

capture · store · search · retrieve · collaborate · manage · distribute · comply



engage. empower. evolve.™

OnBase®

a Hyland Software solution



engage. empower. evolve.™

Designed to drive high-volume, high-value transactional processes, OnBase is an enterprise-class enterprise content management (ECM) solution that helps organizations meet corporate goals and impose enterprise-wide controls and disaster recovery. More than 6,500 organizations worldwide have chosen OnBase because its price/performance ratio is easy to cost justify, its configurability and rapid deployment result in lower professional service costs than many competing solutions and its ease of use minimizes training and business disruption.

Managing content-driven business processes with OnBase reduces costs, increases revenue, improves customer service and builds a platform to support governance, risk and compliance initiatives. Combining industry expertise with a flexible and full-featured ECM product suite, OnBase is the basis of solutions that have improved operational efficiency and yielded the following results:

- A publicly owned multi-billion dollar communications company automated accounts payable (AP) processes in its shared services division, increasing early pay discounts by \$13 million in the first 10 months, strengthening internal controls and improving the ability to determine exposure and accruals.
- A 731-bed teaching hospital and major regional referral site with 13 inpatient and outpatient facilities and 10 community health sites projects a 162% return on investment (ROI) within 3 years from an OnBase solution that integrates multiple clinical and business applications while supporting HIPAA compliance.

- A \$5.2 billion bank with 38 branches increased overall productivity by 50%, improved its ability to comply with regulatory audits, reduced annual costs for document storage by \$100,000 a year, reduced labor associated with tracking loan files by approximately \$45,000 annually and eliminated \$40,000 in microfilm costs.
- A top 10 Canadian insurance company with three disparate sites doing business in two different languages improved centralized and regional processes, increasing capacity by 40%, reducing cycle times by 43% and virtually eliminating shipping costs.
- A fast-growing Florida county purchased an OnBase solution for about 40% less than the annual costs associated with manual processing, improving constituent service while saving 235+ hours per week spent filing and retrieving documents.
- One of the country's most prestigious universities processes 4,000 more admissions applications than it did before using OnBase in less time and with 40% less data entry.
- As part of a Sarbanes-Oxley compliance initiative, the financial subsidiary of a publicly owned global marketing and communications powerhouse has automated much of the complex testing of leasing agreements to ensure adherence to financial guidelines, reducing cycle times from three days to three hours and labor requirements from as many as five full-time employees to a single half-time employee.*

OnBase solutions deliver the desired results because this award-winning technology is implemented in conjunction with an understanding of business needs across industries and departments as well as an unwavering commitment to customer satisfaction.

* These and dozens of other case studies and video testimonials are available at www.onbase.com.

WHY CHOOSE ONBASE?

One Product, Countless Solutions: Unlike many ECM offerings, OnBase is not a collection of acquired technologies. It is an organically and continuously developed suite of ECM applications that uses the same code base, user interface, content repository and security and administration modules. With both depth and breadth of enterprise-class product functionality, OnBase reduces administrative overhead and training costs and accelerates end user adoption by meeting the needs of multiple business areas.

Stability, Innovation and Performance: 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 operates with the experienced management team that has built its customer-focused culture.

Easily Assimilated Technology: Designed to overcome end user resistance to new technology, OnBase enables new users to begin working with OnBase documents with only a few minutes of instruction. The OnBase interface can be quickly and easily configured to meet the specific needs of all the workers in an organization or act as an extension of existing line-of-business applications or portals, such as Microsoft® SharePoint®, through integration with nearly any current technology investment. Point-and-click configurable, OnBase gives business users, not just programmers, the ability to configure, deploy, modify and run reports on sophisticated ECM solutions without being locked into a rigidly coded application.

Industry Expertise: Whether asking a question about how OnBase can be used for a specific business process or for a technical support call, OnBase customers deal with trained solution providers and employees who know the specific business application. Experienced, dedicated subject matter experts with specific industry or business process expertise work with customers on a daily basis.

Rapid Deployment, Accelerated Time-to-Value: OnBase requires little or no custom coding to implement, so it can be deployed in less time and with fewer professional services than platform-oriented ECM suites. This provides organizations a more rapid return on investment and greater budgetary flexibility to roll out ECM initiatives across multiple departments.

Outstanding Customer Service and Support: Hyland Software consciously fosters a corporate culture in which a commitment to the needs of OnBase customers is the highest priority. From creating new functionality based on feedback from customers to providing educational services, events and user forums, OnBase customers should expect professional, timely and appropriate service from Hyland employees and Hyland's outstanding network of Authorized OnBase Solution Providers.

Secure, Scalable and Reliable Architecture: OnBase maintains a high level of security by creating a custom set of product rights and privileges for each user group. The OnBase architecture provides scalable and reliable access to OnBase content repositories and backward compatibility with existing OnBase content, security, user group, database and file storage configurations.

"The absolute positive nature of Hyland is immediately apparent. People who work there are experienced, and their attitudes are very positive. They like what they're doing and where they're working. They know OnBase will work, which gives them confidence as well as the competence that comes from certifications and training. It's been a wonderful experience."

*-Susan Wendel
Accounts Payable Manager
Advocate Health Care*



OFFERING MORE THAN SOFTWARE TO SOLVE BUSINESS PROBLEMS

To deliver maximum benefit, ECM must be viewed as a technology-enabled business strategy, not simply a software application. OnBase provides the enterprise-class functionality and scalability demanded in today's market, but it exceeds the standard set by other ECM vendors by offering an unrivaled commitment to industry solutions and customer satisfaction. Hyland Software, the developer of OnBase, has invested in the people, programs and products organizations need to eliminate expensive and frustrating delays, inaccuracy, bottlenecks and lack of communication.

