









What can OnBase do for you?



KONICA MINOLTA

ENTERPRISE CONTENT
MANAGEMENT

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Puts Your World of Information in Your Hands

Do you want to reduce operating costs, improve customer service and minimize risks associated with audits, litigation and disasters?

OnBase centralizes your important business content in one secure location. OnBase drives this content through your processes at the speed of light, working in conjunction with your other applications, and then delivers your relevant information to you when you need it, wherever you are. Once your information is under control, your legal retention requirements are implemented automatically, giving you total visibility into the status of your processes, documents and information. This improves your organization in the following ways:

Reduce operating costs

- Eliminates the costs of printing, shipping and storing paper because your content is captured electronically
- Improves productivity by providing instant access to content and processes from anywhere, even a mobile device
- Speeds up processes by automating predictable decisions and providing useful tools to manage all the surrounding tasks, activities and case work, allowing you to increase productivity without increasing staff

Improve customer service

- Recovers time spent searching in multiple locations for documents and waiting for files to be pulled and delivered
- Allows customers, constituents and students to complete forms and make requests online
- Provides online real-time visibility into status of requests, transactions and orders

Minimize risk

- Allows easy enforcement of your security policies and tracks access and activities
- Facilitates reporting and auditing on the information you do and don't have
- Automates your retention and records management requirements

Overall we've saved more than \$2.9 million, mostly in paper costs alone.

Tim Arthur, IT director, Emerson Climate Technologies

Members are everything to us. The number one benefit of OnBase is that it has helped us increase member satisfaction.

Sarah Lawson, IT specialist, Alcoa Tenn Federal Credit Union

If it wasn't for OnBase and a disaster struck Pinal County, we'd be back on pencil and paper for days. This is the best disaster recovery service we've ever seen.

Doyle Johnson, business application development and support services manager, Pinal County

In this brochure, you will discover exactly what OnBase can do for you, from the moment your content is captured until it expires. We have organized the vast capabilities of the OnBase product into six main categories:



Capture



Process



Access



Integrate



Measure



Store

These categories make up the structure of your solution. As you examine each one, you will find that there is a world of opportunity for you to improve your organization by working smarter with your content.

Solutions as Unique as Your Organization

With OnBase, it's easy to design solutions to meet the needs of your organization. OnBase is one of the most flexible and easy-to-use enterprise content management (ECM) applications on the market today. Tailored for departments but comprehensive for the enterprise, OnBase gives you what you need today and grows with your organization over time.

One Core Product

OnBase is one unified product comprised of individual modular components. Think of these modules as building blocks. Used in combination, they create solutions to meet the specific needs of your department, enterprise and industry.

We don't employ a one-size/one-price fits-all approach to ECM. With OnBase, you only pay for the software you need.

Customize without Code

Because the functionality within OnBase isn't cobbled together from separate, disconnected products, you don't require expensive custom coding or services costs to grow your solution. Developed in-house for the last 20 years, OnBase is point-and-click configurable. Your users quickly create and expand solutions by using simple checkboxes, menus and radio buttons.

This ability to customize without code means that you can tackle your enterprise needs one phase at a time, and the opportunities to grow your ECM solution are limitless.

Flexible Deployment Options

You can deploy OnBase on-premises or as a cloud (Software as a Service) solution. No matter how you deploy OnBase, you get all of the functionality you require.

You have the flexibility to migrate your OnBase system from on-premises to the cloud and vice versa. We are there for you when your requirements change.

Hyland Software is the pioneer of cloud-based enterprise content management (ECM). For more than 10 years, Hyland has offered OnBase Online, the cloud-based deployment of OnBase, supporting customers around the world.

Our Customers are our Partners

Hyland Software's certified experts develop, implement and support OnBase. They understand the challenges facing your industry and departments. This expertise is one reason why Hyland Software is recognized as a leader in the ECM industry.

One of our greatest resources is our community of OnBase professionals. We work in collaboration with our customers and partners to develop OnBase. Customer-driven development at Hyland means we create consistent ways to hear from our users and utilize that feedback to evolve OnBase.

With 100 percent of our research and development dedicated to OnBase, our product is constantly evolving to meet our users' needs and exceed their expectations. Over the last 20 years, Hyland has invested two millennia of work hours into the development of OnBase, resulting in regular software releases that keep our product new, fresh and innovative.



Capture Your Documents and Data to One System

OnBase captures any type of document, from any location.

Regardless of where your documents are located or what format they come in, OnBase captures them right at the source and organizes them into a single system, with minimal human interaction.

The cost reduction associated with paper includes eliminated courier fees, floor space and paperwork, and it is already estimated in the hundreds of thousands of dollars per year.

Glenn Vose, Information Technology manager, Budget and Control Board, State of South Carolina

Why Capture Your Content with OnBase?

Your important documents and information can literally be everywhere.

Paper documents pile up on desks, in mailrooms, filing cabinets, fax machines and printers. Paper takes up a lot of room and physically transporting it between buildings and locations consumes time and money. Worst of all it is easily lost, putting your organization needlessly at risk.

Electronic documents get saved in multiple locations, scattered across Intranet sites, SharePoint libraries, file shares, email inboxes and repositories within other systems. Switching between applications and performing multiple searches to find the correct information wastes time. Enforcing consistent legal retention requirements across multiple systems can be all but impossible.

Data gets entered manually. This tedious, error-prone task slows down your processes, keeps your employees from performing higher value work and impedes your business downstream.

Our paper took up an incredible amount of space and we were running out of room. We simply just didn't have anywhere else to put it. By scanning in any paper we receive, we don't waste valuable space.

