

WHAT CAN ONBASE
DO FOR YOU?



ONBASE // PUTS YOUR WORLD OF INFORMATION IN YOUR HANDS

“Members are everything to us. The number one benefit of OnBase is that it has helped us increase member satisfaction.”

Sarah Lawson, IT specialist
Alcoa Tenn Federal Credit Union

“Overall, we’ve saved more than \$2.9 million, mostly in paper costs alone.”

Tim Arthur, IT director
Emerson Climate Technologies

“If it wasn’t for OnBase and a disaster struck Pinal County, we’d be back on pencil and paper for days. This is the best disaster recovery service we’ve ever seen.”

Doyle Johnson, business application development and support services manager, Pinal County

Puts Your World of Information in Your Hands

Do you want to reduce operating costs, improve customer service and minimize risks associated with audits, litigation and disasters?

OnBase centralizes important business content in one secure location, drives it through your processes at the speed of light and works with your other applications to deliver your information whenever – and wherever – you need it. Once your information is under control, you have total visibility into the status of processes, documents and information, as well as legal retention requirements that may be implemented automatically. This improves your organization in the following ways:

Improve customer service

- Recovers time spent searching in multiple locations for documents and waiting for files to be pulled and delivered
- Allows customers, constituents and students to complete forms and make requests online
- Provides online real-time visibility into status of requests, transactions and orders

Reduce operating costs

- Eliminates the costs of printing, shipping and storing paper because content is captured electronically
- Improves productivity by providing instant access to content and processes from anywhere, even a mobile device
- Speeds up processes by automating predictable decisions and providing useful tools to manage all surrounding tasks, activities and case work, allowing you to increase productivity without increasing staff

Minimize risk

- Allows easy enforcement of your security policies and tracks access and activities
- Facilitates reporting and auditing on the information you do and don’t have
- Automates your retention and records management requirements

Flexible Deployment Options

You can deploy OnBase on-premises or as a cloud (Software as a Service) solution. No matter how you deploy OnBase, you get all of the functionality you require. You have the flexibility to migrate your OnBase system from on-premises to the cloud and vice versa. We are there for you when your requirements change.

Hyland, creator of OnBase is the pioneer of cloud-based enterprise content management (ECM). For more than 10 years, the cloud-based deployment of OnBase, OnBase Online, has supported customers around the world.

Solutions As Unique As Your Organization

With OnBase, it's easy to design solutions to meet the needs of your organization. OnBase is one of the most flexible and easy-to-use ECM applications on the market today. Tailored for departments but comprehensive for the enterprise, OnBase gives you what you need today and grows with your organization over time.

One Core Product

OnBase is one unified product comprised of individual modular components. Think of these modules as building blocks. Used in combination, they create solutions to meet the specific needs of your department, enterprise and industry.

We don't employ a one-size/one-price fits-all approach to ECM. With OnBase, you only pay for the software you need.

Customize without Code

Because the functionality within OnBase isn't cobbled together from separate, disconnected products, you don't require expensive custom coding or services costs to grow your solution. Developed in-house for the last 20 years, OnBase is point-and-click configurable. Users quickly create and expand solutions by using simple checkboxes, menus and radio buttons.

This ability to customize without code means that you can tackle your enterprise needs one phase at a time, and the opportunities to grow your ECM solution are limitless.

In this brochure, you will discover exactly what OnBase can do for you, from the moment content is captured until it expires. We have organized the vast capabilities of the OnBase product into six main categories.

These categories make up the structure of your solution. As you examine each one, you will find that there is a world of opportunity for you to improve your organization by working smarter with your content.

Our Customers are our Partners

Hyland's certified experts develop, implement and support OnBase. They understand the challenges facing your industry and departments. This expertise is one reason why Hyland is recognized as a leader in the ECM industry.

One of our greatest resources is our community of OnBase professionals. We work in collaboration with our customers and partners to develop OnBase. Customer-driven development at Hyland means we create consistent ways to hear from our users and utilize that feedback to evolve our solution.

