



# OnBase in the Hyland Cloud

**OnBase**<sup>®</sup>  
by Hyland

# Hyland Cloud // EXPERIENCE MATTERS



When it comes to cloud deployments, experience matters. With experience comes more functionality, an established history of demonstrated service levels, proven security and a large, active customer community.

The Hyland Cloud delivers that experience. In 2004, Hyland's enterprise content management (ECM) offering, OnBase, was the first mainstream online ECM solution to be deployed in the cloud. Hyland continues to pioneer innovative cloud solutions today, like ShareBase (a cloud-based file sharing app).

When deployed in the Hyland Cloud, the exact same ECM software is used for 700+ hosted OnBase customers as is used for Hyland's on-premises OnBase deployments. The solution is offered via our world-class hosting environments, located in several locations around the globe.

The Hyland Cloud provides a full technical infrastructure and software platform that allow organizations to harness the power of OnBase without purchasing or managing hardware and software on-premises.



## Hyland Cloud Data Centers

### 9 Data Centers Across the Globe



# The Hyland Cloud provides

- Full ECM in the cloud with OnBase
- Stringent compliance with ISO 27001:2013, SOC 1, 2 and 3 as well as Privacy Shield standards
- Physical and network security with multiple network layers separated by multiple firewalls
- Burstable bandwidth for maximum upload and download speed
- Three copy replication management spread across multiple physical locations
- Disaster recovery processes and business continuity commitments
- Software performance optimization including load-balanced application and web servers
- Environment operating system purchase, maintenance and licensing
- Solution availability, optimization and assurance needed to support the OnBase application
- Database software purchase, maintenance and licensing needed to support the OnBase application
- Centralized server management and upgrades

## Functionality

When you deploy a cloud-based ECM solution, you don't want to sacrifice functionality. However, many other cloud-based ECM solutions provide less functionality than their on-premises equivalents. Other solutions do not have the flexibility, nor are they advanced enough to provide a fully featured ECM suite. This is not the case with OnBase in the Hyland Cloud. Users enjoy full functionality of ECM, capture, business process management, enterprise file sync and share, mobility, integration and case management. It's so seamless that many users don't even realize they are working on systems and data stored in the cloud.

## Software

Since 2004, Hyland has offered users the ability to use the OnBase application as a service in the Hyland Cloud.

With our hosted offering, customers choose the features and functionality they want, then the OnBase experts create that solution and provide access to it in the cloud. Your OnBase solution is available when and where you need it. In addition, our SLAs provide clear and concise details of available remedies should availability be compromised at any point.

The Hyland Cloud features one of the most powerful server and networking infrastructure topologies in the market. OnBase experts maintain the infrastructure and deploy and upgrade your solution, freeing up your IT resources for other strategic initiatives. Plus, you can change and grow your cloud solution when and how you need to.

