



Time to make a difference.

OnBase[®]
a Hyland Software solution



"I thought accounts payable was a high-risk area for implementing a hosted solution, but it's really worked out well for us. It's easier for field locations to use OnBase OnLine because people can log into the system from anywhere to do what they need to do, and it's all backed up."

Pamela Miller
Accounts Payable Director
Building Materials Holding Corp.

OnBase OnLine delivers the world-class enterprise content management (ECM) functionality of OnBase software within a completely outsourced data center that is redundant and secure.* Suitable for organizations of all sizes, this software-as-a-service (SaaS) model allows organizations to realize the productivity gains, cost savings/avoidance and compliance benefits of ECM capabilities such as document imaging and management, enterprise report management, automated workflow and application integration, as well as the following:

- Reduces the need to devote IT resources, including expanding the in-house infrastructure.
- Accelerates deployment and scales quickly to meet project goals sooner.
- Provides predictability when anticipating actual IT costs.
- Avoids price-prohibitive capital expense of deploying a premises-based solution.
- Supports distributed and/or mobile business models.

Two options are available for engaging OnBase OnLine. Customers can use the pure SaaS model, paying a monthly fee for the use of the OnBase software modules they select and the hosting service. A hosting-only model is also available. This allows an organization to own the perpetual-use software licenses, while still taking advantage of the benefits of outsourcing the use and maintenance of the network and servers.

*More information about the capabilities of OnBase solutions is available through Authorized OnBase Solution Providers or at www.onbase.com.

WHY SAAS?

Faster ROI: Because the network infrastructure is already in place, users across the world can begin using ECM technology to increase productivity and improve customer service in a matter of days, instead of the weeks or months required to deploy onsite solutions.

Scalability: While the expansion of an in-house solution may be limited by infrastructure or the availability of IT resources, an OnBase OnLine solution can grow as fast as an organization requires.

Cost Effectiveness: SaaS requires no upfront capital investment, and a hosted solution reduces or eliminates the costs associated with maintaining a complex onsite infrastructure. By taking advantage of the economies of scale, a hosting provider can offer this service at a lower cost than most in-house solutions without compromising availability or security.

Ease of Administration: A hosted solution is available to any authorized user with access to a Web browser, no matter how distributed or mobile the workforce. When software is upgraded or new functionality is added, it is immediately available to all users.

Reduced Risk: A hosted solution prevents new software from disrupting an organization's existing environment. Redundancy, industry-standard audits and validation services bolster disaster recovery and business continuity initiatives.



WHY ONBASE ONLINE?

The OnBase ECM Suite: OnBase OnLine customers don't compromise quality for convenience. They enjoy the sophisticated functionality of the same mature product that has always been Hyland Software's core focus and is used by thousands of commercial and public sector organizations worldwide. Unlike some other hosted solutions, OnBase OnLine is supported and maintained by the people who know it best, the company that has developed and implemented OnBase for more than a decade.

Hyland Software: Both product development and corporate management demonstrate a consistent focus on continuous improvement, steady growth and delivering value. A privately owned company that hasn't been distracted by the challenges of market consolidation, Hyland Software has been consistently profitable, maintained growth rates that outpace the industry average and operated with the experienced management team that has built its customer-focused culture.

Vendor Independence: OnBase OnLine clients don't give up control of their content or the solution, and their data is always stored in its native format. Authorized system administrators can make changes to the system, including adding users or document types, scheduling actions and assigning security rights. An OnBase OnLine solution can also be brought in-house, and services are available to ensure the process goes smoothly and the onsite infrastructure is appropriate.

Reliability: Hosted by a SAS 70 II-certified provider, OnBase OnLine adheres to the highest standards for uptime, security and availability. OnBase OnLine is SysTrust® certified and has also been granted Microsoft® certification in Advanced Infrastructure Solutions Competency with the Hosting Specialization. Customer data is maintained redundantly at the tier-one primary data center and is geographically mirrored to a second data center several hundred miles away. In addition, OnBase OnLine professionals run validation testing against customer databases at regular intervals to ensure the integrity of the system.

Complements Existing Solutions: OnBase is designed to enhance an organization's technology investments, not displace them. OnBase OnLine leverages the same flexible, role-based configuration and integration technologies. Images and indexes from previous solutions can be consolidated in OnBase, and the hosted solution can be integrated with other enterprise applications that exist in-house.

Phenomenal Customer Service and Support: Hyland's commitment to customer delight and dedicated OnBase OnLine technical support team ensure timely, professional responses to all customer questions or concerns. OnBase OnLine is also backed by Hyland's vertical market practices to help solution providers and their customers develop and support solutions that address pressing business issues. Because of its customer-centric culture, Hyland Software's customer retention rate was 98 percent in 2007.

“OnBase OnLine is less taxing on IT resources than an in-house solution, allows us greater flexibility and provides disaster recovery. It would have taken us years longer to deploy a solution in house.”

Christopher Masi
Blue Cross Blue Shield of Vermont

ONBASE ONLINE'S COMMITMENT TO SUCCESSFUL, SECURE SAAS SOLUTIONS

Though OnBase generally has a lower ratio of software-to-services than other enterprise-class applications, OnBase OnLine customers can take advantage of the expertise and experience of Hyland Software's highly trained employees and network of Authorized OnBase Solution Providers to guide their implementation decisions. Customers who wish to take an active role in administration of their solutions are encouraged to participate in external training programs designed to help them effectively use OnBase as a critical business tool without having to incur excessive professional services.

Should an OnBase OnLine customer experience a problem, a dedicated technical support group is assigned specifically to SaaS users. With both CDIA+ and OnBase

installer certifications, the technical support staff is responsible for assisting users with product understanding, documentation, configuration and administration matters as well as problem diagnosis and issue resolution.

To preserve the integrity of business-critical data, OnBase OnLine employs a multi-layered, state-of-the-art approach to security, incorporating high-security firewalls, intrusion detection systems and encrypted passwords. Transmission to and from OnBase OnLine servers requires Secure Socket Layer (SSL) encryption to prevent interceptions of downloaded material, and only approved users with proper credentials can view data. All file access is logged for compliance auditing.

To provide users with a flexible, yet robust foundation to meet their individual needs, OnBase OnLine provides three service levels:

- Network Availability (99.5%) allows end users to mitigate risks associated with network service failures within OnBase OnLine's primary hosting facility.
- Application Availability (99.5%) allows end users to mitigate risks associated with failures that prevent documents from being retrieved via the OnBase ECM software.
- Processing Availability (99.5%) allows end users to mitigate risks associated with failures that prevent documents from being processed via the OnBase ECM software.

ABOUT HYLAND SOFTWARE

Hyland Software Inc. is the developer of OnBase, a rapidly deployable suite of enterprise content management (ECM) software applications. Implemented as a premises-based solution or via software as a service (SaaS), OnBase provides the capabilities necessary to meet transactional content management needs enterprise-wide. OnBase's core functionality includes document imaging and management, workflow/BPM, integration with line-of-business applications, COLD/ERM and records management. OnBase allows organizations to manage all digital content, including scanned paper documents, e-mails, faxes, print streams, application files, e-forms, Web content and multimedia files. OnBase is used by businesses and government agencies around the world to reduce the time and cost of performing important business functions and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies. For more information about OnBase, please contact an Authorized OnBase Solution Provider or visit www.onbase.com.





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