OnBase solutions support the specific corporate goals of the organizations they serve and provide quick time-to-value because

- OnBase users and Authorized OnBase Solution Providers develop solutions in conjunction with employees who understand business processes because they have been directly involved in them, including certified public accountants (CPAs), registered health information administrators (RHIA's) and other accredited professionals in specific industries.
- Ongoing support after a sale includes access to industry specialists and subject matter experts who are available to provide additional insight into deployment methodologies and best practices, fostering continuing process improvements, providing technical support and assuring customer satisfaction.
- OnBase users have access to the vast knowledge and experience of the diverse Community of OnBase Professionals, including about 1,400 people from a variety of industries who attend the annual OnBase Training & Technology Conference (OTTC) to share ideas and experiences in both general sessions and industry-specific forums.
- Member-driven VOGUEs (Vertical OnBase Groups of User Experts) provide industry-specific forums throughout the year, promoting frank and lively discussion about how OnBase is used in industries such as financial services, government, healthcare, higher education, insurance and manufacturing.
- As a customer-driven organization, Hyland Software solicits feedback from subject matter experts, VOGUE members and all users when developing new products or product features. For example, OnBase has a full set of native modules specific to healthcare applications such as medical records, integrations with key clinical and business applications and secure release of information. Functionality was added to the OnBase Web Server to make it possible for government agencies to provide secure public access to documents stored in OnBase using a wide variety of Web browsers.





HYLAND SOFTWARE'S INDUSTRY ACCOLADES

Despite the diversity of industries served, Hyland Software refuses to be a “jack of all trades, master of none.” Nothing less than mastery of all business processes targeted is acceptable, and analysts and industry experts are taking notice. Recent recognition* for OnBase includes the following:

- Exclusive endorsement from the American Hospital Association (AHA) as an integrated document management solution to improve revenue cycle management, back office operations and human resources
- Mortgage Technology Top 25 Vendor
- Top 20: Year-End Best in KLAS™** Awards
- Market Leader in Document Management for the Banking Industry and Insurance Document Handling from Celent

* A full list of industry awards and accolades is available on www.onbase.com

** A research firm specializing in monitoring and reporting the performance of information technology vendors in the healthcare field

SUPPORTING BUSINESS AGILITY

Missing documents and the need to store content in multiple systems slow transactional business processes that require approval, evaluation or documentation, whether those activities are automated or performed manually. OnBase provides a single solution for consolidating and linking the content needed to drive processes and the basic content users create and receive daily to impose standardized business rules, consistent retention policies and comprehensive disaster recovery.

OnBase allows organizations to do much more than simply store diverse documents ranging from scanned images and audio/visual files to Web pages and enterprise reports. Through a simple configuration interface, users can

- Define the relationship between documents and move from one to another with a mouse-click
- Determine the roles documents play in various workflows and decisions
- Control who has the right to view/print/edit/distribute documents
- Impose the appropriate retention schedules on documents
- Share documents in multiple ways, including e-mail distribution and Web presentment
- Configure flexible storage strategies that maintain system performance.

IMPROVING ENTERPRISE APPLICATION PERFORMANCE

The performance and disaster recovery capabilities of many applications can be enhanced by archiving reports or documents to OnBase, where they can become part of a controlled enterprise repository. Mainframe reports, which often have to be re-run, fill up the storage capacity and are not easily searchable, can be archived in OnBase to assure accessibility. Dedicated modules also exist for archiving documents from SAP® ArchiveLink™ or Microsoft SharePoint Server 2007 with no impact on users and a reduced burden on IT staff.

Organizations converting from legacy imaging systems or receiving third-party documents from service bureaus or other partners can automatically import these documents and their indexes into OnBase. Designed to complement and maximize existing IT investments, OnBase also integrates with common e-mail applications to allow documents to be imported into OnBase as an automated process via the OnBase Subscription Server or allow users to use e-mail as their interface for importing and retrieving documents. The inherent journaling capabilities of a Microsoft Exchange Server can also be harnessed by OnBase to create a comprehensive e-mail archive to improve accountability and research.

“October 30 was not only the day VSR went live with OnBase, it was also the busiest order processing day in our 21-year history up to that point, and we were without the person in IT that knew the most about OnBase. I was dreading the combination of the two, but we lost no production output and actually increased it. I could not have been happier with our implementation. It’s truly amazing that we could go from no system to complete workflow-based processes in the busiest time of the company’s history with no loss of productivity.”

*-Michael Armour
VP of New Business
VSR Financial Services, Inc.*

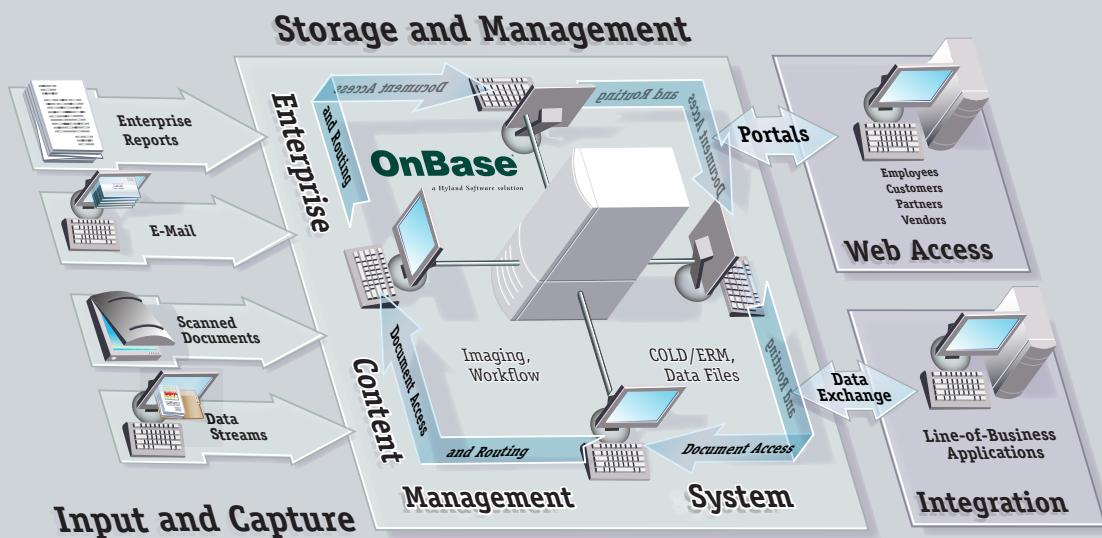
INCREASING CONSISTENCY WITH A REPOSITORY OF RECORD

OnBase's unified administration allows organizations to impose consistency and accountability across an enterprise as a single system of record. For example, if a service level agreement (SLA) requires action on a complaint within a prescribed time, that complaint will be accurately recorded and have the same document type and audit trail, whether it was scanned, faxed or e-mailed. This capability significantly enhances the ability to comply with audits and electronic discovery laws.