Mike Seeley, associate director of Undergraduate Admissions, University of Notre Dame

Capture Everything from Anywhere

OnBase saves you the time and cost of storing, retrieving and transporting physical documents.

Scan your paper documents. Use any desktop, multi-function or production-level scanner. Whether it's a single page or thousands of documents, you can capture them where you receive them, saving the time and expense associated with transportation.

Import your electronic documents and information. OnBase automatically imports your critical content from file shares, inboxes, SharePoint sites, FTP sites, fax servers, mainframes or any other program. Your users easily import documents using the intuitive OnBase interface or directly from their email, Microsoft Office or any application they use.

Extract data from your documents. As documents are captured, OnBase pulls the relevant data off the page and then shares it with your other systems. This saves time and allows your employees to focus on higher value tasks.

We don't have piles of paper sitting on our desks anymore. We know at any given time what each person has in their queue, what the problems are and what isn't getting done.

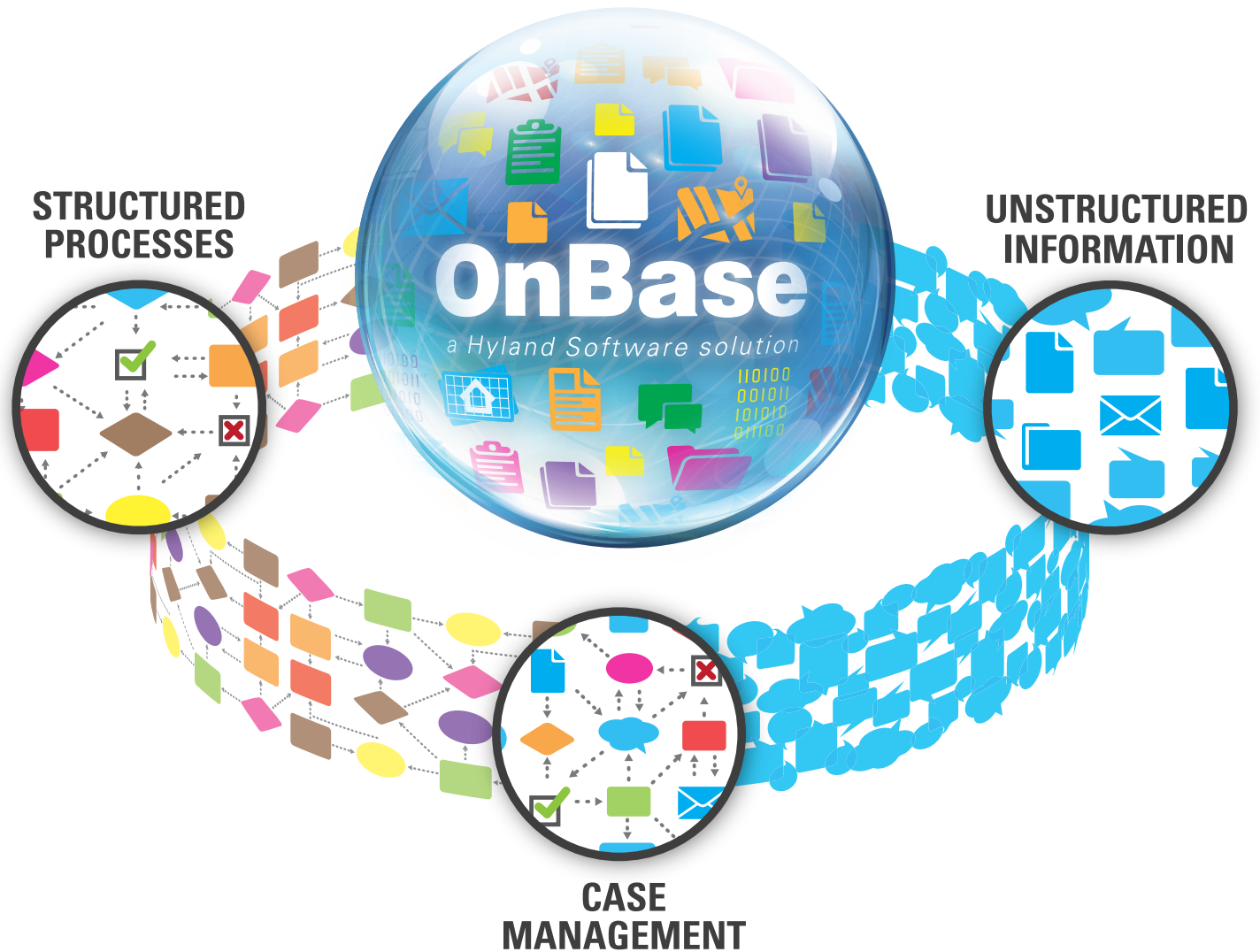
Wendy Cambarare, Accounts Payable manager, Moen Inc.

The OnBase Advantage

OnBase offers an extensive array of capture tools, which preserves the natural file type of captured documents and never forces you to use a proprietary file type.

OnBase capture goes beyond scanning. Capture text and PDF streams with the COLD import processor. Migrate large quantities of pre-indexed documents into OnBase en-mass with our Document Import Processor. Ingest XML, HL7 and EDI data during the course of business.

There is no need to purchase additional third-party applications. All these capture components are natively part of the OnBase platform and are instantly available to your OnBase users upon install. Don't pay for customized code to link your front-end capture to your document repository. Capture all your documents and data into one system with OnBase.



Revolutionize Your Processes

OnBase helps your organization run faster and more efficiently.

It does this by automating many of the predictable, repeated steps in your processes. By providing useful tools to both search for and work with your information, OnBase facilitates the tasks and activities involved with case management. By generating documents based on decisions made within your processes, OnBase saves you time and improves your customer service.

