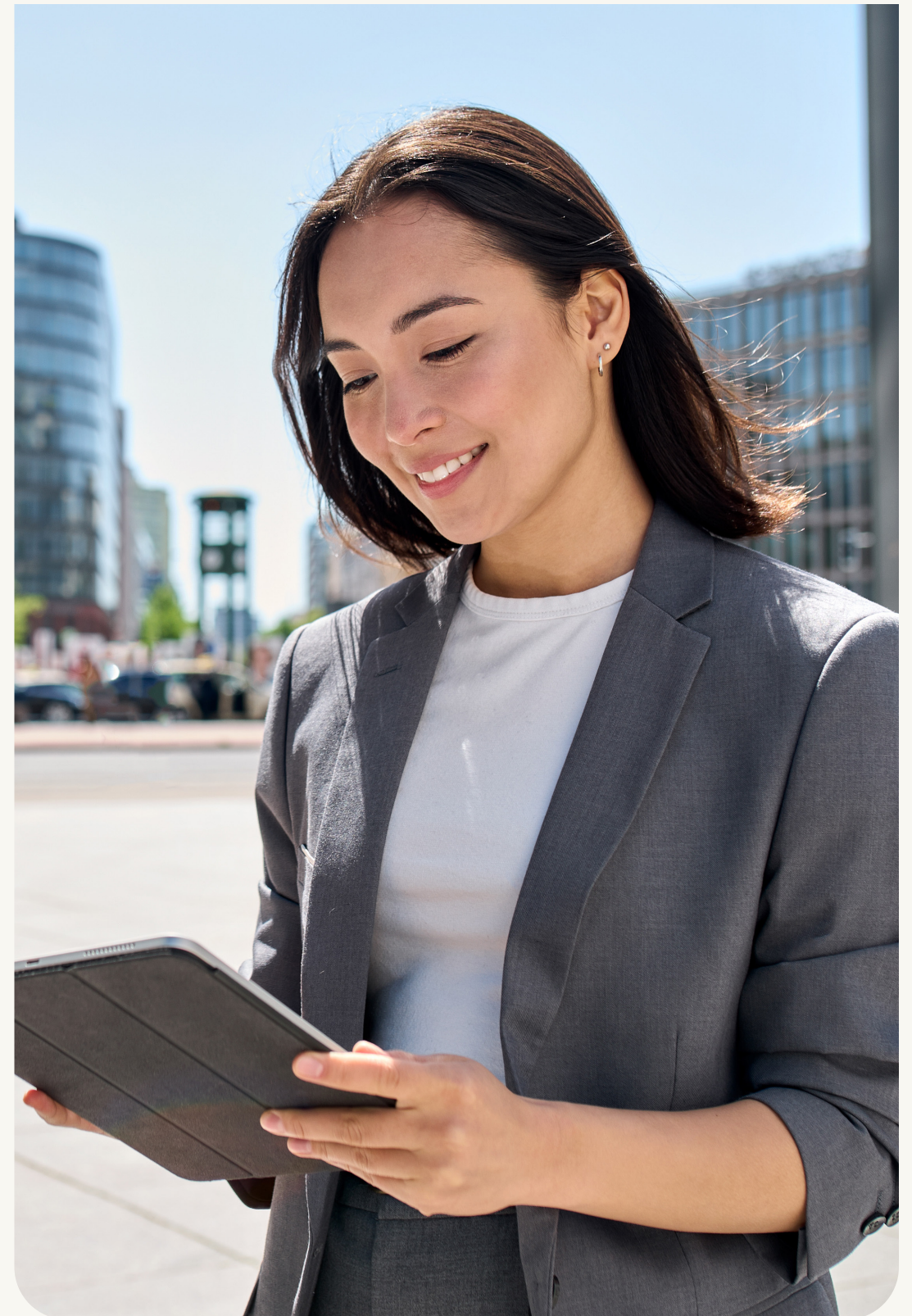
This means you must make your organizational information and data-driven processes work better for your people and those you serve. And key opportunities exist to transform digital processes in every corner of your business with the content services technology you have in place.

