

PLATFORM | EBOOK

DISCOVER HYLAND

An introduction to our content services platform for government agencies and departments



Hyland®

TABLE OF CONTENTS

(click to jump to a chapter)

3 Introduction

5 What we do

Top-shelf content services

Capture

Content management

Process automation

Customer communications management

Collaboration

Case management

Reporting and analytics

Search

Retention and records management

Expertly tailored government solutions

Department solutions

More ways to leverage Hyland technology

28 How we do it

Platform strengths

Simplified integration

End-to-end security

Intuitive configuration

Flexible deployment

Expert services

32 Why we do it



INTRODUCTION

**You invest in a solution.
But you also get a platform with transformative power.**

We all know this general truth: government agencies and departments that don't innovate will struggle to deliver on their mission. If you're the type of organization that sees content as the valuable resource it is, you know you need to not only manage it, but also use it effectively. Hyland is here for you as a partner and a leading content services platform provider to help you do that. But there's one important thing you need to know about us:

We're not the solution — you and your employees are. We simply hand you the tools you need in order to create exceptional outcomes.

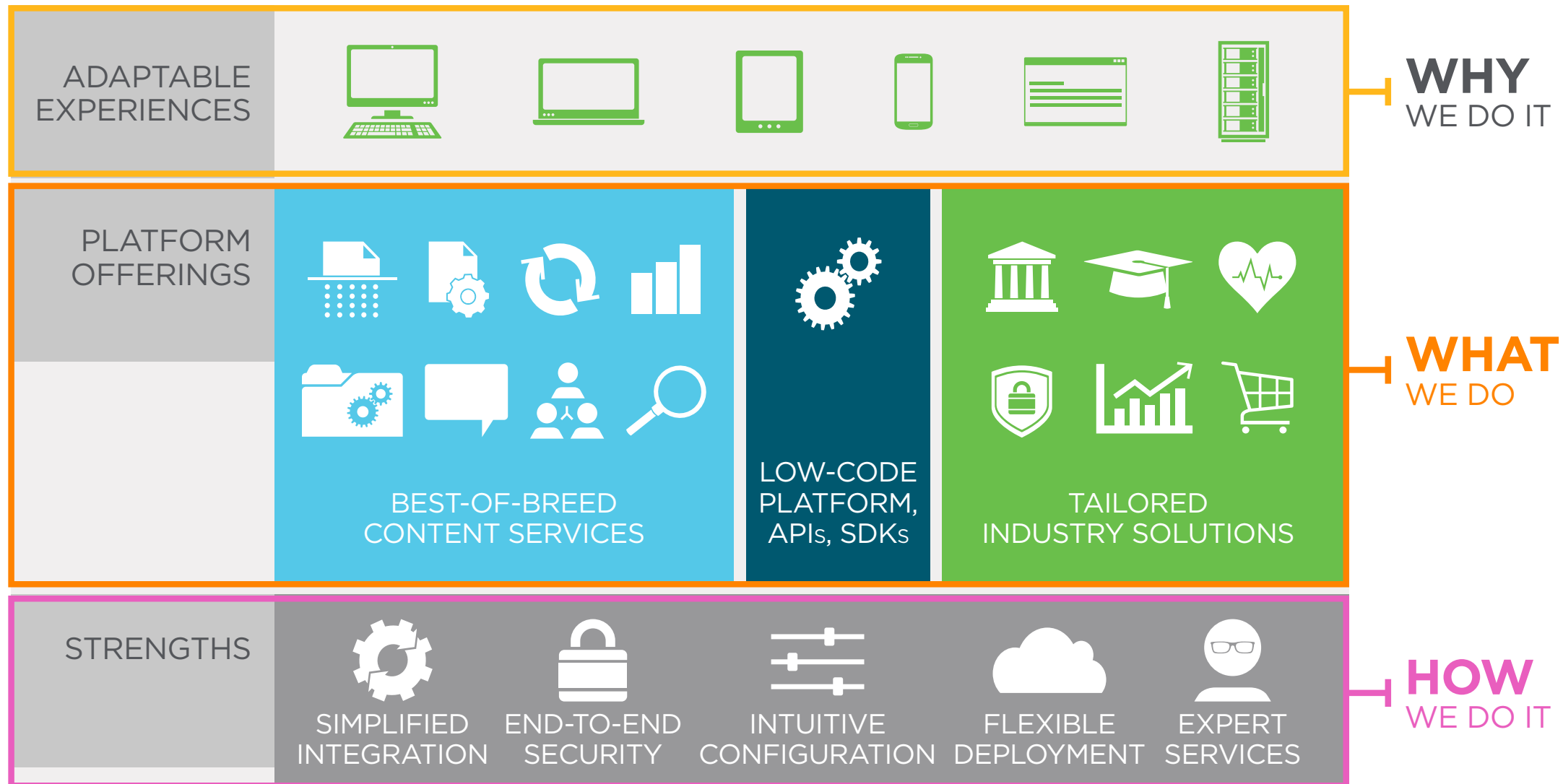
Hyland's content services platform improves your agency processes by making your content universe more user-friendly, connected and compatible with modern-day business. Our platform enables solutions designed to work for government, and our industry experts can help you leverage best practices to get started on the right foot.

Hyland focuses on delivering solutions that are:

- Expertly tailored to your needs and the government industry
- Intelligently automated so your team can focus on high-value work
- Agile and adaptive to support your evolving requirements
- Low-code and configurable without a developer's background
- Deployed in the cloud or on premises
- Designed for streamlining workflows and agency processes

Class begins: Welcome to Hyland 101

In this guide, we've outlined what makes Hyland's platform so powerful for our customers. From a range of content services capabilities, to our platform strengths, and even to the importance of making our customers' content-centric experiences delightful, this overview will set you up to understand Hyland's offerings and what it means to put our platform to work for you.





