



HYLAND: CAPTURE TO INSIGHT

**Modern Content Services
Platform for BANKING &
FINANCIAL SERVICES**



algotech

Hyland®

WHO WE ARE

4,500 HYLANDERS | 34 OFFICES | 32 YEARS OF BUSINESS



MARKET LEADER

32 YEARS IN CONTENT SERVICES

14000 ACTIVE CUSTOMERS

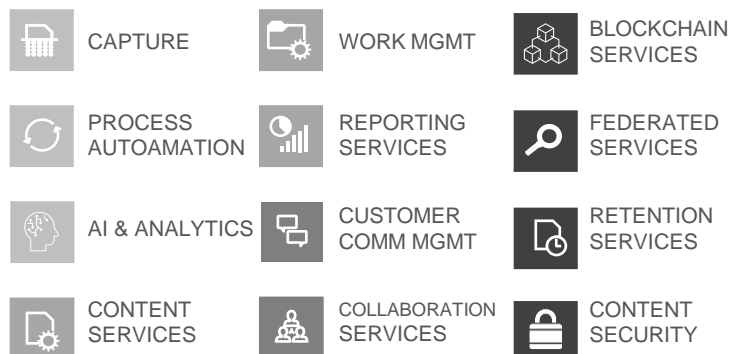
4500 HYLAND TEAM MEMBERS

92 % ANNUAL CUSTOMER RETENTION

12 STRAIGHT YEARS AS LEADER (GARTNER)

MODERN PLATFORM

CLOUD-READY CONTENT SERVICES



15 % ANNUAL SPEND ALLOCATED TO CSP PRODUCT (R&D)

600 LEGACY DM INSTANCES MIGRATED TO HYLAND

INDUSTRY EXPERIENCE

3500 GLOBAL FSI CUSTOMERS

324 ACTIVE FSI CUSTOMERS (EMEA)

192 FINANCIAL SERVICES CUSTOMERS (EMEA)

134 INSURANCE CUSTOMERS (EMEA)

65 (AND GROWING) GLOBAL FSI CLOUD CUSTOMERS

MARKET LEADERSHIP



2021 Gartner® Magic Quadrant™ for Content Services Platforms

Source: Gartner Inc., Magic Quadrant for Content Services Platforms, Michael Woodbridge, Marko Sillanpaa, Lane Severson, Tim Nelms, October 18, 2021
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For 12 years straight, **Hyland** has been named a Leader in Content Services.

Alfresco was added to the **Hyland** portfolio in 2021 to create the strongest offering in the Content Services market.



HYLAND IN FINANCIAL SERVICES

FINANCIAL SERVICES BACKGROUND



Hyland

1

3500+

GLOBAL FINANCIAL
SERVICES AND INSURANCE
CUSTOMERS

2



GLOBAL EXPERIENCE ACROSS
EMEA, APAC, NORTH AMERICA

3



DEDICATED FSI TEAM,
CoE AND R&D FOCUS

Highlighted
Customer
Journeys:



INTESA SANPAOLO



Danske Bank



Enterprise-wide Use Cases

Core integrations]

Core system accelerators (Fiserv, Jack Henry, Finastra, ...)
Legacy system enhancements
MS Office & Outlook integrations
SAP accelerator
Oracle ERP accelerator
Salesforce accelerator
Workday accelerator
E-Signature integrations

Banking

Customer onboarding
Customer digital folders
Customer holistic view
KYC
Document tracking
Intelligent automation
Corporate processes automation
Capital market processes automation

Lending

Digital lending process
Hyperpersonalization
Post loan servicing
Ellie Mae integration
Document tracking
Digital application approval
Dynamic work distribution
Holistic overview of loan/ Case mngt

Wealth

Holistic advice
New product lifecycle
Investment strategy management
Customer management
Case management
Dynamic work distribution
Document tracking
Sensitive data management
Digital sales and marketing assets

Shared services

High-performance doc repository
Invoice processing
Incident management
Human resources
Vendor management
Contract management
Digital mailroom
Doc production & outbound comm.
Self-service portal

