THE ONBASE CLOUD

OnBase®
by Hyland

ONBASE CLOUD // EXPERIENCE MATTERS

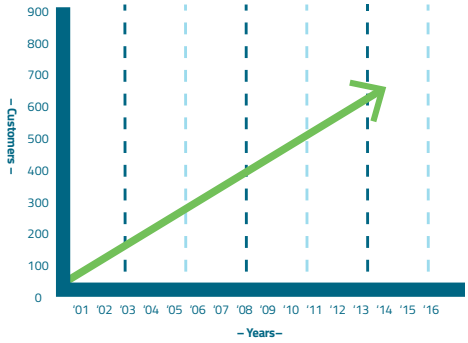
The OnBase Cloud

When it comes to cloud deployments, experience matters. With experience comes more functionality, an established history of outstanding service levels and security and a large customer community to interact with and learn from.

The OnBase Cloud brings that experience. As the first mainstream online enterprise content management (ECM) solution deployed over 12 years ago, Hyland, creator of OnBase continues to pioneer innovative cloud solutions today.

The OnBase Cloud uses exactly the same ECM software as on-premises OnBase deployments – a solution successfully implemented in over 12,000 organizations worldwide. The solution is offered via our world-class hosting environments, located in multiple locations around the globe.

The OnBase Cloud provides a full technical infrastructure and software platform that allows organizations to harness the power of OnBase without purchasing or managing hardware and software on-premises.



12+
YEARS

1,000,000,000+
DOCUMENTS

1.2PB+
content stored

2.3 Billion+
pages stored

ONBASE CLOUD PROVIDES

- Full ECM in the cloud
- Stringent compliance with ISO 27001, SOC 2 and Safe Harbor standards
- Physical and network security with multiple network layers separated by multiple firewalls
- Burstable bandwidth for maximum upload and download speed
- Three copy backup management spread across multiple physical locations
- Disaster recovery processes and delivery guarantees
- Software performance optimization including load-balanced application and web servers
- Environment operating system purchase, maintenance and licensing
- Solution availability, optimization and assurance needed to support the OnBase application
- Database software purchase, maintenance and licensing needed to support the OnBase application
- Centralized server management and upgrades

FUNCTIONALITY

When you deploy a cloud-based ECM solution, you don't want to sacrifice functionality. However, many cloud-based ECM solutions provide less functionality than their on-premises equivalents. Other solutions do not have the flexibility and are not advanced enough to provide a fully featured ECM suite. Not so with the OnBase Cloud. OnBase Cloud users get full capture, process, integrate, measure, access and store functionality. It's so seamless many users don't even realize they are working on systems and data stored in the cloud.

DEPLOYMENT OPTIONS

Since 2000, Hyland has offered users the choice to deploy the OnBase Cloud as either a hosted or subscription deployment.

Hosted

With Hyland's hosted deployment, you still own your software – it just doesn't live on your infrastructure. Instead, Hyland hosts the solution on dedicated OnBase Cloud servers, managed by Hyland's vastly experienced team of ECM specialists. Your OnBase Cloud solution is available when and where you need it. In addition, our market leading SLAs provide clear and concise details of available remedies should availability become compromised at any point.

Subscription

With our subscription deployment, customers choose the features and functionality they want, then the experts at Hyland create that solution and provide access to it in the cloud.

Both the hosted and subscription deployments feature one of the most powerful server and networking infrastructures on the market. With these options, OnBase experts maintain the infrastructure and deploy and upgrade your solution, freeing up your IT resources for strategic initiatives. Plus, you can change and grow your OnBase Cloud solution when and how you need to.

