

Optimising Your Back Office Through Enterprise Content Management

*How the paperless office improves productivity, cuts costs and increases revenue opportunities
A Datamonitor white paper prepared for Hyland Software, August 2006*

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EXECUTIVE SUMMARY

Executive Summary

Executives across industries face a universal challenge: getting products and services to market faster and remaining nimble in a competitive environment, all while keeping an eye on the bottom line. This white paper focuses on how organisational agility and competitiveness can be enhanced by a sustained focus on reducing inefficiencies and cutting costs out of back-office functions. The benefits of improving the efficiency of back-office processes and workflows go beyond simply digitising information and automating processes. By squeezing out inefficiencies in back-office processes, organisations can more effectively leverage their information assets to deliver better value to their customers.

In this white paper, Datamonitor describes various roles that enterprise content management (ECM) solutions can play in this context. From on-the-ground back-office processes to departmental- and corporate-level management, ECM solutions are an essential component of helping organisations:

- Achieve greater efficiencies in critical business processes, such as invoice and purchase order processing, accounts payable exception handling, or email archiving and document retention for litigation discovery;
- Facilitate the flow of information across the organisation, such as is needed in exception handling, review and approval requests, auditing, regulatory reporting, and analysis of overall organisational effectiveness;
- Enable tighter governance and controls to help organisations meet internal governance and auditing standards, as well as meet external compliance requirements.

The white paper also shows how successful ECM strategies deliver benefits ranging from savings in terms of time and cost, more efficient use of physical space and facilities, increased transparency throughout the organisation, better document security, improved ability to provide documentation for audit purposes, and even improved employee and manager satisfaction.

TODAY'S BUSINESS ENVIRONMENT

Staying Competitive in Today's Business Environment

In today's increasingly competitive business environment, the pressures on organisations of all sizes come from all directions. From customers to boards of directors to regulatory agencies, there are countless stakeholders to which organisations are held accountable. Whether you are a bank or a manufacturer or a healthcare institution, you need to constantly assess your organisation's ability to remain agile and competitive in a dynamic business environment. A fundamental ingredient for achieving such agility and competitiveness is a sustained focus on reducing inefficiencies and cutting costs out of back-office functions, such as Accounts Payable/Receivable (AP/AR), Human Resources (HR), Legal or Customer Service. In fact, improving the efficiency of back-office processes and workflows serves a purpose that is more than simply digitising information and automating processes. Through more efficient back-office processes, organisations can more effectively leverage their information assets to deliver better value to their customers.

Information technology (IT) solutions can play an important role in addressing some of these challenges. In particular, enterprise content management (ECM) solutions are an integral component of a broader information management strategy. Defined by the Association for Information and Image Management (AIIM) as the technologies used to capture, manage, store, preserve, and deliver content and documents related to organisational processes, ECM solutions can be used to create a coherent approach for managing,

processing, protecting, and leveraging information found in paper documents and digital content files. ECM technologies, such as document imaging, document and records management, workflow/business process management, and collaborative tools, are integral to helping organisations manage information assets across their entire lifecycle.

But it's not just about implementing another piece of technology: Putting a robust content management platform in place provides companies with the tools to address some crucial short-term and long-term business challenges. To be sure, the benefits of enhancing productivity, reducing inefficiencies and enabling tighter corporate governance are very attractive in the short term – and rightly so, as organisations stand to gain significant benefits in terms of both time and money savings. Yet longer term, the real value of going paperless through ECM solutions goes several steps farther: a thoughtful ECM strategy enables an organisation to leverage and maximise the value of its information assets. In the end, both the organisation and its customers win.

Most business executives recognise the role that IT systems, such as ECM solutions, can play in helping them squeeze costs and improve the productivity of their operations. In fact, in a recent survey of 200 companies globally, Datamonitor found that executives rated increased efficiency and cost-cutting highest in terms of business objectives driving their technology spending (see Figure 1).