Many organizations want to take the next steps toward transformation, but may not know which path is the right one to best capitalize on their technology infrastructure, organizational goals, customer expectations and evolving requirements, including regulatory mandates and service level agreements (SLAs).

Hyland Global Services knows.

Our teams have been honing methodologies to capitalize on organizational data and content for more than 25 years. No matter how expansive the reach of your solutions, our industry-specific expert consultants are here to guide you to achieve transformative outcomes.

Read on to understand where you are in terms of today's benchmarks for digital maturity and how to get where you need to be.

Consulting Services can get you started on the path to transformation

Information assessment

Understand where you are in terms of today's digital capability benchmarks, and how to get to where you need to be.

An information assessment helps you strategically leverage existing Hyland solutions and content assets, and plan for the future.

During an information assessment, our Hyland consultants align your corporate strategies with business level initiatives, providing a blueprint for immediate and long-term success. They analyze the current state of your key processes, challenges, content-driven solutions, supporting governance structure and stakeholders in and outside of your organization.

The engagement documentation includes recommendations outlining specific tactics, milestones and roles to support optimization and expansion efforts, as well as identifies growth requirements and cost-benefit projections.

Uncover opportunities with visibility into your people, processes and technologies.

There is often a very real gap between what is possible and what organizations do with existing resources. Additionally new digital capabilities are emerging every day, often disrupting the status quo across industries.

Visibility into how to get the most out of emerging technologies, as well as technology you already own, will create differentiating opportunities for your organization.

With a strategic plan in place, you have the blueprint to continually **improve processes and delight your users.**

The information assessment really helped highlight some of the pain points that we were all incurring, but at the same time where we could start.

Debora Kline
SVP Strategic Projects, Civista Bank

Strategic workshop

A quick, hands-on workshop identifies solution opportunities and provides a roadmap for solution optimization, process improvements and quick wins.

Hyland customers often seek advice from Global Services consultants on how to enhance and optimize solutions already in place, or how to leverage their Hyland technology to improve additional processes or business areas.

This is exactly what a strategic workshop helps you do; it is a quick accelerator to impactful outcomes for key areas of your business.

Our consultants begin by analyzing your current processes and solutions, and with that visibility, provide recommendations for optimizing your solutions to yield high value quick wins.

This interactive, one or two-day workshop includes activities and exercises to identify areas of focus and priorities, and can include a Hyland solution demo conducted on-site. Also included is a roadmap with an executive summary and prioritized list of recommendations — including time frames of short- and long-term milestones and best practices for a solution framework that tactically aligns with your strategic vision.

The value of a roadmap

Industry-specific, expert recommendations that help you meet your goals.

A tactical roadmap often accompanies consulting services including Information Assessments and Strategic Workshops. It provides prioritized recommendations for durations ranging from one to five years. It includes short term, actionable recommendations and, depending on the service, support of a long-term program vision.

The roadmap often contains quantifiable cost estimations and cost-benefit analysis, defined milestones, change management tactics and risk assessments. It is a blueprint for your internal teams creating and augmenting solutions, as well as leaders determining business development trajectories and budgets, and ensuring successful user adoption.

This tool is a proven framework that supports your stakeholders at every level — from end users to leadership.

Strategic, efficient discovery methodologies and proven tools yield clear next steps for **high-impact quick wins.**

Change management

Strategic consulting addresses the needs of your organization's unique culture, and uses proven methods to encourage user adoption of critical solutions.

You'll always find staff who are resistant to change, especially if it involves processes that impact their daily work. When implementing any enterprise solution there will be functional day-to-day changes in individual roles, processes and technology.

We have learned from our more than 15,000 customers that project success rates significantly increase when the people who are impacted understand what is changing and why.

Our change management services provide a structured approach to managing the adoption of Hyland solutions that complements your organization's culture and style. Even small adjustments can have a big impact on employee happiness and user adoption.

Program management

Keeping the big picture top of mind, a guided program provides visibility, control and guidance for all of your Hyland projects.

