

Hyland OnBase

Why Should I Take A Look?

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Senior Chief Architect
DocuNav

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Vice President Technology
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Agenda

- Why Hyland OnBase
- Top 10 Content Services/ECM Challenges
- Gartner Magic Quadrant
- Hyland Features
- Enterprise Integrations
- Case Studies

Why Hyland OnBase

- 50% of Fortune 100 use Hyland
- Industry-focused solutions
- 3,500 employees
- Global presence
- 14,000 customers
- Magic Quadrant
- Enterprise integrations
- Leading in AI

Content Services: Top 10 Customer Challenges

1

Managing Documents / Records

2

Information Governance (Compliance Requirements)

3

Manual Tasks

4

Finding Information

5

Paper

6

Poor Collaboration

7

Information Sprawl (Multiple Systems / Views)

8

Poor Customer Experiences

9

Lack of Data Insights

10

Antiquated Legacy Systems

Gartner Magic Quadrant

Hyland and Alfresco for content services platforms



Source: Gartner, Inc. Magic Quadrant for Content Services Platforms, Michael Woodbridge, Marko Sillanpää, Lane Severson, 16 November 2020. This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from Hyland. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. The report was renamed to "Magic Quadrant for Content Services Platforms (2017-2020)" from "Magic Quadrant for Enterprise Content Management (2010-2015)". We were recognized by the name "Hyland Software" in this report from 2014 to 2011.