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. By automating just one process with OnBase, we avoid \$30 million in costs each year.

Paul H. Alpaugh, director, UC Disbursements, Pennsylvania Treasury Department

Transform the Way Your Users Work

Improve processes and facilitate case management.

OnBase optimizes the way documents and data flow through your organization. OnBase makes your processes run at optimal speed by automating predictable decisions and routing exceptions to the correct individuals. When you manage all of the tasks, activities, conversations and reminders which surround your processes in one system, you accomplish much more without adding any additional people.

Working digitally benefits your organization. Now that your content is available electronically, you have a comprehensive toolset that simply does not exist in a paper world. You can retrieve documents by searching for any word or phrase within them. You can create and track multiple revisions of documents and sign them with a signature pad, tablet or e-signature.

Automate document composition and distribution.

OnBase automatically generates letters, statements and documents based on business decisions and then distributes them to your customers and constituents via letter, email or fax. If you need to send a set of documents on digital media, you can create CD/DVD and Blu-ray discs with an easy-to-use, built-in viewer.

Having OnBase has allowed us to decrease review time, increase accuracy of data and routinely meet or exceed our deadlines.

Christine Benol, director of Enrollment Research and Technical Support, Monmouth University

OnBase Makes it Easy

Configure without code. OnBase enables you to build your own processes without extensive training or expensive services. You can configure workflows without relying on scripting or custom code by using an intuitive visual designer. A selection of logical rules and actions are combined in an unlimited variety of combinations to build tailored solutions that meet your unique needs. This minimizes time spent on implementation and allows you to realize ROI much more quickly.

Many processes, one product. Whether your process challenges are unique to your industry or shared by every organization, OnBase is the solution. Thousands of customers use OnBase for Accounts Payable, Accounts Receivable, Human Resources as well as case-based scenarios, such as customer issue tracking, claims handling and HR onboarding. OnBase solves a limitless set of business problems.

Take advantage of our expertise. Hyland Software employs and partners with certified industry experts to help identify areas for process improvement and will assist you in designing and implementing your processes. We have a team dedicated to providing quality training, allowing you to own and evolve your solution as your business grows without paying for additional services.

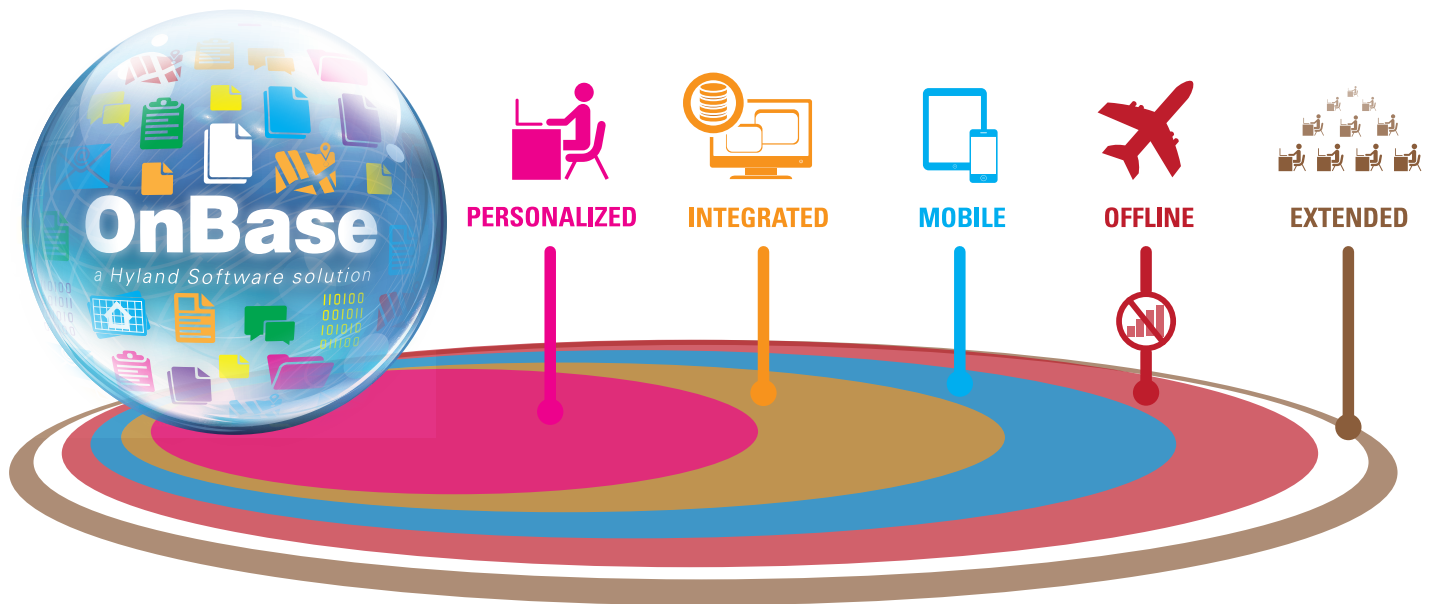
Going paperless with OnBase brings efficiencies and control to business process workflows that usually start with a piece of paper.

Mary Thompson, manager of Intranet Services, Cracker Barrel

The OnBase Advantage

OnBase helps you ensure constant productivity by load-balancing work across groups of people, by name or role. Multiple people can work on the same document at the same time, eliminating bottlenecks from a linear process. When your workloads, staffing and requirements change, OnBase allows you to alter those processes on the fly.

