



engage. empower. evolve.™

**OnBase**®

*a Hyland Software solution*



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If your critical back office operations – accounting and finance, human resources, legal, customer service and compliance – are not operating at optimal efficiency, it is time to stop wasting money. The OnBase® enterprise content management (ECM) software suite from Hyland Software can help you lower the cost of doing business by replacing inefficient paper-based processes or disjointed content management systems with an enterprise solution that supports documents from nearly any source while providing both faster access and the ability to impose strict security for this content. From enterprise resource planning (ERP) and financial systems to boutique vertical solutions, OnBase can integrate with virtually any Windows-based line-of-business software as well as mainframe applications.

OnBase provides a modular suite of ECM applications including: Production Document Imaging, Document Management, COLD/ERM, Workflow, and Records Management. These applications leverage a single and secure content repository that scales to manage billions of content objects.

OnBase can streamline operations and improve collaboration among employees in individual departments and, in turn, improve the ability of the entire enterprise to share and act on corporate information assets. Gaining centralized control of documents supports governance, risk and compliance initiatives by making it easier to audit, document and test compliance with Sarbanes-Oxley (SOX), ISO-9000, Health Insurance Portability and Accountability Act (HIPAA), Fair Labor Standards Act (FLSA) or other internal or external compliance regulations.

Tangible benefits of automating your operations with OnBase include the ability to:

- Reduce the time and cost of performing important business functions
- Improve organizational efficiency
- Share content with employees, business partners, customers and other constituencies
- Address the need for regulatory compliance through the management and control of content

The competitive advantages realized with OnBase allow you to gain these returns and more at a lower cost than traditional paper-based processes. In addition, OnBase's ease of use and administration encourage user acceptance from clerical staff to IT personnel and C-level executives and reduce the total cost of ownership.

By utilizing OnBase for back-office functions, organizations have an ECM solution that is tailored to their needs and produces a rapid ROI. OnBase empowers organizations to manage and route documents throughout an organization electronically, regardless of location. Using the workflow capabilities of OnBase, documents are routed to users in accordance with established business rules, thus mimicking the existing paper-based processes and strengthening a company's internal control structure.

As a result of rules-based processing and movement of documents through an organization, the time spent performing low-value manual tasks involved with the physical filing and handling of paper is significantly reduced, freeing employees to spend time on high-value tasks. OnBase also allows parallel processing of a document by multiple users, reducing cycle times.

## ACCOUNTING AND FINANCE

Manual data entry, redundant tasks and paper-based operations create inefficiencies and generate significant costs in various accounting areas such as accounts payable (AP) and accounts receivable (AR). Business offices and accounting departments in all types of organizations can use the OnBase Accounting and Finance Solution to speed up the processes that affect revenue recognition and the ability to determine accruals. As accounting practices come under ever-increasing scrutiny, the ability to track and monitor these processes through OnBase makes it easier to comply with – and verify that you comply with – accounting rules and regulations.

OnBase has a proven record of success in AP processing across numerous vertical industries with organizations of various sizes, utilizing different business models. Whether you operate a centralized AP processing facility, distribute processing across multiple locations or have created a shared services model, OnBase can accommodate the business rules and workflows associated with matching invoices to purchase orders (either generated through an OnBase workflow or ERP system), notifying approvers and posting payment. This is true whether the employees involved are working across the hall or across the world.

An OnBase workflow can be generated by invoices being scanned, faxed, e-mailed or received by electronic data interchange (EDI). It also supports numerous strategies for automating indexing from auto-filling

“Call volume has been reduced dramatically. There are buyers, accountants and financial analysts throughout the system who used to request copies of invoices, which would have to be faxed to them. Now they can go into Lawson and pull them up themselves.”

Cathy Fuhrman  
*Manager, MCA-PMG ISD*  
Sharp HealthCare

index fields from text files to integration with ERP or advanced third-party forms processing technologies. With OnBase, AP documentation is consistently processed in less time than traditional paper-based operations, enabling organizations to reduce costs and take advantage of available vendor discount deadlines. Supporting documentation can be automatically cross-referenced, allowing users to double-click from one document to another, reducing the time needed to audit files or provide customer service.

Similarly, related to AR processing, OnBase can help you capture customer orders from virtually any source and sort them by processor, division, urgency or any other priority without human intervention. Incoming purchase orders can be integrated with your order-to-cash or other enterprise application. This can provide unprecedented insight into how long it actually takes to complete an order from the time it comes through the door (or fax machine, e-mail inbox, etc.) to the time it can be billed. Automating escalation and notification and being able to identify bottlenecks and improve processes accordingly enhances customer service and cash flow.