ENHANCED CAPABILITIES



ARTIFICIAL
INTELLIGENCE



INTELLIGENT DOCUMENT
PROCESSING



ROBOTIC PROCESS
AUTOMATION



DIGITAL ASSET
MANAGEMENT



BLOCKCHAIN



FEDERATION

INTEGRATIONS



LOW-CODE
CONFIGURABILITY

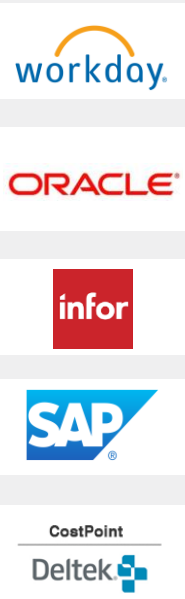


ENTERPRISE-CLASS
INTEGRATIONS

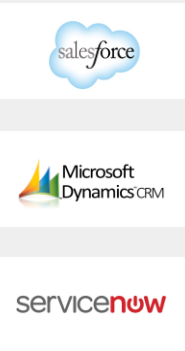


SOLUTION
FOCUS

ERPs



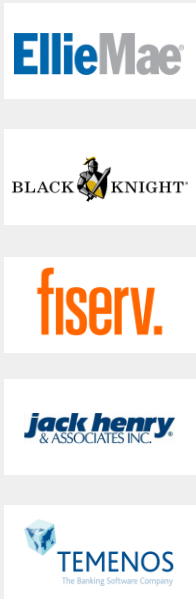
CRMs



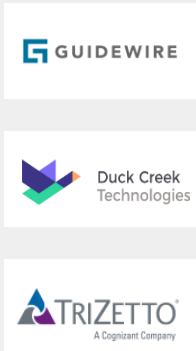
HCMS



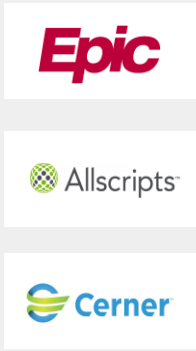
Finance



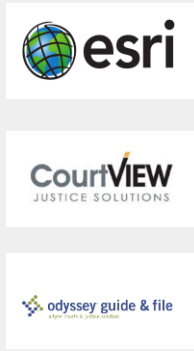
Insurance



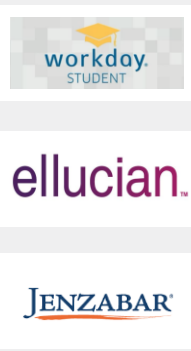
EMRs



Gov



Education

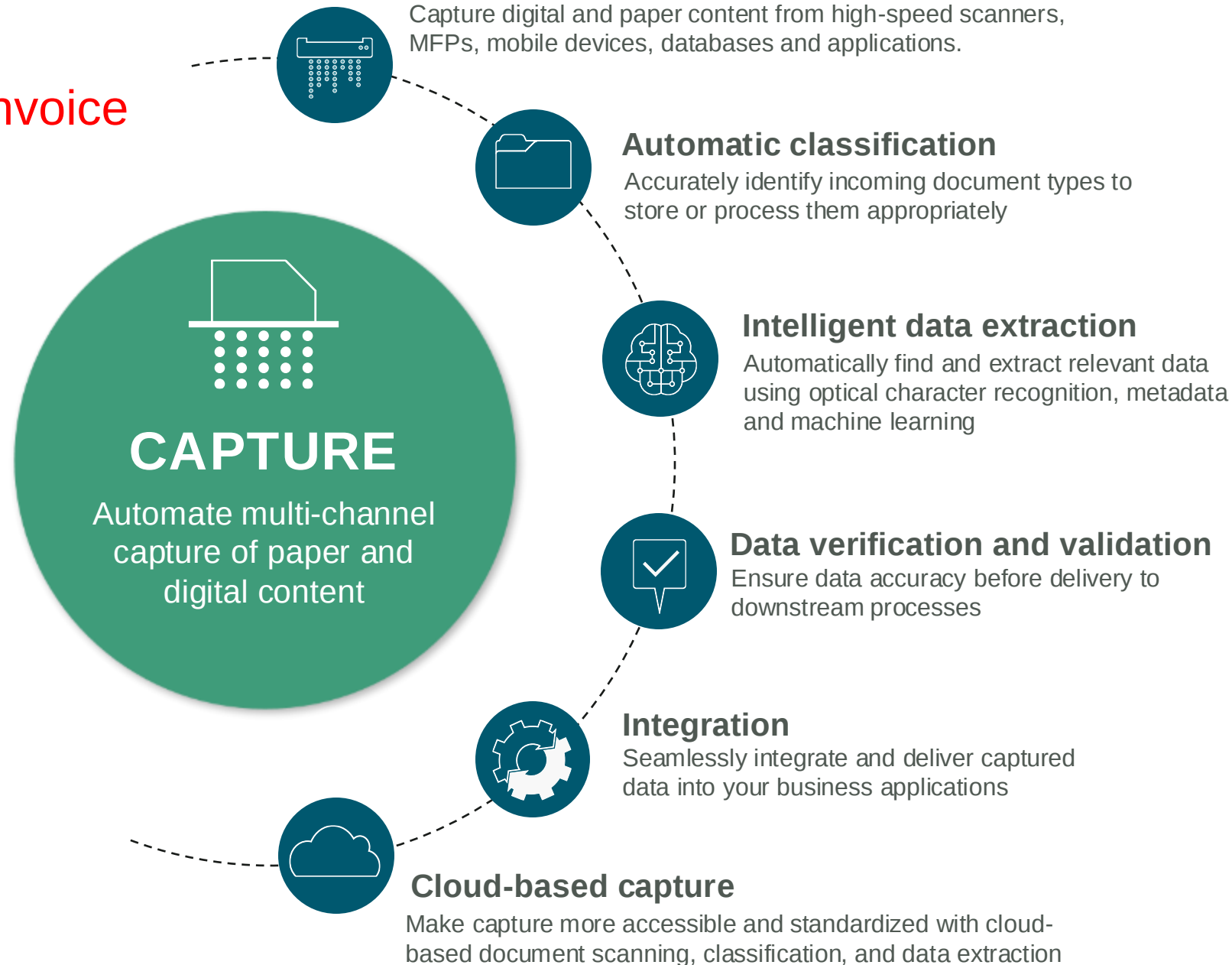


Case Studies

- * Multinational Company
- * State Government
- * Restaurant Chain
- * Automobile Manufacturer
- * Health Center
- * University
- * Police Department

Multinational

Invoice



KEY BENEFITS

- **Process efficiency**
Get data to the people and systems that need it faster
- **Data accuracy**
Avoid errors and rework which is common with manual processes
- **Information governance**
Properly classify information at the time of capture

“

With Brainware for Invoices capture in place, we're handling automation for up to 50 fields on an invoice, finding every field and validating every field on a document.