With OnBase, you extend processes outside the four walls of your organization, eliminating wasted time. From a mobile device, your decision makers execute decisions wherever they are. Customers submit forms and track their status online. Field workers complete forms and capture documents on their laptop or tablet while disconnected from your network. Revolutionize your processes with OnBase.



Access Your Content Easily, from Anywhere

OnBase makes your content available to the people that need it wherever they are, from almost any device or application. This enables your employees to work the way they are most comfortable. Because OnBase extends outside the four walls of your organization, you provide controlled access to specific content for the people that need it, such as your customers, constituents or students.

With OnBase, users pull up the exact document in only one to three seconds. That's a 237 percent improvement. We save more than \$600,000 [per year] just with faster retrieval.

Brian Mueller, ECM program manager,
Colorado Housing and Finance Authority

Options for Everyone

A personalized user interface supports the different ways your users work. They can put the documents, forms, business processes and reports that are important to them right at their fingertips.

Working in another application? Stay there! OnBase integrates with virtually any business application. Users access content and interact with business processes directly from the familiar screens of business-critical applications such as Microsoft Outlook, SharePoint, Office, ERP systems and many others.

Away from your desk? Your information goes with you.

Employees that spend time away from their desks can use OnBase mobile applications to access their information, make decisions and monitor their business processes while on the go – via any of today's leading mobile and tablet devices. This has a profound impact on productivity as your processes don't have to wait for people to get back to the office.

Answering calls right away is great, but eliminating the need to make those calls is even better. We can securely put documents online so customers can check for themselves to see if we have received a document or not.

Mike Seeley, associate director of Undergraduate Admissions, Notre Dame

Having records online with OnBase enables physicians to crunch the process time and spend more time with people..which contributes to better care.

Robert S. Juhasz, D.O., associate medical director, Cleveland Clinic

No network access? No problem – use OnBase while offline.

Do you have field workers challenged by inconsistent and unreliable network access? Give them the ability to retrieve, create and update documents, complete forms and upload photos while offline. The changes automatically synchronize back to OnBase once reconnected.

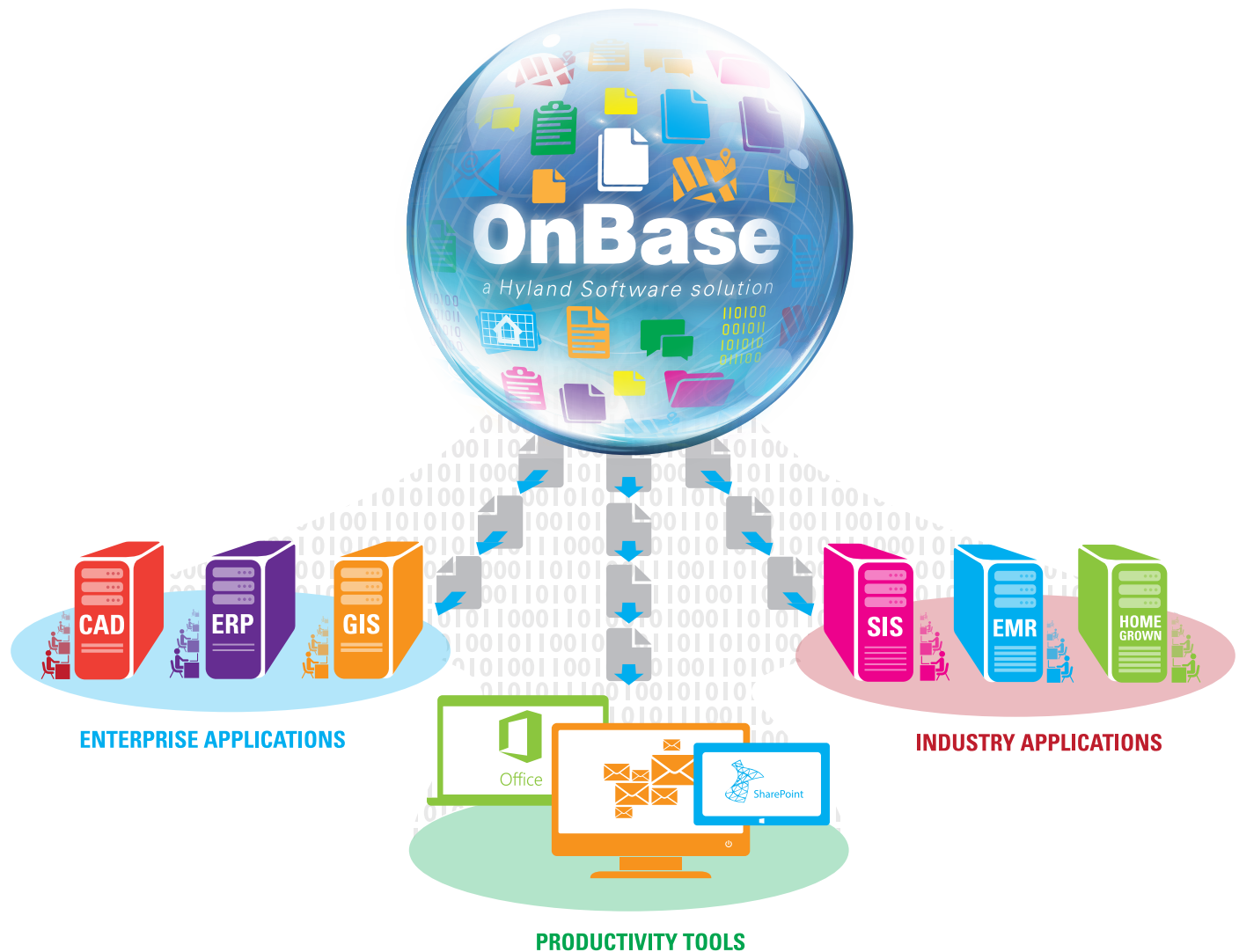
Extend your content beyond your organization. OnBase improves the experience of your customers, patients, constituents and students by eliminating time otherwise spent printing and mailing documents and forms. Your customers can submit forms, track their status and access documents online.