USING ECM TO HONE YOUR COMPETITIVE ADVANTAGE

Leveraging ECM throughout the back office

Every department needs to think about how to more effectively capture, provide access to, manage, store, and archive the information that is relevant to the business. At the core of any organisation are administrative functions that keep the organisational 'engine' humming. Back-office departments, such as AP/AR, HR, Legal, and Customer Service, rely heavily on the capture, management, and distribution of information throughout the organisation. Achieving greater productivity and efficiency in the back office lays the groundwork for achieving strategic objectives in other areas of the organisation. Even better, streamlining these processes lets senior management continually monitor the pulse of the organisation, ensuring auditable accountability and compliance.

Across the organisation, ECM solutions can drive change, by incorporating efficiency improvements at the process level to effect change at the departmental and senior levels of the organisation. In particular, ECM solutions can help organisations meet their objectives by:

- Achieving greater efficiencies in critical business processes;
- Facilitating the flow of information across the organisation; and
- Enabling tighter governance and controls.

Achieving greater efficiencies in critical business processes

Streamlining back-office processes (such as invoice processing or IT service requests), which frequently are time-consuming and, in some cases, prone to error, helps organisations increase their productivity – a benefit that has ripple effects throughout the organisation, ultimately contributing to the bottom line.

Consider the following examples of critical business processes that stand to benefit:

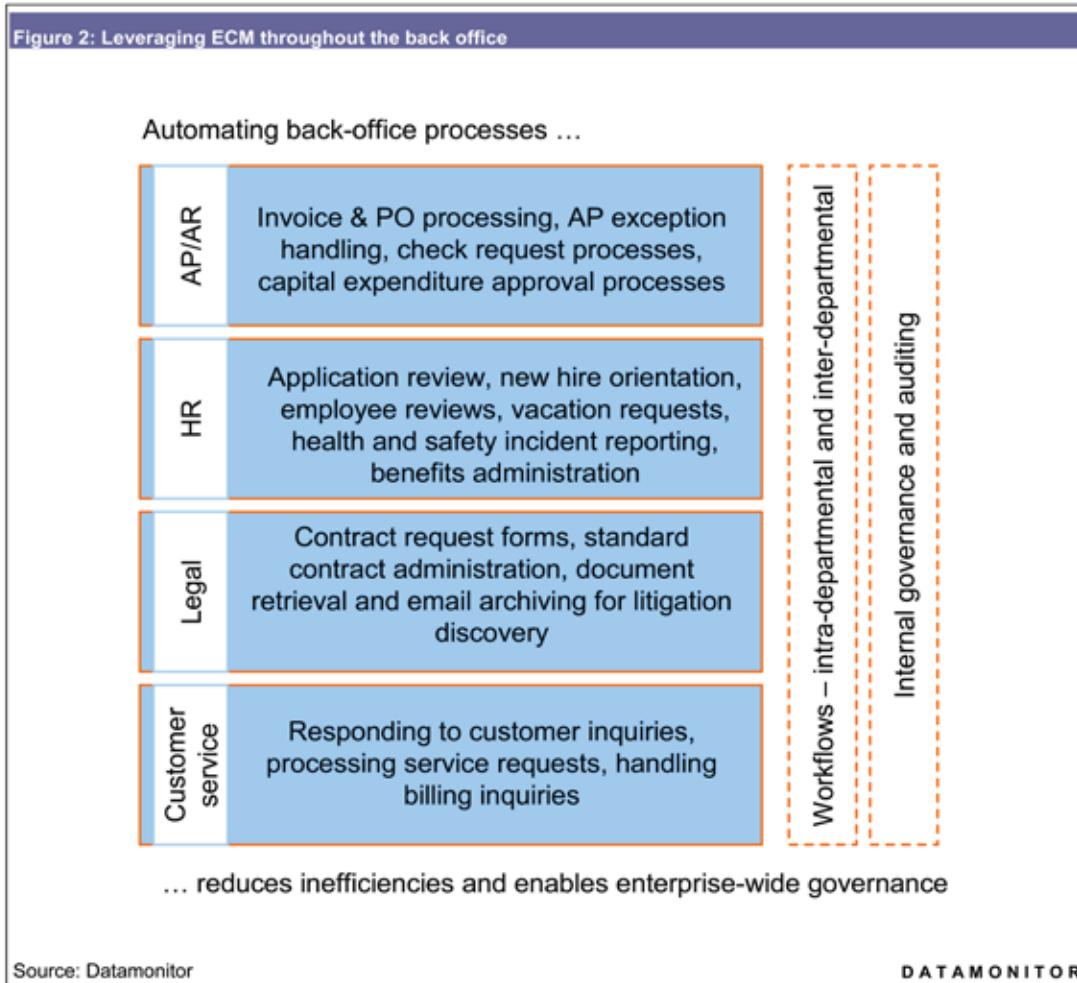
- Accounts Payable/Receivable can improve the efficiency of standard processes such as invoice and purchase order processing. Documents such as purchase orders, invoices, and packing slips can be scanned into the database upon arrival, reducing the opportunity for manual errors and facilitating retrieval. Corresponding documents can be cross-referenced to ensure accuracy and completeness of information. PC-based hierarchical approval and sign-off processes increase departmental efficiency and provide the opportunity to benefit from early payment discounts.
- Human Resources teams can reduce the amount of paper documents and forms involved in the employee lifecycle. For example, electronically capturing employee resumes enables search and other access capabilities. More complex ongoing tasks, such as managing certifications, drug testing and licensing requirements, can be automated to ensure that all employees are up to date, and authorised users can be alerted when documents are missing or certifications expire. In addition, HR teams can reduce the amount of paperwork required in processes such as benefits administration and employee address or name changes.
- Legal departments, well-accustomed to the challenges of document and information access management, can reduce time spent on document retrieval, retention, and indexing. By managing documents electronically, legal teams can enable electronic sharing of documents with appropriate parties and provide controls on authorised access, all while ensuring tight version control. Processing of standard contracts can be automated through workflows. Email archiving and document retention management is crucial for litigation discovery situations.
- Customer service teams can improve turnaround times and accuracy of processing customer documents, such as invoices, written inquiries, or service change requests. Capturing such documents electronically and routing them through the appropriate agents for validation and action saves time and money on the part of the organisation as well as the customer.