WHAT WE DO: TOP-SHELF CONTENT SERVICES

More than **2300 government agencies** leverage **Hyland solutions**.*

*Information confirmed January 1, 2020



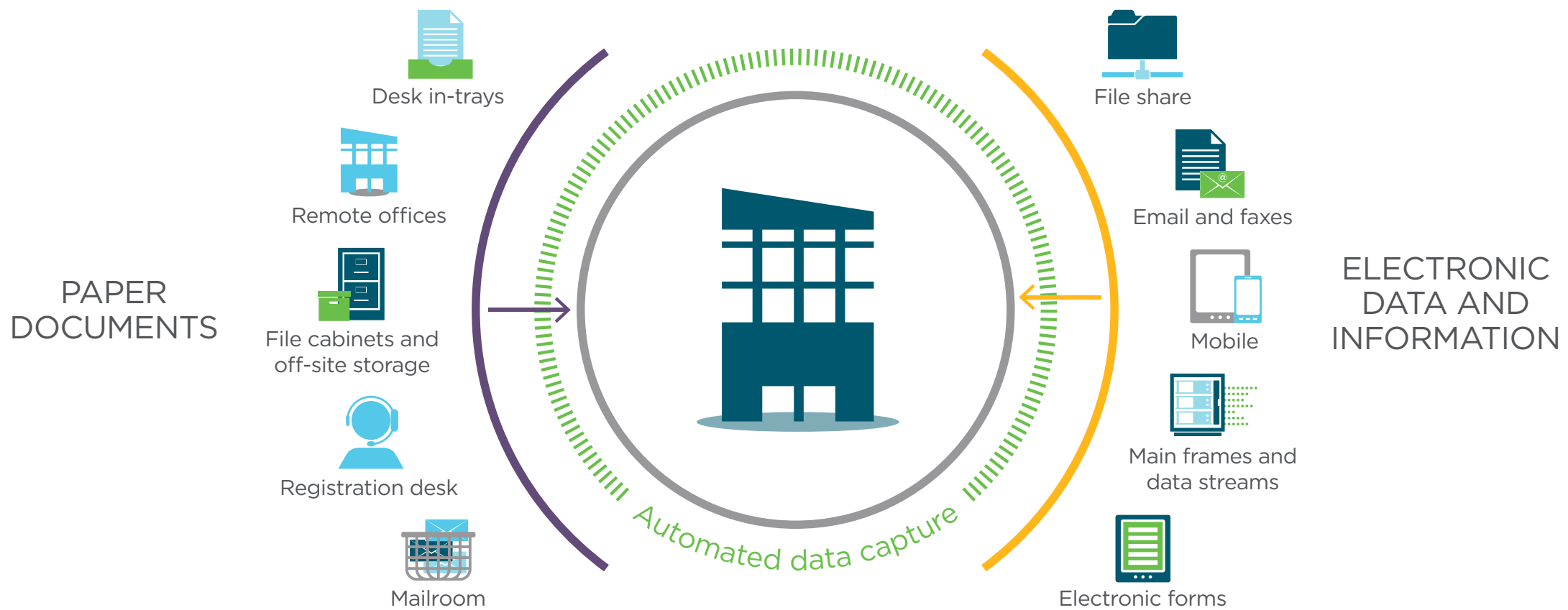


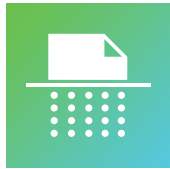
CAPTURE

GAIN CONTROL OVER INCOMING INFORMATION

No matter where your documents are located or what format they come in, your Hyland solution can capture them right at the source and organize them — and the data they contain — into a single system with minimal human interaction.

That's how Hyland puts your data to work: No more lost content, no more time wasted on manual entry.





CAPTURE

BENEFITS

- ✓ Improved data accuracy
- ✓ Improved process efficiency
- ✓ Reduced costs
- ✓ Improved information security
- ✓ Improved employee satisfaction

KEY FEATURES

Document capture

Digitize your paper documents with a variety of capture options, including mobile capture, high-volume batch scanning and capture directly from multi-function devices (MFDs).

Electronic capture

Emails, PDFs and Microsoft Office documents are just some of the digital documents that Hyland can capture and automatically connect to other key content and processes.

Data capture

Need to get key data out of your digitized documents? With automated intelligent data capture, you can extract, classify and validate important information, and distribute the data to the people and business applications it needs to reach.

“ We wanted document imaging so that we could scan work directly into the automated system from our 73 customer service centers, 35 DMV Selects and 1,106 online dealer centers rather than having the documents shipped to Headquarters.”

Theresa Gonyo

Director of Data Services
Virginia Department of Motor Vehicles

CAPTURE IN ACTION

The Virginia Department of Motor Vehicles was struggling to process the high volume of documents coming in from customer service centers, DMV Selects and online dealers. By implementing OnBase, Hyland’s enterprise information platform, the department was able to centralize capture and storage of title applications, conviction reports, accident reports and other documents, scanning and automatically indexing documents to improve efficiencies and decrease costs.

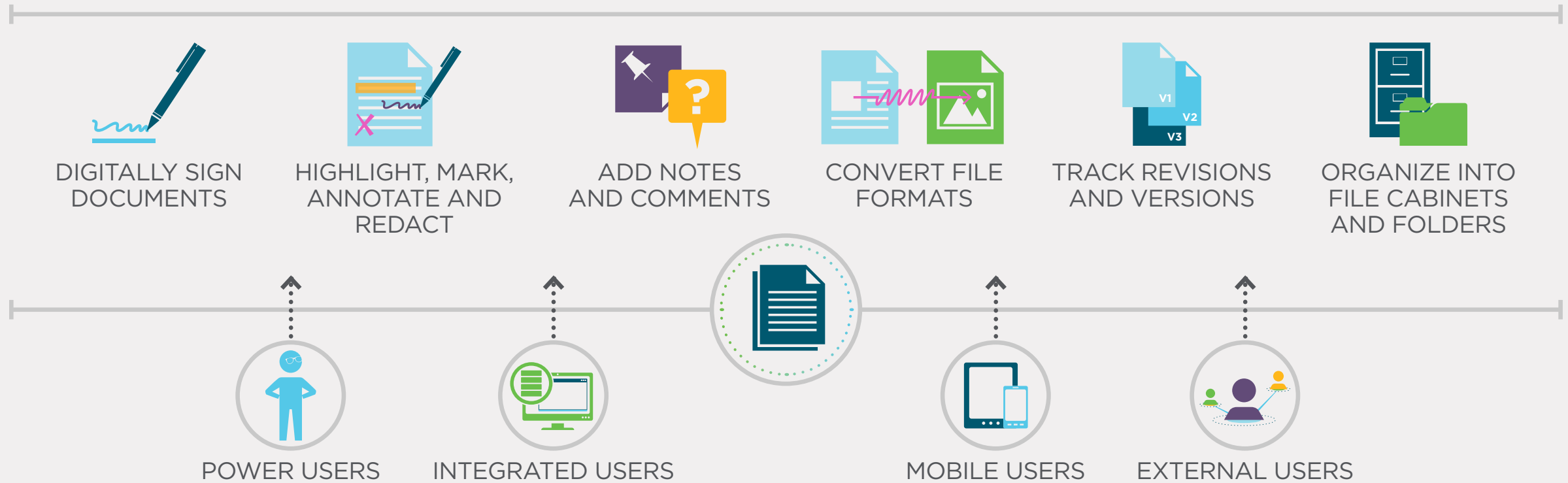


CONTENT MANAGEMENT

PROVIDE CONSISTENT ACCESS TO ACCURATE INFORMATION

Hyland simplifies how your users interact with the information they need by keeping it organized and accessible so they can focus on getting their jobs done, instead of managing folders and filing cabinets.