The OnBase Advantage

With OnBase, you can use all types of hardware, devices and browsers to access your content. Because all of these interfaces point to the same central OnBase repository, no matter how people access the content, everyone is working on the same page, literally.

Access to OnBase can be granted at a very granular level, from single documents all the way to the entire system. You gain total visibility with a sophisticated un-editable audit trail, as OnBase records the exact time a document is accessed, by whom and what they did.

Access your content easily from anywhere with OnBase.



Integrate OnBase with Your Other Applications

Your business applications are at the heart of your everyday operations. Whether you rely on your ERP, accounting, HR, claims, lending, electronic medical records, student information or other critical systems, these are the center of your core processes. However, when working within those business applications, your users frequently also rely on information stored elsewhere to make decisions. That's where OnBase comes in.

The documents and data captured and stored in OnBase directly relate to the information and activities in these other business applications. Ensuring that these systems work together is very important.

They were blown away when they saw how much easier their lives just got [after we integrated with OnBase]...they were amazed; they thought it was fantastic.

Tim Oliver, assistant director of IT/GIS,
Horry County

The Advantage of Integrating OnBase with Your Other Systems

OnBase acts as a central repository, intelligently linking the documents and data within OnBase to the transactions and activities in other applications. This brings the following benefits:

Eliminate switching between screens to find the right information. Instead of wasting time switching between applications and performing multiple searches to find business-critical information, your users gain instant access to related content stored in OnBase without leaving their business application. With information at their fingertips, users can make informed decisions in less time.

Ease the transitions to the new software. Because your users can access OnBase content directly from the applications they are already familiar with, using OnBase becomes simple and intuitive. It becomes another feature in their chosen application. From their perspective, the applications they already use just got better. This increases user adoption and satisfaction with your new ECM solution.

Reduce manual data entry. Integrating with OnBase reduces the need to manually key data into multiple systems. OnBase can instantly update your business applications as soon as it receives information, and in turn, your other applications can update the information stored in OnBase as well. This instant sharing of information speeds up processes, increases accuracy and reduces risk of error.

The integration with Epic was seamless...we are electronically enabling the physician's normal workflow. There really wasn't any end user training.

Dan Slates, director of Integrated Enterprise Applications, Cleveland Clinic

OnBase is All About Integrations

OnBase has integrated with more than 500 different applications with no time or money spent on custom coding, making it one of the easiest and fastest ECM solutions with which to integrate. Here are three things you should know about integrating with OnBase:

No custom code required. Hyland provides a seamless, easy-to-use integration tool called Application Enabler. This integrates OnBase with your business applications with just a few mouse-clicks. Instead of weeks or months, most customers complete integrations in a matter of hours. And because there is no custom coding needed, you can upgrade your other business applications without worrying how it will affect OnBase.

It's more than accessing documents. Using information on the application's screen, OnBase can automatically fill out E-forms, launch workflows, print barcode cover sheets for scan jobs, dynamically compose documents (such as offer letters and policies) and more.

Integrations work behind the scenes. Using our connectors for Lawson, PeopleSoft, Banner, Colleague, SAP and Dynamics, you tightly join OnBase content with these applications. This allows your systems to remain in sync, in real-time, with a two-way data exchange.

It's easy to integrate. We integrate with Lawson for Accounts Payable and have solutions for Cerner Millennium and Allscripts Homecare. If you walked up to [employees] today and said, 'How do you like working in OnBase?' they'd say, 'I don't work in OnBase, I work in GE Centricity Business, I work in Cerner Millennium.'

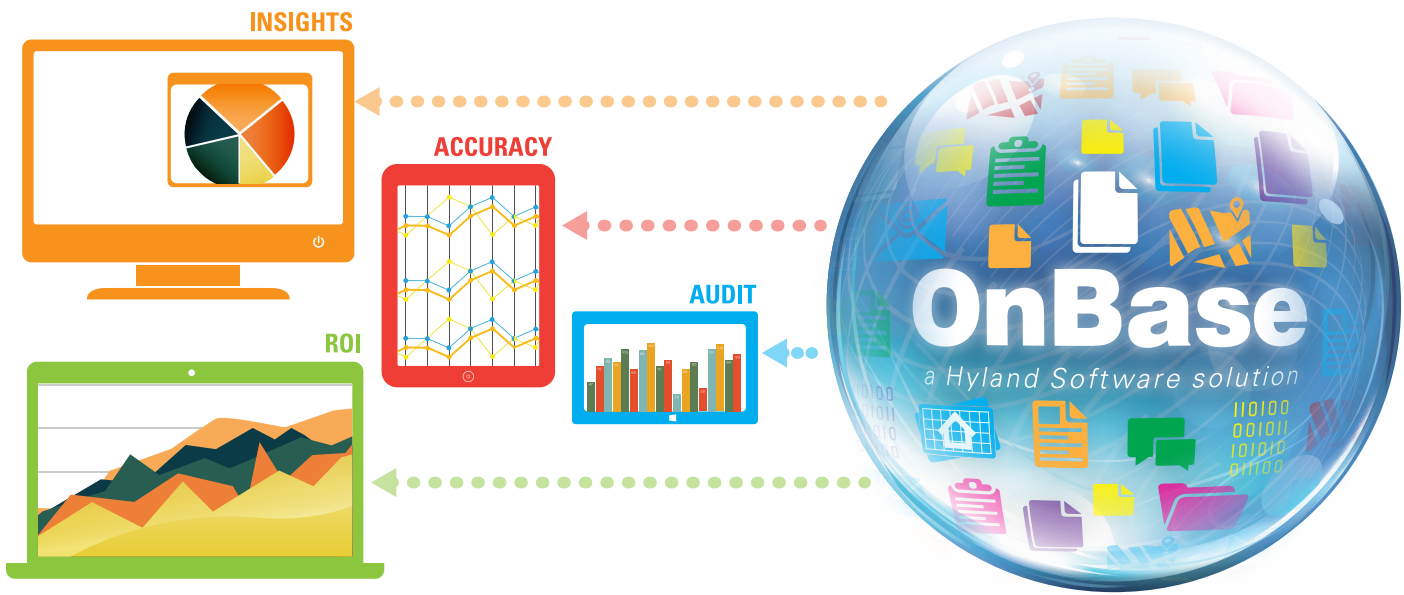
Cathy Fuhrman, IT manager, Sharp HealthCare

