

The Hyland Cloud

Reliable. Privately-Managed. Secure.

The Hyland Cloud is custom designed to serve as the hosting platform for Hyland's cloud-based applications. It is the preferred architecture for cloud-deployment of OnBase, Hyland's enterprise information platform. OnBase was first deployed in the Hyland Cloud in 2003, and since that time, Hyland has continued to pioneer innovative cloud-based solutions, including ShareBase: A secure, cloud-based file-sharing software application exclusively hosted in the Hyland Cloud.

With the Hyland Cloud, customers are provided with a safe, dependable hosting option that saves money, frees up time for staff and removes the burden of securing data that would have been stored on-site.

The cloud: Purposely-built for your information management applications

The Hyland Cloud was specifically designed to support the needs of information management applications, so its architecture is customized and optimized for OnBase, ShareBase and related solutions. It was designed to support the exacting security standards of the demanding industries we serve, with encryption available using individual 256-AES or 128-AES encryption keys.

OnBase

When your OnBase solution is in the Hyland Cloud, Hyland provides identical software functionality as when deployed on-premises. While some SaaS versions of enterprise applications only offer a watered-down form of their solution when deployed in the cloud, ours is robust and full-featured. And, as new functionality of OnBase is considered, it is developed with the Hyland Cloud in mind.

OnBase can be hosted in third-party clouds, but the preferred platform is the Hyland Cloud. Here, you're provided one-stop shopping for support of your application and your hosting since they are seamlessly managed internally and not via third-party integrations. We inherently know OnBase better than a hosting company does because we built it and breathe it.

ShareBase

ShareBase is available exclusively in the Hyland Cloud. Through this application, you can access world-class enterprise-level hosting for alternative information management use cases. ShareBase is available in conjunction with other Hyland solutions, like OnBase, and can provide file sharing capabilities across different organizational departments as well as to external parties. ShareBase is also available as a standalone solution that can provide file sync and share functionality as well as lightweight document management to organizations of all sizes.

Hyland Portfolio of Products

Other products in the Hyland portfolio can also be hosted in the Hyland Cloud, including Brainware, our intelligent capture platform.

Infrastructure and support that manage and protect your sensitive business information

Hyland operates the Hyland Cloud in privately-managed, co-located data centers across the U.S. and around the globe. These data centers are owned by our thoroughly-vetted partners who satisfy stringent regulatory requirements. Our private servers are owned by Hyland and exclusively available to Hyland Cloud customers. No data is ever co-mingled, as Hyland's methodology protects data.

There is 100 percent transparency as to precisely where all copies of customers' data reside, which helps meet data sovereignty and localized regulatory requirements. Customers can contractually determine in which country or region their data is stored.

Our data centers are regularly audited and certified to ensure the highest possible level of physical and environmental security.

- SOC 1 and 3 or SOC 2 audited
- ISO 27001:2013 certified
- Hosting facilities meet TIA 3 or 4 standards

Personalized service from passionate cloud experts

The Hyland Cloud is managed by Global Cloud Services (GCS): A team that works exclusively to support the Hyland Cloud. This management is not outsourced. A highly-trained team of Governance, Risk, Compliance; Security; Network & Infrastructure; Operations and Support; Database and Data Services is managed by a seasoned team of cloud pros.

GCS provides 24/7/365 support for Hyland Cloud customers and conducts ongoing penetration and vulnerability testing. They are also regularly audited and certified to retain security credentials and provide service to customers with highly-sensitive data.

- SOC 2 and 3 audited
- Cloud Security Alliance Registered
- GCS wing at corporate headquarters requires additional security clearance for access

The team at Hyland manages the data centers to provide a redundant, reliable, up-to-date infrastructure in a secure environment for our customers. Solutions include disaster recovery, recovery point objective (RPO) and recovery time objective (RTO), and service level agreement (SLA) commitments that are managed by Hyland.

Industry-leading N+1 redundancy and backup methodology is used. This means three copies of data are stored across two data centers. The first copy is the data in use; the second is the live backup in the same data center location; and the third is a backup in a secondary data center location should the first location experience a failure. This business continuity protocol ensures our customers can access their critical information when they need it with high availability.

More than 15 years of established expertise in cloud-based content management

OnBase was first deployed in the Hyland Cloud in 2003. Hyland truly pioneered ECM in the cloud, providing a cloud deployment option for ECM long before our competitors. And as ECM evolves into content services, the Hyland Cloud leads the way.

Through this longevity, we've established a proven track record. We've honed our expertise and provided value and service to more than 800 lifetime Hyland Cloud customers in 26 countries. We've stored several billion documents — several petabytes of data for our customers. And we have historically provided 99.99 percent data availability uptime to our customers. That's not a hypothetical promise: That's what was actually provided.

Hyland manages software upgrades in the cloud swiftly and with minimal interruption of service, creating a pain-free upgrade experience. An average of only five weeks is needed from customer request to upgrade completion.

The future of our business

As the concept of content services gains acceptance across industries, the Hyland Cloud is at the epicenter of how Hyland intends to develop our solutions into the future. And unlike providers that will need to outsource their cloud operations or figure out how to manage their cloud solutions internally on the fly, Hyland has the foundation laid for limitless growth and success in the cloud.

For more information on the Hyland Cloud, visit [Hyland.com/Cloud](https://www.hyland.com/cloud) »