With 100 percent of our research and development dedicated to OnBase, our product is constantly evolving to meet our users' needs and exceed their expectations. Over the last 20 years, Hyland has invested two millennia of work hours into the development of OnBase, resulting in regular software releases that keep our product new, fresh and innovative.



Capture



Process



Access



Integrate



Measure



Store

OnBase | Capture



Capture Your Documents and Data into One System

Regardless of where your documents are located or what format they come in, OnBase captures them right at the source and organizes them into a single system with minimal human interaction.

- **Scan paper documents:** Whether it's a single page or thousands of documents, capture them where you receive them, saving the time and expense associated with transportation.
- **Import electronic documents and information:** Automatically capture important electronic documents in their native format, directly from the applications you use on a daily basis.
- **Extract data from your documents:** As documents are captured, OnBase pulls the relevant data off the page and then shares it with your other systems – saving time associated with manual data entry.

The OnBase Advantage

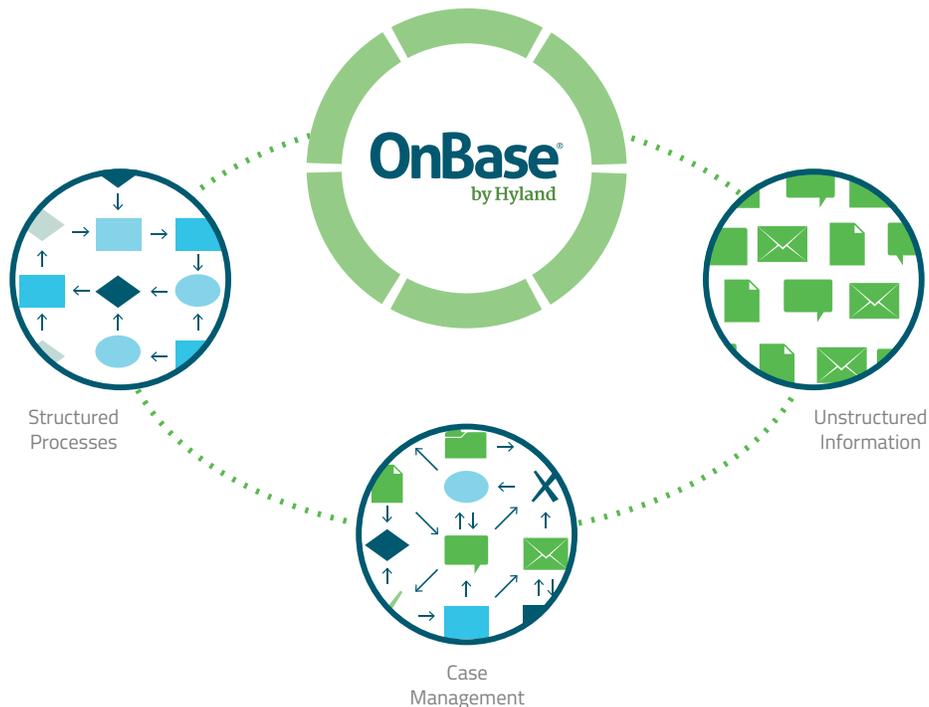
OnBase offers an extensive array of capture tools, which preserve the natural file type of captured documents and never forces you to use a proprietary file type.

OnBase capture goes beyond scanning. Capture text and PDF streams with the COLD import processor. Migrate large quantities of pre-indexed documents into OnBase en-mass with our Document Import Processor. Ingest XML, HL7 and EDI data during the course of business.

There is no need to purchase additional third-party applications. All these capture components are natively part of the OnBase platform and available to OnBase users upon install. Capture all your documents and data into one system with OnBase.

“The cost reduction associated with paper includes eliminated courier fees, floor space and paperwork, and it is already estimated in the hundreds of thousands of dollars per year.”