The OnBase Advantage

OnBase has never met an application it didn't like. It quickly and easily integrates with the existing technology in your organization. From our point-and-click configuration tool to our application connectors, add-ins and packaged APIs, OnBase offers a variety of integration tools.

OnBase provides integrations with leading industry solutions such as SAP, Lawson, Oracle E-Business Suite, PeopleSoft, JD Edwards, Epic and ESRI. One long-time customer integrated OnBase with 12 different applications in one day.

Save time and reduce errors by integrating your OnBase system with your other applications.



Monitor Your Process and System Performance

Transparency. Visibility. Control. These are the benefits of having all of your information stored in one central place. OnBase allows you to better understand the status of your content and processes.

With OnBase, you can easily produce reports, analyze the health of your processes and make better decisions. Without involvement from IT, you report in real-time on the metrics and key performance indicators that are important to you. You gain instant insights from intuitive dashboards, securely accessible from almost anywhere.

OnBase lets us see exactly what is happening in our processes. When we find a problem, we can fix it before it gets out of hand.

Marti Lattimer, content management manager, Grinnell Mutual Reinsurance

Get a 360-degree View with OnBase

Improve process speed and accuracy. OnBase provides real-time visibility into your processes, including notifications of volume thresholds and aging content. This gives you the ability to identify and eliminate bottlenecks, make timely decisions and respond quickly to the changing needs of your organization.

Audit readiness. OnBase takes much of the pain and cost out of an audit by eliminating the time-consuming and error-prone process of manually verifying the existence of documents. You further speed up the process by giving auditors appropriate rights to access OnBase through a web portal, allowing them to perform the audit without coming onsite. You can also prove compliance by reporting on the information that is missing, aging or expired.

Track, prove and document ROI. Getting return on your investment (ROI) is one of the promises of OnBase. How do you prove that OnBase is delivering ROI? By identifying and measuring your key metrics from day one, you track and provide documented proof of ROI as it happens. This will help you demonstrate the impact OnBase has on your bottom line and cost-justify future projects.

Today, when examiners or auditors are onsite, we set them up with a login ID and password with enough OnBase access privileges to review the files they need.

Holly Flemming, director of Information Systems, WaterStone Bank

In the past, we would have to send people out to individual operations, where they would spend days auditing files for completeness. This will save UFP thousands of dollars a year.

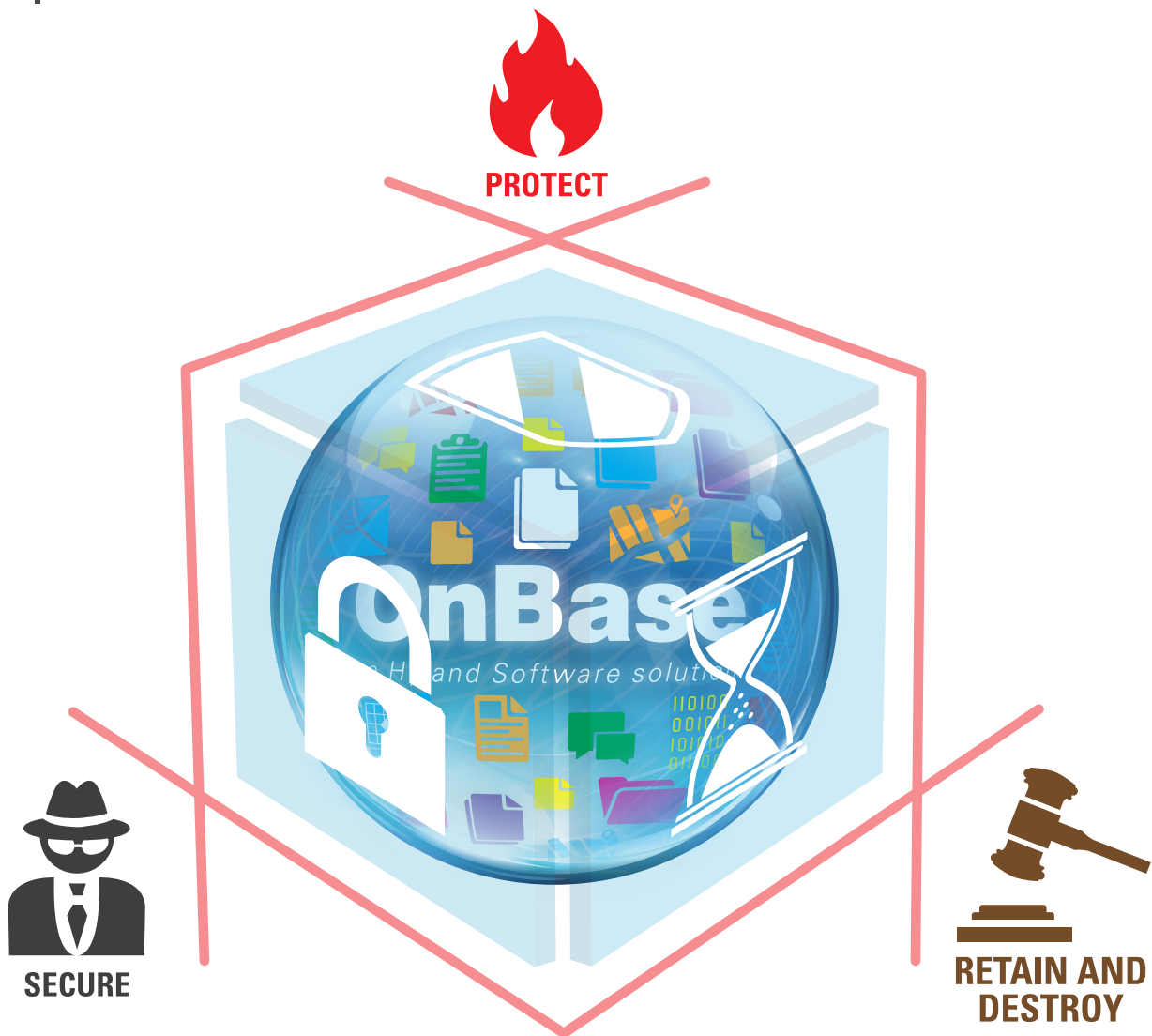
Scott Bravata, corporate controller, Universal Forest Products