Facilitating the flow of information across the organisation

Routing appropriate documents throughout the organisation and among management levels is another important capability of ECM solutions. Processes such as exception handling, review and approval requests, auditing, regulatory reporting, and analysis of overall organisational effectiveness requires information to flow beyond the department within which it originates. ECM solutions can have benefits for all internal stakeholders, ranging from on-the-ground employees to line-of-business managers and senior management.

- As an example, an incoming invoice that meets certain requirements can be automatically routed to the payables department without human intervention. Any exceptions, such as adjusted invoices, can be sent to a workflow for review, resolution and approval. Cross-referencing of related documents (e.g. correspondence and receiving documents) improve and quicken the process for resolving discrepancies.

- Another example, employee candidate applications, can be filled out online and routed through a workflow for review, interview coordination and letter creation. All documents filled out by new hires can be stored electronically, and appropriate departments (e.g. IT, Training, or Facilities Management) can be electronically notified to ensure all requirements of the new hire checklist are followed. Similar types of workflows can be created to ensure procedures are followed across the employee lifecycle: from application and orientation to employee reviews, vacation requests, benefits administration, qualifications management, and separation.



ENABLING TIGHTER GOVERNANCE AND CONTROLS

No organisation is exempt from the intensified regulatory environment that characterises the business world today. Corporate scandals and reporting irregularities in recent years have contributed to calls for heightened transparency and accountability, requiring stricter controls for internal governance and auditing. And requirements for external compliance, while understood to be a cost of doing business today, are becoming increasingly complex. Recent years have seen the emergence of regulations that cross-cut industries – such as Sarbanes-Oxley (SOX), targeting publicly traded U.S. companies – and those that target specific industries, such as the Health Insurance Portability and Accountability Act (HIPAA) targeting healthcare, or Gramm-Leach-Bliley and the USA Patriot Act targeting financial services firms. Giving an indication of the magnitude of the compliance burden, Deloitte claimed that its large clients spent 70,000 extra man-hours complying with Sarbanes-Oxley when it was enacted. And Datamonitor estimates that financial institutions in the US alone will spend \$3 billion on compliance IT systems.

