Hyland®

CONSULTATION ON-DEMAND

Ongoing expert guidance, when you need it

Receive expedited consultation for your ad-hoc work

Enabling customers to become capable, self-sufficient owners of their solutions is a cornerstone of Hyland Global Services. However, even the most self-supporting customers will require varying levels of assistance or guidance as their Hyland solution needs evolve over time.

The ongoing assistance you need may not warrant a full-scale services engagement. Sometimes, it's simply confirmation that your approach in designing, modifying or configuring solutions uses the best methods. This is why Hyland developed a range of extended services designed to meet you where you are and help get you where you need to be.

Hyland On-Demand Services is your helpline for assistance and guidance with the ongoing work your teams conduct as they maintain and expand your Hyland solutions. Our team of experts and advisors act as an extension of your software administration team, and can quickly fill brief gaps in technical knowledge or recommend best practices and approaches. Should it be needed, our experts are always supported by the extensive network of specialists here at Hyland.

OFFERINGS

Request On-Demand Services for access to consultants on an ongoing basis

Engage On-Demand Services for rapid response to questions and guidance on the wide range of areas you maintain in your Hyland solutions. This partnership provides assurance you're receiving the most qualified help to carry on your initiatives and address any challenges you encounter.

Installation and/or setup of software:

- Design and configuration of software
- Environmental and/or infrastructure setup
- Solution troubleshooting
- Solution requirements and/or business processes
- Solution updates, changes and/or expansion
- Project plans, checklists and strategies

The On-Demand Services team can provide the quickest response to your software administrators' immediate needs and get them back on track with their projects and initiatives. Your dedicated consultants will gather details about your specific requirements and assist with any immediate needs or discussions. If applicable, other Hyland resources with specific expertise may be pulled in to help fulfill the request.

THE CHALLENGES

- Need quick consultation outside the scope of tech support or a full-scale engagement
- Have gaps in technical knowledge
- Need assistance with project approach or planning

THE RESULTS

- Quickest response time for ad-hoc assistance
- Projects stay on track and on time
- Ongoing and accessible consultation in bite-sized chunks
- Reduced risk with Hyland experts supporting project initiatives

WHY HYLAND GLOBAL SERVICES?

- We provide highly trained, certified professionals with the highest commitment to customer service and satisfaction

- We leverage the collective experience of the Hyland community to identify and apply best practices to the support of your deployed solutions

- We meet you where you are and deliver the right service for what you need

Additionally, a monthly touchpoint with your dedicated contact will ensure proper alignment and communication on any open items, including planned go-live events, post go-live help and adjustments.

BENEFITS AND FEATURES

Take advantage of advisory services and help beyond Tech Support maintenance

Our software maintenance is among the best in the industry with a 97 percent customer renewal rate. As capable as our technical support team is, their scope does not span into advanced software consultation. Where tech support's scope ends, On-Demand Services steps in.

Every day, Hyland Global Services deploys and manages solutions across a vastly diverse customer base. You can have peace of mind knowing that the On-Demand professionals are the one-stop shop for your consultation needs.

On-Demand Services go beyond troubleshooting software issues and configuration consulting. It includes planning, modification and even hands-on software assistance based on the requirements of the request. Help is available when your internal resources need an advisor the most or when they just need a quick frame of reference.

Receive assistance quickly without a full-scale engagement

Software administration teams face numerous challenges maintaining and developing increasingly complex solutions. It's quite common that some of these challenges require immediate attention and advanced understanding of the product(s) and contingent elements.

On-Demand Services gives you access to qualified experts without the time consumption of a full-scale services engagement.

Tap into the best minds in the industry as you design and maintain your solutions

As your trusted software advisors, Hyland is dedicated to meeting you where you are, and providing the highest quality experience and guidance for the outcome you need.

We do this using proven methodologies and extensive information management knowledge to deliver world-class services. Our teams are composed of experts across a variety of industries.

We bring this highly skilled group of individuals to your aid at your demand.

Speak with your account manager for more information.

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

Hyland®