The OnBase Advantage

Run reports without involving IT. Using an intuitive reporting interface, you can run the reports you need, whenever you need them, without requiring a database administrator to do it for you. OnBase Report Services is available with the Microsoft Excel ribbon, allowing you to analyze the report data directly in Excel. Additionally, you can export data to an external database (e.g., SQL, Data Warehouse or Data Mart) for more advanced analytics.

You can take advantage of an extensive set of reports, preconfigured and optimized for the OnBase system. When additional reports are required, an intuitive, wizard-driven tool helps you create, manage and run the reports you need. You can access the report dashboards within OnBase from anywhere – websites, SharePoint portals or directly from your mobile device.

Monitor your process and system performance with OnBase.



Securely Store, Protect and Destroy Your Content

Storing your important information in one centralized place grants you complete control over it. Your unique records management and retention requirements are now well within your grasp. The storage requirements within OnBase do not add significant or unnecessary expense to the total cost of your solution.

By consolidating all of your important content into one system, you solve the problems associated with managing content across a variety of databases, systems and physical storage locations.

Before OnBase, our DR plan was to back everything up on tape and keep one copy of the tape in the vault at our main location and a second in storage about five miles away. With OnBase managing our DR, I don't worry about anything.

Sarah Lawson, IT specialist, Alcoa Tenn Federal Credit Union

Centralize Your Information and Gain Control

Secure. With OnBase, you have one place to implement your security policies. You have complete control over who can access the information and exactly what they can do with it. OnBase has built-in security features that allow you to control user and group access. It can also utilize Active Directory and LDAP to simplify administration. You further secure your information with https connectivity and file-level encryption on NTFS shares.

Protect. Out of the box, OnBase protects you from disaster by maintaining electronic copies of all your documents across multiple servers and locations. OnBase will automatically fail-over to the available copies if your primary server goes offline. This allows you to stay productive when there is a disaster to a single server or location.

Destroy. Retention plans and policies are easy to implement with OnBase. When pre-determined events happen, OnBase declares single documents and complete folders as records, protecting them until their official retention period expires. If you face audit or litigation, stay confident. You can place holds on the relevant content you do have and prove when and why the documents were destroyed.

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 with a quick search in OnBase.

Brian Mueller, ECM program manager,
Colorado Housing and Finance Authority

We see the potential that OnBase has to help us meet compliance regulations, improve productivity and reduce costs throughout the company.

Head of Finance Developments, U.K.
Wealth Manager

The OnBase Advantage

We designed the OnBase architecture to help you protect your data without requiring third-party software. OnBase integrates with many leading file storage products such as IBM Tivoli and KOM Networks by KOMpliance. However, OnBase does not require you to purchase additional software or hardware to ensure that your system has online redundancy. OnBase utilizes any network discoverable file share from simple Windows, Linux or Unix- based file servers all the way through to dedicated storage devices that you already own.

OnBase also helps you manage physical items such as documents, objects, records and evidence that support your processes and regulatory compliance. OnBase tracks the location and status of these in one central interface, right alongside the related electronic documents. This allows you to mitigate risk and reduce manual work by extending your compliance initiatives to your physical records.

Be Confident in OnBase

Investing in any ECM product is a long-term commitment and you need to have confidence in what you are buying. Not just the product you choose on day one, but what the total cost of ownership will be, what your experience will be like working with the vendor, and that the product you choose today will meet your needs tomorrow. Here are a few reasons why you can be confident in OnBase:

Low Total Cost of Ownership

In almost every instance, selecting OnBase will cost you less than what you will pay for almost any other ECM solution on the market today. OnBase is nimble, making it easy and cost-effective to install, configure, manage, integrate and upgrade. You don't have to write a single line of code to create OnBase solutions, and you don't have to pay for dedicated developers or programmers to change or enhance your solution.