The advantages of OnBase stretch across the AR process. Capturing credit reviews and contracts makes them easily searchable and accessible. Billing clerks can automatically generate simple and compound statements from OnBase. Once billed, tracking and documenting account servicing can also be managed in OnBase, which stores not only incoming correspondence but also copies of outgoing communication generated in common desktop applications such as Microsoft® Word.

Among the processes that can be managed using OnBase:

- Procure-to-pay
  - PO approval
  - Capital expenditure approval
  - Receiving
  - Invoice processing and approval
  - Exception handling
  - Check run integrity
- Order-to-cash
  - Order processing
  - Credit review
  - Billing
  - AR management
  - Collections
  - Exception handling
  - Lockbox processing
- Financial reporting
- Fixed assets
- Treasury
- Internal audit
- Tax accounting
- Expense reporting





## HUMAN RESOURCES

Recruiting, selecting, retaining and developing human resources are the foundation of a successful organization. In large and decentralized organizations or those requiring employees to have additional credentials, such as certifications, training or testing, the burden of maintaining and auditing Human Resources (HR) files can be overwhelming. Avoid fines, loss of accreditation and potential legal liability with a centralized, unified repository of employee and payroll documents and reports that can be quickly audited for accuracy and completeness and backed up to support disaster recovery.

Companies use the OnBase Human Resources Solution to improve efficiency and accountability from the time a position is proposed to employee termination and the mandatory retention period that follows. Automated workflows can manage the process for creating a position and securing approval

from necessary management anywhere in the enterprise. Whether applications originate as scanned documents or online forms, they can be linked with resumes and other supplementary documents for review during the hiring decision process.

Once hired, application documents can become the basis for employee files that can include everything from payroll and benefit forms, continuing education and employee reviews. OnBase can automate the generation of welcome and orientation packages and validate acceptance of all policies and procedures. Automated notifications can be sent to other departments such as payroll, facility

management and information services (IS) to assure that the transition for a new employee is smooth. Similar notifications can be generated at termination to assure that services such as proximity card access and e-mail accounts are deactivated.

Through integration with financial and payroll applications, OnBase eliminates redundant data entry and makes documents available to those who need them. However, security features limit access to authorized users. For instance, sensitive documents with HIPAA implications can be "locked down" to a select group of users while payroll employees may only have access to W-4s, compensation change forms and other relevant documents. Management can also review the document history through OnBase to see who has viewed and/or modified a document.

"The automated workflow processes have improved efficiency and effectiveness tremendously. Since there is a succinct audit trail, we no longer have to guess who has accomplished what and whether the proper procedures were followed. Overall, the system has allowed us to shift responsibilities to compensate for district budget cuts that were made prior to OnBase implementation."

Deborah T. Sullivan  
*Coordinator of Recruitment & Retention*  
Richland County School District One

OnBase reduces the burden on HR employees by automating manual processes and creating the potential for employees to manage some tasks themselves. Electronic forms, such as time-off requests, can be completed by employees and routed through a workflow that ensures manager approval and receipt by payroll. Through custom queries or other methods of secure access, employees could also be allowed to view their own files through OnBase without compromising privacy. This eliminates the need for HR employees to answer questions such as how many vacation days an employee has left, whether a life insurance beneficiary has been changed or how many dependents were claimed on a W-4.

OnBase provides HR departments with the ability to:

- Automate routing and distribution of documents requiring approval including applications, compensation reviews and employee evaluations
- Reduce time performing routine functions such as changing name and address data, entering vacation dates and filing and retrieving employee records
- Communicate more effectively with Legal, Accounting and Finance, Payroll or other departments
- Reduce storage costs and virtually eliminate any document loss by providing a central repository for all records
- Reclaim valuable floor space devoted to file storage that is difficult to secure
- Ease the costs, disruptions and time associated with file audits
- Provide security features to protect employee privacy and comply with HIPAA and other regulations
- Facilitate permanent retention or automate retention policies according to business rules

## LEGAL

For corporate legal departments and law firms, accurate and timely information is a critical asset to everyone involved. Traditionally, the labor and time spent searching, retrieving and managing such information has been cumbersome, time consuming and expensive – for everyone involved in the process. The OnBase Legal Solution can help alleviate the headaches associated with information access and management by providing the information rapidly and accurately.