Compliance

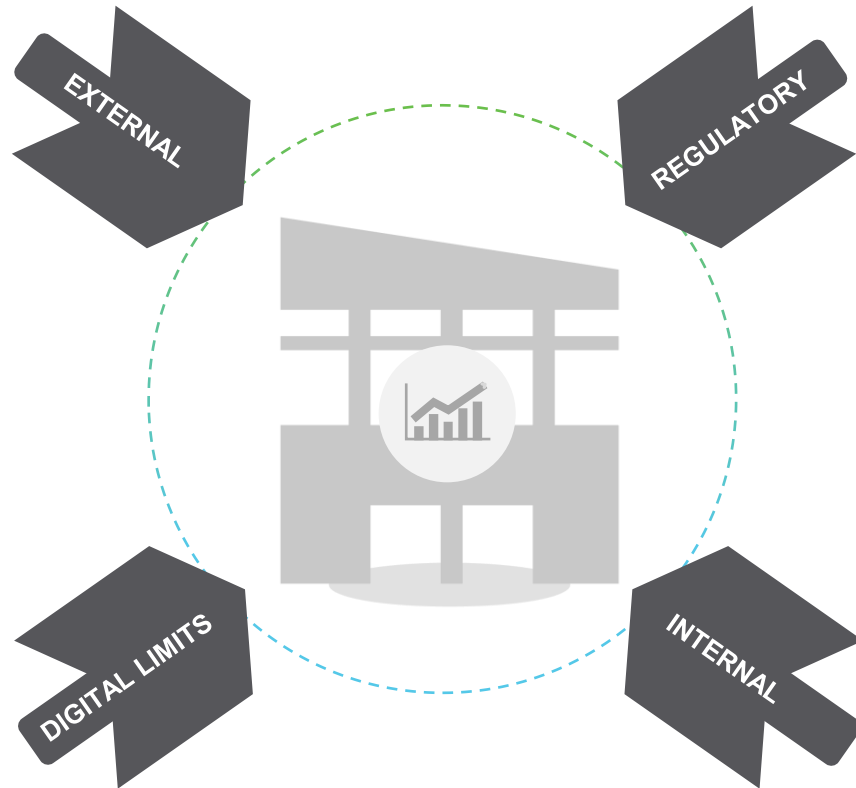
Regulatory compliance
AML, Fraud tracking
Record and policy management
Dispute management
QA audits
Sensitive data redaction
Compliance case management
Risk search and discovery



Financial Services:

Common Business Pressures

Hyland



EXTERNAL IMPACTS



INTERNAL IMPACTS



REGULATORY IMPACTS



DIGITAL LIMITATIONS



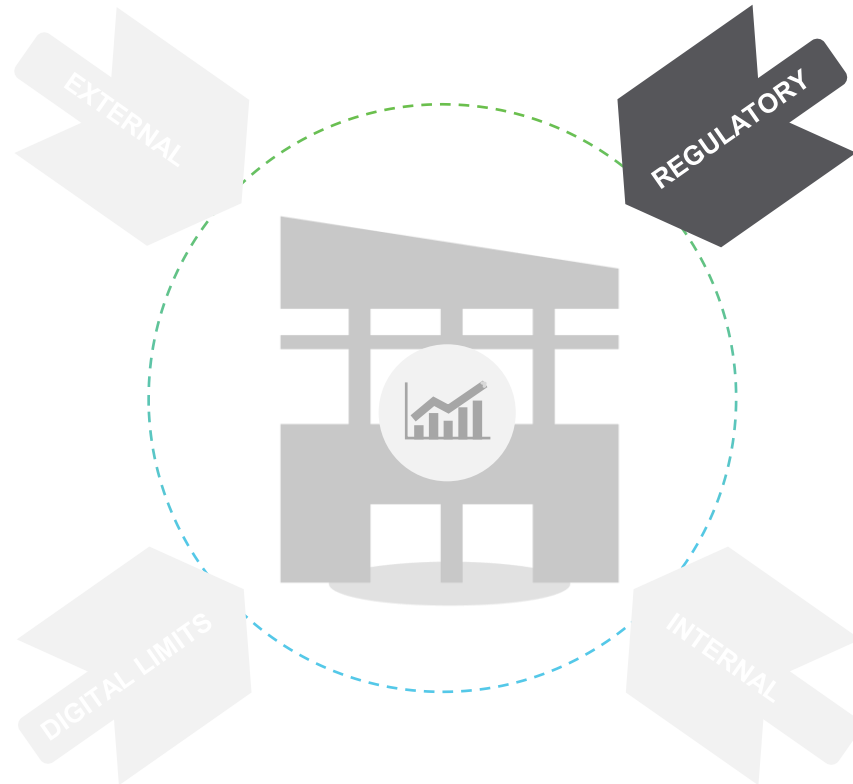
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Financial Services:

Common Business Pressures

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REGULATORY IMPACTS

- Essential Outsourcing (EBA)
- Digital Operational Resilience (DORA)
- Basel III & IV
- Capital and liquidity requirements
- Anti-money laundering (AML)
- KYC (Know Your Customer)
- PSD2 (Payment Services Directive)
- GDPR (General Data Protection Reg.)
- MiFID II (Markets in Financial Instruments Directive)
- CRD IV (Capital Reqs. Directive)
- BRRD (Bank Recovery and Resolution)
- SFTR (Securities Financing Transactions Regulation).
- More...



