

## Multi-national company heads to the cloud for rapid deployment of case management

**Customer:**  
Multi-national Company

**OnBase Solutions:**  
The OnBase Cloud  
Case Management

### The Problem

In mid-2012, a long-established, multi-national organization found itself facing the challenge of providing a subset of its business with a case management solution to meet specific industry regulation – in less than 30 days.

The case management solution needed to manage incoming content via mail, email and fax and digitize them into a single repository. This content would form part of a case and be processed in the system automatically through workflows and manually by agents logging into the system remotely via the Internet.

The prospect of not only defining the exact requirements for the system, but also identifying and testing an appropriate solution, was a daunting one. The company required a solution that was deployable quickly and easily, but ensured secure and compliant handling of all information and documents in the system, and could be operated by a global workforce.

### The Solution

The organization quickly realized that in order to deliver a solution like this in the timeframe it faced, the cloud was the preferred route. Due to the company's experience working with Databank, an authorized OnBase solution provider, the organization determined that the online version of Hyland's enterprise content management (ECM) offering, the OnBase Cloud, was the perfect fit.

The OnBase Cloud delivers a hosted, fully functional version of OnBase. This provides the organization with a combination of powerful workflow and automation capabilities – the ideal toolset for case management. Additionally, the OnBase Cloud provides a comprehensive Web client that allows case managers to access and interact with content wherever they are in the world.

The organization successfully deployed the solution on schedule and in tandem with the creation of an outsourced digital mailroom facility operated by Databank. The on-time deployment was key to ensuring that a backlog of cases did not pile up and cause problems with regulators for the company.

This rapid delivery of the cloud solution was only the first step of this complex project. The business analysis, development of complex, custom workflows and delivery of reporting mechanisms was equally important. The resulting solution ensures the organization could not only meet its regulatory requirements on time, but continue to manage case-related processes efficiently moving forward.

## The Return on Investment

**Continued regulatory compliance:** The organization can demonstrate to regulators that its content and processes are securely stored in the cloud and only accessible by authorized staff. This confidence enables the organization to focus on delivering enhancements and improvements to the solution rather than worrying about infrastructure and managing the software environment.

**Cloud-based case management solution delivered in 30 days:** Delivering the required case management system within the timescales set down by regulators saved the organization significant fines and negative publicity. The organization recognized that deploying the solution via the OnBase Cloud was the only way to achieve this goal.

**Worldwide access to content and processes:** The organization has a global presence and draws on these resources to process cases using the solution. The OnBase Cloud facilitates worldwide processing by allowing not only full access to content, but also remote interaction with workflows via the OnBase Web Client.

**Flexibility of deployment:** Over the first 12 months of operation the solution processed an average of 10,000 cases per month. Now that the solution is established and fully operational, in the future, the organization may move the solution to an on-premises deployment. This move would allow the organization to make use of spare in-house computing capacity, but still maintain the power of OnBase – and all of this can easily be done as OnBase uses exactly the same software in the cloud and on-premises.

## About Hyland Software

For more than 20 years, Hyland Software has been dedicated to meeting organizations' needs for document and process management with OnBase, an ECM solution suite. As OnBase and the OnBase Cloud have evolved through consistent product innovation, they remain focused on automating business processes that depend on documents, content and people to operate more effectively.

Hyland Software is the pioneer of ECM in the cloud. Since 2000, the OnBase Cloud has been empowering more than 500 organizations around the world to better manage the content that surrounds their processes. The OnBase Cloud connects people to the content, data and processes they need to make more informed decisions – without additional infrastructure needs. Employee productivity increases as they spend less time searching for paper and dedicate more time to providing quality service to customers.

For more information about Hyland Software's cloud-based and hosted solutions, please visit [Hyland.com/OnBaseCloud](https://www.hyland.com/OnBaseCloud).

**OnBase**<sup>®</sup>  
a Hyland Software solution