When you deploy Hyland's smart, efficient content services platform, you're freeing up employees to do what you hired them for: contribute thoughtful, strategic value.





CONTENT MANAGEMENT

BENEFITS

- ✓ Improved information findability
- ✓ Improved information security
- ✓ Reduced compliance risk
- ✓ Streamlined workflows
- ✓ Maximized value of data

KEY FEATURES

Version control

Frustration abounds when multiple versions are floating through your content universe. For professionals in any industry, it's important that your core system can manage revisions to ensure users access the most current content.

Annotations

Allow your users to interact digitally with content by using notes, electronic signatures, stamps and other markups that can be simply applied, found and processed.

Digital signatures

Forcing constituents or partners to use a fax or put a document into the mail because you require a signature doesn't do much for the citizen experience. With digital signatures, you can eliminate that hassle, secure document distribution and keep the workflow moving.

“ Our office is charged with preserving the Senate’s historical documents. We turned to OnBase to make all of those documents available digitally for every office in the Senate.”

Michael Peterson
Operations Manager
Office of the Sergeant at Arms, U.S. Senate

CONTENT MANAGEMENT IN ACTION

Hyland simplifies one of the most important jobs of the Office of the U.S. Senate Sergeant of Arms — preserving the Senate’s historical documents. The solution captures any and all documents electronically and stores them in one place, making them easily searchable and removing the hunt for physical files in the research process.

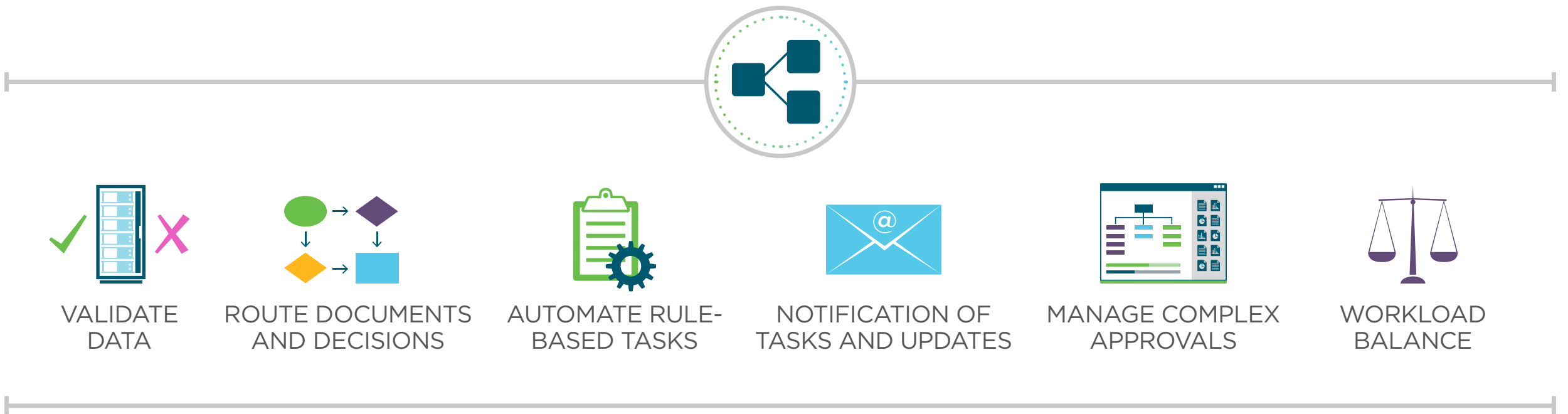


PROCESS AUTOMATION

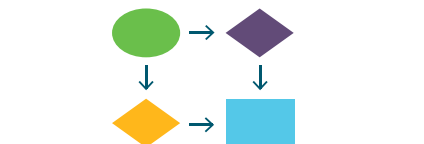
MAKE YOUR AGENCY PROCESSES BETTER, NOT JUST FASTER

Quality, consistency and employee empowerment drive the value behind intelligent automation. Your organization likely has structured processes that can be mapped on a flowchart (the ones with predictable steps and outcomes), and these can be optimized and automated while delivering meaningful exceptions to the right people.

That's smart automation, and that's where Hyland can make a difference.




VALIDATE DATA


ROUTE DOCUMENTS AND DECISIONS


AUTOMATE RULE-BASED TASKS


NOTIFICATION OF TASKS AND UPDATES


MANAGE COMPLEX APPROVALS


WORKLOAD BALANCE



PROCESS AUTOMATION

BENEFITS

- ✓ Accelerated business cycles
- ✓ Improved productivity
- ✓ Reduced errors and re-work
- ✓ Improved information security
- ✓ Improved workforce utilization

KEY FEATURES

Workflow and approvals

An automated workflow — with simple configuration as needed — streamlines processes and increases high-value work time for your employees. Smart process automation allows you to easily configure and deploy rules-based automated workflows, notifications and approval processes.

Ad-hoc tasks

When a fixed workflow isn't an option, leverage ad-hoc tasks to dynamically surface relevant tasks to users based on business rules. This simple workaround allows you to deploy a solution for a specific task, even if it's a one-time adjustment.

Robotic Process Automation (RPA)

RPA has become a bit of a sweetheart in the smart technology sector. RPA allows your organization to automate manual, rule-based, high-volume and repetitive tasks where human touch does not add business value.

“ We needed to find a way to shorten the cycle of mailing the packets back and forth. The re-exam solution from Hyland has made us more productive. It used to take two or three people working for a week every month to just prepare the packets. Now we have it finished in a few hours.”