DATA CENTER INFRASTRUCTURE

Worldwide Data Centers

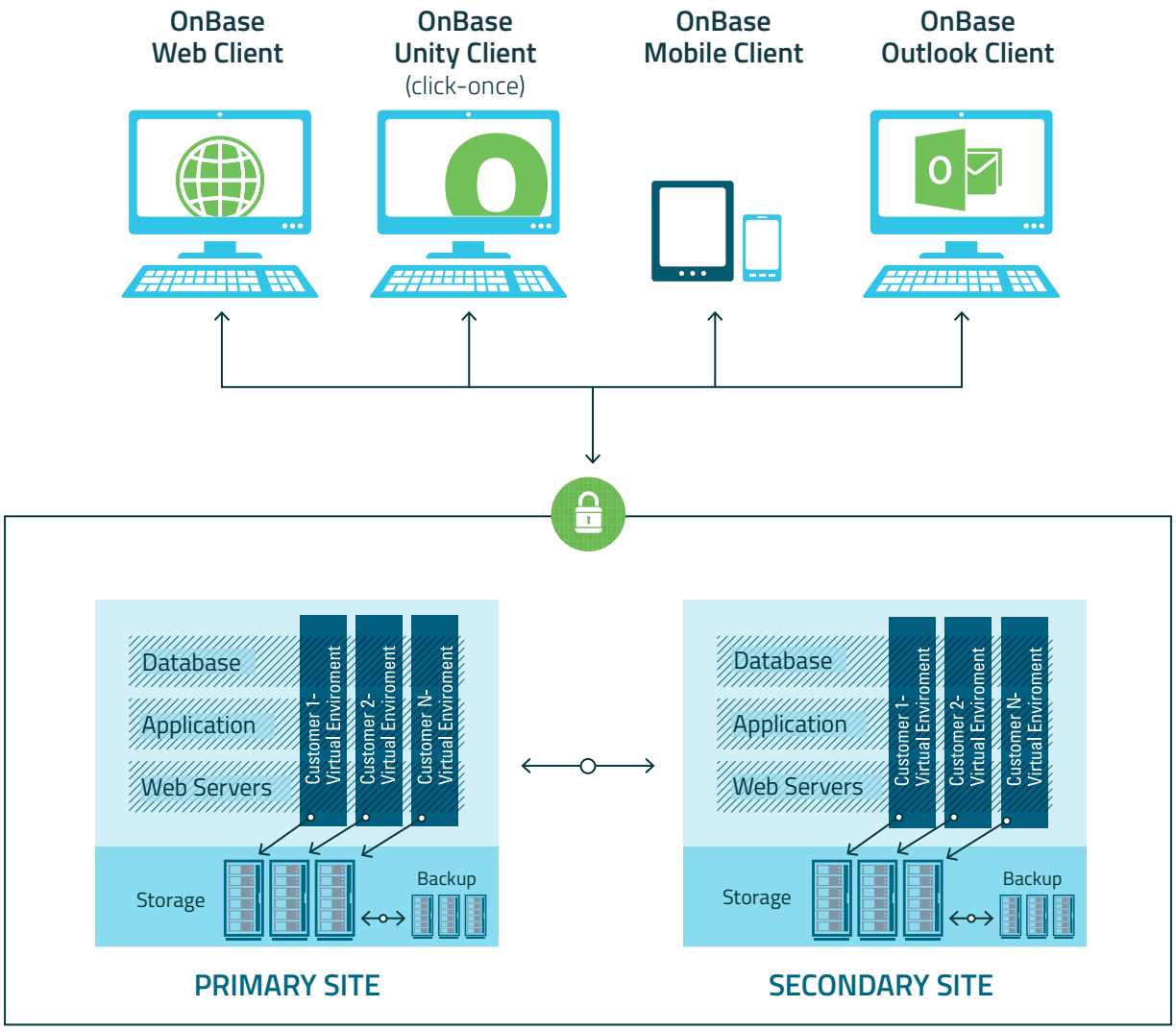
Hyland provides you with complete details of where your primary, secondary and backup data and systems are stored and operated from with a completely transparent data locale policy. As our customer, you have a designated primary location in one of Hyland's worldwide data centers—typically in the data center physically closest to you (but accommodated to your preference if necessary). We have data centers across the U.S., as well as in London, Amsterdam, Tokyo, Sydney and Melbourne.

Network Infrastructure and Connectivity

The OnBase Cloud maintains access to the global IP backbone via dual access routers connected to multiple backbone nodes. Backend connectivity and network service facilities include asynchronous transfer mode (ATM), frame relay and circuit-switching. These capabilities provide high-speed Internet access with burstable WAN bandwidth provided as part of the service classes, ensuring your content is uploaded to the system and put to use as quickly as possible.

Private, Managed, Multi-Instance Cloud

The OnBase Cloud provides an environment that delivers high-availability and high-performance ECM in the cloud. Each customer deployed to the OnBase Cloud receives its own instance of the OnBase software – the leading ECM solution created by Hyland. Each solution includes dedicated resources and areas for each customer and their data. In addition, Hyland fully manages critical daily maintenance functions of all infrastructure, hardware and software associated with the environment. This all comes together to create a unique, secure, resilient ECM in the cloud solution.



