

# The Value of Maintenance at Hyland Software

## What You Need, When You Need It

### Do maintenance programs truly have value?

At Hyland Software, 98 percent of our customers think so. Every year.

#### Assessing the Value

A strong gauge of the value of an enterprise content management (ECM) solution's maintenance program is its renewal rate. What is it? Is it consistent year-to-year?

Typically maintenance programs will, at a minimum, provide access to tech support. Tech support is approached very differently by every ECM vendor. Determining the value of the support offering hinges on how easily that support team accommodates your organization's needs. Does the vendor provide support outside of normal business hours? What about support in other time zones? Will the person you speak with know how to help with your solution?

A lot of ECM vendors' maintenance programs stop at tech support, but a valuable program should offer more. Does maintenance include support users can access for general inquiries about day-to-day use of the solution?

Does maintenance include new software releases? If so, how do you know the upgrades offered will include functionality you need to make paying maintenance worthwhile?

Finally, maintenance shouldn't be a one size, or price, fits all proposition. Real value from a maintenance program comes from one that can be customized to meet the specific needs of your organization.

## DEDICATED SUPPORT

When you call tech support, you talk to the same team every time. And you work with a dedicated point person until the issue is resolved.

## NEVER OUTSOURCED

Support at Hyland is never outsourced to third parties or overseas.

## 98% CUSTOMER MAINTENANCE RENEWAL

Hyland has a 98% customer maintenance program renewal. Our customers see the continued value in our partnership year-over-year.

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**HYLAND**  
SOFTWARE

## Maintaining Happy Customers

Hyland has a **98% customer maintenance program renewal**. Our customers see the continued value in our partnership and continue to invest in it.

Hyland keeps our maintenance program valuable by consistently executing on our product roadmap. **We provide new functionality each year** (OnBase 12 released in 2012, OnBase 11.0 available in 2011, and so on) that not only solves everyday business problems, but provides industry-specific solutions as well.

Support at Hyland is never outsourced to third parties or overseas. We have more than **140 full-time, experienced support staff dedicated to our users**.

While other ECM vendors charge for test environments, **our maintenance program gives users access to test and development systems at no cost**.

OnBase users have 24/7 access to our online users portal, [Community](#). Community provides detailed information about our OnBase solutions including reference guides that give in-depth details on solutions, changes from release to release as well as solution-specific forums where users can ask questions and share best practices.

## The Value of Maintenance with Hyland Software

With a **98 percent maintenance renewal rate** year-over-year, Hyland's customers know the value of our maintenance program. And with good reason.

**Our tech support is among the best in the industry.** Hyland's maintenance program gives customers direct access to the support they need 24-hours a day, seven days a week. Customers work with a trained, industry-specific team that knows their solution and immediately handles questions or issues. At Hyland, the support staff is committed to quickly and effectively solving any problem. Users work side-by-side with a dedicated point person from the moment they contact us until the issue is resolved.

**Support at Hyland is never outsourced.** We have more than 140 full-time, experienced support staff dedicated to our users. And Hyland provides this customer support across the globe. We have customers in over 65 countries and employees in offices worldwide handling customer needs. Our global network of authorized OnBase solution providers gives users additional local expertise and support.

Hyland doesn't just provide support when you have an issue. Hyland's maintenance program includes access to resources who can answer operational and functionality questions related to the day-to-day use of your solution, as well. They're on call and available when you need them.

Maintenance with Hyland also includes **software releases that follow our strategic, customer-centric product roadmap**. These releases provide the latest OnBase changes and enhancements. Plus, through our maintenance program, you're supported on every version of OnBase. While we encourage users to take advantage of new functionality in our releases, we continue to support all of our customers regardless of the version they utilize for their OnBase solution.

We are constantly developing OnBase to solve real business problems. From our active users groups to our online, interactive portal [Community](#), Hyland has many succinct communication channels to **drive real-time customer feedback** from our more than 11,000 lifetime customers. Beyond new features and functionality, with our maintenance program, you get real solutions to the challenges you face every day.

And Hyland has a never-severed upgrade path that provides backward compatibility allowing for **enhancements to OnBase without compromising the integrity of our product**. Users can take advantage of upgrades to enhance their solution in real-time without expensive and cumbersome solution migrations.

We understand that maintenance needs are different for all of our users. We never want you to pay for a service or solution you won't use, and this extends to our maintenance program. Hyland offers **diverse maintenance options tailored to your needs** to best support the solution within your organization. If you want help, it's there for you. But you never have to sign on to a maintenance level of support you don't want or need.

With our maintenance program, you not only get premier support and access to new functionality, you get dedicated resources and an ECM solution that is always evolving to meet your needs and exceed your expectations.

## Value From a Customer's Perspective

"I have been a Hyland customer for six years and am still amazed at the level of knowledge that the support team has when I call. My experience prior to Hyland was that I might get to talk to someone who can help diagnose my problem by the second or third person. This is not the case at Hyland. Their support team is top notch! You also get, for your maintenance dollars, all the new functionality that Hyland is building into the OnBase solution."

-Bill Arney, manager of workflow development, Great American Supplemental Benefits Group