



Business Process & Case Management Technology Evaluation

Hyland

Report Abstract

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12-pages

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Who is This Vendor Assessment For?

NelsonHall's Business Process & Case Management Technology Evaluation, provides an assessment of Hyland's business process and case management platform designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Business Process & Case Management platforms and identifying vendor suitability for RFPs
- Process management and reengineering and intelligent automation center of excellence personnel evaluating business process & case management platform capability
- Vendor marketing, sales, and business managers looking to benchmark their platforms against their peers
- Financial analysts and investors covering the space of business process management, case management, intelligent automation, and adjacent areas.

Key Findings & Highlights

Hyland leverages a portfolio that includes capabilities in document capture, content management, process automation, case management, collaboration, and reporting and analytics to differentiate from competitors in three ways:

- Low-code configurability: manifesting Hyland's philosophy to build solutions with little reliance on custom code. The company's products aim to enable clients to build custom solutions through point-and-click configurations
- Enterprise-class integrations: connecting to enterprise systems such as ERPs, CRMs, and HCMs, and also vertical specific systems like Epic EMR (healthcare) and Esri ArcGIS (government).
- Solution focus: range of packaged apps (preconfigured solutions) that enable client organizations across verticals (e.g., education, government, financial services, and healthcare) and horizontals (e.g., back office) to deploy solutions with few configuration changes required.

The company offers a series of desktop and on-premise products that work seamlessly with its cloud platform that allows its clients to deploy using a hybrid approach.

Hyland pricing depends highly on client needs.

The company has a large partner community of nearly 500 organizations.

Scope of the Report

The report provides a comprehensive and objective analysis of Hyland's business process & case management capabilities, covering OnBase's functionality for:

- App development and functionality
- Mobile integration
- Data integration and interoperability
- Process modeling
- Business process management
- Case management
- Task management.

This report also assesses Hyland's product development strategy and strengths and challenges.

Business Process & Case Management Vendor Assessments also Available for:

Appian

BizFlow

Bonitasoft

Camunda

Creatio

K2

Newgen

About The Author

Bailey is a Research Analyst with shared responsibility for digital transformation technology research, working alongside Mike Smart within NelsonHall's Digital Transformation Technologies & Services practice.

In this role, Bailey focuses on products that use machine learning and cognitive AI, including business process management, process mining & discovery, and virtual agents.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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