Our program management services enable you to plan and manage multi-year, or concurrent enterprise-wide projects with Hyland experts who are your steady point of contact for all of your content service endeavors. Program management provides visibility into individual projects and supports clear communication channels across all levels, yielding control and benefits not available from managing projects separately.

These consulting engagements are led by Hyland experts who have a deep understanding of your industry, your goals and what steps to take to ensure successful outcomes for the critical solutions you deliver.

No matter where you are in your journey, we'll **ensure you're well-positioned for secure, ongoing, optimal performance** of your evolving content services solutions.

I think certainly [the effort] has helped us change our organization. And I think organizations that are going to be successful are organizations that are constantly evaluating and re-evaluating how they're doing things.

Richard J. Dutton
EVP, Chief Operating Officer, Civista Bank

Infrastructure, capacity and performance planning

Proper planning ensures your Hyland solutions and the people they serve will be well-positioned to operate efficiently, securely and effectively now and into the future.

Without proper planning, the evolution or growth of your solutions can present challenges in areas such as infrastructure, database or solution configuration.

That's where our infrastructure consultants come in — performing deep dives into your infrastructure, database and configuration, and providing guidance in optimizing solutions of all scale. This can be especially valuable before implementation, following go-live and when planning for disaster recovery or high availability.

These assessment services require minimal time on your end and guide you with the specific actions required to maintain high performing, healthy solutions.

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> They've understood our solution, they understand what our needs are and they've been able to make the right design decisions — and help guide us the right way — to make sure the solution overall is the right fit for us.
>
> Hemant Kochhar
> Director, Appdev,Integration and Mobility, Coke One North America (CONA)
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> **"**

Hyland Global Services

You know your business better than anyone; and we know content services for your industry. Trust your business to a content services market leader.

14
vertically
aligned disciplines

11 years
experience on average for the
leadership team dedicated to
Hyland's core values

2,300
unique engagements
annually

1,300
unique customers annually
trust our services

8 years
experience delivering
Hyland solutions for the
average consultant

30+
year of growth

90%
of projects delivered
on-time and within budget

Hyland is definitely committed to SAIF's success. I think at every level, we felt like we have a partnership, from our technical consultants and project managers, through the program managers, all the way up to even some of the executive leaders within Hyland.

Scott Clark
Technology Architecture Supervisor, SAIF

Managed Services provide the exact resources you need, when and how you need them

> 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

Maintaining and optimizing your solutions using Managed Services is a proactive and predictable method to ensure best-in-class capabilities that deliver accelerated ROI.