”

Simeon Weibler
Senior Project Manager
Siemens Global Shared Services

Automobile Manufacturer

Contracts



Anywhere, anytime access

Support your internal, remote, and external users with the right content when they need it

Modern information security

Protect information with features like access security policies, encryption and redaction

Repository services

Simplify content management with features like version control, annotations and audit trails

Content viewing

Enable your users to easily view the content they need regardless of file size or proprietary formats

Digital asset management

Effectively manage high-resolution and rich media content and enable DAM workflows

Federation

Create a central hub for managing your business information, even content stored in business systems or legacy repositories

KEY BENEFITS

- **Complete view**
Provide easy, secure access to complete information
- **Process efficiency**
Get to the right information faster, from anywhere
- **Value maximization**
Drive content utilization while reducing costs and risks

“

The solution is easy to use and dramatically speeds up the turnaround of complete and incomplete contracts. In all, the solution has far exceeded our expectations.

”

Burt van den Berg
Process and Quality Manager
BMW

University

Students



Content routing

Automatically direct relevant content to the right workflows, systems and people

Case management

Manage data, tasks, activities, correspondence and events surrounding unstructured cases and knowledge-driven processes

Business actions

Streamline content-centric tasks like reviews, signatures and approvals and improve decision-making

Complete view

Provide intuitive, contextually relevant access to the right content, process status, insights, and reports

Productivity features

Automate queue management, resource balancing, alerts, reminders and insights

Configurable workflows

Enable drag-and-drop design of structured and ad-hoc workflows

KEY BENEFITS

- **Efficiency**
Decrease business cycle time
- **Process visibility**
Provide insights into process performance and improvement
- **Compliance**
Create standardized and auditable business processes

“

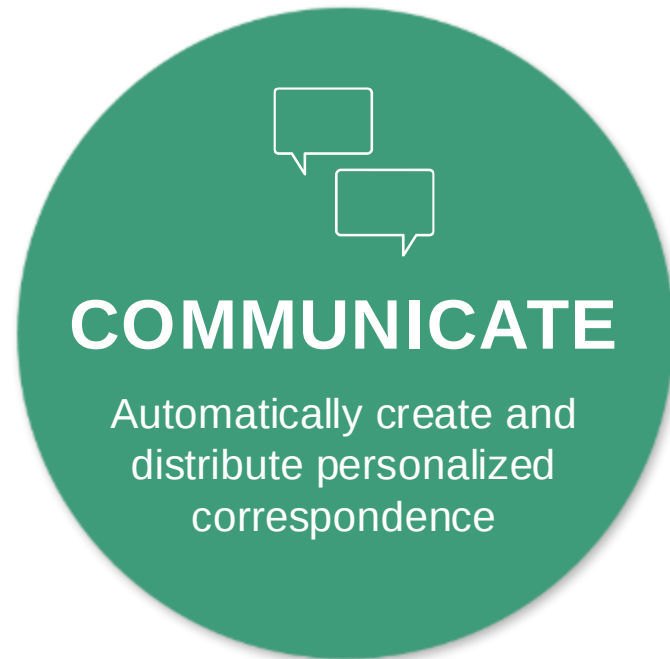
Advisors now have one place to go for all student information. They also have access to all related documents- giving them a quick synopsis of each student.

”

Tracy Weber
Manager, Document Management
University of Notre Dame

State Government

Communication



Intuitive design

Easily configure templates to standardize communication types

Integrated document creation

Dynamically pull data from multiple source systems to create personalized communication

Multi-channel output

Publish or export to the formats that fit the needs of the customer and your organization

Dynamic processing

Use on-demand and batch processing to support regularly scheduled and process-based communications

Privacy and security

Ensure the correspondence and the process keep PII secure and comply with relevant policies and regulations

KEY BENEFITS

- **Customer Satisfaction**
Improve relevancy and effectiveness of customer communication
- **Cost Reduction**
Significantly reduce time and resource requirements
- **Compliance**
Ensure all relevant legal and regulatory information is always included

