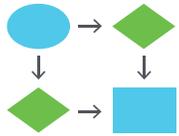




GLOBAL SERVICES | SERVICE LEVELS | CONVERSION SERVICES

DATA CONVERSIONS WITH PROVEN, PREDICTABLE, SUCCESSFUL OUTCOMES

Conversion service levels to meet your needs: reduce data migration time-frames and remove the burden of risk for your teams



Proven, repetitive methodology and industry-leading expertise



100 percent document accountability and reconciliation



Fixed-fee projects reduce risk of unknowns, plus growth allowances



Shortened migration times due to our proprietary, scalable conversion technologies

SERVICE LEVEL	DESCRIPTION	IDEAL FOR TEAMS OR ORGANIZATIONS WITH:
Comprehensive	Hyland experts take complete ownership of every aspect of the project in this turnkey, fixed-bid service. Our conversion team takes ownership of all tasks and risks, using our proven conversion methodology and technologies. Minimizing the need for additional resources on your end, this service ensures an expedited experience with Hyland owning the full service.	<ul style="list-style-type: none">▪ Limited conversion experience, resource availability or expertise with legacy system*▪ Complex conversion requirements▪ High volume of documents▪ Aggressive conversion deadline▪ Legacy systems in use with need for transition plan
Data mapping and import	This service is the Comprehensive offering with the exception of the extraction step. We provide the specifications and your team or a third party provider manages the content extraction.	<ul style="list-style-type: none">▪ Expertise to extract content from the legacy system, but want a turnkey end-to-end conversion service▪ Access cannot be granted to legacy system (e.g. third-party hosted environments)

* Customers who have expertise of the legacy system but want a turnkey end-to-end Conversion Service should consider the Data mapping and import option.

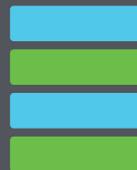
SERVICE LEVEL	DESCRIPTION	IDEAL FOR TEAMS OR ORGANIZATIONS WITH:
Core	This service is similar to a Comprehensive offering, designed for legacy system conversions that fit defined parameters in project scope. In this service we use the same resources, including focused project delivery and project management methodologies. Projects are limited to a scope of a maximum 25 million documents. Additionally, the legacy system must be in a read-only state.	<ul style="list-style-type: none"> ▪ A pure archival solution ▪ Clients with a departmental solution that contains fewer than 25 million documents ▪ Data is not needed for go-live ▪ Legacy system is read-only
Export	Our conversion experts conduct remote discovery discussions, then extract all legacy system files and metadata quickly, while following our proven extraction methodology. In this fixed-bid conversion service, your teams own the task of data importing.	<ul style="list-style-type: none"> ▪ Strong conversion experience, having capabilities that can scale and use import best practices ▪ Limited extraction expertise with legacy system ▪ IT resources available for conversion ▪ Developer to incorporate mapping logic ▪ Internal Project Manager to drive project and coordinate system transition



12.5+ billion documents converted



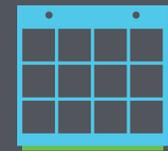
450+ conversions



125+ different legacy systems



35+ dedicated team members



9 years as dedicated practice offering

	COMPREHENSIVE	DATA MAPPING AND IMPORT	CORE	EXPORT
DISCOVERY AND ANALYSIS: CREATE CONVERSION PLAN AND ALIGN WITH BUSINESS OBJECTIVES				
Business and technical requirements analysis (on-site)	Y	Y		
Technical requirements review and discussion	Y	Y	Y	Y
Requirements documentation	Y	Y	Y	
Extensive data analysis	Y	Y		
Metadata mapping (business rules)	Y	Y		
Lite project coordination	Y	Y	Y	
Project planning	Y	Y	Y	
Dedicated project management	Y	Y	Y	
Status updates, escalation and issue resolution	Y	Y	Y	
Document prioritization	Y	Y		Y
System transition planning	Y	Y		
Preliminary data analysis	Y	Y		
Consult on discovery and data mapping	Y	Y		
Audit history	Add-on	Optional	Optional	
STAGING AND DEVELOPMENT: CONFIGURE TARGET SYSTEM AND CONVERSION TOOLS				
Configure Hyland Software	Y	Y		
Temporary hardware and storage	Y	Y	Y	Y
Configuration and setup of mapping rules	Y	Y	Y	
Develop code and configure tools to decrypt proprietary formats	Y	Y		Y
Customize extraction tools	Y	Y		Y
Develop code and configure tools to transform data with mapping rules	Y	Y	Y	
Optimize extraction and transformation process	Y	Y		

	COMPREHENSIVE	DATA MAPPING AND IMPORT	CORE	EXPORT
TEST CONVERSION: VALIDATE AND TUNE CONVERSION APPROACH AND TOOLS WITH SAMPLE CONVERSION				
Sample extractions of data and documents from legacy system	Y	Y	Y*	Y
Sample imports of data and documents into Hyland software	Y	Y	Y	
Iterative customer verification of test data	Y	Y	Y	
Consult on sample conversion process	Y	Y		Y
End user-specific conversion test plans	Y	Y		
PRODUCTION CONVERSION: MIGRATE ALL STATIC DOCUMENTS IN SOURCE SYSTEM				
Bulk extraction of data and documents from legacy system	Y		Y*	Y
Performance tuning of extraction processes	Y		Y*	Y
Extraction progress reporting	Y			Y
Bulk import of data and documents in Hyland software	Y	Y	Y	
Advanced import processes and technologies	Y			
Performance tuning of import processes	Y	Y	Y	
Import progress and reconciliation reporting	Y	Y	Y	
Unlimited Hyland software import licenses	Y	Y	Y	
SUPPLEMENTAL CONVERSION: MIGRATE REMAINING DOCUMENTS (NEW OR ACTIVE) SINCE PRODUCTION				
Supplemental extraction of data and documents from legacy system	Y			Y
Supplemental import of data and documents into Hyland software	Y	Y		
Transition planning on supplemental conversion process	Y	Y		
VALIDATION AND CLOSING: RECONCILE CONVERSION EXCEPTIONS AND CONFIRM REQUIREMENTS ARE MET				
Evaluate exceptions and re-convert exceptions	Y	Y	Y	
Accountability of 100 percent of all documents converted	Y	Y	Y	
Consult on validation and closing process	Y	Y		

* Denotes if applicable

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