Glenn Vose, information technology manager Budget and Control Board State of South Carolina



Revolutionize Your Processes

With business process modeling and management (BPM), OnBase automates many of the predictable, repeated steps in your processes. By providing useful tools to search for and work with your information, OnBase facilitates the tasks and actions to save time and improve customer service.

- **Improve processes and facilitate case management:** By automating predictable decisions and routing exceptions to the correct individuals, your processes run at optimal speed. Manage tasks, conversations and reminders surrounding your processes in the same system and accomplish more without adding staff.
- **Working digitally benefits your organization:** Retrieve documents by searching for any word or phrase within them. Create and track multiple revisions of documents and sign them with a signature pad or tablet.
- **Automate document composition and distribution:** Automatically generate letters, statements and documents based on business decisions and distribute them to your customers and constituents.

The OnBase Advantage

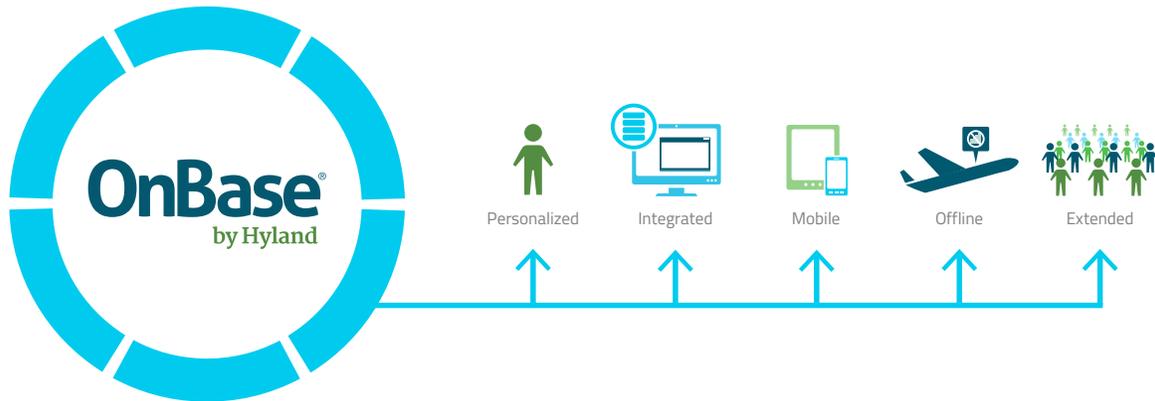
OnBase enables you to build your own processes without extensive training or expensive services. A selection of logical rules and actions are combined to form tailored solutions that meet your needs without relying on custom coding – minimizing time spent on implementation.

OnBase helps you ensure consistent productivity because work can be load-balanced across groups of people by name or role. Multiple people can work on the same document at the same time, eliminating bottlenecks from a linear process. And when workloads or requirements change, you can alter processes on the fly.

With OnBase, your processes extend outside the four walls of your organization. From a mobile device or laptop, your decision makers execute decisions wherever they are – connected or disconnected. Your customers can submit forms and track their status online. Revolutionize your processes with OnBase.

“The other vendors said we’d have to change our process to fit their software. OnBase was the only software that could fit to our processes and wouldn’t change how we already worked. By automating just one process with OnBase, we avoid \$30 million in costs each year.”

Paul H. Alpaugh, director of UC Disbursements
Pennsylvania Treasury Department



Access Your Content Easily, from Anywhere

OnBase makes content available to the people who need it wherever they are from almost any device or application.

Options for Everyone

- **A personalized user interface supports how users work:** They can put the documents, forms, business processes and reports that are important to them right at their fingertips.
- **Working in another application? Stay there:** OnBase integrates with other business applications so users access content directly from within familiar screens
- **Away from your desk? Your information goes with you:** Use OnBase mobile applications to access your information, make decisions and monitor your processes while on the go.
- **No network access? Use OnBase while offline:** Give field workers the ability to retrieve, create, and update documents, complete forms and upload photos.
- **Extend your content beyond your organization:** OnBase improves the experience of your customers, constituents and students by submitting forms, tracking their status and accessing documents online.