For the hundreds of OnBase customers that have converted from other ECM products, we have routinely reduced annual support and maintenance costs by one-third to one-half for the same size OnBase solution.

We also have a never-severed upgrade path that provides backwards compatibility. Hyland provides new solutions and enhanced functionality to OnBase in software releases without compromising the integrity of our product. Ninety-eight percent of our customer base renews its annual maintenance. Our customers see the continued value in our partnership and continue to invest in it.

Customer Delight is More than Customer Service

At Hyland Software, one of our core values is "Our customers are our partners." From the moment a customer decides to work with Hyland, they are assigned a team to take them from idea to installation through the life of their solution.

We provide 24/7/365 tech support with a dedicated team for you to directly work with that knows your solution and organization to immediately answer questions and quickly solve any problem. Users work with a dedicated point person from the moment they contact us until the issue is resolved.

We provide countless ways to help users get and stay smart on their solution. For example, we offer more than 140 web-based training courses, hundreds of in-person classes, more than 100 hours of on-demand video instruction as well as quarterly conferences for continuing OnBase education.

An Enterprise-Class Solution

OnBase is tailored for departments but comprehensive for the enterprise, designed to give you what you need today and grow with you over time.

While some of our customers have cost-effective departmental OnBase solutions, the same product scales to meet the needs of entire enterprises. For example, Allina Hospitals & Clinics, a \$3 billion multi-location healthcare network, has nearly 24,000 users across the enterprise utilizing a single instance of OnBase.

Customers in more than 60 countries use OnBase and receive support in their own language.

By going with OnBase instead of upgrading our legacy system, we instantly saved \$400,000 and continue to evolve the system [OnBase] at a much lower cost.

Kimberly Wraight, ECM coordinator,
Washtenaw County, MI

The total cost of ownership over five years was one-third less expensive with our new OnBase system than with updating the existing ...system.

Tony Morrissey, systems manager, United
Biscuits

We needed to find a technology that is flexible enough to match the mindset and structure that management wants to implement in the company and that's why we chose OnBase. It's compatible with our existing business constraints and can scale globally.

Tom Assenza, senior vice president of IT
Services, Global Aerospace.

Deployment Choices

Hyland Software is the pioneer of cloud-based enterprise content management (ECM). For more than 10 years, Hyland has offered OnBase Online, the cloud-based deployment of its market-leading ECM solution, OnBase, and has gained hundreds of customers globally. No matter how you deploy OnBase, the full solution is offered in each. You will never miss out on functionality or software options.

Here are three primary options to deploy your solution:

- 1. On-Premises.** You buy the software and utilize your own infrastructure. With this method of deploying OnBase, you use your own resources and expertise to maintain your OnBase environment within your own infrastructure.
- 2. Cloud (Software as a Service).** You pay a subscription fee for the software and a hosting fee for the infrastructure. Hyland Software utilizes several world-class data centers globally to provide cloud-based ECM in our specialized content management cloud, architected for OnBase. These utilize the very best hardware and infrastructure equipment, are highly secure and redundant, and are maintained and supported by OnBase experts.
- 3. Cloud (Hosted).** You buy the software, and we host it for you in our content management cloud. This option allows you to own the software, but take advantage of our dedicated OnBase cloud and OnBase experts.

Perhaps one of the best things for you to know is that you are not locked in to the option that you choose today. Many organizations that started with an on-premises deployment have migrated their solution to the cloud later on, and vice versa. We understand that business requirements change and we are there for you when they do.

Professional Services

Hyland and its authorized Solution Providers offer diverse service offerings to meet evolving business needs. We help you define your requirements, implement and maintain your solutions and get the most out of your technology investments. We have a very low software-to-services ratio so you don't pay exorbitant services costs.

We deliver solutions on time and within budget. We spend a significant amount of time confirming requirements up front and employ a disciplined, streamlined process for determining needs and for how Hyland proposes to address those needs. Our approach to services is collaborative.

Partner Channel

Hyland Software has an extensive partner channel of more than 300 certified OnBase partners and 3,000 certified experts providing our worldwide community with local expertise and support.

Our partners are product experts and help our users solve real business problems and provide additional value beyond OnBase know-how, such as software, hardware and consultative services from one credible, expert resource.

We wanted a solution that could get up and running quickly, was cost-effective and could integrate with many of our existing systems. OnBase meets all three criteria.

Steve Ropp, VP, Operations Services,
Kansas City Life Insurance Company

OnBase is a win-win for both the IT and business sides of the house. The departments use OnBase to make their jobs easier, and it's the kind of system that I don't have to worry about because it just runs.

Pam Gesin, senior systems analyst,
Berner Food and Beverage



Turning Software into Solutions

OnBase provides you with a complete ECM solution, built upon one product. From the moment your content is captured, all the way until it expires, it is completely under your control. Yet this is only the beginning.



Now that you understand what OnBase can do, it's time to turn the software into solutions. By using elements from each of these six categories, OnBase solutions are tailored to meet your needs.

Hyland software provides deep industry expertise in the following industries and departments:

Industries

Financial Services	Manufacturing	Utilities
Government	Wholesale Trade	Mining, Quarrying,
Healthcare	Retail Trade	Oil and Gas Extraction
Higher Education	Construction	Agriculture
Insurance	Transportation &	Arts & Entertainment
	Warehousing	Services

Departments

Accounts Payable	Human Resources
Accounts Receivable	Contract Management
Financial Close Process	Process Control
Procurement and Purchasing	



KONICA MINOLTA

ENTERPRISE CONTENT
MANAGEMENT

OnBase[®]

a Hyland Software solution