

**Hyland™**

# **Accelerate digital government ROI with managed services**

Hyland Managed Services provides service-level-driven application management, operational support, product expertise, continued optimization and business transformation



# What is a managed services model?

Managed services provides ongoing management and monitoring of digital solutions. So instead of your institution's in-house team managing that burden, a managed service provider like Hyland performs the tasks on your behalf.

Unlike technical support — which, in many cases, is a reactive but necessary type of break-fix service — managed services is inherently proactive. As a result, managed services becomes a partnership between your school's IT staff and the services organization, augmenting your in-house capabilities with Hyland's



# Proactive services, predictable costs

Let Hyland manage your solution while you focus on what matters most — delivering exceptional services to the citizens you serve.

 Government agency responsibilities

Citizen and staff data

Identity and access management

 Hyland Managed Services responsibilities

**Solution monitoring and administration**

Monitoring of solution      Move, add, change, delete (MACD) services      Solution design documentation

**Incident management and level II support**

Service desk      Consulting as a service and product training      Incident management

**Application and development management**

Long-term release management      Change management      Solution optimization      Issue management



## You should opt for managed services if you're looking for:



# Our service level subscriptions

Hyland's flexible, tiered system includes three Managed Service levels that provide predictable, fixed operational costs and the ability to scale up or down as your agency needs change.

To provide your organization with the biggest impact for the most value, we modeled these subscriptions on ITIL Managed Services Practices, which includes application, incident, problem, change and release management.

## What Hyland provides per service level



### Assist

- Consultation services through an allotment of inquiry sessions, available remotely
- Configuration recommendations and changes, best practices and design reviews, and assistance with troubleshooting



### Operate

- Coverage of core capabilities of system administration, as well as incident and problem resolution (non-software defect)
- Proactive assurance of system stability; execution of technical work; incident remediation; consulting as a service



### Enhance

Operate, plus:

- Change execution against existing solutions, including software upgrades
- Technical ownership of the solution, adding to or improving existing solutions



### Add-on services

- Hyland Education Services Premium Subscription
- Solution Assessments
- Coverage for additional environment

# Protect your investment

Organizations choose managed services not only to ensure their solutions are expertly managed by trusted partners, but also to avoid the time-consuming and expensive challenge of finding, securing and retaining specialized talent in a highly competitive IT landscape.

Partnering with Hyland to administer, optimize and expand your solution enables your agency to focus on mission delivery. As your trusted partner, we leverage our expertise to ensure that your solution is delivering the value your workforce and citizens expect, giving you peace of mind.

## Proactive Support

Hyland Managed Services proactively supports the maintenance, enhancement, development and optimization of your solutions at the service level that's right for you.

## Consulting as a service and on-demand access to experts

Our managed services team includes experts in federal, state and local government. We also have direct access to more than 850 specialty Global Services experts who keep your solutions high-performing and market-leading, delivering an optimal user experience for your staff and constituents.

## A powerful, collaborative team

You know your agency best, and we know what tools, processes and Hyland solutions will get you where you want to be. We help you accommodate your current state while planning for the future.

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Working with the Hyland team has really been more of a partnership than with some of our other vendors — they bring the right people to the table. We've had a very knowledgeable team. The team has done a great job delivering on what they've said they do, and on time.

Coke One North America

“

[Read the full story.](#)

# Is managed services right for you?

When deciding if Hyland Managed Services is the best option for your agency, here is a checklist of key considerations and decision drivers.

Do you find yourself:

**Drowning in day-to-day support and troubleshooting?**

**Struggling to maintain Hyland technology and getting pulled into other projects?**

**Struggling to hire, train and retain skilled resources?**

**Lacking time or resources to continually optimize your solution?**

**Concerned that your solution is out of date and not aligned with best practices?**

**Unable to scale up staffing when needed?**

**Without a solid release plan, design documentation and change control?**

**Without a plan if a key resource(s) leave(s) your organization?**

# Benefits of managed services



**82% of government employees say staffing shortages have increased their workloads.**

Government Technology Insider, "Supporting Government Agency Teams in 2023: Filling IT Staffing Shortages," 2023.



**15% of the federal workforce is currently eligible to retire, and 30% will be in the next five years.**

Federal News Network, "Workforce changes may still lie ahead for federal employees in 2023," 2022.



**63% of government HR expects competition for qualified candidates to increase in 2023.**

NEOGOV, Top 5 Public Sector HR Trends, 2023.





# Managed services expertise for your industry-specific solutions

We're the strategic choice to help you get the most out of your Hyland investment.

- Proven content services innovator and leader
- Access to in-house experts across the globe
- Cross-industry insight and experience
- Choice of service level to fit your needs



# Commitment to partnership

It no longer makes sense to rely solely on in-house IT teams for content services strategy, solution delivery and optimization. Every day, our managed services teams simplify this for our customers.

Since 1991, Hyland's driving force has been to empower you to continually improve work processes by making information that exists in your agency work better for you. We've been successful in this for more than 30 years by working side by side with you, listening to the real-world challenges you face, collaborating with you and optimizing our services to meet your evolving needs.

Hyland Managed Services experts are here when you get started on your content services journey. And as your needs change, we're here to help you evolve and expand.

Because with Hyland, you don't have a technology vendor — you have a technology partner dedicated to helping you achieve your agency's mission.



# Hyland™

Learn more about [Hyland Managed Services](#).