Built on a single platform, OnBase provides organizations with the ability to consistently capture and manage all of the following kinds of content without managing multiple applications:

- Scanned images captured with high- or low-volume scanning hardware, including multi-function devices

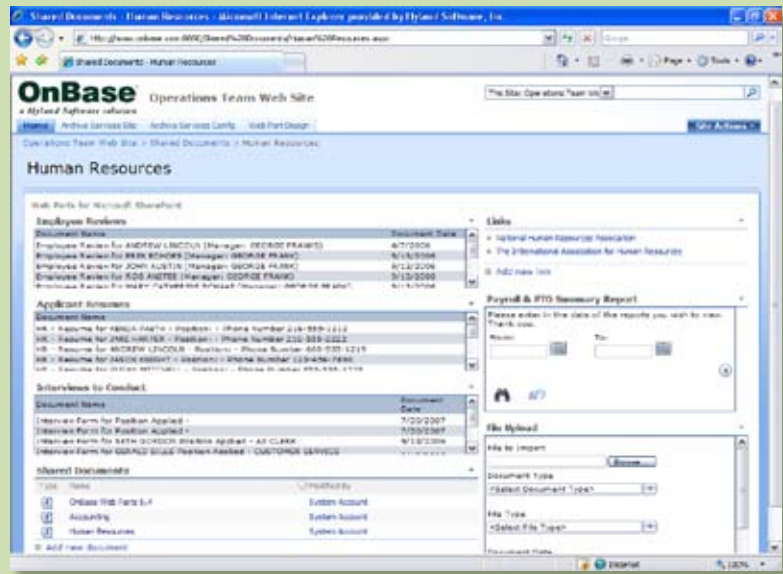
- Web pages converted to TIFF images for collection of items such as credit or other online reports
- Data streams, including XML and industry-specific data streams such as EDI 835/837, HL7 or DSTU X9.37-2003
- Documents from common desktop applications such as Microsoft Word or Excel®
- Archived data from enterprise applications, including Microsoft SharePoint and SAP ArchiveLink
- Enterprise reports imported via COLD/ERM without running a separate application or server
- The location of physical assets such as original deeds or contracts
- E-mail, whether imported on an ad hoc basis; captured automatically based on addressee, subject line or other properties; or maintained in a comprehensive archive of all incoming and outgoing messages.



PUTTING DOCUMENTS WHERE THE USERS WANT TO WORK WITH THEM

For many organizations, the business case for ECM is weakened by concerns over end user training and acceptance. OnBase is designed to alleviate that concern by not requiring end users to interact with the ECM interface at all, while still providing full access to the documents and functionality they need. Easily configured to accommodate how and where end users perform their daily tasks, OnBase acts as an extension of existing software, including the following:

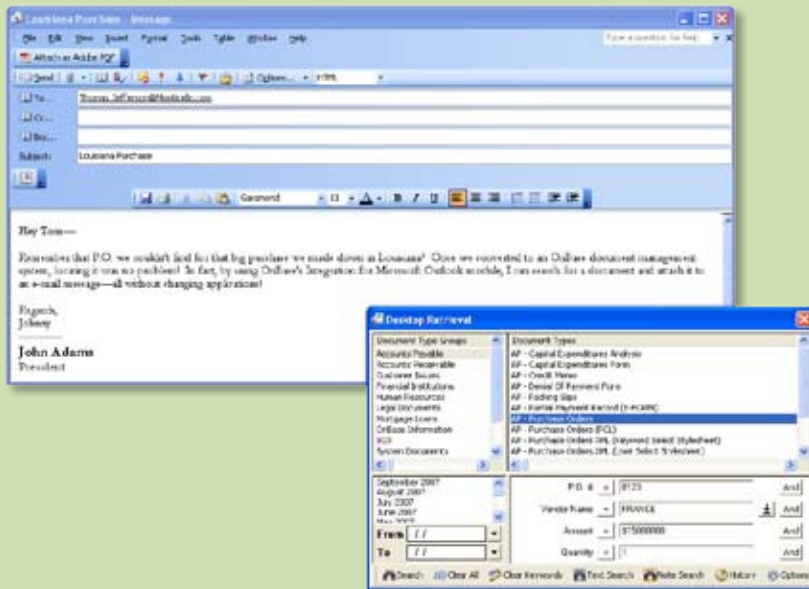
Line-of-business applications | The most logical context for many organizations to provide access to documents is through the core business application employees use every day. OnBase users have employed this strategy to allow AP professionals to retrieve invoices directly from an enterprise resource planning (ERP) system, bank tellers to retrieve signature cards from a core banking system and insurance claims processors to view documents and tasks directly from claims processing applications. OnBase offers both a non-programmatic integration tool as well as dedicated integrations to some of the leading enterprise applications, such as those from SAP, Oracle®, Epic Systems Corp. and ESRI®.



E-mail | For many workers, e-mail has become their enterprise application. Dedicated OnBase integrations for Outlook®, GroupWise® and Lotus Notes® allow users to import and retrieve documents and participate in automated workflow from within the e-mail interface. This functionality is presented to users in a view that adopts the same folder structure as the e-mail application.

Portals | OnBase functionality can also be embedded in corporate portals that are tailored to specific user preferences and job functions. Using the StatusView interface of the OnBase Web Server, companies can design portals consolidating everything from access to high-volume imaging applications to workflow tasks/notifications to graphs outlining processor performance completely within OnBase. These same portlets can be delivered via a SharePoint Web site or through WSRP 1.0-compliant J2EE portals, such as IBM WebSphere®, SAP NetWeaver® and BEA WebLogic®.

Web | Partners, constituents and customers can also be granted limited access to OnBase documents via the Web. Organizations using OnBase in this manner include a property and casualty insurer that can provide its independent agents with declaration pages within hours of receiving an application and a local clerk of courts' office that allows constituents to search for marriage licenses and court documents via its Web site.





“The real advantage of OnBase is that it allows you to quickly deploy solutions that can be flexible to the needs of the business.”