“

Our previous automated merge process literally took hours to perform every night. 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

Health Center

Content Sharing



Integrated experience

Enable collaboration on critical content in the context of business applications and processes

Enhanced collaboration

Improve productivity with features like real-time coauthoring, annotations and tasks

Secure file sharing

Safely distribute content to internal and external users with features like encryption and secure links

Simplified viewing

View and annotate a wide range of file formats without having the native application installed

Workflow support

Create ad-hoc workflows to improve productivity and decision-making

Content in context

Access and share content where you need it via integrations with productivity apps and business systems

KEY BENEFITS

- **Productivity**
Provide users with a quick and intuitive way to share files and collaborate
- **Control over sharing**
Retain extensive control over shared files
- **Security and compliance**
Ensure shared data is protected and complies with regulations

“

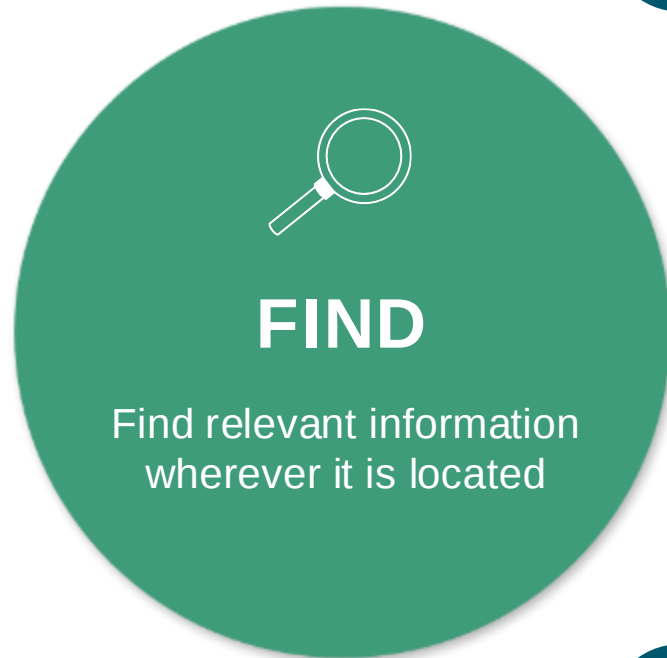
Users find the solution extremely convenient. But more importantly, it's easy to use for the person on the receiving end...This digital exchange of information has helped improve security and accelerate processes.

”

Julie Richer
IS Applications Analyst
Fulton County Health Center

Police Department

Search



Enterprise search

Find critical content, regardless of where it is stored, with full text and metadata search across hundreds of file formats and federated systems from a single search interface



Integrated viewer

Quickly view results thumbnails and high-definition rendering for any file format without the native application



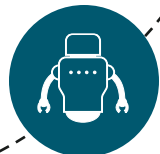
Natural language processing

Find answers even with inexact queries, misspelled search terms, substandard data and document errors



Results relevance

Get to the right information faster with intelligent query design tools, relevance rankings and contextual filters



Search automation

Save and share search queries and sign up for automated search alerts when new content is available



Privacy and security

Search results are informed by security policies and dynamic data masking to protect access to sensitive information

KEY BENEFITS

- **Decision-making**
Help employees find the information and insights they need faster
- **Security**
Locate unprotected sensitive data across the enterprise
- **Compliance**
Simplify audits and speed up eDiscovery and other data request fulfilment

