



TECHNICAL SUPPORT | OVERVIEW

Hyland software maintenance and support



Maintenance and support from Hyland for your software solutions is a vital part of every customer relationship, representing both a high level of enterprise support services value and a comprehensive commitment to your future success with Hyland products.

Software maintenance

To help you maximize your technology investment, Hyland provides the following software maintenance benefits to keep your implemented solution operating at peak performance:

- Notification of new product release versions, patches, technical alerts and updates
- Access to software utilities and documentation for new version releases and patches
- Error correction for confirmed errors with the supported product

Support

Customers with active software maintenance and support have access to a full range of technical support services:

- Support for Hyland product functionality — provided with exceptional customer service

- A comprehensive Technical Support team to handle all aspects of the support process
- Optimized access to Technical Support Analysts, who respond to all technical support requests
- Access to the subject matter experts needed to drive issues to resolution
- Advice related to the operation of the implemented software
- Defined escalation process to ensure issue resolution
- Response to software errors based on confirmed severity level
- Access to a Customer Care team to address questions and concerns throughout the support process
- A custom product testing lab for acute issue troubleshooting
- Secure, personalized 24/7 access to the online support portal

Customer support experience

Technical Support offers customers two options — self-service support and assisted support — for expanding your Hyland technology knowledge and resolving issues you may experience.

Self-service support

Product documentation and a knowledgebase are available on the online support portal for customers to grow their expertise as well as to research and resolve issues without the need to engage the Technical Support team directly. Technical Support knowledge team members are continually contributing robust technical content to ensure the knowledgebase is a relevant and dynamic reference repository.

Additionally, the functionality of the online support portal provides a superior and tailored online experience that empowers users to:

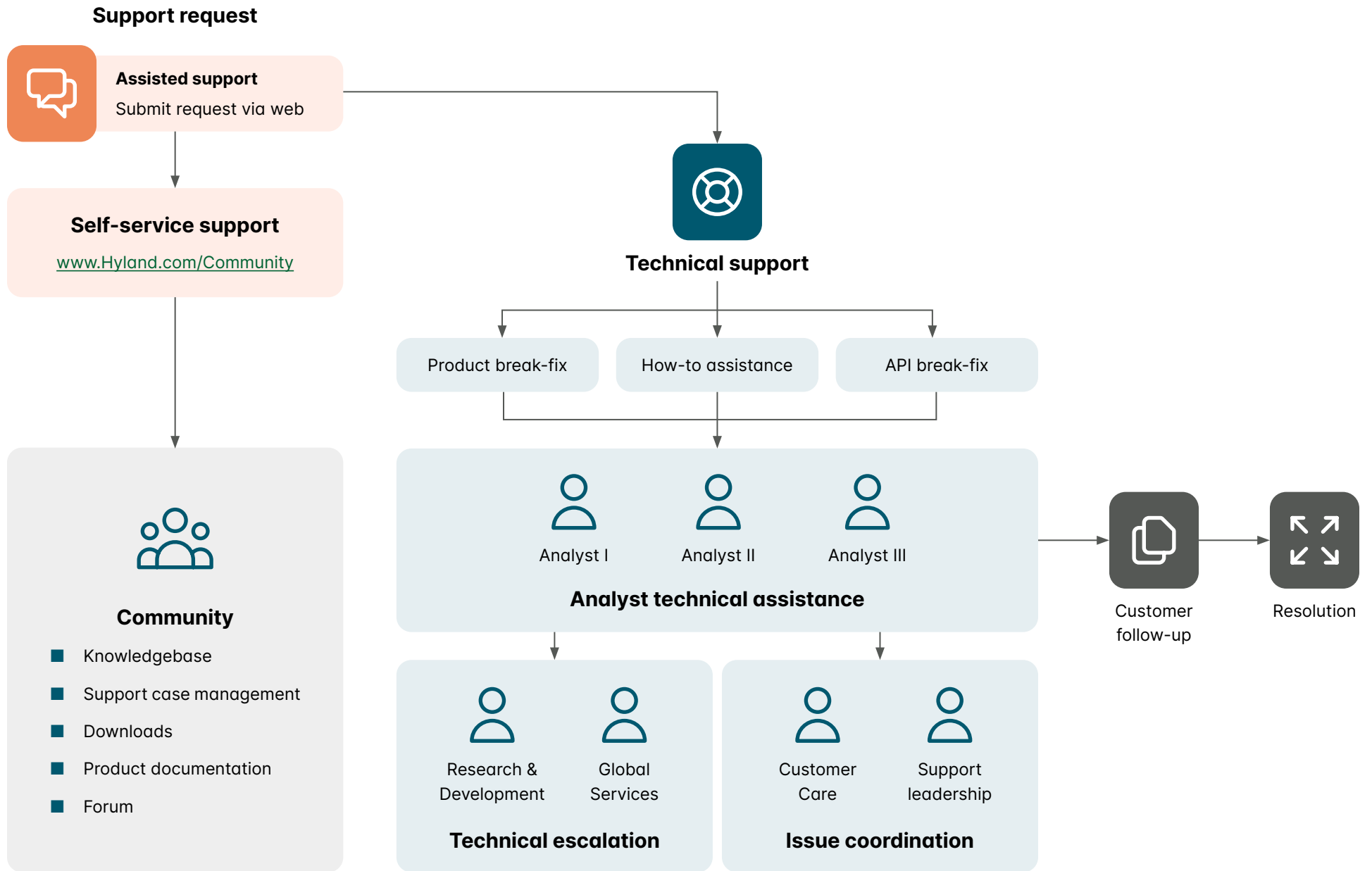
- Create, update and view the status of support cases
- Securely download software and utilities
- Search the online product documentation
- Search the knowledgebase for solutions to common technical issues
- Review training course schedules, outlines and agendas
- Access available eLearning modules for self-study
- Keep informed of the latest Hyland product announcements
- Access user-driven, peer forums and user groups focused on technologies, products and industries

