

## Brand new - ECM Software as a Service

**Hyland Software, Inc., headquartered in Westlake, just outside Cleveland, Ohio, in the USA, specialises in the development and implementation of integrated software solutions designed to make the paperless office a reality, and in a highly effective and efficient way. The flagship product is the award-winning OnBase enterprise content management suite.**

Established in Westlake by the Hyland family in 1991, Hyland Software has evolved into a globally active enterprise with approximately nine hundred employees and thousands of customers. The company has branch offices in Irvine (California, USA), Sao Paulo (Brazil), London (Great Britain) and Tokyo (Japan). At the helm of the executive management team is President and Chief Executive Officer A.J. Hyland.

OnBase is a highly modular, fully integrated enterprise content management (ECM) suite. It is designed to capture, route, manage, share and archive high volumes of corporate information critical to business operations, audits and customer service. Core OnBase functionality, such as document imaging, workflow and COLD/ERM, eliminates low-value, costly and risky manual tasks. It also makes all content instantly available from a single, easy-to-use interface, resulting in increased employee productivity and operational efficiency. OnBase complements its ECM functionality with expertise in specific industries. The list of markets includes, but is



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not limited to, retail, financial services, construction, insurance, government, health-care, higher education, energy. It also covers back office operations such as Accounts Payable, Accounts Receivable, Human Resources, Governance, Risk and Compliance, and Legal.

The Hyland solution can be customised to the client's requirements. Our interview partner, Regional Manager for Germany, the Netherlands, Austria & Switzerland Paul Guenbars Sezen, explains: *"Altogether, there are one hundred and twenty modules; customers can choose from them in accordance with their needs. The modules include business process automation, content management, email, imaging and capture,*

*import processing and reporting."*

Since the company does not believe that one deployment method is right for all organisations, it offers OnBase on-premise and by Software as a Service (SaaS). It also markets a combination of the two methods, called hosting, whereby organisations buy perpetual software licenses but rent the use and maintenance of the network and servers.

OnBase OnLine, Hyland's SaaS offering, allows organisations to implement OnBase ECM solutions without the need to expand or build an in-house network. Instead, customers gain the full functionality of OnBase within a completely outsourced data centre that is redundant and secure. *"This essentially reflects our concept of SaaS. We believe that in a few years, this approach will be taken by many software companies,"* states Paul Guenbars Sezen.

At present, Hyland Software services its European SaaS customer base from its London data centre, although another such facility is in the planning stages, as Paul Guenbars Sezen points out: *"We intend to open another secure data centre in Europe, due to demand and since we are here to stay."*

Hyland Software sells its products and services directly to organisations and also through two hundred and sixty across sales partners located around the globe. In addition, it participates in trade fairs such as DMS EXPO in Cologne.

**HYLAND<sup>®</sup>**  
**SOFTWARE**

**Hyland Software, Inc.**  
**Golden Cross House**  
**8 Duncannon Street**  
**London**  
**WC2N 4JF**  
**Great Britain**  
**sales\_europe@onbase.com**  
**Tel.: +44 (0)20 7484 5049**  
**www.OnBase.co.uk**