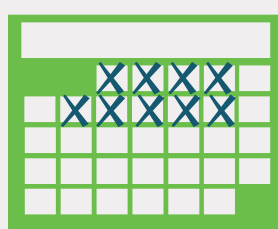


# TIMING IS EVERYTHING

Turn temporary staff shortages into improved outcomes with Outsourced System Administration

Expert interim coverage for the maintenance of your Hyland solutions. Ensure your users and your business processes are never left unsupported, even when your in-house system administrator role is temporarily vacant, or multiple projects compete for IT resources.

## Strategic times to engage Outsourced System Administration Services



Your system administrator goes on vacation or takes a leave of absence.



You are transitioning a new system administrator into the role and want to fast-track onboarding.



You want to ensure existing solutions are well managed while your in-house team focuses on other critical initiatives including innovative solution development, upgrades and expansions.

Content services experts keep your Hyland systems and help desk on track and optimized

## 7 significant advantages of engaging a Hyland expert resource for system administration

### 1 Predictable outcomes:

An extension of your team, we follow your established routines, assist in defining or refining tasks, and ensure secure stability.

### 2 Continual improvement:

Learn best practices and proven methods for maintaining your industry-specific system environments from content services experts.

### 3 User delight:

Ensure rapid response to user requests. We diagnose and quickly troubleshoot common support issues and encourage feedback for improved user experiences.

### 4 IT agility:

Free your in-house resources for strategic Hyland initiatives including upgrades or solution expansion projects.

### 5 Expert resources your way:

We work in the way that makes sense for your business, remote or onsite for as long as you need.

### 6 Business continuity:

Minimize risk of disruption to the business due to a temporary system administrator vacancy.

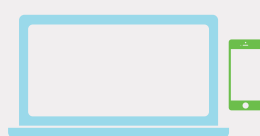
### 7 A single point of contact, backed by an entire network of experts

Your Outsourced System Administrator has access to the entire Hyland community of experts, developers and solution architects, should they need it.

## Simple, flexible, powerful support for your Hyland solutions

When you engage Hyland's Outsourced System Administration Services, our professionals:

### Are productive from day one



We step in to the role — on-site or remotely — and are productive from day one.

### Are an extension of your team



We'll conduct the day-to-day responsibilities and maintenance tasks you've established.

### Provide expertise in all areas of your solutions



We provide help-desk expertise for users working in all areas of your Hyland solutions.

### Provide expertise on best practices



We share proven methods and techniques specific to the architecture and functionality of your solution.

### Use best in class methodologies



We create checklists and documented routines specific to your solutions.

### Share proven methods for uncovering what users need



We'll guide your employees for optimal user experiences.

## A service partner you can trust

Outsourced System Administration Services customers are supported by Hyland's entire network of highly trained, experienced, certified professionals with the highest commitment to service and satisfaction.



# 600+

EMPLOYEES WORLDWIDE

Ensures your needs are met wherever you're located



# 300+

HOURS OF TECHNICAL TRAINING

Guarantees you receive the best and most knowledgeable industry experts



# 10,000

UNIQUE LIFETIME CUSTOMERS

Proves our commitment to providing you with exceptional service



# 2,000+

UNIQUE PROJECTS ANNUALLY

Demonstrates our ability to deliver the results you need

# Hyland®

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