IT systems such as ECM solutions can play an important role in giving both line-of-business managers and senior management a documented view of information and processes within the organisation to support internal governance, auditing, and external compliance requirements. At a basic level, achieving greater transparency and heightened accountability requires all levels of management and staff to more tightly manage, document, and audit processes. With an ECM platform in place, organisations can create a workflow to automatically capture financial reports electronically from a range of sources including ERP systems such as SAP, Oracle, and PeopleSoft, as well as other line-of-business systems, including home grown systems. Managers can be notified, conduct the review and acknowledge their review. Upon approval, the evidence of the review, the time and date and reviewer's details are then recorded. Reminder notifications and escalating emails can also be sent to ensure processes are followed within a specific time period. At the end of the process, all reports are stored electronically and can be retrieved instantly, thus creating streamlined, auditable processes for report review. To help organisations meet external compliance requirements, ECM solutions can support specific policies around secure email and document access, management, and retention, such as is required for SOX 404 documentation.

ECM HELPS YOU ACHIEVE ORGANISATIONAL OBJECTIVES

Technology supports all phases of the information lifecycle

From improving the speed and accuracy of on-the-ground processes to enabling greater transparency of management processes, at the end of the day, ECM solutions should have specific technology capabilities to help your organisation achieve its objectives. In order for data in your organisation to move from being an unwieldy burden to a valued information asset, a comprehensive ECM solution needs to support the full lifecycle of how information travels throughout your organisation, from creation or capture to long-term preservation and archiving.

What types of technology capabilities should you be looking for in an ECM solution? At a fundamental level, ECM capabilities should include technologies that support the following:

- **Information capture** to enable structured and unstructured data to become part of a content repository, so that this content can be accessed, managed, and distributed. An ECM solution should be able to handle any type of content, regardless of in what form that content enters the organisation – whether it is electronic unstructured data (e.g. email, spreadsheets, instant messages), paper documents (e.g. faxed, paper invoices, paper purchase orders) or electronic forms. Supporting technologies include document imaging, document importing, scanning, electronic forms, and COLD/ERM.
- **Information delivery** to help organisations distribute the appropriate information to the appropriate people in the appropriate situations. With report capture and distribution technologies, for example, organisations can not only create electronic reports from existing, line-of-business systems but also distribute these reports to the appropriate people. Other technologies that support the delivery of information include security technologies, such as digital rights management and digital signatures; content access technologies, such as portals; and publishing technologies, such as XML.
- **Information management** to support the flow of information throughout the organisation, as well as the documentation and monitoring of this flow. As the management of information within (and among) organisations is perhaps the most far-reaching of the ECM components, there are several supporting technologies:

-**Document management:** facilitates all processes associated with managing electronic documents, including processes such as retrieval, cross-referencing, viewing, and distributing. Library services, such as check-in/check-out, search/retrieval, and document security are important technologies that support document management.