Jim McRoberts

IT Manager

Housing Authority of Alameda County

PROCESS AUTOMATION IN ACTION

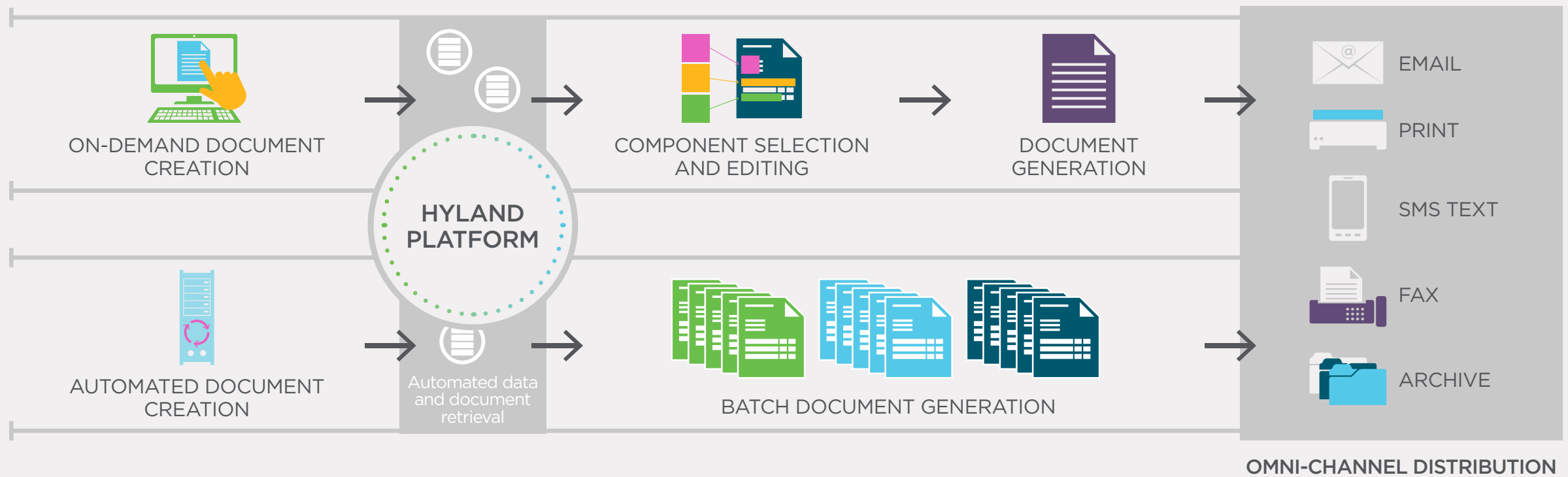
The Housing Authority of Alameda County uses information from a tenant's previous re-examination to automatically create a custom packet. At the same time, an e-form is created in the platform to track all documents sent to and returned from the tenant. When forms are returned and complete, OnBase automatically completes the received date and inserts them in the appropriate case worker's workflow queue. All forms and documents are instantly available.

CUSTOMER COMMUNICATIONS MANAGEMENT

TAKE THE HASSLE OUT OF CUSTOMER COMMUNICATION

Mission-focused agencies make clear communication a priority, both internally and with citizens. In today's customer-centric environment, industry leaders know they need to embrace powerful technology tools for constituent interactions. We all know business is built on relationships, and that means every business process needs to be driven back to basics: excellent communication.

That's why Hyland products invest in the power of good communication — it's how we connect, move forward and thrive.





CUSTOMER COMMUNICATIONS MANAGEMENT

BENEFITS

- ✓ Improved constituent satisfaction
- ✓ Reduced processing time
- ✓ Improved accuracy
- ✓ Improved consistency and compliance
- ✓ Reduced costs

KEY FEATURES

Intuitive design

Your employees have more important things to do than learn another completely new system. Hyland’s customer communications management solution offers familiar controls and easy-to-configure templates to standardize communication types.

Integrated document creation

In the age of the customer, relevant personalization of customer communication is imperative. Through integrated document creation, you can dynamically pull data from multiple source systems to create truly personalized communication.

Multi-channel output

Easily accommodate your constituents’ communications preferences. Hyland gives you the flexibility to publish or export communication in multiple formats.

“ Our previous automated merge process literally took hours to perform every night. It was extremely slow. With Content Composer, these notices — and we’re talking anywhere from 2,000 to 3,000 at a time — get finished in a matter of minutes.”

Casey Greenwood

IT Supervisor
State of Montana
Department of Labor and Industry

SEE CUSTOMER COMMUNICATIONS MANAGEMENT IN ACTION

The Montana Department of Labor and Industry had critical communication problems: Its mail system was outdated, and important processes like delivering unemployment insurance were cumbersome and inefficient. The department brought on Content Composer, Hyland’s customer communication management solution, and saw its team go from waiting hours for the automated merge process to finish, to just 10-15 minutes.

[Read the full success story here »](#)





COLLABORATION

ENABLE SHARING AND COLLABORATION WITHOUT SACRIFICING CONTROL

Business doesn't happen in a bubble. Whether you're collaborating with far-flung co-workers, patients, non-governmental employees or customers across any vertical, you need simple, intuitive, easy-to-use ways of sharing that are also secure. The right technology removes hurdles from a process that can be frustrating or even "unbelievable in this day and age" — a phrase no one wants to hear about their organization.

Hyland's solutions make collaborating just as easy as your partners think it should be.





COLLABORATION

BENEFITS

- ✓ Increased productivity
- ✓ Improved information security
- ✓ Improved process efficiency
- ✓ Reduced compliance risk
- ✓ Improved user experience

KEY FEATURES

Cloud-based

Whether your current technology infrastructure is cloud, on-premises or hybrid, adding cloud-based document sharing and collaboration is simple and will allow your organization to enjoy scalability, security and accessibility while retaining full ownership and control.

Collaboration tools

Sharing and collaborating on content internally and with other agencies or departments is a daily reality for most organizations. The Hyland platform provides intuitive collaboration tools so your users can easily make edits and comments or create and assign tasks for shared files, all the while maintaining a complete view into the shared content and associated activity.

Encryption and audit trails

Of course, information security and compliance are always a top priority. The Hyland platform provides end-to-end data security, extensive access controls and complete logs of user activity including sharing, access and changes. We don't want our users to ever cringe at the idea of an audit again.

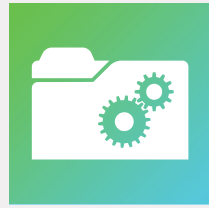
“In the Risk Management team, ShareBase has taken the multiple-step process of sharing documents down to zero clicks in some cases. It's really helped us a lot in terms of saving costs, time and paper. [ShareBase] makes it easy to share things securely.”

Brett Gordon

System Administrator
Texas Association of School Boards

COLLABORATION IN ACTION

The Texas Association of School Boards (TASB) was already using the OnBase enterprise information platform, but needed a secure way to share documents with members and other TASB entities. TASB uses ShareBase to hold and share over 3,000 documents with school districts, as well as to provide a boilerplate policy that school districts can access and customize.



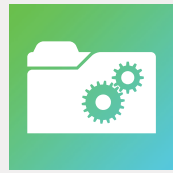
CASE MANAGEMENT

EFFECTIVELY MANAGE DATA, TASKS AND ACTIVITIES SURROUNDING CASES AND OTHER INFORMATION-DRIVEN PROCESSES

To thrive in today's challenging environment, your workforce needs solutions that support the dynamic and often unpredictable processes involved in real-world operations. By offering a single platform to manage data relationships, documents and processes, Hyland's case management solutions empower employees to effectively manage cases and make better decisions by presenting a complete view of all the information they need.

That's the power of Hyland: The platform serves up the content your employees need to make improvements and deliver exceptional work.





