

THE SIMPLE STRATEGIC ANALYSIS THAT YIELDS QUICK WINS



Two-day workshops produce tactical roadmaps for success

Integral to ensuring your content services solutions evolve strategically with changes in your organization is understanding their current state.

This enables you to see how effectively solutions are supporting users and critical business processes. It also enables you to see the capabilities in front of you so you can optimize solutions for high impact quick wins.

A simple way to gain valuable insight

Visibility into how your Hyland solutions are serving specific areas of your organization does not have to require excessive time or project management requirements from your team.

Hyland's Strategic Workshops use proven methodologies conducted by industry-specific content services consultants to make this an efficient, effective effort.

YOUR CHALLENGES

- Ensuring solutions operate to their fullest potential and keep pace with market expectations
- Identifying gaps between what is possible for your solutions and what is configured
- Changing requirements, including mergers that create multiple repositories and silos
- Ensuring project priorities support organizational goals
- Relaying to decision makers the potential of in-place solutions

SERVICE OFFERING

A two-day workshop that yields the best next steps

In this workshop held at your organization, you will learn methods to define and support an information management strategy, including optimizing your content services solutions. Hyland consultants will also:

- Collaboratively help you create a vision with the strategic direction needed for your Hyland solutions
- Recommend activities to close gaps between solutions and business initiatives
- Complete a SWOT analysis of your current state
- Analyze strategic alignment between IT and the business
- Provide a steering plan and a list of activities that will enable that vision to be a reality

With a strategic plan in place, you have the blueprint to continually improve processes, delight your users, and keep efficiency ratios low as you continue to grow your solutions along with your business.

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Service highlights and deliverables

- Joint (high-level) review of customer business plans, IT plans, IT infrastructure, services and support for content services
- Activities and exercises to identify areas of focus
- Executive presentation at conclusion, and optional Hyland solution demo conducted on-site
- Documented executive summary and prioritized list of recommendations — including time frames of short- and long-term milestones to help drive Hyland solution evolution
- Best practices that shape requirements for a solution framework that tactically aligns with strategic vision

Setting your workshop up for success

Critical to this exercise is a commitment to participate in strategic, open, honest group discussions and high-level subject matter observations of the work being performed by your users with Hyland solutions.

A truly collaborative effort

You know your business better than anyone. Our consultants are experts in guiding industry-specific solutions at the leading edge of digital transformation.

TYPICAL TIME FRAMES TO EXPECT ARE AS FOLLOWS:

1

Planning Discussion

2-3 weeks (prior)
1-2 hours

2

Preparation

1-2 weeks (prior)
2-3 hours

3

Workshop Session

On-site
2 days

4

Analysis and Deliverable

1-2 weeks

BENEFITS AND FEATURES

Tools for successful outcomes now and into the future

Upon completion of the workshop, you will be well prepared to:

1. Align your ECM strategy with the business
2. Visualize the bigger picture, and formulate a plan of action to achieve it
3. Create a content services environment that leverages a strategic approach, increases value and fosters user adoption
4. Understand activities and investments to consider to make your information management strategy a differentiating advantage for your organization

YOUR RESULTS

- Identify new ways to evolve your solution
- Professional development guidance for your in-house team
- An actionable roadmap
- Proven tactics for ongoing user adoption success
- Post on-site regular check-ins and support, promoting accountability for vision success

“ [It] was helpful in defining our overall program. It helped define the big picture for OnBase ... and set realistic expectations that allowed us to plan for success.”

- Sarasota County, Florida

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

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

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