The OnBase Advantage

With OnBase, you can use all types of hardware, devices and browsers to access your content. Because all of these interfaces point to the same central OnBase repository.

Access to OnBase can be granted at a very granular level, from single documents all the way to the entire system. You gain total visibility with a sophisticated audit trail, as OnBase records the exact time a document is accessed, by whom and what they did.

Access your content easily, from anywhere, with OnBase.

“With OnBase, users pull up the exact document in only one to three seconds. That’s a 237 percent improvement. We save more than \$600,000 [per year] just with faster retrieval.”

Brian Mueller, ECM program manager
Colorado Housing and Finance Authority



Integrate OnBase with Your Other Applications

Your business applications are at the heart of your everyday operations – whether it’s your ERP, accounting, HR, claims, lending, EMR, SIS or other critical system. When working within those business applications, users frequently rely on information stored elsewhere to make decisions. That’s where OnBase comes in.

The documents and data you capture in OnBase directly relate to the information and activities in your other business applications. OnBase acts as a central repository, intelligently linking the documents and data within OnBase to the transactions and activities in other applications.

The OnBase Advantage

OnBase has integrated with more than 500 applications with no time or money spent on custom coding, making it one of the easiest and fastest ECM solutions to integrate. It also offers a variety of integration tools, from our point-and-click configuration tool to our application connectors and packaged APIs.

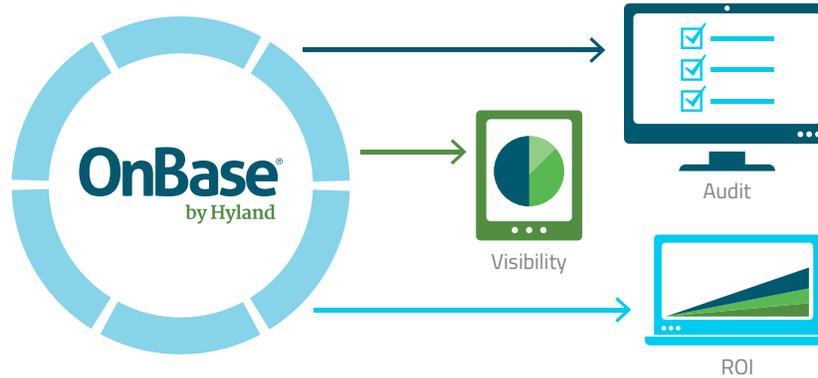
Integrations are about more than accessing documents. Using information on the application’s screen, OnBase can automatically fill out eforms, launch workflows, print barcode cover-sheets for scan jobs, dynamically compose documents (such as offer letters and policies) and more.

OnBase also provides integrations with leading industry solutions such as SAP, Lawson, Oracle E-Business Suite, PeopleSoft, JD Edwards and Esri. One long-time customer integrated OnBase with 12 different applications in one day.

Save time and reduce errors by integrating OnBase with your other applications.

“They were blown away when they saw how much easier their lives just got [after we integrated with OnBase]...they were amazed; they thought it was fantastic.”

Tim Oliver, assistant director of IT/GIS
Horry County



Monitor Your Process and System Performance

Transparency. Visibility. Control. These are the benefits of having all of your information stored in one central place. OnBase allows you to better understand the status of your content and processes.

- **Improve process speed and accuracy:** OnBase provides real-time visibility into processes, including notifications of volume thresholds and aging content, giving you the ability to identify and eliminate bottlenecks and make timely decisions.
- **Audit readiness:** OnBase eliminates the time-consuming and error-prone process of manually verifying documents. You can further speed up the process by giving auditors appropriate rights to access OnBase through a web portal, allowing them to perform the audit without coming on-site.
- **Track, prove and document ROI:** By identifying and measuring your key metrics, you can track the return on investment (ROI) OnBase supplies from day one and provide documented proof as it happens – helping you cost-justify future projects.