CASE MANAGEMENT

BENEFITS

- ✓ Improved process standardization
- ✓ Increased productivity
- ✓ Reduced compliance risk
- ✓ Improved view into the process
- ✓ Improved citizen experience

KEY FEATURES

Data, content and process management

Help your employees manage data and processes while adhering to your organization’s best practices. Hyland’s case management solutions standardize best practices, automate repetitive tasks and manage supporting information and documents with a single solution.

Collaboration

Cases often require participation of multiple users inside and outside your organization. When the need arises, Hyland case management solutions make it easy to facilitate user collaboration through notes, threaded discussions and history of activity surrounding a case.

Reporting and auditing

Comprehensive dashboards and easy-to-follow audit trails are the gold standard for case management. These Hyland tools increase transparency and support compliance through their comprehensive and thoughtful design.

“Whoever is assigned to a case takes care of getting it scanned and indexed into the system. We bought baskets for the clerks’ desks because we thought the filings would pile up, but we almost never see anything in the baskets.”

Jan Antonoplos
Delaware County’s Clerk of Court

CASE MANAGEMENT IN ACTION

The Delaware County’s clerk of courts wanted to meet the growing needs of the county of 150,000 and its judges and attorneys without increasing staff or expenses. By integrating OnBase with their existing technology, the county has made it possible for users to simply access all of the documents they need directly from the CourtView interface with a cost-effective solution. Documents can be viewed by judges and clerks from the benches, title agencies, the press, attorneys and citizens from their homes or at public terminals located in the county courthouse.

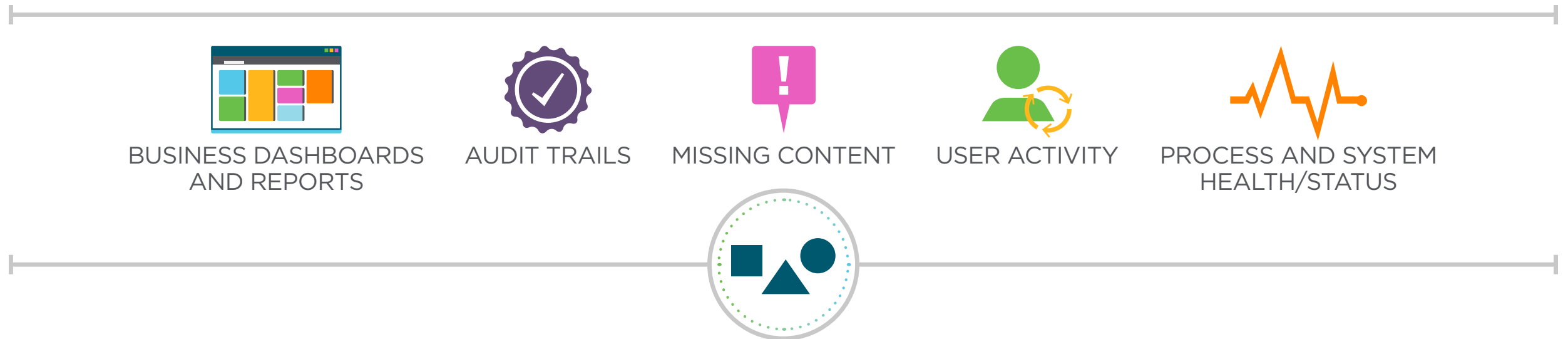


REPORTING AND ANALYTICS

GAIN VISIBILITY INTO CONTENT AND PROCESSES WITH ACTIONABLE INSIGHTS

The ability to monitor, report on and then optimize your key processes and work streams is key to continuous improvement. Without comprehensive insight into your processes, system and user actions, you risk both inefficiencies and compliance oversights. Your content needs to be visible, you need to be able to complete real-time reporting and analytics — including interactive dashboards and audit trails — and all your content-related services need to function seamlessly with your other systems.

The complete view you need to get the job done right — and prove it. That’s Hyland at its best.



BUSINESS DASHBOARDS AND REPORTS

AUDIT TRAILS

MISSING CONTENT

USER ACTIVITY

PROCESS AND SYSTEM HEALTH/STATUS

CONTENT-SPECIFIC AND CONTENT-INCLUSIVE



REPORTING AND ANALYTICS

BENEFITS

- ✓ Improved decision making
- ✓ Improved agency processes
- ✓ Reduced staff disruption
- ✓ Reduced compliance risk
- ✓ Increased productivity

KEY FEATURES

Dashboards and reports

Choose from libraries of pre-built reporting tools or configure your own — the Hyland platform gives your users and administrators visibility into relevant processes and systems.

Audit trails

Audits and data requests happen. Reduce the stress and disruption by leveraging comprehensive audit trails and logs, pre-configuring specialized reports or even providing your auditors with customized views into the data they require.

File completeness reporting

Sometimes it's not about the files you have, but the ones you don't. The Hyland platform makes it easy to identify missing, aging or expired content.

Process mining

Want to take process improvement to the next level? Process mining examines data transaction logs across your systems to help drive improvement and remove bottlenecks.

“The accessibility and availability of records and documents using OnBase ECM has reduced the review period from weeks to days.”

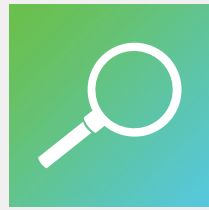
Leo Saidnaway

IT Manager

Massachusetts Housing Finance Agency

REPORTING AND ANALYTICS IN ACTION

Hyland helps MassHousing meet its reporting and auditing needs with the ability to automatically create monthly reports to send to HUD. Document history, tracking and check-in/check-out functionality are all supported. MassHousing also uses document retention capabilities which destroy documents according to time-based or event-based business rules. This helps to reduce or eliminate storage requirements and avoid legal liability with less labor and resources and fewer errors than manual processes.



SEARCH

INTELLIGENTLY FIND THE RIGHT INFORMATION ACROSS YOUR ORGANIZATION

With the amount of content most agencies are dealing with, the proverbial “needle in a haystack” is a vast underselling of the challenge at hand — essentially, finding exactly what you need, when you need it, in the massive volume of content within your organization. Aside from sheer volume, there are security walls, formatting inconsistencies, narrow search functionality and accessibility issues to contend with. But, when you have important content, you need to be able to pull it up fast.


No multiple tries, no old versions, no ‘zero results’ when you know it’s in there — just the right content, right in front of you. That’s what you get with Hyland’s high-powered search solutions.