*-Mike Sole
Senior Project Manager
Podiatry Insurance Company
of America*

FLEXIBLE BUSINESS PROCESS AUTOMATION DRIVES PRODUCTIVITY AND ADHERENCE TO STANDARDS

While OnBase offers enterprise-class document management that can be easily adopted and cost-justified, the biggest paybacks are often derived from automating business processes. Recognized as a leader in transactional content management by Forrester Research*, Hyland is noted for its outstanding ability to manage content generated outside of an organization (e.g., invoices, applications, etc.) and related business processes.

OnBase’s rapidly deployed workflow solutions

- Increase productivity by enabling straight-through processing, eliminating much of the need for manual processing
- Decrease costs associated with labor and physical filing and storage
- Improve customer service and revenue recognition by reducing cycle times
- Impose business rules that can be locked down for compliance or modified on the fly by business users to react quickly to changing conditions
- Maintain visibility into both document and activity status in real time as well as creating a readily available audit trail
- Ensure that work is properly prioritized, distributed and monitored
- Support process consistency from start to finish across multiple users, numerous complex processes and parallel processes

- Include a simulator with which to test anticipated results and create what-if scenarios to increase the likelihood of success
- Validate approval of requests, payments or other transactions without the need for a written signature through digital signatures or signature pads
- Disseminate information through a variety of methods as well as automate the creation of entirely new documents.

Based on an organization’s needs, an OnBase Workflow can be initiated in a number of ways, including receipt of an incoming document (scanned image, e-mail, fax, etc.), completion of an OnBase E-Form or Microsoft InfoPath® form or an action within an enterprise application integrated with OnBase. For instance, an incoming order for a product might trigger a number of activities (a credit check, an engineering review, verification of material availability, etc.) and require multiple approvals prior to shipping the items to the customer. OnBase allows the customer to submit an order in the method they prefer while reducing costs and cycle times for the vendor.

* “The “Forrester Wave™”: Content-Centric Applications, Q1 2006”

PROTECTING DOCUMENT INTEGRITY

Many documents that play a role in a transaction later serve as “fixed” content that represents evidence of a transaction, decision or process. In addition to the imposition of business rules through Workflow, OnBase provides a number of methods to validate the integrity of the contents of an OnBase repository and manage these items not just as documents, but also as records. OnBase accommodates both document and records management within the same interface and using the same code base, rather than by integrating separately developed or acquired applications.

OnBase Records Management can meet the special access control, disposition and retention needs of declared records throughout their entire life cycles. Used in conjunction with OnBase foldering functionality, Records Management is a powerful accountability tool. By automating the creation of folders and sub-folders and defining their required contents, organizations can ensure that proper policies are followed and compliance-related documents are present. The life cycle of the entire record can be managed on the folder level.

For example, hiring a new employee may generate the creation of a set of folders that manage evaluations, payroll, benefits and

certifications. With the click of a mouse, a user can determine if critical documents are missing, such as a tax form affecting payroll or a certificate of completion that is required for compliance. Following employment separation, the record can be closed after a given period and ultimately destroyed when it is no longer required.

The OnBase Integration for PFU TimeStamp Service provides third-party validation that a record existed at a given time and has not been altered since that time. When a Records Management folder moves from “open” status to “closed” or “cutoff,” it can be sent to the TimeStamp Service, which assigns a tamper-proof digital verification to every document. Individual OnBase documents and folders that are not part of a Records Management solution can also be time-stamped through a simple right-click option.

In addition to maintaining valuable audit trails and document history, OnBase also provides tools to protect and validate the integrity of individual documents. For instance, OnBase Enterprise Document Management (EDM) Services assures that users see only approved versions of documents and prevents concurrent revisions. EDM Services also provides the capability for users to work with checked out documents when disconnected from OnBase.

“We chose OnBase because it offered the price and features we were looking for. Now we have a long history with OnBase, and we’re very happy with the technology.”

*-Pedro Ernesto
CIO*

Scania Latin America





"This has been the most successful IT project I have ever been a part of in my career. We are glad OnBase has such an ability to adapt so that we can continue to work with it even as we go through software upgrades and changes."

*-Ryan Deeds
VP of IT
Lanier Upshaw, Inc.*

SHARING CONTENT OUTSIDE THE ENTERPRISE

Flexible options for sharing documents with internal and external customers—even for organizations whose “customers” are patients, students, business partners, clients or agents—improves service, whether that means sending e-mail, CDs or printed communications in a preferred format or fostering effective self-service. OnBase provides functionality to create and distribute letters, statements and other customer-facing documents and CDs/DVDs.

Among the ways OnBase can be used to communicate with partners, customers, students, patients and other constituencies are

- Dynamic document generation with data from multiple sources using configurable Word templates, including automated high-volume document creation and the ability to execute creation on multiple machines
- Automated form completion with information from a combination of user input and external data sources, assuring that form fields are completed consistently and providing standard storage options to archive a copy for internal records

- Creation of structured documents, such as statements, with an intuitive design utility to create simple documents or compound statements that gather supporting documents (e.g. check images or delivery receipts)
- Distribution of statements, reports and other documents via fax, e-mail, posting them to a Web site, burning them to a CD or any combination of options according to the recipient’s preferences
- Publication of a mini ECM system with basic search and retrieval functionality on an optionally encrypted CD/DVD to share complex or lengthy document volumes with customers
- Limited access to the OnBase system itself via the OnBase Web Server with enterprise-class security features to eliminate risk of compromising sensitive documents.

COMPLIANCE, E-DISCOVERY AND DISASTER RECOVERY

To address the compliance and risk mitigation concerns that permeate every level of an organization, OnBase offers both intrinsic capabilities and specialized products and services that are built on the same product code. Simply centralizing all content in a repository of record ensures that documents are available for audits and legal discovery, makes it possible to implement a comprehensive retention plan and supports tight user security.

To mitigate risks, OnBase offers the following functionality:

- Business process automation and interactive e-forms to impose strict business rules and reduce the possibility that users will be able to operate outside of a prescribed policy or process
- Unprecedented management insight into processes and performance through audit trails, reports and graphical real-time views

- Version control to ensure that users are always referencing the most current and/or approved version of documents, such as policies and procedures, material safety data sheets or other critical documents, and that these documents cannot be altered without authorization
- A platform for distributing required reading, such as policies and procedures, and monitoring employee acknowledgements that the documents have been read and understood
- Automated creation of CD/DVD backups of the OnBase repositories as part of a disaster recovery/business continuity plan
- Backup validation services to test the ability to recover from server failure as well as recovery services ranging from assistance in restoring the database in the event of an emergency to a hosted disaster recovery hot site managed in a SAS 70-certified environment.

