

# We Succeed Together

Our partnership strength fuels unrivaled platform capabilities for our customers

## 50+ expert resources dedicated to Higher Education

History of successful project execution, meeting scope, timeline, budget and specific training needs

Mentoring and partnership fosters technical competence, confidence and enthusiasm in your staff

The OnBase platform supports an unlimited number of solutions for your institution – from Financial Aid, Transcript Capture, Advancement and Admissions, to Accounts Payable, Human Resources and beyond. Secure, scalable and unrivaled in its configuration capabilities free of custom coding, this platform is the result of decades of development.

We meet your consultative, technical and project management needs, and work with you onsite or remotely to design and implement solutions that have ascending value for your organization.

What continues to drive this industry-leading enterprise information platform after more than 25 years is the collaborative spirit and collective knowledge shared by our highly motivated community of employees, customers and partners. Almost one-third of Hyland's 2,200+ employees work in consultative and services roles that propel our customers to achieve immediate and long-term enterprise goals. Our Global Services team is composed of principle consultants, project managers, case management experts, solution and workflow engineers, and infrastructure, integrations and database authorities.

Your success is our success, so we make every services engagement a building block of our relationship with you.

### Implementations and Upgrades, Custom Solutions and Integration Services

When solution implementations require a significant time investment or expertise in a technical area that your institution may not have, we can assist. We also provide OnBase API development and custom applications extending OnBase functionality to systems such as Banner, Jenzabar, PeopleSoft, Workday, Colleague, CollegeSource, Salesforce and more.

### Data Transformation Services - Imaging, Conversion and Database Platform Migration

When you need to convert data and documents from paper or legacy systems to OnBase, or from one database platform to another, we can help. Imaging Services provides secure scanning, filming, indexing and physical document storage/retention for one-time back files or recurrent high-volume needs. Our certified conversion experts – including Oracle and Microsoft-certified database engineers – have conducted hundreds of successful conversions. Nolij Web, ImageNow, Perceptive Content and Singularity are just a few of the 35+ systems that our Services professionals have successfully converted to OnBase.

### Staff Augmentation Services

Three scenarios often trigger the request for Staff Augmentation services: to temporarily fill your OnBase System Administrator position, to mentor and ramp-up new employees in an OnBase System Administrator role, or for a defined initiative where you want to augment your IT staff with an expert resource in areas including Workflow, WorkView | Case Manager, infrastructure, or other niche or industry-specific areas.

The success of an enterprise technology solution is dependent upon users - in all roles - responding favorably to it over time, from end users and staff to those responsible for data management and agile information security.

Our Services teams help you get there faster.

#### Enterprise Consulting Services

The three fundamental consultancy areas in our Enterprise Consulting Services - people, process and technology - empower your institution to advance initiatives and bring your vision to reality sooner.

**Change Management Services** provides a structured approach to managing the adoption of OnBase and its impact on people within your institution. Our Change Management experts provide the guidance, tools, training and techniques that enable improved OnBase user adoption, relevant and timely knowledge transfer, and a happier, more proficient workforce.

**Enterprise Consulting Services** guides your institution to align OnBase solutions and strategy with business processes and your school's strategic plan. Our consultants work closely with you to create a roadmap for your institution that fully realizes the application of OnBase across your entire campus. Together, we identify, analyze and develop an action plan that prioritizes opportunities to fully leverage new or existing OnBase investments. This practice enables a fluid approach to planning and execution.

**Infrastructure & Planning Services** helps your institution address bottlenecks and gaps in the network, architecture and related technologies that can affect performance, data and user experience. It also provides data-driven recommendations specific to your environment that promote ongoing stability, scalability and performance of your OnBase solution.

#### Education Services

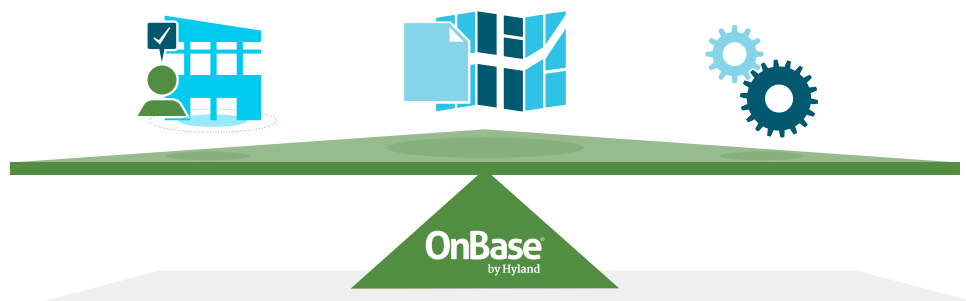
Our diverse training offerings are designed to meet your exact needs. We offer onsite or online options, as well as instructor-led or self-paced courses.

Our OnBase Certification programs enable you to become an industry-distinguished expert in your field, recognizing your knowledge, skills and experience to support OnBase solutions in areas including Workflow, WorkView | Case Manager, System Administration, Support, Installation and the OnBase API.

Our on-demand training, Premium Subscription, is industry-leading, online training. With one subscription, your entire institution gains any-time access to 230+ courses presented by OnBase trainers and industry experts - organized by job role.

TechQuest is our technical conference that provides insight into the latest OnBase features. Offered three times per year, this event also promotes strategic collaboration with Hyland development, QA and Services experts, as well as peers and experts in higher education.

For more information, contact your account manager or visit [OnBase.com/Services](https://OnBase.com/Services) »



People, Process, Technology. It's a powerful balance and we understand it.

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