

# THE POWER OF UNPARALLELED EXPERIENCE



## Managed Services for AP are a simple, proven way to accelerate ROI

As you prepare to implement or go-live with your new Accounts Payable (AP) solution, it's critical to think about the best way to continually support and optimize it.

Once implementation is complete and your teams begin using your solution, you're just at the start of uncovering the possibilities in front of you. And it's critical to have the best team alongside you to help enhance, optimize, modify and expand your solution in order to respond to your unique and evolving business requirements.

Determining the right resources for solution optimization is an important decision, but there is a simple, cost-effective and pro-active path you can take.

### Specialized services equal higher skill, lower costs

At Hyland we're experts in AP. Our team focuses day-in and out on delivering enterprise-class, highly automated and integrated content services solutions for AP — delivering more than 150 new AP solutions each year.

This means our specialized team has encountered a significant range of situations in AP digital operations of all scale, in every industry. So whatever challenge you might face, we've likely seen it before, and we consistently succeed in delivering required outcomes.

Additionally, because our Managed Services for AP team focuses its practice solely on AP, we are highly efficient. Our team can help your organization lower the costs of administering and supporting your AP solution, while bringing a variety of resources with the most skill to continually optimize it — from integration and development, to content services configuration and automation. All in a predictable, fixed cost structure.

Managed Services for AP can take on the critical maintenance and optimization of your new AP solution for as long as you need, in the way that you need.

### Included in AP Managed Services:

- ✓ Troubleshooting
- ✓ Minor routing or validation changes
- ✓ Updates to approval matrix/routing
- ✓ Ad hoc user training
- ✓ Security modifications
- ✓ Keyword modifications
- ✓ Brainware report analysis
- ✓ Minor Brainware configuration
- ✓ Updates based on emerging visibility data
- ✓ Creation of new reports using standard data provider

The Hyland logo, featuring the word "Hyland" in a white serif font with a registered trademark symbol, set against a green-to-blue gradient square background.

# Rapidly emerging content services features are transforming the capabilities of today's AP operations.

## The benefits of Managed Services

Having strategic resources in place to maintain and evolve your solution is a key component in maximizing its value and total cost of ownership — including ensuring your continual return on investment.

Many organizations are choosing to move to cloud and managed services models not only to ensure their solutions are expertly managed by trusted partners, but to avoid the time-consuming and expensive challenge of finding, securing and retaining specialized talent in a highly competitive IT landscape. And the risk of attrition of your valuable resources.

Rather than dedicating your in-house resources to support key areas including administration, integration, and content services configuration and development, with Managed Services you have these expert resources on tap.

We are specialists in the solutions and technology we use at Hyland, and we're the best-equipped resources to provide continual guidance, enhancements and consultation long-term. And often at a lower cost than one full-time employee.

Our Managed Services provide a proactive, predictable approach that ensures your solution is always at the top of its game.

## Your challenges

- Ensuring internal staff have ongoing training, knowledge and expertise to manage the AP solution
- Competing IT projects and limited resources to pro-actively resolve issues or deliver enhancements

- Additional capital expenditures are not an option
- You need to minimize unexpected costs for your IT solutions
- Maintaining a best-in-class solution, including knowing what the experts recommend and are deploying

## Your results

- A predictable operational cost for defined services that optimize your solution for one to three years
- Proven, industry-specific AP solution designers advising, planning and troubleshooting
- Nimble capabilities to quickly evolve solution to meet emerging needs
- Improve and accelerate your return on technology investments
- Maximize solution total cost of ownership and minimize internal, unexpected costs

## Proven model to support your business and operational needs

We're here to support your teams and the business they need to drive. Our AP services include tight collaboration with semi-monthly status calls, quarterly solution reviews, reporting, on-demand assistance, strategic consulting, and guidance for user adoption.

Partnering with Hyland to manage the optimization of your AP solution enables your organization's resources to focus on your business. And provides peace of mind, knowing that by letting your expert partner focus on what we know best, your solution is delivering the value your organization expects.

## SERVICE OFFERING

Engagements last from one to three years, with tiered discounts for multiple year engagements. Each Managed Service engagement includes:

1. Access to breadth of Hyland AP experts including Hyland solution experts, Brainware experts, project managers, solution engineers and more.
2. Pro-active, regular status calls to discuss your needs or questions, work through enhancements and define recommendations and tasks for optimization.
3. Quarterly solution reviews that provide a summary of activities and tasks.
4. On-demand assistance enabling you to engage Hyland consultants for remote, expert technical assistance to resolve complex issues and to support your internal teams.
5. User adoption and reporting:
  - Proactively provides updates on solution adoption and KPIs
  - Accelerates ROI by evaluating opportunities for improvement once the solution is in production
6. Strategic Workshops enable you to analyze other business areas you are looking to optimize with your Hyland solution, and yields a near-term tactical roadmap.

*For more information contact your account manager or project manager.*

Learn more at [Hyland.com](https://www.hyland.com)

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