Today's digital capabilities are evolving at an unprecedented pace and many organizations are choosing to employ managed services models for their content services solutions to ensure solutions stay current, optimized and high-performing.
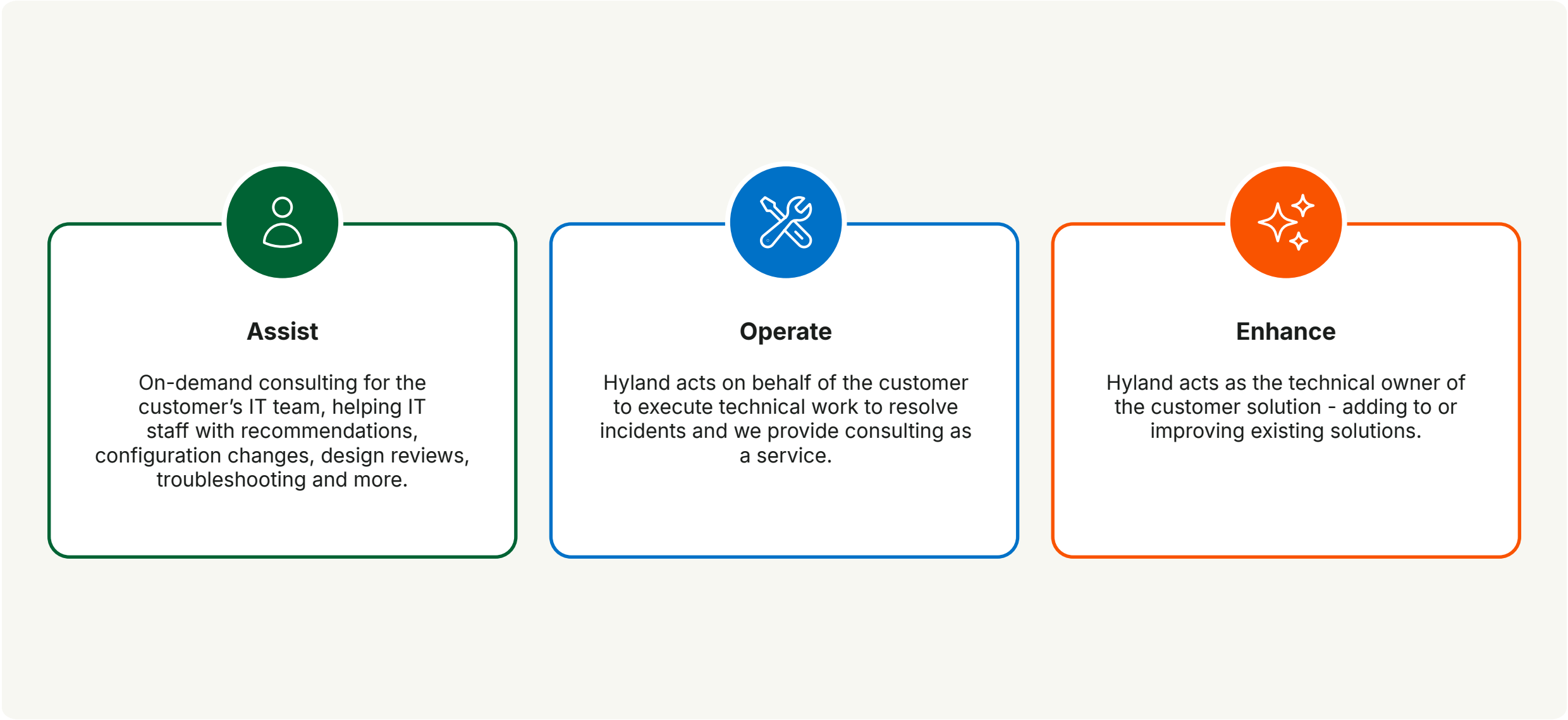
Hyland's Managed Services provide you the peace of mind that your solutions are expertly and securely managed, and that they'll continue to deliver the service, customer experience and return on investment your people expect.

Flexible levels of services to meet your resource needs and operational budget

Our Managed Services offerings enable you to have the expert guidance and consulting you need, with a level of service and schedule that meets your requirements and operational budget.

Levels of service range from a fully outsourced offering — where Hyland provides a dedicated team for transformative, end-to-end solution delivery and strategic planning — to a more assistive role, supporting your teams with system administration guidance, on-demand consulting, configuration assistance and solution design review.

Assist

On-demand consulting for the customer's IT team, helping IT staff with recommendations, configuration changes, design reviews, troubleshooting and more.

Operate

Hyland acts on behalf of the customer to execute technical work to resolve incidents and we provide consulting as a service.

Enhance

Hyland acts as the technical owner of the customer solution - adding to or improving existing solutions.

Data migration services

Simplify data migration from any system, to any system.

Make your organization's digital content and data work better for you by consolidating data repositories and eliminating content and data silos that inhibit strategic data-sharing and automation. You'll also eliminate the perpetual costs to maintain secure environments of systems that are no longer bringing the value you need.

Our Data Migration team has decades of experience extracting metadata and documents from legacy systems and transforming this data into a customized format that meets your needs. Helping you to minimize IT sprawl and improve return on investment (ROI) of your data and content management investments.

Database platform migration

Trust the experts for critical, specialized database work.

You may find at some point that you'll need to migrate Hyland enterprise solutions from one database platform to another, in order to accommodate growth or business requirements.

Our experts are here to help you execute your project securely and effectively. Certified on multiple platforms, including Oracle®, Microsoft® SQL Server® and Sybase®, we know the specific considerations when migrating Hyland solutions from one platform to the other.