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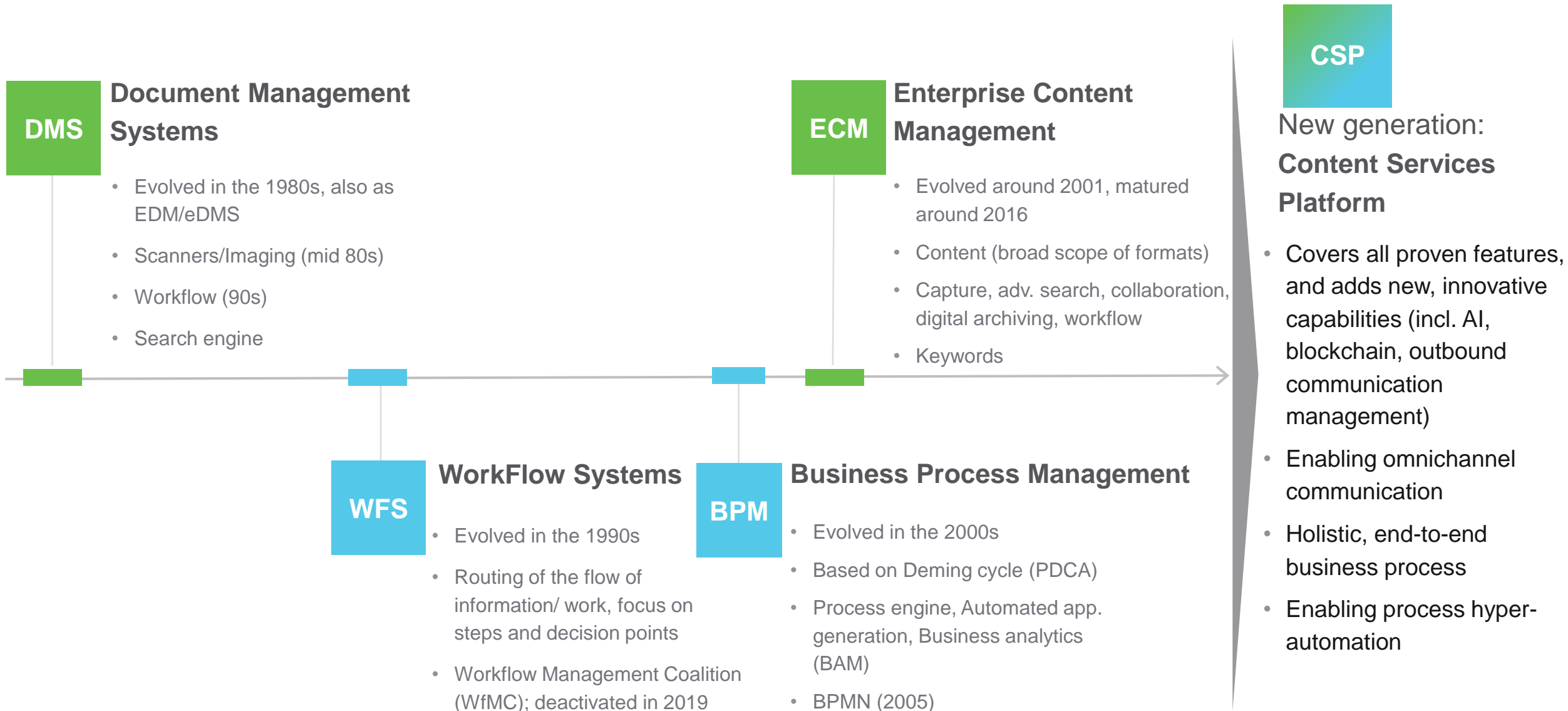
A black and white photograph of a child's back, seen from behind, in a server room. The child is wearing a light-colored long-sleeved shirt. In the background, rows of server racks are visible, illuminated by overhead lights. A glowing, stylized cloud shape composed of circuit board patterns is superimposed over the server racks. The word "Hyland" is written in a green, sans-serif font in the top right corner.

