

# PROVIDE LONG TERM CONTINUITY AND ENDURING SUCCESS OF YOUR HYLAND CONTENT SERVICES INITIATIVES

## PROGRAM MANAGER: EXPERT, STEADY POINT OF CONTACT AND TRUSTED ADVISOR

It is increasingly common for organizations to have multiple projects underway with Hyland Global Services at the same time.

- These often begin with an enterprise roadmap that results in planned, multi-phase, multi-year projects.
- This also happens organically, where different business units of the organization have engaged services for project work concurrently.

Both instances benefit from Program Management services which provide long term continuity for your Hyland initiatives with management oversight, visibility and accountability across all projects.

## YOUR CHALLENGES

- Determine and leverage best practices in developing and executing your digital strategy and roadmap
- Best practices used to improve user adoption of solutions
- Consistent scoping and solution development across your business units and departments
- Repeat solutions efficiently and effectively across your organization
- Plan, resource and manage multi-year and/or concurrent enterprise-wide projects
- Consistent development and use of business case baseline, forward metrics, and measurement and reporting
- Develop and maintain standards in project delivery specific to cost, schedule, scope and staffing cost.
- Consistently engage and “re-use” vendor/partner industry and/or solution-specific team resources
- Technical expertise required for multiple infrastructure and/or application implementations

## DESIRED RESULTS

- Full Hyland team engaged from sales, solution development, technical planning/consultation and project delivery to minimize “relearning”
- Leverage Hyland industry experts with a deep understanding your organization and goals
- Consistent and perpetual point of contact across all Hyland solution projects and solutions in steady state
- Consistent management oversight, visibility and accountability across all projects

- Consistent relationship management across sales, solution development, contracting, project delivery, technical support and invoicing.
- Solutions implemented that meet or exceed target performance metrics.

## BENEFITS AND FEATURES

Depending on your needs, your dedicated Hyland Program team:

- Will be comprised of an Account Manager, Enterprise Advisor, Program Manager and lead Solution Consultant (technical focus)
- Will create a program aligned to your organizational strategies, goals and initiatives.
- Will optimize your project delivery by using resources with deep industry and client specific knowledge and experience.
- Will provide metrics and reporting that will be used to assure goals are attained.

The Hyland logo is displayed within a square graphic that has a green-to-blue gradient. The word "Hyland" is written in a white, serif font, with a registered trademark symbol (®) to its upper right.

Learn more at [Hyland.com/Services](https://www.hyland.com/Services)