## INDUSTRIES



Healthcare



Financial Services



Government



Insurance



Higher Education



Other Industries

# Data Center Infrastructure

## Worldwide Data Centers

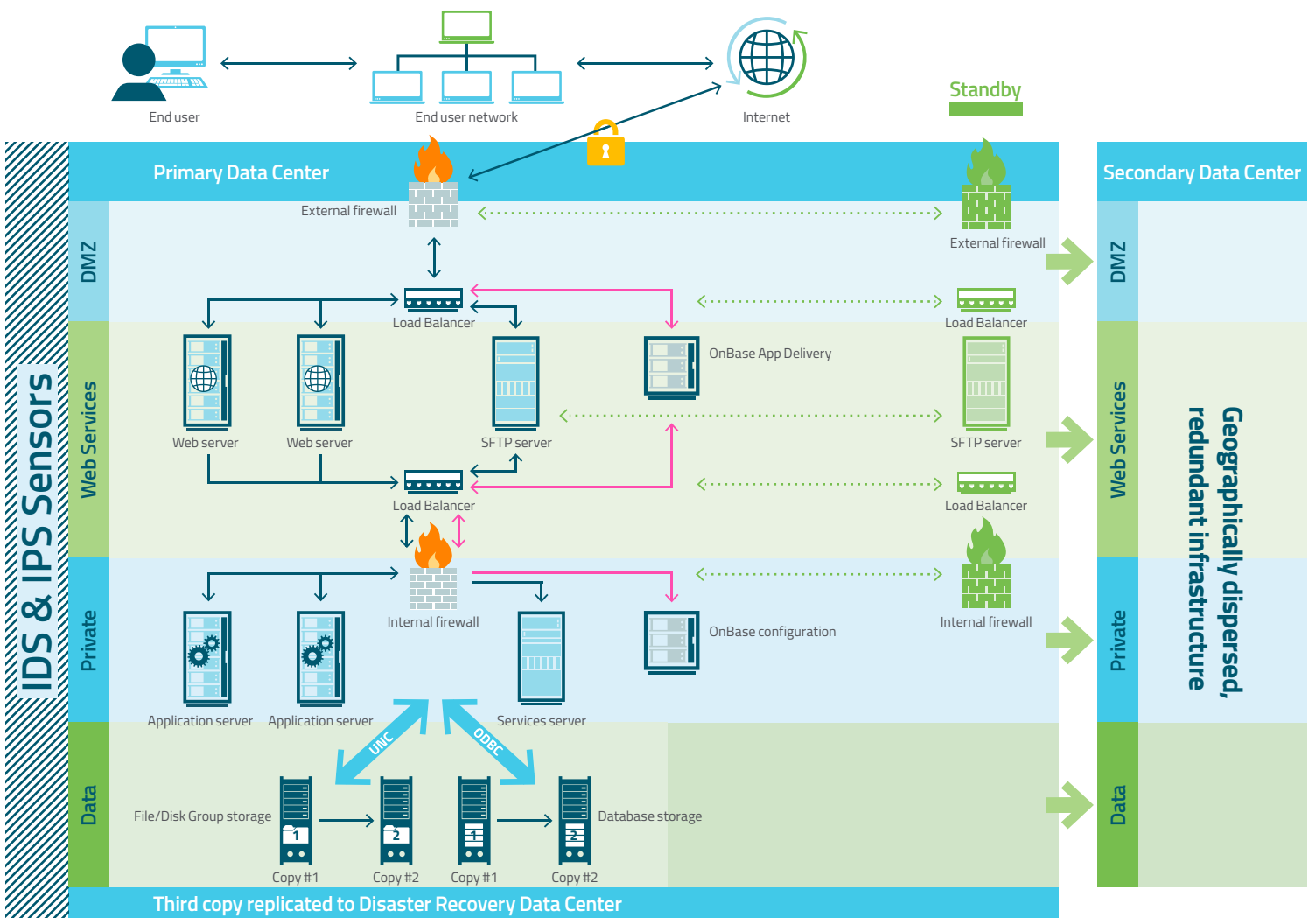
Hyland provides you with complete details of where all copies of your data and systems are stored and operated through a completely transparent data location policy. Customers have a designated primary location in one of Hyland's worldwide data centers — typically in the data center physically closest to them (but accommodated to their preferences if necessary). We have data centers across the U.S., as well as in London, England; Amsterdam, the Netherlands; Queretaro, Mexico; Sydney and Melbourne, Australia; and Auckland and Wellington, New Zealand.

## Network Infrastructure and Connectivity

The Hyland Cloud maintains access to the global IP backbone via dual-access routers connected to multiple backbone nodes. Back-end connectivity and network service facilities include asynchronous transfer mode (ATM), frame relay and circuit-switching. These capabilities provide high-speed internet access with burstable WAN bandwidth as part of the service classes, ensuring your content is uploaded to the system and put to use as quickly as possible.

## Privately Managed, Multi-Instance Cloud

The Hyland Cloud provides an environment that delivers high-availability and high-performance ECM in the cloud. Each organization deployed to the Hyland Cloud receives their own instance of the OnBase software. Each solution includes dedicated resources for each customer and their data. In addition, Hyland fully manages critical daily maintenance functions of all infrastructure, hardware and software associated with the environment. This all comes together to create a unique, secure and resilient ECM in the cloud solution.



## Environmental Controls

All data centers are equipped with standard computer room environmental systems, including:

- Computer room air conditioning (CRAC) units
- Environmental monitoring system
- Fire detection units
- Fire suppression units
- Water detection system
- Raised floor
- Emergency power off (EPO) switches or equivalent procedures

These controls ensure that the hardware infrastructure running your OnBase solution remains in optimum condition at all times, minimizing the potential for downtime due to equipment failure or environmental incidents.



## Compliance

The Hyland Cloud serves more than 700 lifetime customers worldwide, many of whom depend on the solution to meet a number of stringent regulatory demands including HIPAA, GLBA, SOX, SEC 17a-4 and international data sovereignty requirements.

The success of the Hyland Cloud is driven by customer trust. Customers entrust the handling of their vital business information and processes to the Hyland Cloud every day. In return, Hyland backs this trust with product certifications and audits undertaken on associated data centers and processes. The Hyland Cloud meets the following certifications and audits:

### ISO 27001

ISO 27001 is a globally recognized information security standard that tests an organization's information security risks, taking account of threats, vulnerabilities and impacts. It is considered a coherent and comprehensive suite of information security controls.

ISO 27001 certification has been achieved for Hyland's cloud operations in New South Wales, Australia. Expanding this certification scope across Hyland's global footprint is a component of Hyland's compliance roadmap.

### SOC 1, 2 & 3

SOC standards are among the most stringent standards of security measurement for an operations center or data center. All Hyland Cloud data centers boast SOC 1, SOC 2 and/or SOC 3 certification.

Additionally, Hyland's Cloud Services undertakes SOC 2 and SOC 3 audits annually, and performs quarterly internal audits and ongoing penetration and vulnerability tests.



# Security

## Physical and Network Security

All Hyland Cloud data centers are staffed by security personnel and covered by surveillance cameras. Hyland limits physical access to pre-authorized staff and visitors, who are provided with access via multi-factor authentication that limits them to authorized areas only.