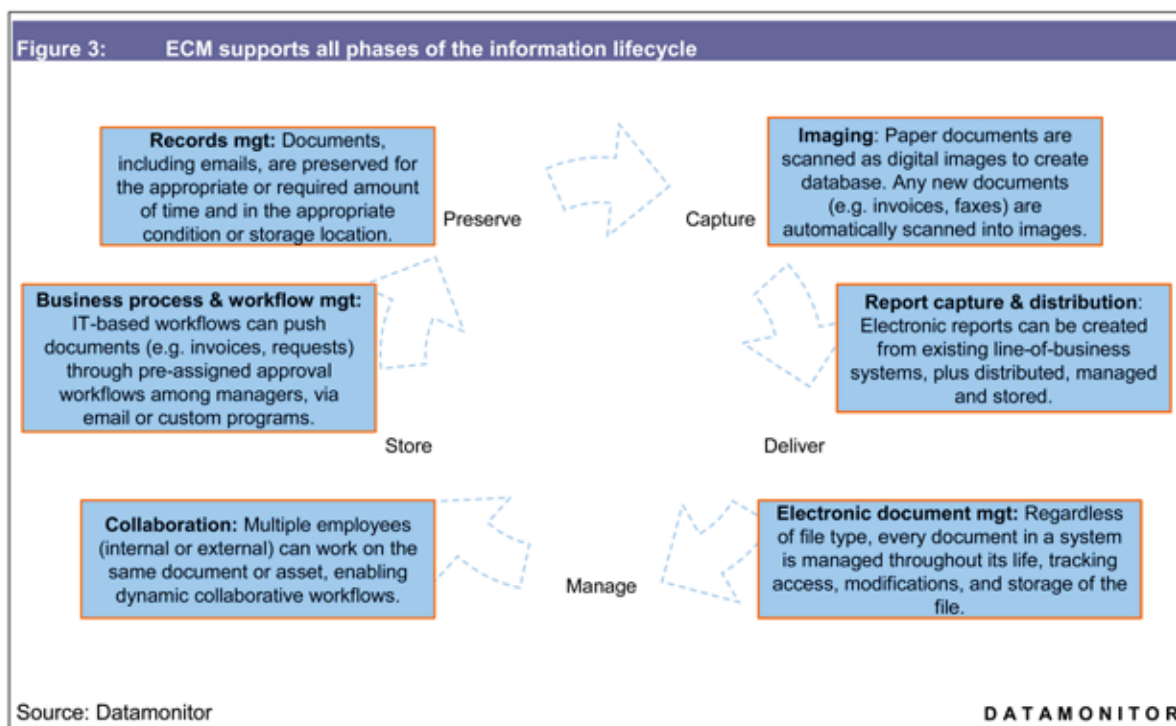
-**Web content management:** helps organisations manage the challenges of managing content specifically designed to be accessed via the Internet. These technologies help organisations with processes such as creation, review, approval, and publishing of web-based content.

-**Collaboration:** provides internal and external entities (e.g. employees or business partners) with tools to work on the same document or asset, enabling dynamic collaborative workflows regardless of geographic location. Collaboration among geographically dispersed entities increasingly is important for organisations to remain competitive: it allows organisations to retain version control while improving productivity.

-**Records management:** allows organisations to specify the length and conditions of an information asset's lifecycle – a capability that is particularly important for meeting regulatory and compliance requirements. Through records management capabilities, organisations should be able to address the issues of retaining, disposing of, and controlling access to documents in accordance with corporate governance or external compliance policies.

-**Workflow/Business process management:** facilitates the flow of information throughout the organisation for actions, such as notification, review and approval, to be taken by the appropriate people. For maximum benefit, the workflow/business process management functionality of ECM solutions should allow integration with existing business systems, such as enterprise resource planning (ERP) or customer relationship management (CRM) systems.

- **Information storage and archiving** refers to the need for organisations to store and maintain information, to meet short-term operational needs as well as long-term preservation and archiving. Storage and archiving technologies should include content repositories and library services, as well as storage media and infrastructure, such as Network Area Storage/Storage Area Networks (NAS/SAN), optical, film, tape, or CD-ROMs.



LONG-TERM INFORMATION MANAGEMENT STRATEGY

For organisations to derive the most benefit from an ECM solution, they need to think about ECM not only as a technology but as an essential ingredient to a longer term information management strategy. To be sure, ECM is most readily deployed in single departments and should be able to evolve with the organisation. Most organisations begin by enabling scanning and retrieval functions (through document imaging and document management functionality, two technology areas that are most commonly associated with ECM). But organisations are able to generate the most value from their investments by evolving their ECM approach, to automating and managing multiple document-intensive or document-enhanced processes across different departments. In fact, deploying an ECM solution as part of an organisational information management strategy commonly involves an incremental process:

- Creating electronic filing cabinets – Documents are scanned or imported into the system on their arrival to enable IT-based storage and management. Whether content is created internally or arrives from an external source, it is managed as soon as it appears on a corporation's IT system. With the correct rules and meta-tagging, the content can then be managed, without any user input, until it is deleted on a pre-arranged date and time. While creating electronic filing cabinets is an important foundation upon which any ECM initiative should build, organisations should strive to take a much farther-reaching approach to ECM in order to fully benefit.
- Enabling workflow rules automation – Automated workflows are particularly helpful in accounting and finance environments, as they enable documents such as invoices and purchase orders to be routed through a pre-assigned electronic workflow for approval and sign-off. In addition, the lifecycle and workflow software aspect of robust ECM solutions will also move electronic files to a variety of different storage solutions as appropriate. For example, assets near the end of their life cycles, or rarely used, will be placed on the cheapest storage solutions available, while assets in regular use will be stored on (more expensive) fast-access servers.
- Integrating with existing ERP and line-of-business systems – Fully integrated systems enable employees to access records or documents from the program in which they are currently working. For example, in an SAP environment, the accounts payable clerk can double-click on the invoice number, and the relevant purchase order will appear, without the user ever having to leave SAP. ECM systems can be deployed to run parallel with and augment, rather than merely replace, existing systems.

