

Case Management

Improve knowledge-driven work and manage cases organization-wide

Increases productivity and ensures continuity with a complete view of information

Scales to support a full spectrum of applications and business processes

Drives value with point-and-click configuration for fast deployment and quick returns

To thrive in today's business environment, your workforce needs a new way to work—and solutions that support dynamic and often unpredictable processes.

By managing data relationships, documents and processes in a single product, OnBase by Hyland empowers employees to effectively manage cases and make better business decisions. With a case management approach to solving business problems, OnBase provides employees with a complete view of all the information they need to complete their work.

At the same time, OnBase increases visibility into the entire case—whether that's a customer relationship, a project, or an incident or issue—equipping you to make improvements and increase effectiveness over time. And, one OnBase platform scales to support business needs across individuals, teams and departments to drive value and elevate productivity enterprise-wide.





Leveraging one platform minimizes the time and cost of creating and maintaining multiple point solutions, shared spreadsheets, outdated database applications or custom coding.

Increases productivity and ensures continuity

By providing a 360-degree view of all case-related information, including data records, documents, notes, conversations, emails and history, OnBase increases productivity and empowers employees to work smarter. Rather than toggling between systems or managing scattered spreadsheets, staff remain within the same intuitive interface, logging activities, adding notes and updates, delegating tasks and scheduling events.

Managing information in OnBase also increases security and control, minimizing unauthorized access or unapproved changes. Detailed dashboard views make it easy to monitor processes and recognize patterns to drive decisions and improvements. At the same time, a full audit trail and complete historical record of all actions improves transparency and accountability.

With critical information and supporting content instantly accessible to authorized users throughout the case, OnBase ensures smooth handoffs and effective collaboration. Work progresses toward desired outcomes—whether that's issue resolution, project completion or exceptional customer service.

Supports many solutions with one scalable platform

OnBase uniquely combines the ability to build data-driven applications, automate processes and manage supporting documents. One flexible platform scales to support the creation of unlimited business applications across your organization, from horizontal solutions to industry-specific applications. This allows you to start small—whether in one department or with just one process—and expand your OnBase solution over time as conditions or priorities change.

Leveraging one platform minimizes the time and cost of creating and maintaining multiple point solutions, shared spreadsheets, outdated database applications or custom coding. And, by augmenting existing line-of-business and ERP systems, OnBase maximizes the value of those investments by connecting all key information in one complete view.

Drives value with fast deployment, quick returns

Whether on-premises or in the OnBase Cloud, you'll realize business benefits sooner by quickly creating and deploying case management and smart process applications. A point-and-click configurable platform increases productivity and empowers IT to be more responsive to the needs of your organization. And, with shorter implementation timelines, confident upgrades and easier maintenance, you'll achieve a fast return on your investment.

By building business applications on top of the powerful OnBase platform, you take advantage of native OnBase functionality—including document management, capture and security controls—and enhance those applications with the capabilities of the entire OnBase product suite.

With extensive case management capabilities and the ability to drive manual processes, OnBase meets not only today's challenges, but the ones you'll face tomorrow, providing you a lower total cost of ownership.

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