Not only will OnBase eliminate the inconvenient, costly and laborious method of maintaining physical files, but it also allows legal personnel to consolidate all relevant documents in a single, searchable repository that can be secured according to user privileges. For example, contracts, copies of legal filings, e-mails and correspondence generated on a desktop application can all be searched and accessed from a single interface.

OnBase also provides legal teams benefits that simply cannot be duplicated in a paper-based system. Using the Workflow module, eliminate the need to pass folders from desk to desk during processes such as contract negotiation. Documents can be full-text indexed to expedite research, and document types can be configured to track document history and access as well as revisions. Other features include “sticky note” functionality and the ability to create unalterable redacted images.

Collections of documents that must be pulled for litigation or collaboration with other attorneys can be automatically gathered in OnBase and published in a variety of ways, including self-contained mini OnBase systems on CD. OnBase also

offers options for working remotely with documents in the OnBase repository. However, in addition to making sure that documents are available to authorized users, OnBase retention tools can automate retention policies to assure that documents which have outlived their usefulness are purged from the system.

“OnBase has become a great timesaving tool for us. Instead of having someone look up the file and call the plant [customer] back, I can discuss the issue with them while I look the documents up on the computer.”

Ken Savage  
Staff Counsel  
Universal Forest Products

From corporate records, agreements and contracts to court documents and legal research, OnBase can manage all legal content, while providing the ability to:

- Reduce the time and costs associated with manual tasks, such as retrieving and shipping files
- Automate document retention and approval policies, including contract processing and negotiation, with workflow
- Track and store versions of documents (e.g., negotiations, etc.) in a single repository
- Share documents with colleagues and collaborate on projects
- Provide secure access to specific files and documents to authorized users
- Index and archive documents, faxes, e-mails (with the related attachments), desktop documents such as Microsoft® Word and more to allow for rapid retrieval
- Publish documents to CD or DVD to allow for faster access and delivery
- Significantly reduce the risk of lost, damaged or destroyed files
- Increase employee and client satisfaction through streamlined processes

## CUSTOMER SERVICE

Regardless of whether you define a customer as someone who buys your product or service, your internal employees, a reseller channel, students or some other group you serve, the OnBase Customer Service Solution can help you meet rising expectations for responsiveness and availability of on-demand information. In any case, customer satisfaction reflects on the professionalism of an organization and is critical to success. For those providing commercial goods and services, research shows that satisfied customers remain customers longer and typically become more profitable customers.

OnBase enables faster and more accurate responses to inbound customer service inquiries, regardless of how they are received. Respond quickly to customer service issues by automatically distributing incoming documents, faxes or e-mail and facilitate validation and synchronization with other enterprise systems. Resolve more customer inquiries on the first call by empowering employees with immediate access to documents pertaining to a particular account or customer file and multiple ways to search for information. Customer service representatives can retrieve documents through the standard OnBase interface, custom queries or directly from a customer relationship management (CRM) or call center solution using the Application Enabler™ module.

Not only has acceptance for customer self-service strategies grown, some even prefer it. OnBase is an effective tool for providing secure access to documents via an intranet or extranet. Employees can look up the documents they need according to pre-defined security settings. Customers from outside an organization can also access invoices, policies, public records or other documents via the web without compromising security.



Through the Workflow and WorkView modules, OnBase facilitates the active servicing of customer interactions. In many industries, it is necessary to track interactions with customers for future follow up or to provide documentation for others who might interact with that customer. Some customer files require “servicing,” follow up interactions or correspondence that could include marketing or collections. The Workflow module can be configured to notify customer service representatives of important deadlines or missing documentation. The WorkView module can be used to track the human interactions and link them to the OnBase record.

With OnBase, organizations are able to better serve their customers by:

- Achieving higher levels of customer satisfaction, while reducing customer service calls and shortening the billing cycle
- Delivering excellent service to improve customer loyalty
- Managing the service cycle efficiently and effectively
- Improving response times resulting in shorter hold times, fewer lines
- Supporting accountability by documenting customer interactions
- Increasing employee morale by reducing frustration and supporting professionalism

“Agent or customer inquiries are handled much faster because we can easily see who has a file, how long it has been there and determine the status. Document history is also a good starting point for finding out what action was taken on a specific account.”