THE BENEFITS OF A SUCCESSFUL ECM STRATEGY

How can the benefits of smoother workflow and increased process efficiency be translated into business value? Organisations can measure the benefits in tangible terms, such as time and money, as well as intangible terms, such as employee satisfaction. At the most basic level, organisations can realise benefits associated with digitising information. No longer must employees spend valuable time searching for paper documents. Retrieving, cross-referencing, and managing documents electronically is less time-consuming, space-saving and more secure than doing so manually, reducing the risk of files being lost or falling into the wrong hands. As ECM solutions are leveraged throughout the back office, the benefits are farther reaching: as routine processes can be performed more quickly, budgets can be re-allocated to revenue-generating activities. Key benefits that ECM solutions can bring to your organisation include:

- Time savings – Employees spend less time searching for paper files. With a central database repository, files are continuously backed up, and files can never be lost somewhere in the office, left on an airplane or accidentally or intentionally destroyed. No time is lost searching for misplaced files, assets or documents.
- More efficient use of physical space and facilities – Valuable floor space can be re-captured from unnecessary cabinets and other physical storage devices. Through lifecycle and records management, documents and files can be securely deleted after the requisite retention period. Not only ensuring corporate compliance, records management also improves storage efficiency.
- Increased transparencies throughout organisation – ECM solutions allow managers to see the status of documents throughout the routing and approval process. In addition, ECM solutions can immediately, and simply, produce not only the requested files but also the complete electronic audit trail of who created the file, who has accessed it, and who has edited it.

- Audit trails and supporting documentation – ECM solutions can help organisations centrally manage its interactions with clients and suppliers. For example, one click of a mouse can produce all the documents, required for compliance purposes, relating to the various activities and communications between the organisation and external entities.
- Increased flexibility of employee location – With electronic access and communication, employees can have the flexibility of working remotely. Even within single geographic locations, no longer do employees need to wait for paper copies of files to be sent from one office to another.
- Increased security of documents and information – With a central database repository, files are continuously backed up, reducing the likelihood of paper files being lost, misfiled, left on an airplane or accidentally or intentionally destroyed. No time is lost searching for misplaced files, assets or documents.
- Reduced printing, postage, and shipping costs – Paper documents that formerly were sent between offices or supplier partners can be exchanged and acted upon electronically.
- Improved employee and manager satisfaction - Staff benefit from the improved efficiencies in their day-to-day work. Freeing employees from tasks that frequently are tedious, such as invoice processing, allows them to focus on other areas. At the same time, departmental managers can have better oversight of their operations. In fact, some organisations may find that they are able to use cost savings as a means to fund strategic initiatives.

Evolving Your Information Management Strategy

The information access and management challenges facing organisations today are numerous and frequently difficult to tackle. Yet organisations need to pay increasing attention to the far-reaching implications of inaction: retaining paper-based processes contributes not only to low efficiency and low employee productivity, but also sets the stage for potentially ominous problems, such as legal disputes and fines for non-compliance. With ECM as an integral component of an information management strategy, organisations can realise the full benefits of ECM by replicating single-department successes across the organisation, with the ultimate goal of using ECM as a way to help them meet enterprise-wide goals.