Hyland

HYLAND

WHY?

HYLAND | MODERN CONTENT SERVICES PLATFORM





Efficiency, Speed and Cost Savings

[What you expect]

Add Digital Simplicity

- ✓ Highly configurable for fast, easy updates
- ✓ Built using low-code/no-code principles
- ✓ Deployment optionality for low maintenance/downtime

Enable Speed to Market

- ✓ Modern platform built for speed and efficiency
- ✓ Open APIs and DEV Tools to integrate and extend quickly
- ✓ Configurable UXs for dynamic customer journey support

Reduce Your Costs

- ✓ Seamlessly combine process, content and governance
- ✓ Proven tools (and experience) to migrate from legacy fast
- ✓ Replaces multiple legacy archives and eliminates silos

[How we do it]



Process and Automation

[What you expect]

Drive User Adoption and Productivity

- ✓ Flexible Access = Work how and where you want
- ✓ Connected to Core Business Apps and Processes (Context)
- ✓ Provide digital engagement with omni-channel experiences

Reduce Process Touch

- ✓ Auto-process unstructured assets from receipt to review
- ✓ Automatically notify users when new work items exist to action
- ✓ Identify and route suspicious items for review

Automate Business Actions

- ✓ Apply business rules to bypass unnecessary manual steps
- ✓ Enable bots to reduce data entry and repeatable tasks
- ✓ Provide transparent information management and retention

[How we do it]



Experience, Scale and Risk Mitigation

[What you expect]

Real Inbound Performance

- ✓ High transaction performance
- ✓ Real migration experience over 20M docs per day
- ✓ Benchmarked ingestion rates over 100M docs per day

Real Ability to Scale

- ✓ Multiple customers over 1B documents under management
- ✓ Multiple customers growing to 1PB under management
- ✓ Tens of millions document requests daily

Proven Migration Tools & Experience

- ✓ Best fit to decommission current (legacy) digital archives
- ✓ Experience migrating from IBM, OpenText and other legacy
- ✓ Over 500 legacy migrations performed (and growing)

[How we do it]



Financial Services: Value Across Your Business



X – Common Use Case , O – Situational Use Case

IMPERATIVE	ACCOUNTS	SERVICES	LENDING	BACK OFFICE	[OTHER...]
Legacy System Replacement	X	X	X	X	X
Core System Modernisation	X	X	X	X	X
Move to the Cloud	X	X	X	X	X
New Product / LOB / Service	X	X	X	X	X
Omni-channel Capture	X	X	X		
Inbound Automation	X	X	O	O	
Process / Case Management	X	O	O	O	
Information Governance	X	X	X	X	
DAM / PAM	O	O			

END-TO-END
CAPABILITY



CAPTURE



INBOUND
AUTOMATE



AI / ML



CONTENT
MGMT.