It is **people** who enable great institutions to do great things. It's true of your staff of experts and it's true of the **right** technology partners.

Conversion Services eliminate uncertainty for your content and data migration, conversion and consolidation projects

We have the resources, expertise and proven capabilities to help you.

Whether you need to turn a warehouse of paper into digital files, need to convert terabytes of data from silos or legacy repositories or need to migrate existing databases to a Microsoft® or Oracle® platform, we can help.

Conversion services

Experience matters; partner with our conversion experts to convert from legacy systems to Hyland solutions with confidence.

We are seeing an increased need for our customers to convert large volumes of data from outdated systems to their Hyland platforms.

This is not surprising because your enterprise documents and data are among your organization's most valuable assets. Leveraging the power of a modern content services platform to make your data work better for your organization and those you serve is critically important in today's digital world.

Our dedicated Conversion Services teams can provide the expert guidance and support to enable you to convert with confidence.

We have decades of industry experience delivering on-time, predictable conversion projects with minimal downtime. And our honed methodologies, conversion framework and tools bring visibility and 100 percent file accountability to the project, including proven change management techniques and guidance that ensure a smooth transition for your users.

With multiple service levels — from extraction, to data-mapping, to a turn-key, comprehensive, end-to-end conversion service — we have the proven capabilities to meet your needs.

> "The Hyland team got us through a very long 18 months, making the conversion as easy as it could possibly be.

Senior Business Systems Analyst
Not-for-profit, 400+ bed, academic healthcare organization
Member of Epic Community Connect

Imaging services

Eliminate your physical document backlog.

The faster your electronic documents are available to your business systems, the sooner your users and business processes will benefit. Instant access to time-sensitive documents, automated business process workflows and records management and accelerated case management are just a few of the benefits.
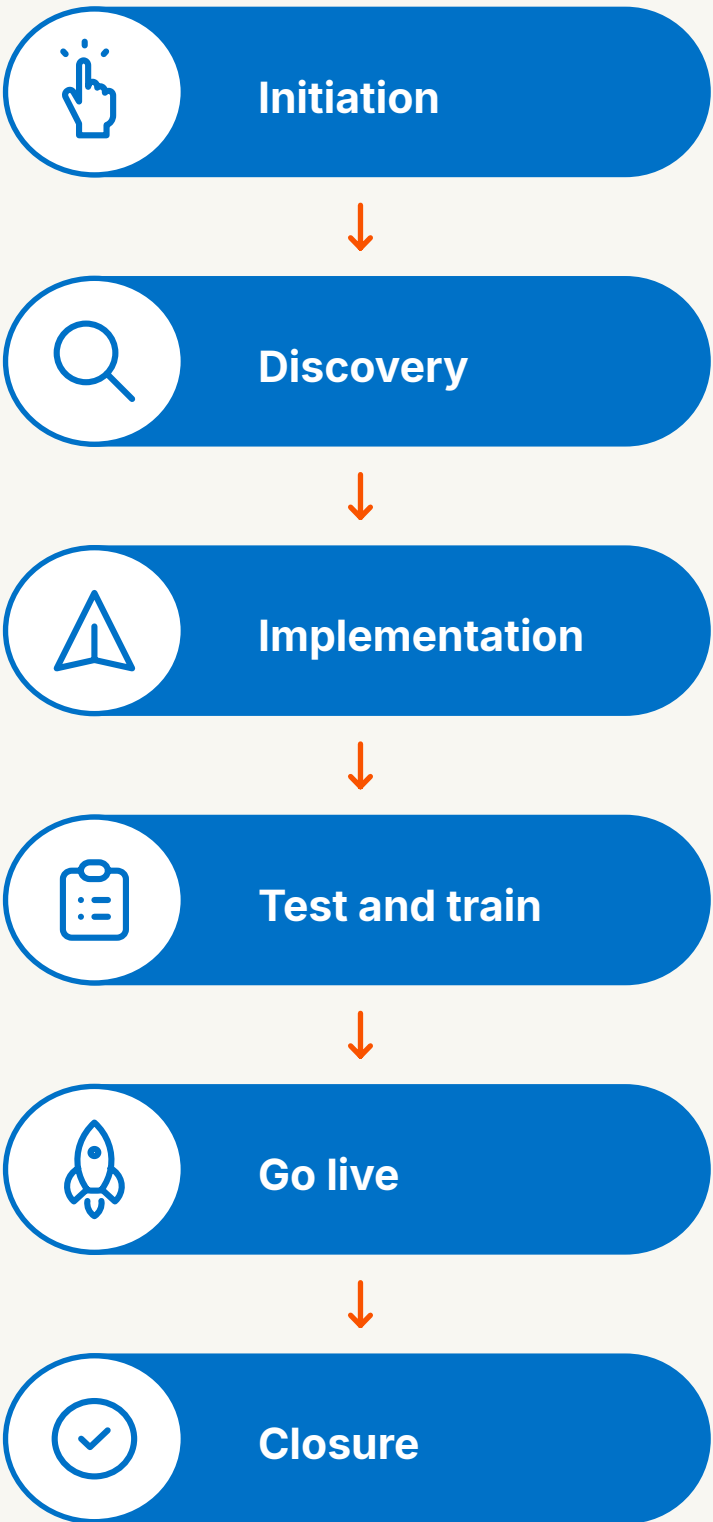
It doesn't make sense to keep your files in paper, film, or fiche format any longer. When you find that you need day-forward support, indexing or exception handling for a new business unit or process, or just need to have a backlog of files scanned and indexed, our Imaging Services have highly specialized teams who are committed to service and quality.