ECM VENDOR EXAMPLE: HYLAND SOFTWARE

There are many vendors that offer ECM solutions, from those that offer point solutions (such as standalone document management, records management, or web content management products) to those that offer enterprise-wide solutions. In this section, Datamonitor profiles one example of an ECM vendor, Hyland Software. Founded in 1991, Hyland Software is a privately-held software company with more than 500 employees. Serving over 5,800 customers worldwide, the company provides organisations with ECM solutions that help them streamline their work processes and share information among their employees, business partners, and customers. While it is scalable for large enterprise deployments, Hyland Software's modular ECM solution, OnBase, has enjoyed particularly strong penetration in the small to mid-sized business market.

Summary overview of Hyland's OnBase solution

Hyland's OnBase offers core ECM functionality out of the box, complemented by flexible, modular functionality customers can choose in addressing particular requirements at their organisations. OnBase's more than 80 modules can be grouped in the following descriptive categories:

- **Input:** Enables the production, capture, indexing and storage of digital content, regardless of whether that content originates from paper or an electronic format.
- **Management:** Supports organisations in several aspects of the overall process of managing documents and content, offering various retrieval, search, and viewing methods, document management, and business process management functionalities.
- **Distribution:** Improves the way in which bills and statements are distributed to the appropriate internal and external entities, through functionality creating image statements and functionality supporting the electronic delivery of statements.
- **Infrastructure:** The technology foundation upon which document and content management solutions and organisational practices can be built and evolved, providing a centralised point through which the user interfaces with the OnBase system.
- **Integration:** Allows organisations to interface their OnBase solution with other business systems, embedding OnBase content management functionality into existing environments.

Hyland Software: At-a-glance

Headquarters: Westlake, Ohio, USA

Established: 1991

Product overview: OnBase is a modular suite of ECM applications that includes document imaging, workflow, electronic document management, COLD/ERM and records management.

Customers: More than 8,000 business and government agencies globally

For more information: www.onbase.com

OnBase[®]
a Hyland Software solution

HIGHLIGHTS OF ONBASE FEATURES AND FUNCTIONALITY

Highlights of OnBase features and functionality



Datamonitor believes that there are three key characteristics of the OnBase solution that are particularly worth noting, as they speak to some key concerns that many are likely to have about implementing ECM in their organisations.

- **Modular suite:** The modular design of the OnBase solution lends itself well to organisations that want to approach ECM incrementally. These organisations can choose to roll out an enterprise-wide ECM platform all at once or build it department by department or functional area by functional area, deploying particular features and components as needed. Having this level of flexibility is important, as ECM implementations can have a broad reach in the organisation, spanning both departments and functions; allowing customers to leverage a single software investment to address all point-specific operations in which information must be captured, processed, stored, retrieved, routed and/or managed is valuable.
- **Solution delivery options:** Customers can access OnBase functionality through both thick client and thin client (i.e. web-based) interfaces. Some customers take advantage of OnBase OnLine, a hosted services version of the offering. Having a range of solution delivery options allows customers to select which option is most economically and technically feasible for their organisation.
- **Interfacing and integration capabilities:** To be most effective, an ECM solution needs to be able to interface and integrate with other solutions and applications. OnBase can interface with ERP (enterprise resource planning) systems, accounting systems, vertical industry software packages and other line-of-business applications. In addition to the large software vendors, such as SAP, Oracle, PeopleSoft, JD Edwards and Lawson, OnBase integrates with a host of tier-two providers and “home-grown” solutions.

Automation of back-office departments and functions

Back-office operations have traditionally been the sites within organisations where paper-intensive processing is at its highest volumes. In this environment, becoming less reliant on paper is no easy task. How can back-office departments, such as HR, AP/AR, Legal, or Customer Service, apply the features and functionality of the OnBase solution to help them move toward a paperless environment? There are several ways, some of which include:

- For paper documents, faxes and forms, OnBase provides several capture methods, and it interfaces with various scanning devices. OnBase also stores files generated by third-party imaging and forms processing applications. OnBase COLD/ERM captures and preserves text-based records such as invoices, purchase orders, statements and reports by processing print streams generated by transactional mainframe or server based applications. For documents that are originate electronically, such as email, PDF, and HTML files, OnBase imports and manages these types of documents as well. OnBase E-Forms provides another means of eliminating paper processing by allowing users to complete and submit electronic HTML-based online forms that are then available for retrieval and routing.
- Requiring no special coding or scripting, workflows are menu-driven, point-and-click configurable, enabling users to set up routing procedures and queues that drive documents for review, approval, exception handling, and other processing much more efficiently and accurately than can be done via traditional paper-based processes. From processing applications to approving expense reports to managing remittance processing, workflow streamlines and accelerates the completion of critical business tasks. Additionally, OnBase workflows can integrate with and provide the backbone to e-commerce solutions, as well as be tied to organisations’ core ERP or CRM systems.
- Enabling users to configure various front-end applications, OnBase WorkView supports a case- or issue-oriented approach to documenting, viewing and tracking all information and interactions surrounding a specific business process. Whether the business process is AP processing, claims administration, contract management, SOX compliance management, employee hiring or customer service, WorkView provides a mechanism for monitoring all activities and documentation related to a case working its way through the process. The ability to capture, track and analyse status, performance and behavior through a single interface enables organisations to swiftly act upon issues and rapidly develop methods for managing critical processes.



Other OnBase functionalities that relate directly to the challenges of migrating to a paperless office include:

- Related documents can be cross-referenced, enabling users to double-click on a purchase order number on a receipt, for example, and immediately retrieve the entire trail of associated documents.
- Overlay templates can be placed on electronic documents and reports, such as purchase orders and banking statements, to give them the same look as paper forms and help ease the transition from paper-based to paperless workflows and document distribution.
- Electronic notes can be placed on electronic documents. By assigning security levels to notes, only authorised people can view or add to the comments.

OnBase can support governance, risk and compliance requirements

While responsibility for governance, risk and compliance (GRC) affects all organisational layers and levels, the need for tightened controls over document retention and access, as well as over the policies and business processes surrounding document use, is heightened in the back office. OnBase offers various components customers can use to build a comprehensive framework for GRC activities, including records management, policy administration, document retention, email archiving and documentation for internal and external auditing. For example, OnBase automatically generates document history reports, providing an audit trail of who created the document, who has accessed it, and when it was edited and by whom. This audit trail is critical for many auditing and compliance requirements, whether internally initiated or externally mandated.

Security controls can restrict, at a granular level, user access to particular documents and file types. Based on user-defined retention periods and policies, documents and other content can be set to be destroyed or migrated automatically or to be routed through workflows for additional evaluation.

ABOUT THE AUTHOR



HYLAND[®]
SOFTWARE

About Datamonitor

Datamonitor plc is a premium business information company specialising in industry analysis. We help our clients, 5000 of the world's leading companies, to address complex strategic issues. Through our proprietary databases and wealth of expertise, we provide clients with unbiased expert analysis and in-depth forecasts for six industry sectors: Automotive, Consumer Markets, Energy, Financial Services, Healthcare, Technology. Datamonitor maintains its headquarters in London and has regional offices in New York, Frankfurt, Sydney and Japan.

About Hyland Software, Inc.

Hyland Software develops the award-winning enterprise content management (ECM) solution, OnBase[®]. For nearly two decades, it has helped companies around the world become more efficient, more effective and save money. Today, more than 8,000 organisations in 47 countries work better and faster thanks to OnBase.

Available as a premises-based solution or by software as a service (SaaS), OnBase deploys quickly at both the departmental and enterprise levels. It eliminates the need for expensive, time-consuming programming – OnBase is point-and-click configurable. And, its modular design allows it to grow cost-effectively with organisations.

OnBase also maximises current information technology investments by integrating with them. The technology could be core line of business systems such as SAP[®], Oracle[®], Lawson[™] and Microsoft SharePoint[®] or it could be industry-specific, such as Epic in healthcare.

Hyland is committed to supporting OnBase with superior customer service. The company's more than 300 worldwide OnBase Authorised Solution Providers have expertise in specialised industries such as insurance, healthcare, financial services, government, manufacturing and higher education. These dedicated, local resources are able to help customers solve industry-specific problems.

For more about Hyland Software and OnBase, including information about becoming a partner, please visit <http://www.onbase.com>.

Hyland Software - Europe
Golden Cross House
8 Duncannon Street
London WC2N 4JF
United Kingdom
lending@onbase.com
Phone: +44 (0)20 7484 5049

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