The OnBase Advantage

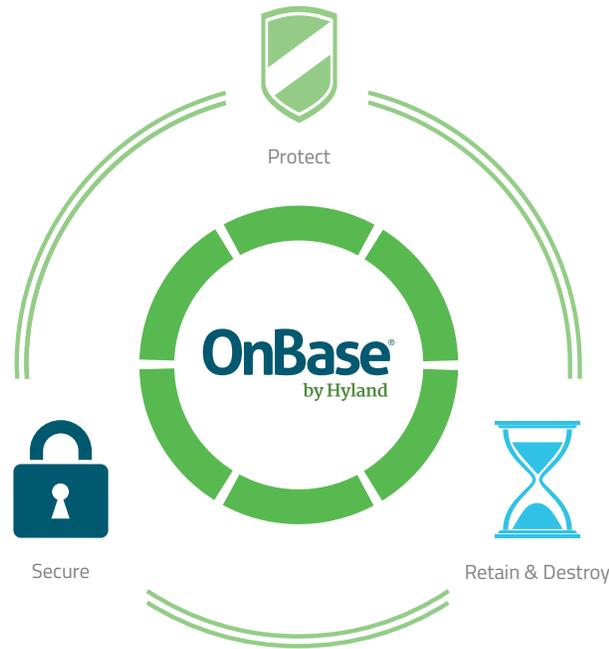
Run reports without involving IT. Using an intuitive reporting interface, you can run the reports you need, whenever you need them, without requiring a database administrator to do it for you.

Take advantage of the extensive set of 180 reports, pre-configured and optimized for the OnBase system. If additional reports are required, an intuitive, wizard-driven tool helps you create, manage and run the reports you need. You can access the report dashboards within OnBase from anywhere – such as websites, SharePoint portals or from a mobile device.

Monitor your process and system performance with OnBase.

“OnBase lets us see exactly what is happening in our processes. When we find a problem, we can fix it before it gets out of hand.”

Marti Lattimer, content management manager
Grinnell Mutual Reinsurance



Securely Store, Protect and Destroy Your Content

Storing important information in one centralized place grants you complete control over it and unique records management and retention requirements are now well within your grasp.

By consolidating all of your important content into one system, OnBase solves the problems associated with managing content across a variety of databases, systems and physical storage locations.

- **Secure:** With OnBase, you have one place to implement security policies and control who can access information and exactly what they can do with it.
- **Protect:** OnBase protects you from disaster by maintaining electronic copies of all documents across multiple servers and locations.
- **Destroy:** Retention plans and policies are easy to implement with OnBase. OnBase can declare single documents and complete folders as records, protecting them until their official retention period expires.

The OnBase Advantage

The OnBase architecture helps you protect your data without requiring third-party software and does not require you to purchase additional software or hardware to ensure that your system has online redundancy. OnBase utilizes any network discoverable file share, from simple Windows, Linux or Unix-based file servers all the way through to dedicated storage devices that you already own.

OnBase also helps you manage physical items such as documents and records that support processes and regulatory compliance. OnBase tracks the location and status of these in one central interface, allowing you to mitigate risk and reduce manual work.

“Before OnBase, our DR plan was to back everything up on tape and keep one copy of the tape in the vault at our main location and a second in storage about five miles away. With OnBase managing our DR, I don’t worry about anything.”

Sarah Lawson, IT specialist
Alcoa Tenn Federal Credit Union

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“By going with OnBase instead of upgrading our legacy system, we instantly saved \$400,000 and continue to evolve the system [OnBase] at a much lower cost.”

Kimberly Wraight, ECM coordinator
Washtenaw County

“The total cost of ownership over five years was one-third less expensive with our new OnBase system than with updating the existing ...system.”

Tony Morrissey, systems manager
United Biscuits

“We needed to find a technology that is flexible enough to match the mindset and structure that management wants to implement in the company and that’s why we chose OnBase. It’s compatible with our existing business constraints and can scale globally.”