Organizations who promote the ability to quickly access and deliver critical information at the time employees, customers and stakeholders need it will be best positioned to capitalize on emerging transformative opportunities.

Quickly achieve this by partnering with experts in data-driven, content services solution delivery.

Methodology

- Initiation
- Discovery
- Implementation
- Test and train
- Go live
- Closure

Implementation Services enable you to deploy best-in-class content services solutions that will transform your organization

> I think our relationship with Hyland helps give us a competitive advantage as we leverage the software that's incredibly important to deliver services.

Ken Collins
Chief Information Officer, SAIF

Ensure your solution meets the needs of your internal and external users — and get it to market predictably.

We understand that you're trusting us in not only for our technical abilities to deliver, but to be an extension of, and partner to, your organization for this transformational work.

Implementation solution delivery

Rely on the experience of the professionals who have spent more than 25 years delivering the solutions you need.

Our Implementation Solution Delivery teams subscribe to a set of core principles to make every project successful for our customers.

Our industry-aligned consultants and technical experts are dedicated to implementing best-in-class content services solutions that are leading today's digital marketplace. They know the best methods to incorporate highly automated case management and workflow solutions, strategic advanced capture capabilities and secure integrations with major line-of-business systems.

It's about more than technical expertise.

Proven project management is also an integral component to our service models. All Hyland professional services include expert project management that ensures your project stays on track and meets clearly defined goals.

Upgrade services

Protect your business by keeping your software secure, compliant and up-to-date.

Keeping your trusted enterprise software up-to-date with the latest version is one of the easiest methods to remain secure, compliant and resilient in this age of diverse information types, systems and mobile requirements.

Hyland's product releases contain critical support and security features for the latest browsers, operating systems and database versions — as well as thousands of updates and customer-driven enhancements.

When you need assistance, guidance or access to content services experts to ensure your upgrade is efficient and optimal, we are here for you. Our professional services teams simplify upgrading to the latest version of our software, either through our Managed Services or through an Upgrade Services engagement.

Our certified consultants are experts in strategic content services upgrades, performing more than 100 upgrades annually. They understand current integration and interoperability needs, the latest technology changes in our software and the potential impact to your environment.

Working side-by-side with your teams we have the experience in successfully navigating any challenges, ensuring your solutions are always at their best.

Ensure upgrades are using the **best methods** for performance, security and user experience.

Custom integration

Optimize user experiences with ease and interoperability.