CLOUD STORAGE
AND APPLICATIONS



EMAIL SERVERS,
MESSAGES
AND ATTACHMENTS



SHARED DRIVES
AND NETWORKS

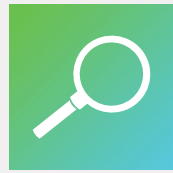


ENTERPRISE SYSTEMS
AND DATABASES



USER DESKTOPS
AND DEVICES





SEARCH

BENEFITS

- ✓ Improved information visibility
- ✓ Reduced knowledge gaps
- ✓ Increased productivity
- ✓ Reduced compliance risk
- ✓ Improved information security

KEY FEATURES

Extensive compatibility

Your users interact with numerous systems and file formats. Now they can search across all of them. The Hyland platform gives your users the power to search text and metadata across hundreds of file formats, systems and repositories.

Intelligent search

The days of exact-word, exact-spelling and exact-file name being the only way to find what you're looking for are gone. With intelligent search, users can find the right information faster with intelligent query design tools, relevance rankings and contextual filters.

Search automation

Need to monitor for new files or content? Users can save and share search queries and even sign up for automated search alerts so they're notified when new content matching their query becomes available.

“ Accessing key pieces of information quickly and accurately across millions of documents, multiple systems and formats is an absolute requirement. Enterprise Search has given us a single point of access for accurate and rapid investigative research across structured and unstructured data.”

Deputy Chief Inspector
A major UK police department

SEARCH IN ACTION

A major county police department in England needed a better way of searching a large volume of information that resided across various systems and formats. Hyland's Enterprise Search solution enabled a quicker response time to requests for information and helped to significantly boost productivity.

[Learn more about enterprise search here »](#)



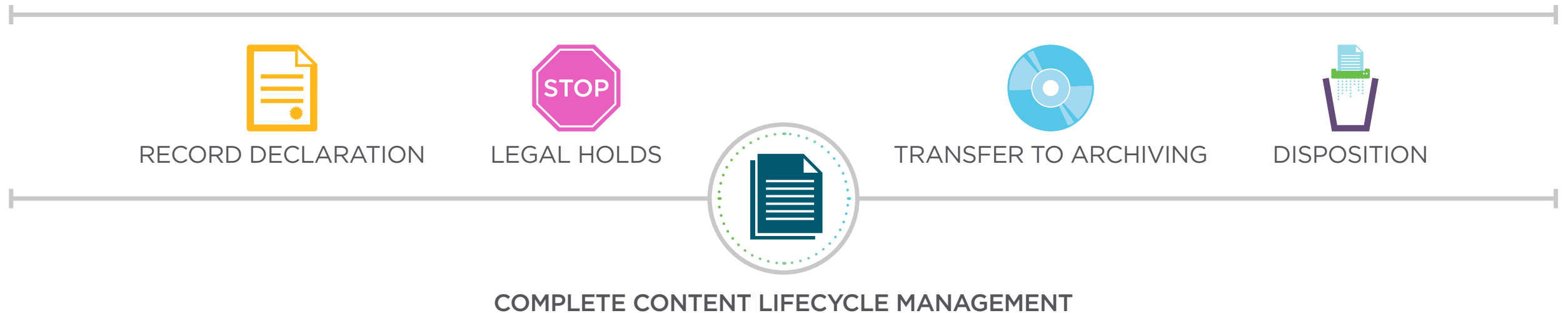
RETENTION AND RECORDS MANAGEMENT

AUTOMATE SECURE RETENTION AND DESTRUCTION OF DOCUMENTS AND RECORDS

Government agencies consume, create and manage an unprecedented amount of content. Manually managing the information lifecycle at this scale is no longer feasible for organizations with an eye on the future. Failing to automate the data creates operational inefficiencies and unnecessary security and compliance risks — basically, a huge problem for your team and your business.

With the Hyland platform deployed, your content lifecycle is managed from beginning to end, so your staff can concentrate on day-to-day activities rather than worry about fulfilling specific records management and compliance needs.

That's the impact of Hyland: Content management made simple so your employees can get back to business.





RETENTION AND RECORDS MANAGEMENT

BENEFITS

- ✓ Improved regulatory compliance
- ✓ Reduced costs
- ✓ Increased productivity
- ✓ Reduced security risk
- ✓ Improved process efficiency

KEY FEATURES

Complete retention management

Free up your users to focus on day-to-day work instead of manually managing the lifecycle of your documents. The Hyland platform can help you automate all retention tasks including approvals, transfer to storage, legal holds, archival and deletion.

Centralized records management

One of our customers' common concerns is how to handle retention of documents that are still on paper. With centralized records management, users can manage physical records alongside electronic records, with uniform retention policies and chain of custody.

Defensible auditing

In the modern regulatory environment, being able to prove compliance is critical. The Hyland platform provides defensible audit trails for the entire lifecycle of your records including retention and destruction.

“ We don't have to worry about losing a document before its retention period is up. If we ever need to produce it, we can find it quickly in OnBase.”

Brian Mueller

ECM Program Manager

Colorado Housing and Finance Authority (CHFA)

RETENTION AND RECORDS MANAGEMENT IN ACTION

CHFA is subject to compliance for both government and financial services organizations. Both industries require strict document retention policies. With paper, keeping files for the right amount of time was very difficult. OnBase helps the agency sort and organize content faster. Documents can be quickly produced with a quick search in OnBase, eliminating unproductive time digging through boxes to find them.

Governance Rules as a Service

Want to take retention management to the next level? Consider our Governance Rules as a Service (GRaaS) solution, developed jointly with Iron Mountain®, to automate and simplify knowing, meeting and proving compliance with retention and privacy regulations.

EXPERTLY TAILORED GOVERNMENT SOLUTIONS

Your industry, specifically

Your industry has been sharing its challenges with Hyland for 25 years, and we've been listening. Government agencies and departments have used our robust platform and its expertly tailored solutions to treat its pain points and meet industry-specific requirements. Hyland leads the way in setting the pace for change by listening to your needs and recruiting subject matter experts from within your industry to direct our platform development. Our goal is to not simply be a software provider, but a trusted partner in delivering outstanding products and services — both now, and in the future.

Here are just some of solutions we can offer across the wide range of government use cases.



CITIZEN ENGAGEMENT

- Public assistance/human services
- Affordable housing
- Agenda management



PLANNING, BUILDING AND PUBLIC WORKS/COMMUNITY DEVELOPMENT

- Licensing and permitting
- Plan review
- ESRI/GIS integrations
- Inspections



INSPECTIONS AND INVESTIGATIONS

- Criminal/law enforcement
- Regulatory/compliance



FACILITIES AND ASSET MANAGEMENT

- Electronic and mobile document capture
- Online work orders and workflow
- Field inspections
- GIS integration



FOIA/PUBLIC RECORDS REQUEST MANAGEMENT

- Public access search
- Online submission
- Workflow and routing
- Enterprise search
- Delivery and fulfillment



INTEGRATIONS

Hyland's robust content services platform integrates with your existing systems to maximize return on investment.

