



# Hyland™

PRODUCT SUMMARY

# Hyland Experience Insight

## Leverage AI to maximize the power of your content.

As AI becomes more ubiquitous, it has shifted from a supplementary tech tool to a critical competitive differentiator. Leveraging AI in day-to-day operations and strategic decision-making brings new levels of efficiency, accuracy and innovation that has the potential to set businesses apart in a crowded marketplace. And with organizational leaders looking to better leverage their content to fuel greater transformation and impact, many are turning to AI-enabled technologies to turn their content into strategic value drivers.

**Hyland Experience Insight (Hx Insight)** is a cutting-edge solution that brings an exciting new approach to managing and harnessing enterprise content. By powering the synergies between AI, content, processes and data, **Hx Insight** empowers users to effectively create new and vital connections that help organizations meet evolving business needs.

With its extensible, business-focused AI models, **Hx Insight** not only provides the agility and resilience an organization needs to thrive in a disruptive digital environment, but also the intelligence needed to make better data-driven decisions.

69% of leaders agree that ensuring employees have access to the content they need to be productive anytime, anywhere is pivotal to the employee experience.

*Hyland Content Services Pulse Study 2024 Edition, Forrester Research*

## Key features



### Content enrichment and process optimization

Extract meaningful data from your content for quicker access to information and to initiate workflows.



### Generative AI

Revolutionize the way work is produced with generative AI's content reasoning and creation capabilities. **Hx Insight** augments and accelerates workflows while producing high-quality, high-impact output.



### Advanced and predictive analytics

Gain deeper insight into content usage, processes and users and access data-based predictions to improve decision-making.



### No-code interface

Empower business users to train and deploy new AI/ML models without the need for highly technical coding or AI expertise.

## Benefits



### Builds an empowered workforce

Integrate AI and streamline processes to augment your workforce capabilities, enabling tasks to be performed automatically and at scale. This leads to improved speed, accuracy, consistency and critical decision-making.



### Delivers enhanced customer experiences

AI-augmented capabilities can assist in delivering consistent, yet exceptional customer service experiences. By making information retrieval a swift and accurate process, agents are able to reduce turnaround times and offer timely yet personalized responses.



### Facilitates rapid innovation

The **Hx Insight** architecture enables swift and seamless deployment of advanced AI models, ensuring your processes remain perpetually agile and innovative to compete at the speed of business.



### Fortifies data security and governance

Safeguard proprietary information through the platform's rigorous data segregation practices and by implementing role-based permission controls for various business groups within your organization. **Hx Insight** also applies extensive data governance structures to any new AI-powered capabilities to ensure compliance.



### Democratizes AI for all

Managing AI models can be a daunting task for those without specialized knowledge in the field. **Hx Insight** democratizes access to AI, enabling even nontechnical users to build and deploy bespoke AI models without burdening IT resources or relying on costly coding.



### Improves decision intelligence

Reconciling AI-enhanced insights with human ingenuity leads to informed, strategic decision making. Harness the power of predictive analytics, AI-enhanced knowledge retrieval and automated safeguards to minimize operational bottlenecks and unlock new efficiencies.



## Hyland Experience Insight use cases

**Hx Insight** works with your enterprise content platform to generate accurate answers from information hidden in your documents and to make your content actionable. Extend your data governance policies to **Hx Insight** models to adhere to your industry's data privacy and compliance rules with peace of mind.

- **Insurance:** Expedite the claims lifecycle by automatically processing claims and determining settlement eligibility based on established parameters. AI models can also be trained to detect and flag fraudulent claims based on past indicators and activity.
- **Financial services:** Aside from streamlining client onboarding and lending processes, **Hx Insight** also ensures robust data governance structures to maximize compliance.
- **Higher education:** From identifying gaps in course applications to comparing transcripts for transfer credits, leveraging AI in content-centric processes can be game changing for institutions looking to build better processes and student experiences.
- **Healthcare:** Transform healthcare operations and information management with **Hx Insight**. Generative AI assists with content summarization for clinical trials and patient history, while advanced analytics generate reports with great accuracy.
- **Digital asset management:** Capitalize on emerging trends quickly by accelerating the creative content lifecycle with enriched content and advanced search functionalities.

Learn more about [Hyland Experience Insight](#).