MULTIPLE DEPLOYMENT METHODOLOGIES

Organizations that select OnBase don't have to make drastic changes to their IT environments or strategies in order to accommodate an OnBase deployment. A customer-driven philosophy and open architecture make OnBase suitable for practically any environment regardless of existing IT resources.

Onsite or OnLine

Despite OnBase's acknowledged rapid deployment and low reliance on professional services, many organizations find that they cannot deploy an ECM solution as rapidly as they would like. One of the only advanced hosted ECM solution offered and supported directly by the software developer, OnBase OnLine is ideal for organizations with IT restrictions, budgetary requirements or an outsourcing business model. Authorized OnBase Solution Providers and OnBase OnLine professionals provide consultative expertise to recommend the most appropriate solution.

SysTrust®-certified, OnBase OnLine allows organizations to quickly enjoy the functionality and benefits of OnBase in a completely outsourced SAS 70-certified data center. OnBase OnLine has also been granted Microsoft certification in Advanced Infrastructure Solutions Competency with the Hosting Specialization. OnBase OnLine provides the option of purchasing perpetual licenses and hosting them in the secure datacenter or a subscription-based model for the use of the software and infrastructure.

Maximizing the Value of All Technology Investments

OnBase functionality fills the gaps between existing applications by eliminating redundant, disjointed and manual processes, and its open architecture makes it easy to incorporate into existing environments or adapt to new technology investments. This allows organizations to take a strategic enterprise approach to increasing productivity and standardizing processes.

Because of its capability to act as an extension of existing applications, OnBase Application Enabler can be implemented to index and retrieve documents directly from the enterprise applications workers use daily. With minimal impact on end users, Application Enabler can be used to generate bar-coded separator sheets, prompt workflows and complete template-based documents directly from line-of-business applications such as ERP, accounting, student information systems, hospital information systems or loan origination systems.

Dedicated integrations provide even tighter connections between OnBase documents and workflows and enterprise applications. For example, the SAP-certified OnBase Connector 2.0 *for use with SAP ArchiveLink* links documents generated outside of an SAP solution to SAP business objects, provides a mechanism for archiving print lists and saves outgoing documents as PDFs. This module also supports bar code import and keyword synchronization. Other dedicated OnBase integration modules have been developed for Microsoft SharePoint, Oracle eBusiness Suite 11i, Esker DeliveryWare®, healthcare applications from Epic Systems Corp. and geospatial information systems (GIS) from ESRI.

Incorporating industry-standard messaging streams, such as Microsoft BizTalk, EDI 835/837, HL7, XML and DSTU X937-2003 and more, makes it easier to foster communication between internal systems and/or with partners. OnBase supports Web Services to foster rapid integration between enterprise applications.

OnBase also has partnerships with specialized forms processing vendors, specialized storage solutions and other hardware and software manufacturers.

"Using a Web-based solution gives us more flexibility. Working with the OnBase OnLine staff, we can do upgrades or add new functionality without touching all of the workstations and have done it faster than we could do it ourselves. Right now, we have a three-year plan to deploy half a dozen solutions, which is aggressive, but doable. If we were to do this in-house, if we had to touch workstations, we could probably only manage to do one, maybe two, projects a year."

- Christopher Masi
Imaging Center Supervisor
Blue Cross Blue Shield of
Vermont



ONBASE SUPPORTS HETEROGENEOUS ENVIRONMENTS

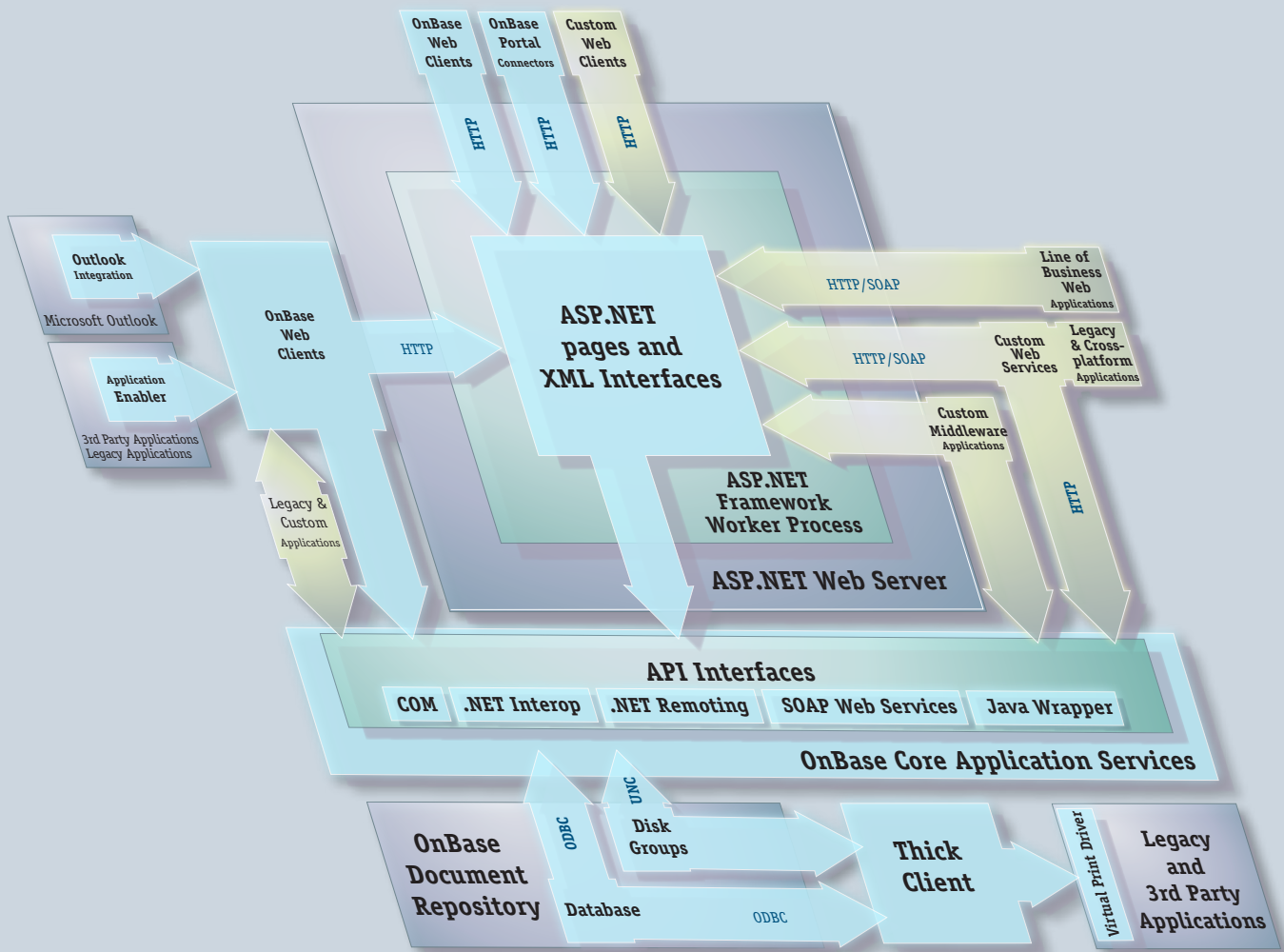
OnBase is committed to making information as available as possible to end users in any environment. A major hospital system, for example, integrates OnBase with three major enterprise systems, one of which is deployed via Citrix®, another of which is Web-based and the third is Java™-based. Functionality such as a Java client, which allows access to the Web server via a greater number of browsers and an Integration for WSRP (which supports presentation of OnBase functionality through WSRP 1.0-compliant portals) underscore OnBase's commitment to making information available to all users.