- Oracle
- Workday
- Infor
- Salesforce
- PeopleSoft
- SAP
- ESRI
- Citiworks
- Accela
- Central Square/Prospero

DEPARTMENT SOLUTIONS

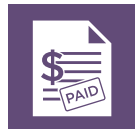
Hyland is also a trusted solution provider for those areas of your organization that are less industry-specific, like human resources (HR), accounts payable (AP) and contract management, just to name a few. Here, Hyland's expertise can help you streamline day-to-day workflows and accelerate business processes.

Hyland's platform has your back office covered, too.



ACCOUNTS PAYABLE

- Approval management
- Dispute resolution
- Invoice capture
- Invoice processing
- Vendor management



ACCOUNTS RECEIVABLE

- Billing
- Credit and collections
- Dispute resolution
- Payment processing
- Proof of delivery
- Sales order processing



HUMAN RESOURCES

- Employee file management
- Employee onboarding
- Employee relations
- Employee offboarding
- Policies and procedures



CONTRACT MANAGEMENT

- Amendments
- Approval and signatures
- Authoring
- Collaboration and review
- Contract requests
- Expiration tracking
- Obligations management



OTHER PROCESSES

- Engineering change management
- Facilities management
- Procurement and purchasing
- Quality and process control
- Work order management

MORE WAYS TO LEVERAGE HYLAND TECHNOLOGY

In addition to the many tailored solutions, Hyland also offers a range of application development tools, from point-and-click configurable forms and workflows to Application Programming Interfaces (APIs) and Software Development Kits (SDKs) that allow you to enhance your applications with our industry-leading technology.

LOW-CODE PLATFORM

No one knows your business and your processes better than your employees. This is why Hyland makes it easy for our customers to build applications that are just right for them, using our proven technology.

Build versus buy: You now have another option

Hyland's configurable platform allows you to take the conversation beyond build versus buy. This is something many of our customers take advantage of, and they do it because it's easy. Hyland provides a low-code rapid application configuration platform that minimizes the need for costly custom coding and multiple point solutions from different vendors. With low-code tools, you can:

- Leverage options like radio buttons, checkboxes and drop-down menus to configure applications.
- Replace aging database applications like Access and Lotus Notes while filling in the functionality gaps that exist between your line-of-business systems.
- Empower your IT staff while supporting a spectrum of content-enabled solutions across your organization on one platform.
- Capture information first, then perfect your applications over time by identifying patterns and areas of improvement.

Hyland's low-code rapid application configuration platform minimizes the need for costly workarounds and multitudes of vendors. Taking a low-code approach to building applications helps streamline your overall IT environment, minimizing application sprawl and negating the need for business departments to procure and implement disconnected point solutions.

DIVING DEEPER: WEB SERVICES, APIS AND SDKS

Have an existing application that could be enhanced with Hyland's leading content services? We have you covered:

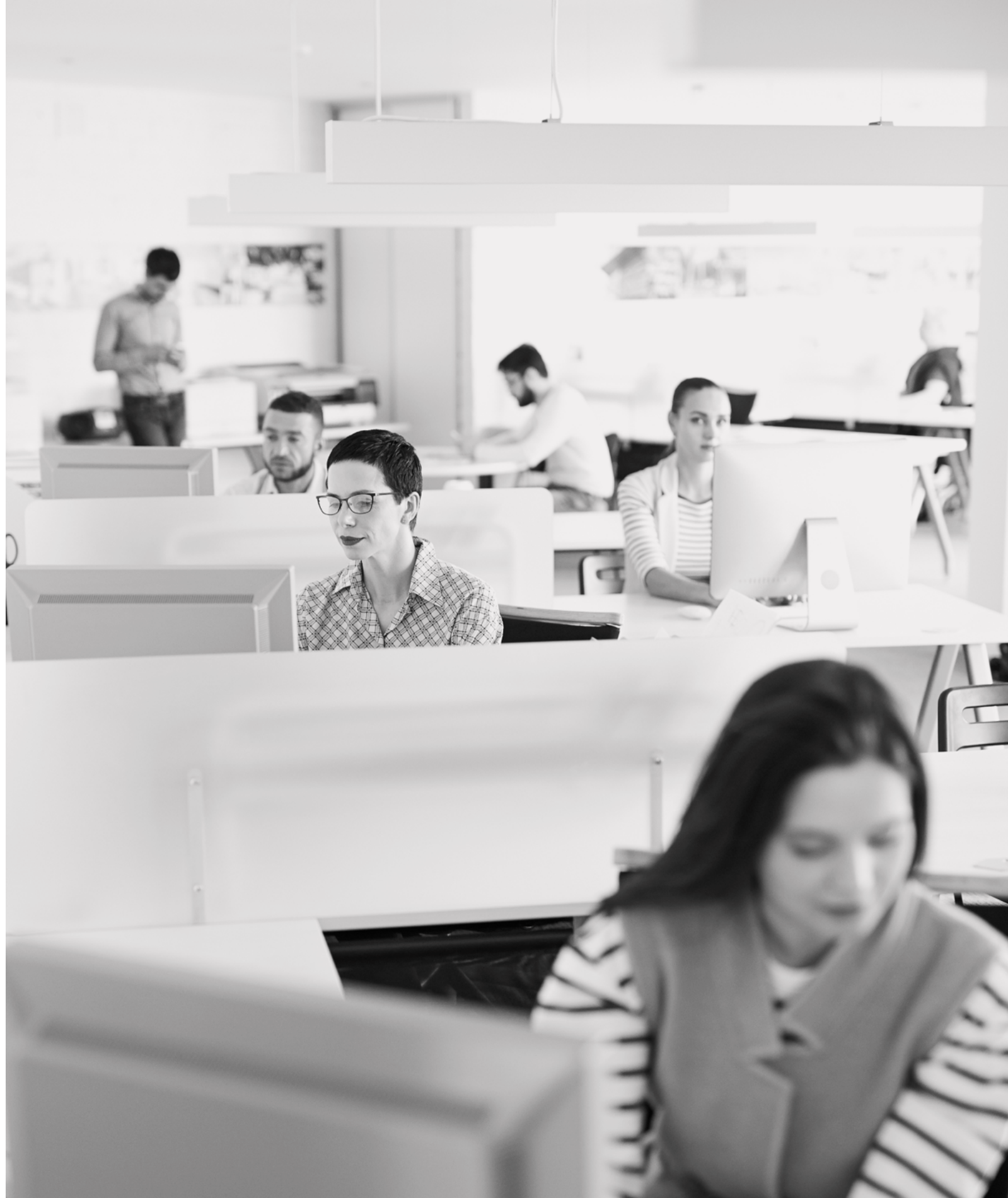
- **Web Services:** Leverage our "no-code" point-and-click interface to create standard web services that provide access to Hyland functionality for use by external users or third-party applications.
- **APIs:** Leverage our suite of APIs to create your own integrations with Hyland, providing your programmers with access points to documents, processes and more by using industry-standard programming languages.
- **SDKs:** Give your users access to rich content services functionality by embedding Hyland capabilities into your own application.