Assisted support

Technical Support is focused on compressing the time frame from issue inception to resolution while providing a remarkable support service experience. In support of this goal, we deliver support via a strategic, multilayered approach:

- Hyland Technical Support is readily accessible through two channels: Online support portal or phone for high-impact issues.
- Support requests submitted via the support portal are routed to an available and knowledgeable Technical Support resource with the proper alignment of experience and product expertise to resolve each specific issue.
- High-impact issues reported by phone are addressed based on the product and scope of impact.
- The assigned Technical Support resource works directly with you, following up as often as needed based on the nature of your issue to drive issue resolution.
- The Customer Care team can be engaged for any concerns related to the delivered support experience. Customer Care will review progress and engage additional Hyland resources as needed until the concern is addressed.
- The Technical Support Analyst team has direct access to Research and Development for assistance with software errors.
- For solution-related issues, analysts work with the Global Services team to provide resolution.
- Technical Support management is notified of issues that have an acute business impact in your environment so they can provide any additional resources that may be necessary to resolve an issue.

Customer support experience



Technical support team

Hyland's software maintenance and support is backed by a Technical Support team comprised of multiple levels of Analysts, API Analysts, a Customer Care team and Technical Support leadership.

We view support services as an integral component of our exceptional software, which means we only hire the very best support personnel with both world-class credentials and extensive experience. A collaborative, open work environment allows Technical Support to work together with exceptional efficiency to accomplish its goal of supporting our customers.

Our Analyst team is responsible for technical issue troubleshooting and resolution. The team is comprised of professionals with decades of experience in the IT industry, working with a variety of operating system platforms and databases from all major database vendors.

API Analysts specialize in troubleshooting and resolving advanced custom-product related issues. The team is comprised of individuals with experience with various scripting and programming languages.

Collaboration and education

Continuing education in the many technologies our customers depend on is a priority within the Hyland team. Technical Support team members are encouraged to enhance their skills by learning new technologies independently or by attending company-sponsored technology training throughout the year.

In addition to ongoing technical training, team members regularly discuss all aspects of providing an exceptional support experience for our global customer base. Meetings are held to thoroughly understand customer needs, review specific issues customers are experiencing, ensure support experience quality assurance efforts are being delivered as desired, provide accurate issue documentation, and ensure support delivery is timely and delivers maximum value for our customers.

Support center locations

Hyland Technical Support has professionals in support centers located across the globe to assist customers, with support centers in:

United States

Westlake, Ohio

Olathe, Kansas

Lincoln, Nebraska

International

Maidenhead, United Kingdom

Amersfoort, Netherlands

Nottingham, United Kingdom

Berlin, Germany

Sao Paulo, Brazil

Tokyo, Japan

Melbourne, Australia

Paris, France

Our support centers are strategically located to ensure appropriate time zone coverage, local language support where available during local business hours and a highly effective ratio of Analysts-to-customer to support case volume.