Tom Assenza, senior vice president of IT Services
Global Aerospace

Be Confident in OnBase

Investing in any ECM product is a long-term commitment and you need to have confidence in what you are buying. Not just the product you choose on day one, but what the total cost of ownership will be, what your experience will be like working with the vendor, and that the product you choose today will meet your needs tomorrow.

Here are a few reasons why you can be confident in OnBase:

Low Total Cost of Ownership

In almost every instance, selecting OnBase costs you less than what you will pay for any other ECM solution on the market today. OnBase is nimble, making it easy and cost-effective to install, configure, manage, integrate and upgrade. You don’t have to write a single line of code to create OnBase solutions, and you don’t have to pay for dedicated developers or programmers to change or enhance your solution.

For the hundreds of OnBase customers that have converted from other ECM products, we have routinely reduced annual support and maintenance costs by one-third to one-half for the same-size OnBase solution.

Hyland provides new solutions and enhanced functionality to OnBase in software releases without compromising the integrity of our product. Ninety-eight percent of our customer base renews its annual maintenance. Our customers see the continued value in our partnership and continue to invest in it.

Customer Satisfaction is More than Customer Service

At Hyland, one of our core values is: “Our customers are our partners.” From the moment a customer decides to work with Hyland, they are assigned a team to take them from an idea to installation through the life of their solution.

We provide 24/7/365 technical support with a dedicated team for you to directly work with that knows your solution and organization to immediately answer questions and quickly solve any problem. Users work with a dedicated point person from the moment they contact us until the issue is resolved.

An Enterprise-Class Solution

OnBase is tailored for departments but comprehensive for the enterprise, designed to give you what you need today and grow with you over time.

While some of our customers have cost-effective departmental OnBase solutions, the same product scales to meet the needs of entire enterprises.

For example, a multi-location healthcare network in the United States has nearly 24,000 users across the enterprise utilizing a single instance of OnBase.

Customers in more than 60 countries use OnBase and receive support in their own language.

Turning Software into Solutions

OnBase provides you with a complete ECM solution, built upon one product. From the moment your content is captured, all the way until it expires, it is completely under your control. But this is only the beginning.

Now that you understand what OnBase can do, it's time to turn the software into solutions. By using elements from each of these six categories, OnBase solutions are tailored to meet your needs.

Hyland software provides deep industry expertise in the following industries and departments:

Industries

Financial Services	Utilities
Government	Mining, Quarrying,
Healthcare	Oil &
Higher Education	Gas Extraction
Insurance	Agriculture
Manufacturing	Arts & Entertainment
Wholesale Trade	Services
Retail Trade	
Construction	
Transportation & Warehousing	

Departments

Accounts Payable	Human Resources
Accounts Receivable	Contract Management
Financial Close Process	Process Control
Procurement & Purchasing	

Partner Channel

Hyland has an extensive partner channel of more than 300 certified OnBase partners and 3,000 certified experts providing our worldwide community with local expertise and support.

Our partners are product experts and help our users solve real business problems and provide additional value beyond OnBase know-how, such as software, hardware and consultative services from one credible, expert resource.

About Hyland

For over 20 years, Hyland has helped our more than 12,500 lifetime customers by providing real-world solutions to everyday business challenges. That dedication is why Hyland realizes double-digit growth, and why 98 percent of our customer base continues to renew its annual maintenance. Our customers see the ongoing value of partnering with Hyland and continue to work with us year after year.

Hyland's enterprise content management (ECM) solution, OnBase, is one of the most flexible and comprehensive ECM products on the market today. OnBase empowers users to grow their solutions as needs change and business evolves. It is tailored for departments, but comprehensive for the enterprise, designed to give you what you need today and evolve with you over time.



Capture



Process



Access



Integrate



Measure



Store

Learn more at www.mtssoftwaresolutions.com/onbase-hyland