"We have three enterprise systems [Epic, Keane and Siemens], and we needed a solution that could cross all of them, so that regardless of where a patient presented, we would have the same access to information. OnBase Application Enabler allows us to view documents directly from those applications without going into another system or duplicating the data."

- *Kate Schlotzer*
Manager,
Systems & Automation
The MetroHealth System

ARCHITECTURE

The OnBase architecture is built upon the Microsoft Windows and .NET platforms, creating cost-effective models for deploying and developing scalable ECM infrastructure. Separate Web and native Microsoft Windows thick clients are available to access the same OnBase document repository. Cross-platform support allows for the deployment of OnBase with database and file storage servers running on other non-Windows operating systems, including Unix®, Linux™, IBM WebSphere®, BEA WebLogic® and IBM AS/400®.



OnBase Architecture

AN OVERVIEW OF THE ONBASE ECM SUITE *(continued)*

CONTENT MANAGEMENT MODULES

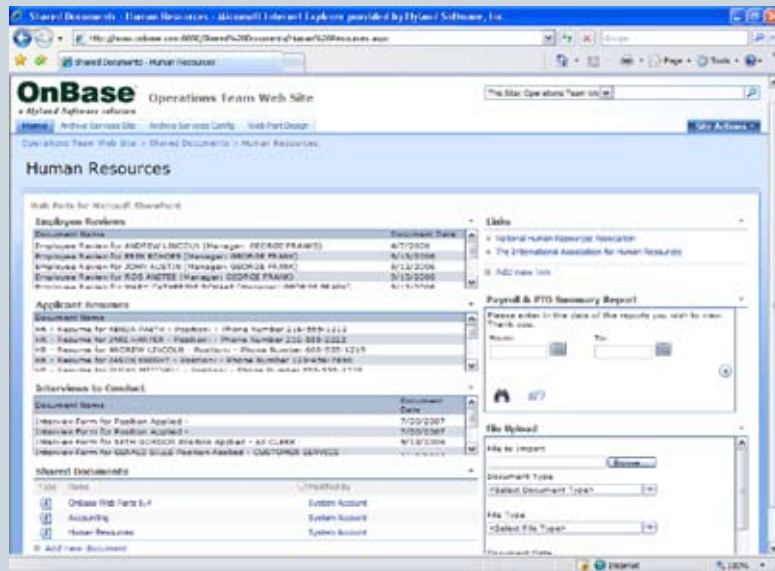
are designed to consolidate and ensure availability of all of an organization's information assets, protect them from unauthorized viewing/modifications and increase accountability.

Archive Services for Microsoft SharePoint |

Complements the content creation and collaboration functionality of SharePoint with enterprise-class archiving to support retention and disaster recovery initiatives.

Web Parts for Microsoft SharePoint |

Allows SharePoint users to search, retrieve, view and interact with the OnBase content and automated business processes they need to perform their day-to-day job responsibilities from within their familiar SharePoint environment.



“Web Parts for Microsoft SharePoint will let end users drag what they need into a custom-built page. SharePoint creates a rich context, but every SharePoint implementation can benefit from an OnBase expansion. The combination enhances the value of both.”

- Holly Flemming
Director of Information Systems
Wauwatosa Savings

Document Knowledge Transfer | Distributes required reading documents to an entire employee workforce and makes it easy to audit reading compliance for legal or regulatory purposes.

CAD Services | Exposes CAD documents to ECM functionality such as workflow and cross-referencing with associated documents as well as providing the ability to view and mark up CAD drawings without a local CAD application.

EDM Services | Controls and tracks the modification of documents generated in formats, such as Microsoft Office applications, and stored in OnBase through revisions and versions, centralizing the management of changing business documents by providing offline synchronization for remote users and ensuring that they are always accessing version-accurate copies.

Collaboration | Allows users to share documents, ideas and conversations through centralized virtual workspaces and facilitate online conferences.

Document Composition for Microsoft Word | Aggregates information from multiple sources and automates the dynamic generation of Microsoft Word documents, eliminating the need to navigate between information sources to manually produce business documents.

Integration for WSRP | Makes it possible for users of any Java-based enterprise portal product that supports the WSRP 1.0 standard to search, retrieve, view and interact with the OnBase content and automated business processes.

Image Document Composition | Automates the dynamic completion of structured forms that have been scanned into OnBase, eliminating the need to manually complete them or navigate between multiple data sources as well as providing a means for archiving these documents.

Web Server | Provides users (internal or external) with secure, Web-based access to enterprise data, documents and real-time interactions with business processes in a centralized OnBase system from anywhere and at any time.

E-MAIL MODULES help organizations gain control of the fastest growing form of enterprise content in order to standardize procedures, automate processes, support compliance and increase accountability.