“

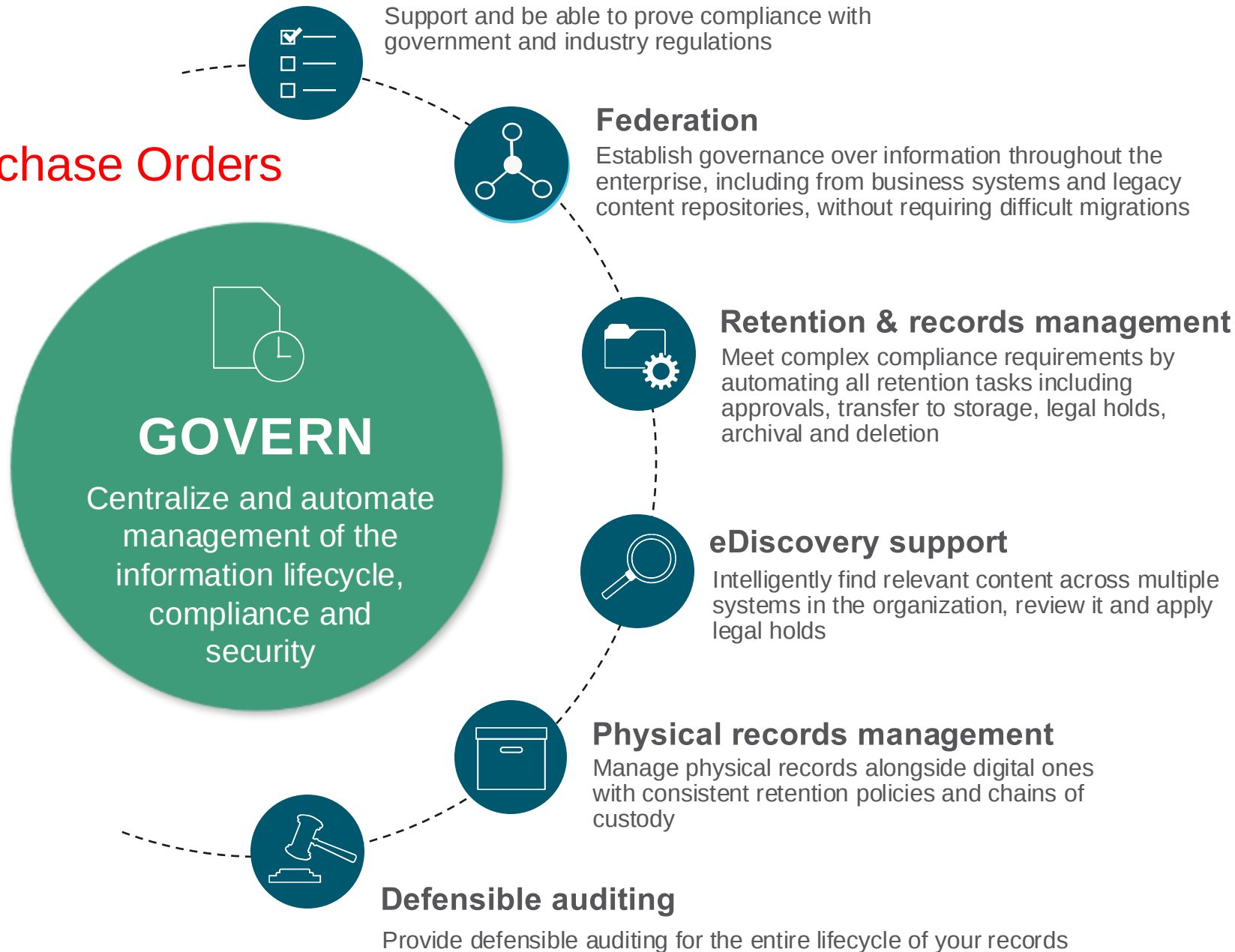
Accessing key pieces of information quickly and accurately across millions of documents, multiple systems, and formats is an absolute requirement. Enterprise Search has given us a single point of access for accurate and rapid investigative research.

”

Deputy Chief Inspector
A major UK police department

Restaurant Chain

Purchase Orders



KEY BENEFITS

- **Compliance**
Meet regulatory and industry requirements for information lifecycle management
- **Cost Reduction**
Lower costs associated with storing and protecting documents past retention
- **Process Efficiency**
Automate time-intensive manual retention and eDiscovery processes

“

Documents generated from our retail PO system that need to be retained for compliance initiatives are now converted to PDFs and imported to OnBase without ever seeing paper.

”

Mary Thompson
Manager of Intranet Services
Cracker Barrel Old Country Store

Let's Talk