

SUCCESS STORY | FINANCIAL AUDITS

HYLAND SOFTWARE, INC.

IT company eliminates audit-induced headaches with security-focused collaboration

The Challenge

Hyland Software is a leading developer of enterprise content management solutions with more than 15,000 customers worldwide. Dedicated to transparency at every level, Hyland participates in an annual, independent audit of its financial statements; the audit is performed by a Big 4 accounting firm. Contracts, payroll records and invoices are just some of the confidential documents reviewed by auditors and retained as evidence. Many methods – from paper shipments to CDs, e-mail and electronic file transfer – exist to provide auditors with the information requested, but none mirror Hyland's business philosophies.

“Anyone who has gone through an audit understands how time-consuming and labor-intensive they are; everything used in the course of business must be presented.”

- Nancy Person, AVP, Finance & Accounting, Hyland Software

Physically shipping paper files, or even CDs, was costly and time consuming. Electronic file transfer solutions were equally arduous due to the volume of files required and connection instability. All of these distribution methods required individual files to be sent to individual auditors. And when more than one auditor requested the same file, the distribution models did not allow for collaboration between auditors; efforts were duplicated to provide the information to the additional auditors. Hyland implemented ShareBase, an enterprise, cloud-based file sharing product designed for corporate use. Originally intended to provide scalability when multiple personnel need access to the same information, the solution excels in confidentiality, security and ease of use.

The Solution

ShareBase streamlined processes for both Hyland and its auditing firm: Hyland easily incorporated the naming convention used by the auditors, providing instant recognition of the foldering structure to ensure ease-of-use by all parties.



CUSTOMER

Hyland Software, Inc.

INDUSTRY

Information Technology

SIZE

2,000+ employees

LOCATION

Westlake, OH

DEPARTMENT

Finance & Accounting

DEPARTMENTAL SHARING STATISTICS

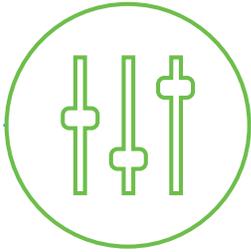
More than 5,500 documents shared with auditors

EXTERNAL COLLABORATORS

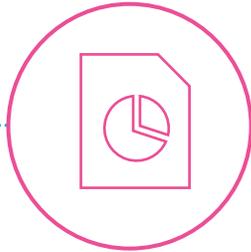
Big 4 accounting firm



Why ShareBase?



SECURITY



EASE OF USE



AUTOMATED SHARING

Before ShareBase, Hyland's internal audit team gathered and provided thousands of files to the external auditors over the course of the year. Hardcopy documents could not be reviewed/retrieved by auditors until the next on-site visit, and if any files were missing, the review process was put on hold until additional information was collected by Hyland's team. With ShareBase, everything is accessible instantly – and from any location – because folders are updated as new files are obtained.

Due to the sensitive nature of the documents, the loss or leak of confidential information has the potential to be very damaging. With paper, flash drives, CDs and e-mail, information falling into the wrong hands is a valid concern. Yet, often multiple auditors request the same file simultaneously. The result? Hyland's internal team must present duplicate copies of all information to the requestors. Time-consuming and costly, the traditional delivery mechanisms provide nearly zero visibility into the file usage history of the auditors. With ShareBase, documents are uploaded once with a clear audit trail. Permission-based interactions allow documents to be viewed, downloaded or edited by an unlimited number of auditors, and any action taken – from document modification to extending access – is clearly captured and visible in the document history.

"During our company's main audit window, we shared more than 5,500 documents with the auditors, including invoices, contracts, bank statements, payroll records and more."

- Nancy Person, AVP, Finance & Accounting, Hyland Software

Using ShareBase, both the internal and external auditors improved their respective processes without extensive training: it was as easy as dragging and dropping the files into the proper folders for Hyland's team, while the external team only had to download and review the items. The simplicity of ShareBase allowed the audit, rather than the technology used to conduct the audit, to be the focus, resulting in a more efficient process. "ShareBase required minimal training, if any," explained Nancy Person, Hyland's associate vice president of Finance and Accounting. "It was easy to deploy, and easy to pick up. After having experienced ShareBase we are convinced that it is, unquestionably, the only go-forward solution."

The Difference

Confidentiality

Each user has specific permissions, which can be set at the single document level, and all actions are captured to create an audit trail.

Security

Data is never co-mingled and is encrypted to ensure only those with permissions can access the information.

Ease of use

Files are stored and organized in a way intuitive to users resulting in little to no training.

For more information visit ShareBase.com »

ShareBase
by Hyland