Integrations for IBM Lotus Notes, Microsoft Outlook, Novell GroupWise | Store e-mails and attachments in OnBase, as well as retrieve documents from the repository, through the standard e-mail client interface.

Subscription Server | Imports MAPI-compliant e-mail and/or attachments based on certain criteria (e.g., subject line or sender).

E-mail Archive | Harnesses the journaling capability of the Microsoft Exchange Server to capture all e-mails sent or received and make them available through various search criteria (including a full-text search) to support research or e-discovery.

INTEGRATION MODULES make it possible for organizations to use OnBase to obtain maximum value from existing IT investments while minimizing the impact on users by complementing business line applications with supporting documentation without requiring users to leave the familiar transactional application.

Integration Suite for use with SAP ArchiveLink | An SAP-certified API interface with SAP ArchiveLink makes it possible to use OnBase as a repository for archived documents (including SAP-generated data, scanned images and other unstructured documents) and synchronizes keywords between SAP and the document images.

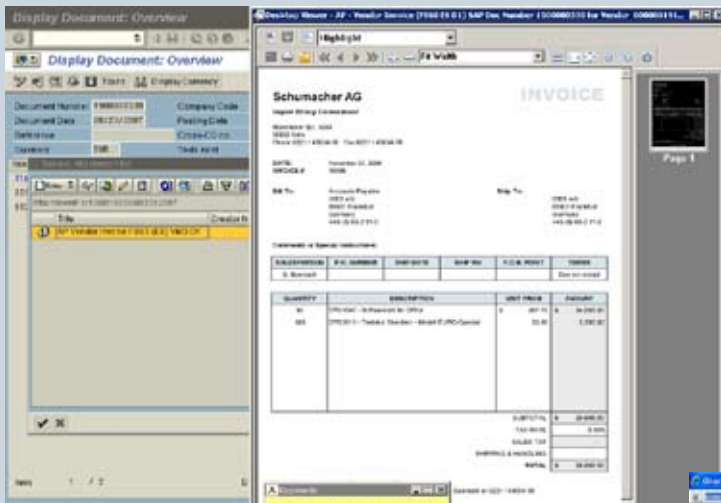
Integration for Oracle E-Business Suite 11i | Connects the supporting unstructured data created outside of Oracle to structured transactional records generated within the Oracle E-Business Suite through a drag-and-drop configuration interface.

Application Enabler | Integrates OnBase with Java, Windows®, Web-based or terminal applications to index and retrieve documents, generate bar codes, launch Workflow, create E-Forms, populate Word templates, run custom queries and launch a folder interface.

Integrations for ESRI ArcIMS™ and ArcGIS™ | Link OnBase documents to locations on maps stored in ArcSDE Spatial Data Servers or ArcIMS applications, embedding a toolbar for querying, retrieval and archiving of OnBase documents directly into the application interface.

Integration for Azteca® Cityworks | Associates OnBase documents to work orders and service requests, allowing a Cityworks user to move from a GIS map to an associated work order and access all supported documentation from a single interface.

Connector for Esker DeliveryWare | Stores documents captured with Esker DeliveryWare by creating a Universal Output Connector to which Esker DeliveryWare can route business documents.



AN OVERVIEW OF THE ONBASE ECM SUITE *(continued)*

IMAGING AND CAPTURE MODULES

facilitate the consolidation of documents in an OnBase repository that would otherwise exist on paper. Multiple options exist to accommodate virtually any environment and to minimize labor requirements. Integrations are also available for specialized capture products such as forms processing software.

Document Imaging | Includes multiple options for scanning documents in high or low volumes using a variety of hardware devices.

Front Office Scanning | Provides a simple-to-use and customizable solution for capturing customer documents at a point of registration or front office area and integrating with a line-of-business application to verify any type of account or customer information.

Virtual Print Driver | Operates like a standard print driver for Windows applications, allowing users to “print” documents, such as online reports, directly to OnBase as unalterable images.

Bar Code Generator | Creates bar code cover sheets uniquely formatted for automated indexing in OnBase, identifying document type and keywords with no additional configuration.



IMPORT PROCESSING MODULES

allow OnBase users to easily centralize information assets in a single repository by accommodating output from other applications, service providers or existing document stores.

Document Import Processor | Archives large document files with their related indexes into OnBase, including documents generated by third-party applications.

COLD/ERM | Automatically identifies, compresses, indexes and stores reports and statements output from computer systems, such as printer, COM or text files.

XML Tagged Import Processor | Brings XML document data streams into OnBase, which can then be viewed through multiple XML style sheets and printed, e-mailed, faxed, cross-referenced, revised and annotated.

Directory Import Processor | Uses existing logical structures to import documents from practically any directory using information contained within folder or file names to determine document types and keywords to eliminate manual indexing.