“The other vendors said we’d have to change our process to fit their software. OnBase was the only software that could fit to our processes and wouldn’t change how we already worked.”

Paul H. Alpaugh

Director, UC Disbursements
Pennsylvania Treasury Department

When you partner with Hyland, you not only get the most agile and intuitive content services platform on the market today, you get a company that is invested in helping you overcome your obstacles and meet your mission.





HOW WE DO IT: PLATFORM STRENGTHS

“We were ready to grow and our old system wasn’t ready to grow with us. With OnBase, we know we have a solution that’s right for us today — and tomorrow.”

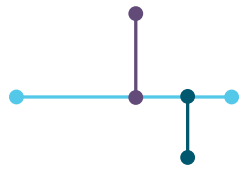
Eric Olso

Director of Administration
Houston Police Officers’ Pension System

PLATFORM STRENGTHS

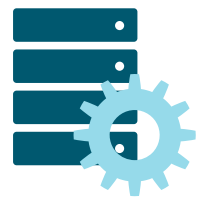
SIMPLIFIED INTEGRATION

We know the effectiveness of your business processes relies on connection between the systems and applications that your employees work in on a daily basis. Hyland makes simplicity of integration a priority and offers extensive options to fit your needs.



Pre-built connectors

Hyland offers many purpose-built integrations that help connect your solution to common third-party productivity tools and enterprise applications. Pre-built connectors offer the fastest implementation and full support.



Web services and integration servers

No pre-built connector? No problem! Hyland's integration server ensures an instantaneous, guaranteed exchange of data between your Hyland solution and core systems without requiring programming to an API or relying on error-prone flat-file data exchanges. Additionally, our published web services can provide an easy way for applications to access data from your Hyland solution.



API integration

Hyland's APIs give you the flexibility to create your own integrations. APIs are available for many Hyland offerings, and they support industry-standard programming languages and protocols.



Screen-level integration

Want to integrate with your existing applications without custom coding? Screen-level integration allows you to automate data operations between application windows open on the screen.

END-TO-END SECURITY

Information security is not just a bolt-on feature of Hyland solutions. Our goal is to provide secure software and give our customers the tools and features they need to reduce risk.

- **Secure development lifecycle:** It all starts with the way we develop and test our software, which is by using the secure development lifecycle methodology to ensure information security is prioritized at every stage of the development process.
- **Security policies:** Robust security groups give you granular control over access to data based on departments, user roles, document types and a range of other configurable variables.
- **Encryption:** End-to-end encryption adds an extra layer of protection to your data, so it's protected while it's stored, used or being transferred. This makes it unusable to attackers in case of a breach.
- **Redundancy and disaster recovery:** Redundant or cloud-based deployment configurations help support business continuity and disaster recovery programs while reducing or mitigating the impact of not only natural disasters, but also ransomware and distributed denial-of-service (DDoS) attacks.

INTUITIVE CONFIGURATION

Hyland solutions are point-and-click configurable, allowing you to use checkboxes, radio buttons and drop-down menus to quickly configure and easily change solutions. That means no expensive, time-consuming and difficult-to-maintain coding or scripting.

FLEXIBLE DEPLOYMENT

If you are like most organizations, you are already using a mix of cloud and on-premises applications. Over the last decade, cloud has really come of age, becoming a viable and frequently compelling option for organizations considering where to deploy their next enterprise solution. The right fit is everything, and Hyland gives you the flexibility to deploy your solution in the way that's best for your organization by working optimally with your other applications and data, whether they are located on-premises or in the cloud.

EXPERT SERVICES

There is no such thing as a one-size-fits-all technology solution. And while we make our solutions easy to configure and customize, we also have a team of industry and solution experts, should you need them. Hyland experts have deployed tens of thousands of solutions to customers all over the world. Our team of professionals will:

- Help you choose the right technology solution for your organization
- Leverage industry best practices to meet the needs of your users and customers, and speed up time to return on investment (ROI)
- Assist with deployment, integration and conversion

Hyland supports a lively and robust online Community, where users can network with other Hyland customers, partners and employees, share feedback and ask questions of subject matter experts. Learn more at Community.Hyland.com.



HYLAND CLOUD

With more than 1,100 customers, 12 billion stored documents and 16-plus years of experience, Hyland Cloud is a proven avenue of deploying your Hyland solution. Deciding to deploy in the Hyland Cloud can provide real business benefits including:

Increased availability and reliability

Having your core data and applications managed in off-site, privately managed data centers can enable business continuity in case of an outage, a natural disaster or cyber attack. Hyland Cloud customers enjoy 99.99 percent availability of data, thanks to aggressive data redundancy and backup protocols.

Meeting location requirements

Many new data privacy and security regulations require that data be stored in specified countries or regions. Cloud deployments enable data to be stored in-region and can also provide faster data access by utilizing the closest data centers. Hyland Cloud leverages multiple data centers on four continents, meeting the requirements of more than 42 countries.

Improved scalability

Storage and computing power requirements can vary depending on the organization's size, or even seasonally in some industries. A Hyland Cloud deployment makes it easy to accommodate the evolving business needs without requiring you to change your in-house technology infrastructure.

Reduced data security risk

Data stored in the cloud benefits from advanced data protection and physical data center security. Hyland Cloud encrypts data while in use, in transit and at rest, and never commingles your data with that of other organizations. Hyland's Global Cloud Services team manages Hyland data centers around the globe to provide a reliable and secure environment.





WHY WE DO IT



Contents

Introduction

What we do

Top-shelf
content services

Industry
solutions

Department
solutions

Leverage Hyland
technology

How we
do it

Platform
strengths

Why we do it

32 / 34

CREATING TRANSFORMATIVE EXPERIENCES

Having invested over 25 years in helping organizations manage information, we at Hyland know the value of your content comes not from storing it but from using it to move your agency forward, to help your employees work better and to help you service your constituents faster.

That's why we work tirelessly to perfect and provide an industry-leading content services platform — to help you create transformative experiences between people and information.

Whether you interact with one Hyland solution or many, whether you do it on a large screen or a small one, you have the power of the Hyland platform at your fingertips — to create, to improve, to transform, to make a difference in the lives of people.

The solutions are here. The direction is yours to choose.

Get inspired at **Hyland.com**.

Hyland[®]

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