- Hardware is physically separated from any other hosting provided in the data center.
- Hardware is physically secured using separate cages and locking cabinets.
- Man traps, air locks, multiple access doors and other security measures prevent unauthorized access.
- Biometric controls and other cutting-edge technologies are utilized.
- Access to hardware is via multi-factor authentication.
- Network infrastructure components and services such as routing, switching and bandwidth are monitored 24/7.
- Certified engineers are available to resolve any issues as per the customer's chosen service class.
- Automated network intrusion monitoring procedures operate 24/7.

## Transport Security

Communication between OnBase clients and the Hyland Cloud is encrypted using up to AES-256 bit TLS 1.2 or higher and SSH2. This ensures that content and operations are secure from interference or interception en route.

## Power

Hyland provides redundant uninterruptible power supplies (UPS) with multiple modules synchronized to work in unison or independently. Each data center also has multiple, redundant generators to provide alternative power should the electricity fail. The switchover from commercial power to generator power is managed and covered by the UPS system to ensure that there is no loss of power to Hyland Cloud servers.

## Application Security

Hyland Cloud users automatically receive access to new version upgrades when they are available. However, no upgrade is performed without customer knowledge nor are upgrades forced. End users elect when they prefer to upgrade to a more recent version. Upgrades can be performed in such a way that limited downtime is experienced by users. Customers can also request test environments to perform appropriate testing on new versions (or any other aspect of the solution).

## Hyland Global Cloud Services Staff Selection

Hyland carefully selects and screens staff managing the Hyland Cloud against numerous government and criminal checks. Hyland provides Cloud Services staff with detailed, customized and ongoing training, and they are rigorously audited and certified every year.



# Implementation

While implementing ECM in the cloud is similar to implementing a premises-based ECM solution operationally, it is different in some regards. Backfiles are processed efficiently via SFTP or encrypted hard drive and are often executed more efficiently in a hosted solution due to the import expertise that resides with the hosting services team. Additionally, you may need to build into your deployment timeline data imports from legacy systems or integrations to other applications.

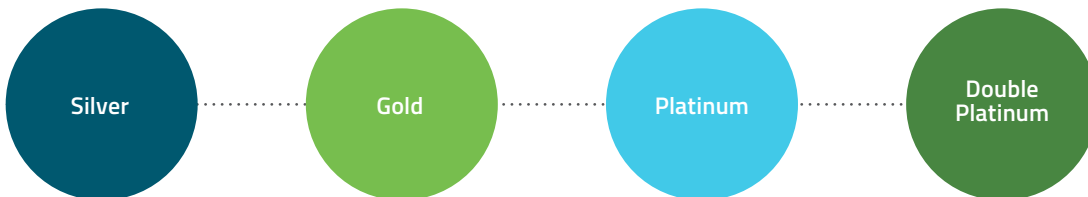
	On-Premises	Hosted
Software Licenses & Annual Maintenance	Customer	N/A
Hardware Purchase, Maintenance & Installation	Customer	Hyland
Data Center Costs & Backups	Customer	Hyland
Server Software & Installation	Customer	Hyland
OnBase Configuration	Hyland & Customer	Hyland & Customer
IT Staff & Training	Customer	Hyland
OnBase Staff & Training	Customer	Customer

## BUSINESS CONTINUITY


### Availability and Disaster Recovery

The Hyland Cloud service classes allow you to select exactly how your service is managed and measured in terms of both availability and recovery time.

## PRICING STRUCTURE



Availability defines what percentage of time the service is online (i.e., accessible by users). Downtime will have a negative effect on any organization, but the impact of that downtime will vary based on the type of organization and the content managed within the system. OnBase in the Hyland Cloud is delivered with a choice of four service classes: Silver, Gold, Platinum and Double Platinum. Pricing for these service classes is combined with the hosting fee — ensuring a clear and simple monthly cost. Availability commitments are as high as 99.9%.



Any hosting service needs to be both reliable and resilient. However, there is a risk of failure with any system, and the speed and comprehensive ability to recover from any unexpected failure is a key aspect of a cloud solution. The Hyland Cloud delivers two important elements to support business continuity:

- **Recovery Point Objective:** If the system unexpectedly goes down without warning, a certain amount of data may be lost between the point of failure and the last backup. The recovery point objective is the amount of time that elapses during which data cannot be recovered and is defined by the service class selected by the customer.
- **Recovery Time Objective:** When a system experiences downtime, the relevant technical team requires a period of time to not only restart the systems, but also to identify and fix any lingering issues with the infrastructure— software or otherwise. The recovery time objective represents the time required to restore the Hyland Cloud services and is defined by the service class selected by the customer.

### Next Steps

The cloud is the future of business. Over the past 13 years, Hyland has seen the evolution and integration of technologies such as cloud and mobile, and the Hyland Cloud is perfectly suited to meet these needs. OnBase in the Hyland Cloud continues to push boundaries and lead the field in innovations surrounding functionality, security and service levels for online ECM solutions. With more than 700 OnBase customers with a Hyland Cloud deployment, Hyland is best equipped to manage your ECM solution in the cloud — so you're ready for whatever the future brings.

Learn more at [OnBase.com/Cloud](https://OnBase.com/Cloud) »