



GLOBAL SERVICES | OUTSOURCED SYSTEM ADMINISTRATION (OSA) | SERVICES OVERVIEW

SUPPLEMENT YOUR STAFF

Provide expert temporary reinforcement for system administration of your Hyland solutions

It is quite common for our customers to find themselves temporarily without a dedicated system administrator—for reasons stemming from temporary leaves to role changes in the organization. We understand that there are also times when a system administrator is new to the job and could use a second set of eyes on the daily tasks, configuration changes or maintenance routines critical to your Hyland solution(s). This is where our Outsourced System Administration services can help.

Hyland's consultants will supplement your team in the areas you need, for as long as you need—whether a week, a month or a year.

For the duration of the engagement, your Hyland consultant is an extension of your own team; you have full control over their tasks and priorities. Take advantage of your consultant's expert methodologies and insights and benefit from the best practices of administering a Hyland solution. There's also an entire network of people here at Hyland ready to support them if needed.

It's a simple, skillful solution that meets your temporary need.

OFFERINGS

Support your staff or fill a temporary vacancy with an Outsourced System Administrator

You don't have to pull resources from other projects or cross-train and increase the workload of your technical resources when you're short on system administrators. Instead, leverage a Hyland professional who is productive from day one.

A prepared and qualified system administrator works closely with your help desk and/or entire IT staff to immediately and successfully address any issues that may occur, as well as perform the day-to-day tasks needed for your Hyland solution(s). This minimizes any disruption to the business due to the temporary system administrator vacancy.

It works like this: the Hyland consultant steps into the role that you have established, following the system administrator tasks you've assigned. They will assist in defining or refining the given tasks, and create a checklist that your team can use and augment after the engagement ends.

THE CHALLENGES

- Covering for a system administrator who is on vacation, on leave or separated
- Getting your new system administrator acclimated quickly and proficiently
- Filling temporary gaps without the costs of hiring permanent staff (job requisition, salary, benefits, etc.)

THE RESULTS

- Reduced risk with Hyland experts supporting key niche areas
- Proficient and rapid onboarding for system administrators new to the role
- Insight into proven methodologies and maintenance best practices
- Steady state of business

WHY HYLAND GLOBAL SERVICES?

- We provide highly trained, certified professionals with the highest commitment to customer service and satisfaction
- We focus on developing your staff, creating technical competence and confidence working with your deployed solutions
- We are flexible in our ability to provide services, remotely and on-site, for as long as you need us
- We leverage the collective experience of the Hyland community to identify and apply best practices to the support of your deployed solutions

Many customers elect to engage these services through the starting days of their new system administrator. With the real-world experience of a Hyland professional, you can ensure that the new system administrator will gain best practices and techniques specific to the architecture/functionality of your solution.

BENEFITS AND FEATURES

Learn by working side by side with the experts

Our professionals incorporate best practices and utilize the most up-to-date methods to maintain the technical environment and improve user experiences for your Hyland solutions. They also have valuable subtle skills, like understanding how to talk to end users and stakeholders throughout the organization to encourage useful feedback.

Our goal is to support your efforts and make your team self-sufficient and highly proficient. When you engage our services, you benefit from our collective experience, our proven history, and our honed methodologies, including documented routines.

The OSA engagement is especially useful when your system administrator has the opportunity to work with the Hyland consultant for a period of time. Even a few days or a week working together will provide your resource with knowledge they can use to enhance and improve your solution over time and maximize ROI.

Reduce risk and never leave your business unattended

Even a mature installation can be at risk when a system administrator goes on vacation, attends training or changes jobs.

Hyland system administrators undergo extensive training. You can rely on your Hyland consultant and the collective expertise of the entire Hyland community to ensure the highest quality of service in any situation. An OSA in place to cover day-to-day system administration duties can also temporarily relieve your valuable staff experts for strategic projects, such as testing a major upgrade or developing a mission-critical project.

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

Hyland®