SIMPLIFY AND SECURE YOUR CRITICAL SCANNING

Ensure the valuable information in your paper records and documents is available to everyone who needs it

The time is now to digitize and automate. With digital capabilities and dependencies evolving at an unprecedented pace, your organization can't afford to rely on manual, paper-based processes for critical business areas.

We understand that one of the most critical aspects of electronic document management — consistently and timely getting large volumes of documents scanned, imported, indexed and available to your users, business systems and processes — can be a challenge. Especially when disruptions to operations result from managing remote workforces or reallocating space within your physical buildings.

But the faster your electronic documents are available to your business systems, the sooner your users and business processes will benefit. If you find that you need to get documents into your systems faster or struggle to find the resources to do so, we can help. With over 20 years of experience, no one knows how to do this better than Hyland's Imaging Services team.

IMAGING SERVICES FOR THE NEW DIGITAL WORKPLACE

Our Imaging Services enable you to trust this work to highly specialized teams who have a commitment to security, service and quality. You can leave it all to us and we'll retrieve your physical documents, and scan, identify and index them for you. Or, you can scan your content in and we'll take it from there.

We also offer film conversion, microfilm and microfiche services as well as COM services to meet your needs. Should you need to store your film or documents, our physical storage facilities are temperature and humidity controlled, ADT monitored and equipped with fire suppression systems. This can help you to meet your document retention policies while easing the burden of compliance.

Hyland™

FOUR COMMON CATALYSTS FOR OUTSOURCING YOUR MAILROOM OR OTHER BUSINESS AREA SCANNING NEEDS TO HYLAND

Instant access to time-sensitive documents, automated business process workflows and records management and optimized case management are just a few of the benefits of accelerated scanning for your teams who are managing high volumes of data-driven work. Some of the common challenges our customers have overcome by engaging Imaging Services include:

1 **Overwhelming quantity of time sensitive, private documents**
The sheer volume of documents generated from day-to-day business processes can be overwhelming. Hardware, staffing, physical space for scanning operations and training costs are also constant challenges. By outsourcing scanning and indexing to Hyland's experts, documents get into your system faster — meeting regulatory requirements — and you don't have to worry about security, resources, or managing changes in volume.

2 **Backfile conversion**
Backfile documents are often key to records management, business processes and customer service, but they are also often prioritized lower than other tasks for your administrative staff. Using Imaging Services, you can get your backfile documents into your systems quickly without taking away from other initiatives.

3 **Expanding electronic document management to new departments**
If you're thinking of expanding your digital solutions to new processes and departments, but finding the resources to do the scanning and indexing is holding you back, we can help move your project ahead quickly, so you achieve faster ROI. Every day, we efficiently set up and conduct highly efficient scanning and indexing processes, guided by years of experience and industry expertise.

4 **Predictable, efficient project management and high quality service**
Built on the Hyland content services platform, our document strategies and solutions are industry-leading. We take the time to understand your business needs, and our services will support and empower your business processes.

WHY OUTSOURCE TO HYLAND?

Our Imaging Services ensure your documents move into your business solutions securely and quickly, and are available to everyone who needs them. This way, you're free to focus on what matters most for your organization.

Exceptional resources
- Experienced staff and proven methods
- High-speed, specialty equipment
- Media storage meets highest industry standards for security and data integrity
- 20+ years of experience

Accurate cost estimates
- Efficient, effective discovery
- Document type and indexing experts
- No hidden costs or project delays

Comply with industry requirements
- Staff experienced in confidentiality, industry compliance and audits
- Proven methods in disaster recovery
- Expertise in document security and records management

Commitment to service and quality
- Dependable project management
- Automated scanning processes
- Flexibility in scope for end-to-end scanning and indexing or indexing-only services

Imaging services offerings
- Scan and index
- Index only
- Film conversion
- Cloud hosting
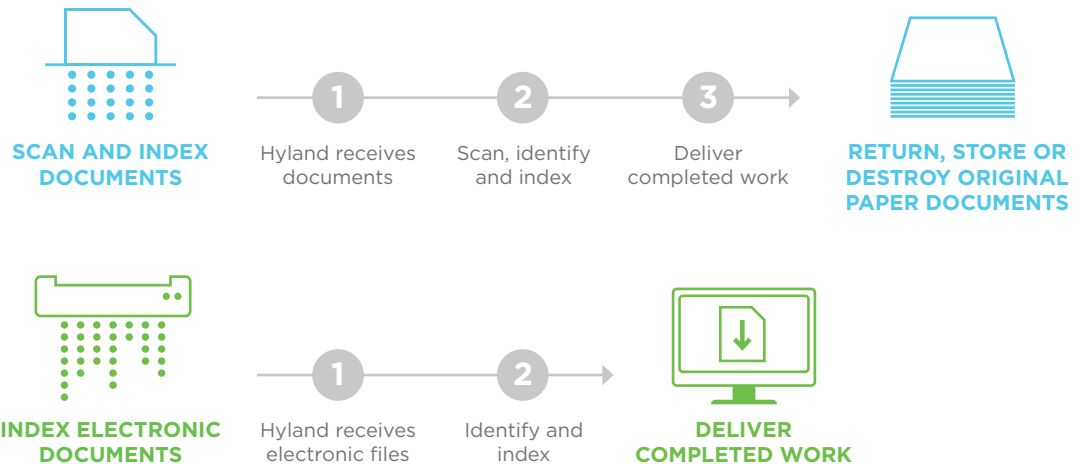- Physical storage
- Secure destruction

COMMITTED TO QUALITY

We know what it takes to earn and maintain your trust and confidence. Some of the most highly regulated organizations in the country rely on us to process and protect their data. And we take pride in providing the highest levels of quality, privacy and security in the industry — including continually improving our service to you with continued investments in our people, technology and physical environments.

Our commitment to quality extends to having proven operations models in place — including inventory tracking, a testing phase before production commences and a quality assurance framework, post-processing.

We actively seek to fully understand requirements before beginning production scanning, and our Customer Relations Lead will work directly with you during project testing. This team member ensures we have a proper, reflective sample of your files to review, process, and provide to you for approval before processing the project in full.

This also ensures we uphold project scope, requirements and quality to meet needs of your users, business processes, and regulatory and retention requirements.

SCAN AND INDEX DOCUMENTS

1. Hyland receives documents
2. Scan, identify and index
3. Deliver completed work

RETURN, STORE OR DESTROY ORIGINAL PAPER DOCUMENTS

INDEX ELECTRONIC DOCUMENTS

1. Hyland receives electronic files
2. Identify and index

DELIVER COMPLETED WORK

Learn more at **Hyland.com**

Hyland®