PROCESS
/ CASE



DAM / PAM



REPORT /
ANALYTICS



CCM



COLLAB



FED
SEARCH



BLOCK-
CHAIN

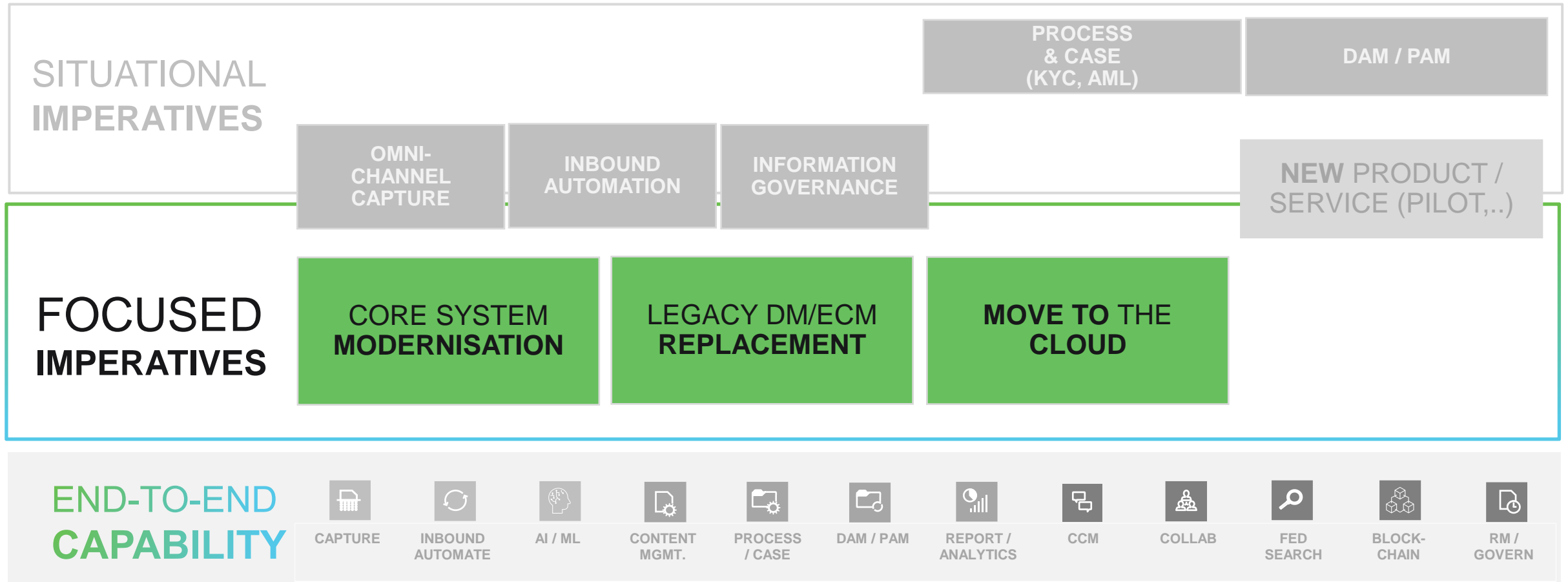



RM /
GOVERN




Financial Services:

Critical Business Capability & Operational Efficiency







**SIMPLIFIED
INTEGRATION**



**END-TO-END
SECURITY**



**INTUITIVE
CONFIGURATION**



**FLEXIBLE
DEPLOYMENT**




**EXPERT
SERVICES**



- ✓ Content Manager, CMOD, + More
- ✓ Imaging Services, P8, + More
- ✓ Experience to Alfresco, and OnBase


[VENDOR TO HYLAND MODERNISATION]



39
Migrations from 1 well known
legacy DMS



2.5
Billion Documents



290
Terabytes of Data


[HYLAND VENDOR EXPERIENCE]




Top 3 UK Insurer (EMEA)
1.2 Billion Documents
100 TB
31,000 Employees



Top 3 UK Insurer (EMEA)
400 Million Documents
75 TB
7500 Employees



Top 3 AUS Bank (APAC)
1+ Billion Documents
60 TB
10,000 Employees

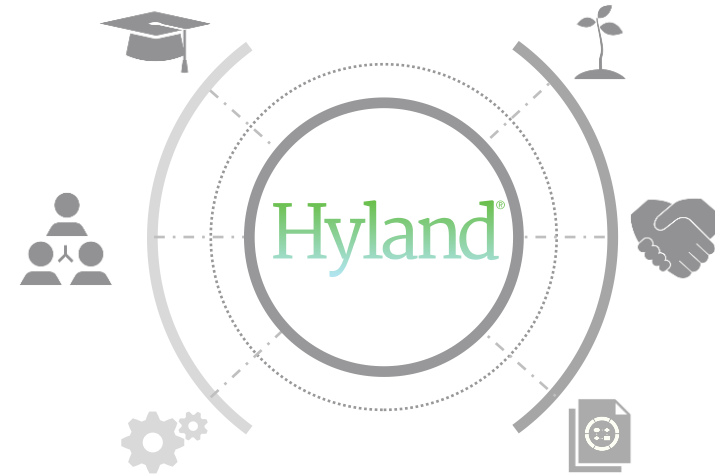


Top US Insurer (EMEA)
560 Million Documents
70 TB
8000 Employees, 11000 Agents

[ACTIVE FSI MIGRATIONS]

HYLAND PLATFORM THRIVING ECOSYSTEM

Expansive training/documentation combined with local developer and partner/SI networks to supplement engineering talent, growth and advisor services on your terms.



Hyland University, online SDKs and a large Community is available to guide your journey



Hyland Services (600+ members) plus a mature SI network and strategic technology partnerships give optionality and scale to achieve goals



Over 14,000 active customers to push innovation and accountability to keep our solutions current

Hyland™