Krista Loftus  
*Manager of Processing*  
Hastings Mutual Insurance

## COMPLIANCE

Because governance, risk and compliance (GRC) responsibilities permeate every layer of an organization, compliance point solutions are not adequate to meet the needs of the enterprise. The same OnBase solution that increases efficiencies, improves customer service and reduces costs in back office departments, strengthens internal controls while providing the consistency and accountability required to support a GRC framework without a burdensome additional investment.

The OnBase GRC Management Solution provides the ability to quickly and cost effectively build a flexible and reliable GRC framework from the ground up to meet the demands of regulated vertical markets, as well as comply with internal policies regarding risk, accountability and corporate governance. The modular architecture of OnBase helps organizations adapt quickly when new regulations are adopted or existing ones are amended.

Unlike point solutions, the OnBase GRC Management Solution can help organizations meet multiple regulatory and procedural demands. By using OnBase to improve segregation, security, auditing and disclosure of corporate information assets, organizations of all sizes can create secure frameworks for protecting accountability of documents, processes and human interactions from granular departmental activities to an enterprise-wide view of the policies, controls and testing.

By combining the OnBase GRC Management Solution with the other ECM capabilities of the OnBase product suite, such as the Document Imaging and Workflow modules, organizations can control their content – and therefore their risk. OnBase provides the functionality required to meet most compliance initiatives, such as the ability to easily store and retrieve unalterable versions of critical information and documents for designated periods of time. The security, reporting, visibility and tracking features of OnBase also help organizations meet the accountability requirements of many regulations.

Built on the integrated OnBase platform, the OnBase GRC Management Solution is made up of three components which provide flexible options for every layer of your content-driven business processes:

**Front-End Compliance Project Management** - This component ensures proper documentation of controls, policy and procedure management, audit testing, investigation management, issue tracking, incident management, electronic work papers, and report and documentation generation — all while providing a collaborative environment for GRC assessment.

**Day-to-Day Business Process Improvement & Automation** - The inherent ECM capabilities of OnBase — imaging, storage, retrieval and workflow — improve, standardize and automate day-to-day business processes for increased efficiencies across the enterprise to enact procedures to ensure adherence with on-going compliance requirements.

**Back-End Retention and Archival** - OnBase provides document and information security and retention based on specific regulatory requirements by providing e-mail archiving, document retention, policy and procedure compliance, and physical and electronic records management. Security and retention of documents and information inherently strengthens disaster recovery protocols. OnBase also provides system back-up services through BackStop, which also meets many compliance needs surrounding disaster recovery and back-up requirements.

Among the GRC needs that can be managed using OnBase:

Sarbanes-Oxley Act  
Bill 198  
HIPAA  
Risk Management  
Internal Audit  
ISO  
NASD  
SEC 17a-4  
Check 21  
Bank Secrecy Act  
OMB Circular A-123  
Gramm-Leach-Bliley Act  
Basel II  
USA PATRIOT Act  
FDICIA  
OHSA  
21 CFR Part 11  
NAIC  
Internal Policy Management

Benefits of the OnBase GRC Management Solution include the ability to:

- Facilitate the process of documenting and testing internal controls
- Automate compliance and audit processes
- Retain, retrieve and distribute control-related documents
- Automate and strengthen internal control processes
- Provide document retention, document retrieval and a solid audit trail
- Expand the usage of ECM across the enterprise
- Validate acknowledgement or approval of policies, procedures and actions.

## ENTERPRISE-WIDE

No one department could run your organization on its own. Therefore, it is imperative that employees across the enterprise are able to collaborate and communicate effectively. Proprietary point solutions isolate departments, but adopting OnBase as an enterprise standard makes it possible to increase productivity through cooperation.

OnBase is an enterprise-class application developed by industry experts at Hyland Software and delivered through its network of authorized solution providers and partners. With its flexible technology architecture, OnBase can be configured to work the way your organization works — without prolonged rollouts or extensive end-user training. OnBase is available as a premises-based solution or it can be hosted on Hyland's secure, tier-one hosting environment and accessed via the web.

## ABOUT HYLAND SOFTWARE

Hyland Software, established in 1991, is a leading provider of rapidly deployable enterprise content management software. Hyland develops OnBase, enterprise-class software that combines integrated document management, business process management and records management in a single application. OnBase allows organizations to manage digital content, including scanned paper documents, faxes, print streams, application files, electronic forms, web content, multi-media files and e-mails. OnBase also provides organizations with the ability to automate business processes, reduce the time and cost of performing important business functions, improve organizational efficiency and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies. Visit [www.onbase.com](http://www.onbase.com) for more information.





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