We understand organizations are investing in more technology than just the Hyland platform. And as you continue to either maintain legacy systems or invest in new software tools, you need to ensure that you can integrate your Hyland solution with them — either natively, or through a custom integration.

That's why we have a dedicated team of experts who deliver the custom work that you may need. Delivering nearly 2,300 projects annually, our experts can help you integrate your Hyland solutions with existing ERP, SIS, CRM, EMR and other enterprise systems.

Every day our API and integration experts build solutions for customers that provide real time, two-way integrations for the exchange of documents and data, integrating with enterprise systems like:

- Allscripts
- Cerner
- Datatel®
- Epic
- Infor Lawson™
- Meditech
- PeopleSoft®
- Salesforce®
- SAP®
- Workday®

Create optimal user experiences and deliver them in the way consumers want to access what they need. We make it simple for you.

Hyland's professional services experts are here when you get started on your content services journey, and as your solutions mature, evolve and expand — we're with you at every step.

Education Services enables everyone who depends on Hyland solutions to succeed in their role

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> The one thing I like is being able to come and talk to fellow system administrators at TechQuest…It's good to get perspective from your fellow techies… Just get an idea of how they do things at their organization, that's really helpful.
>
> Rick White
> Senior Business Analyst, City of Charlotte

Learn, practice content services capabilities and strategically evolve your role along with the changes in your organization's digital landscape.
Education Services provides comprehensive role-based training and content services certifications that enable your team to become self-sufficient in maintaining, augmenting and expanding your Hyland solutions. This level of solution ownership enables you to quickly adapt your solutions as your business evolves.

Flexible online training

You can learn from Hyland professionals in an online setting that meets your needs — either in instructor-led classes or through self-paced options that enable you to learn at your own pace. Premium Subscription, our on-demand, online training tool, enables anyone in your organization to get the exact, role-based training they need to become experts. We understand that you may not know which options or courses will be most beneficial for your role. This is why we created defined learning paths to help you get started. You can easily chart your path with a step-by-step series of courses, organized by job role.

Technical conferences offered multiple times a year

Our technical user conference, TechQuest, enables your technical teams to participate in hands-on focused training sessions with Hyland and Global Services team members to design, develop and refine your Hyland solution knowledge. You can also renew certifications at any TechQuest. You will learn the powerful enhancements in the latest release as well as have the opportunity to discuss your current initiatives and discover best practices from the most experienced Hyland content services team in the world.

Ongoing training to meet evolving business needs

Getting your Hyland solutions in-house and into production is only the first step in a dynamic journey that creates competitive, game-changing differentiators for your business. You are in control of this journey and we are here to help you.

All of our training options are available on our website, where you can quickly filter to see the topics and training options best for you. You'll find there are many training options available at no cost.

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> It doesn't feel like a vendor, it feels like a partnership, and that's where I would like to get some of our other vendor relationships to. Where you're not speaking to a different person all the time. Where they don't forget where you are and what your business is about. Hyland remembers that. They know who we are, they know what we're trying to do, big and small, within the project and within our program.
>
> Brigitte Hamilton
> Director of Portfolio and Project Management, SAIF

Learn more at **university.hyland.com.**

Conclusion

We're here for you with expert guidance throughout your content service journey

Our Global Services team members understand your industry. How? Because we employ more than 600 consultants, with dedicated practices including Financial Services, Government, Healthcare, Higher Education, Insurance, Manufacturing and Retail.

So regardless of your business needs, we can help guide you to where you want to be in your content services journey — allowing you to better meet the needs of your organization, and those you serve.

From implementation to expansion and beyond, our specialists are here to guide you — at every step of your journey.

About Hyland Global Services

Hyland Global Services is committed to helping you leverage your talents and technologies to succeed in your goals. Since 1991, Hyland's driving force has been to empower you to continually improve work processes by making information that exists in you organization work better for you. We've been successful for more than 25 years by working side-by-side with you, listening to the real-world challenges you face, and collaborating with you to develop industry-leading content services solutions.

Hyland™

Learn more at **Hyland.com/Services**.