

Protect Your Business

Provide expert temporary reinforcement for System Admin work or special projects

The Challenges

- Covering for a system administrator who is on vacation, leave or separated
- Getting your new system administrator acclimated quickly and proficiently
- Ensuring you have sufficient staff capabilities to succeed in a critical OnBase project or technology initiative
- Filling temporary gaps without having to hire permanent staff

The Results

- Reduced risk with OnBase experts supporting key niche areas
- Better resource utilization
- Efficient and effective project pace
- Maximized OnBase investment
- Steady state of business

Our Staff Augmentation Services are a simple, proven way to keep initiatives moving forward and to keep your OnBase solution—and the business processes it supports—running smooth, despite temporary vacancies or staff shortages you may experience in key roles from time to time.

We come in and supplement your team in the area you need, for as long as you need; whether it is a week, a month or a year.

For the duration of the engagement your Hyland consultant or team is categorically dedicated to your effort, so you have full control over their tasks and priorities. There's also an entire network of people here at Hyland ready to support them if needed; so your team has all of the resources available to our Hyland Software team.

It's that simple; and it's powerful.

Offerings

There are two basic areas where we see the most need for Staff Augmentation Services:

Outsourced System Administration (OSA) to Supplement or Fill a Temporary Vacancy in This Role

Rather than pulling resources from other projects, cross-training or overburdening your staff, a Hyland professional is productive from the first day, without taxing your current resources. Additionally, working closely with your help desk and/or entire IT staff, this resource is prepared and qualified to immediately and successfully address any issues that may occur, as well as perform day-to-day tasks. This minimizes any disruption to the business due to the temporary System Administrator vacancy.

In an OSA engagement, we step into the role that you have established, following the daily, weekly and monthly OnBase tasks you've defined. While in this role, we often help to define or hone these tasks and create a checklist that you can use & augment after the engagement ends. Many customers elect to engage these services through the starting days of their new System Administrators, where they gain best practices and techniques specific to the architecture/functionality of their solution, based upon our real world experience.

To Supplement Your Staff for a Defined Project or Initiative

It is quite common to have a situation where you've identified an end goal—and defined a project—but unfortunately don't have the proper staff at the moment to achieve that goal.

Even if you have an assembled team, a project manager or some technical resources, you may need someone to come in and supplement that team in order to reach the goal on time or to meet resource needs in a niche area, including Workflow, Workview/Case Manager, Upgrades, Integrations, Database/Performance, Advanced Capture, Conversions or Project Management.

Rather than hire permanent staff for a temporary need, when you engage Staff Augmentation services, we work with you to quickly identify the primary need, and fill the role with the right expert. You're guaranteed to have a solid resource who understands how to deploy OnBase solutions successfully, minimizing the risk in your organization.



Why Hyland Services?

- We provide highly trained, certified professionals with the highest commitment to customer service and satisfaction
- Engaging Imaging Services enables you to focus on high-value projects and on evolving your OnBase solution to bring more value to your organization
- Ensure compliance with expertly applied document retention processes for your physical documents, as well as SysTrust certified and SOC 2 audited hosted offerings
- We focus on developing your staff, creating technical competence and confidence working with the product and your deployed solutions
- We are flexible in our ability to provide services, remotely and on-site, for as long as you need us
- We leverage the collective experience of the OnBase community to identify and apply best practices to the support of your deployed solutions

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Benefits & Features

Learn by Working Side by Side With the Experts

Our goal is to support your efforts, and make your team self sufficient and highly proficient. When you engage our services, you benefit from our collective experience, our proven history, and our honed methodologies, including documented routines.

Our professionals incorporate best practices and utilize the most up-to-date methods to maintaining the OnBase environment, and improving user experiences. They also have valuable subtle skills, like understanding how to talk to users and project stakeholders throughout the organization to encourage useful feedback.

Reduce Risk and Never Leave Your Business Unattended

The learning curve associated with new implementations, bringing on a new System Administrator or managing a significant expansion in OnBase users or functionality can result in delays, mistakes and frustrations that cost time and money. Even a mature installation can be at risk when a System Administrator goes on vacation, attends training or changes jobs.

When you engage OSA services, you can avoid potential problems. Our OSAs undergo extensive training and must successfully complete the OCSA certification program. They also have access to the collective expertise of the entire Hyland Software community to ensure the highest quality of service in any situation. An OSA can step into the role for as long as you need, and instantly assume control of managing day-to-day tasks as well as respond efficiently to help desk issues.

An OSA can also temporarily free your valuable staff experts for strategic projects, such as testing a major upgrade or developing a mission-critical project. When our certified experts cover temporary leaves and vacations, other employees are able to focus on their own initiatives.

The OSA engagement is especially useful when your System Administrator has the opportunity to work with an OSA for a period of time. Even a few days or a week working together will provide your resource with knowledge and know-how that they can use to enhance and improve your solution over time and maximize ROI.

Ensure Success With One or More Critical Projects or Initiatives

Every project is different. But it's likely at some point—even with a highly proficient technical staff—you'll find you could use a resource with niche expertise. When this occurs, we are here for you with the right resource. In addition to meeting core objectives in a project, the right resource can see potential issues before they result in delays, can ensure the most effective methods are being used to ensure optimal performance over time, and can keep projects moving forward effectively.

If you need us to help manage the project, we can. If you are looking for guidance and capabilities in a key area, we'll take the lead for that part of the project. If you simply need another resource to task out to, we are here for as long as you need us.

We'll work with you to identify your primary needs and thus fill the role with a consultant who best fits. Whether it's a database or infrastructure expert, a Workflow engineer or a resource who can assist with WorkView Case Manager, Advanced Capture, project management or other efforts, we'll ensure you have the right person to help your team succeed.

Our Mission

Our mission is to be the best ECM solution provider in the world with whom to partner. To that end, we are firmly committed to helping customers successfully operate, maintain, modify and extend their OnBase solutions. For more information, contact your account manager or visit OnBase.com/Services.

Hyland
Global Services