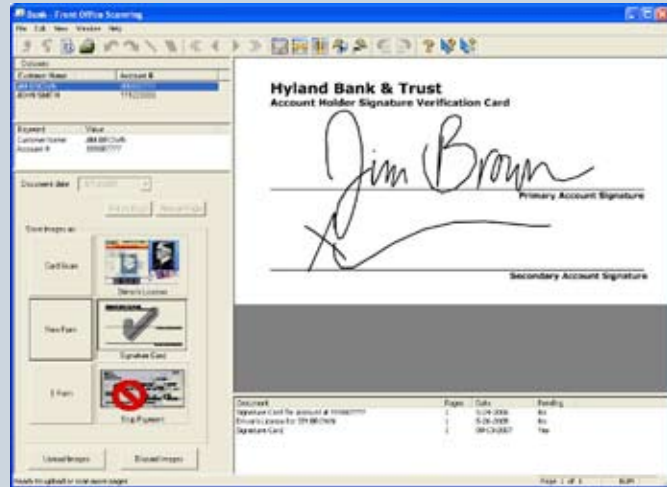
ACCOUNT #	CUSTOMER NAME	TRANS TYPE	AMOUNT	TRANS TYPE	AMOUNT	TRANS TYPE	TOTAL
222024	JONE SCARS	22	2,000	228	22	2,000	
212024	TRABERT FAC AND LOCK	452	242.50	452	22	417.52	78 22 2018.53 714 22 2000.00
212170	000 BENTON CHEVROLET INC	870	2,104.50	702	42	97.99	822 42 121.50 1070 42 147.22
220299	000 QUINLAN CONSTRUCTION	424	424.00	388	42	432.00	416 42 215.00 586 42 348.00
212024	000 EAST WAY CLUB	10070	30.30	9638	42	309.08	
212024	000 WEST WAY CORPORATION	10068	22.77	814	42	22.74	
212024	000 ST JOE CORPORATION	10068	42.28	352	42	312.35	
212024	000 MARION'S WAREHOUSE	555	1302.24	10790	42	14.02	10618 42 16.25 9568 42 17.00
212024	000 SHERIDAN ON BURNINGHAM MARSH	1021	50.91	908	42	26.03	10412 42 92.80 10670 42 123.23
212024	000 BEVELY BOOR INC	10048	32.40	8128	42	84.98	10670 42 286.40 10488 42 470.30
212024	000 LADY FEINVELD	150	131.00	10188	42	29.78	10618 42 10.00 9568 42 140.00
212024	000 CASHI WINE	10068	42.24	10270	42	18.00	10618 42 75.87 10668 42 130.24
212024	000 STRAUS MEAT FARM	10068	37.00	352	42	432.35	
212024	000 LES RENDEL BOWEN	110	140.00	130	42	253.00	
212024	000 JOSEPH POLYMER	147	398.78	828	42	80.19	
212024	000 HYDRO-TOURISM INDUSTRIES	274	309.24	380	42	380.00	
212024	000 STEVEN BUTLER INC	343	200.94	80218	42	350.16	10668 42 437.76 718 42 2000.00
212024	000 S. E. WILKINS COMPANY	210	330.15	1020	42	40.00	52 78 4136.27 10668 42 121.90
212024	000 RAY BERRY	274	390.00	380	42	48.00	10618 42 25.83 10668 42 46.17
212024	000 WETZ BROS	10070	80.00				
212024	000 JERRY FEINVELD	10070	65.00	10588	42	356.00	10618 42 141.50 10668 42 475.40
212024	000 ELIZABETH W. LAW RESORT	10068	50.00				
212024	000 WILLIAM W. EAST WAT TILLS	189	3000.00	421	42	10000.00	
212024	000 PRIDE & PALE BUILDERS INC	2048	28.00				
212024	000 TIG & MARIE BUILDERS	10068	80.46	501	42	147.01	803 42 602.50
212024	000 RALPH DELBROOK	10068	67.00				
212024	000 LEONOR DELBROOK	811	240.34	10208	42	20.00	
212024	000 DAVID HARRIS	10068	85.48				

RECORDS MANAGEMENT MODULES meet the specialized requirements of documents that must be preserved in accordance with defined standards for regulatory, corporate accountability or other risk mitigation purposes within the standard interface.

Records Management | Controls the retention of all associated business records that are securely organized within managed folders configured to specific event-based retention plans.

Document Retention | Manages the retention and disposition of stored documents according to pre-defined business rules for that document type or document type group.

Physical Records Management | Integrates the management of physical records with electronic documents and content, providing a single, centralized solution that treats all documents equally and facilitates retrieval without regard to location or type.



REPORTING MODULES maximize the value of information stored in OnBase systems while minimizing labor costs associated with gathering, analyzing and manipulating data.

Report Services | Provides organizations with access to report data that shows details and trends for documents and processes within their OnBase systems, enabling businesses to analyze and share information about document history and user activity across the organization and to make proactive decisions based upon solid report data.

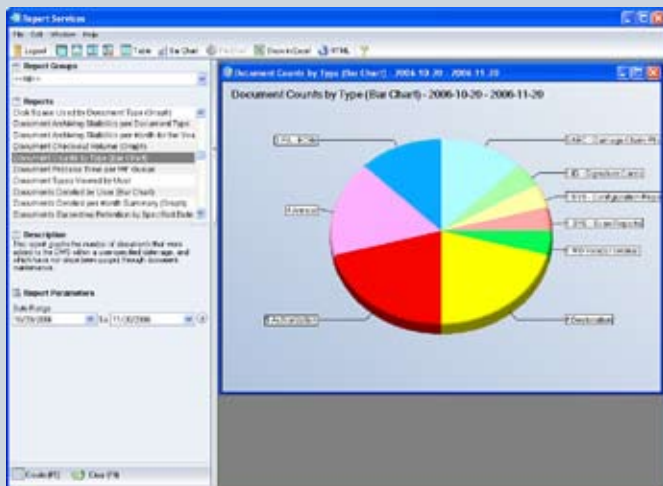
Exception Reports | Recognizes relationships between a base document type and one or more secondary document types and generates reports on missing, matching or aged items.

STATEMENT MODULES work in conjunction with each other to design, render and deliver statements all from within OnBase, taking advantage of the efficiencies of working within a single application.

Statement Composition | Creates an attractive layout for professional business statements that can incorporate text, data, images and graphs.

Image Statements | Creates “compound statements” by taking primary documents and matching them to supporting or secondary documents for rendering using keyword and date matching criteria.

Document Distribution | Manages the process of electronic delivery that can accommodate the preferences of individual recipients, including fax, e-mail, Web presentation and creation of a CD/DVD.





"All of our customers - patients, providers and physicians - couldn't be happier with the solution. With the increased efficiency and advanced work processes, physicians are able to spend more time with patients and less time on administrative tasks. Patients can take comfort in knowing their physicians are more available to them and that all of their information is available at their point of care."

- Caryn Hewitt, RN, BSN,
Executive Partner
Health Information
Management (HIM)
MeritCare Health System

ABOUT HYLAND SOFTWARE

A Hyland Software account manager or an Authorized OnBase Solution Provider can provide additional information on the benefits of OnBase technology, services, people and other resources. Additional information is also available at www.onbase.com, including

- How OnBase is used worldwide in core business processes in financial services, government, healthcare, higher education, insurance, manufacturing and other industries as well as business processes all industries rely on, such as accounts payable, accounts receivable and human resources
- Case studies and video testimonials from satisfied customers in virtually every industry
- An overview of the services available to OnBase users, including education, database validation, disaster recovery and hosted solutions
- Insight into the management team and unique culture that have made Hyland Software one of the most stable and fastest growing ECM companies in the market
- More detailed descriptions of the innovative and reliable capabilities of the OnBase product suite and how they improve process-driven and transaction-oriented business needs.



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