Environmental Controls

All data centers are equipped with standard computer room environmental systems, including:

- Computer room air conditioning (CRAC) units
- Environmental monitoring system
- Fire detection units
- Fire suppression units
- Water detection system
- Raised floor
- Emergency power off (EPO) switches or equivalent procedures

These controls ensure that the hardware infrastructure running your OnBase Cloud solution remains in optimum condition at all times, minimizing the potential for downtime due to equipment failure or environmental incidents.

COMPLIANCE

The OnBase Cloud serves more than 500 lifetime customers worldwide, many of who depend on the solution to meet a number of stringent regulatory demands including HIPAA, GLBA, SOX, SEC 17a-4 and EU Directive 95/46/EC.

The success of the OnBase Cloud is driven by customer trust. Customers entrust the handling of their vital business information and processes to the OnBase Cloud every day. In return, Hyland backs this trust with the certifications achieved by the OnBase Cloud solution and the audits undertaken on the associated data centers and processes. The OnBase Cloud meets the following certifications and audits:

ISO 27001

ISO 27001 is a globally recognized information security standard that tests an organization's information security risks, taking account of threats, vulnerabilities and impacts. It is considered a coherent and comprehensive suite of information security controls.

The OnBase Cloud data centers meet the ISO 27001 standard and serves as the basis for Hyland's security policies. ISO 27001 provides this assurance using numerous physical safeguards.

SOC 2

SOC standards are among the newest, most stringent standards of security measurement for an operations center or data center. The SOC audit uses a standard set of criteria, allowing simple comparison between operations or data centers.

Both Hyland and the OnBase Cloud data centers meet the Statements on Standards for Attestation Engagements No. 16 (SSAE16) standard. A globally recognized third party performs the audit and the resulting report is available to customers upon request.

Safe Harbor

The U.S.–EU Safe Harbor agreement was created to provide U.S. companies with a means to verify that they can comply with the EU Directive 95/46/EC regarding the protection of personal data. This framework is intended for U.S. organizations that process personal data collected in the EU. The Safe Harbor principles are designed to indicate adherence to the EU Data Protection Directive and ensure the privacy and integrity of that data.

The OnBase Cloud meets the stringent requirements of the Safe Harbor Privacy standard for both the EU and Switzerland, countries that have some of the highest privacy standards in the world. All OnBase Cloud customers benefit from this global position and extremely high standard for security, privacy and data integrity.

SECURITY

Physical and Network Security

All OnBase Cloud data centers are staffed by security personnel and covered by surveillance cameras. Hyland limits physical access to pre-authorized staff and visitors, who are provided with access via multi-factor authentication that limits them to authorized areas only.

- Hardware is physically separated from any other hosting provided in the data center
- Hardware is physically secured using separate cages and locking cabinets
- Access to hardware is via multi-factor authentication
- Network infrastructure components and services such as routing, switching and bandwidth are monitored 24/7
- Certified engineers are available to resolve any issues as per the customer's chosen service class
- Automated network intrusion monitoring procedures operate 24/7

Transport Security

All communications between OnBase clients and the OnBase Cloud are encrypted using up to AES-256 bit SSL v3 or TLS 1.0 and SSH. This ensures that all content and operations are secure from any possible interference or interception en route.

Power

Hyland provides redundant uninterruptible power supplies (UPS) with multiple modules synchronized to work in unison or independently. Each data center also has multiple, redundant generators to provide alternative power should the electricity fail. The switchover from commercial power to generator power is managed and covered by the UPS system to ensure that there is no loss of power to OnBase Cloud servers.

Application Security

OnBase Cloud users automatically receive access to new version upgrades when they are available. However, no upgrade is ever performed without customer knowledge. Customers can also request test environments to perform appropriate testing on new versions (or any other aspect of the solution).

Hyland Global Cloud Services Staff Selection

Hyland carefully selects and screens staff managing the OnBase Cloud against numerous government and criminal checks. They are provided with detailed and customized training and undergo comprehensive separation processes.

IMPLEMENTATION

While implementing ECM in the cloud is very similar to implementing a premises-based ECM solution, it is very different to what many consider a cloud deployment. While the foundational components of the OnBase Cloud can be deployed as quickly as any other cloud solution, creating an ECM solution requires customer discovery, system configuration and administration, and end-user training. You may also need to build data imports from legacy systems or integrations to other applications into your deployment timeline.

The table below shows the responsibilities and how they are split between the customer and Hyland for both on-premises deployments and the two types of OnBase Cloud deployments, hosted and subscription.

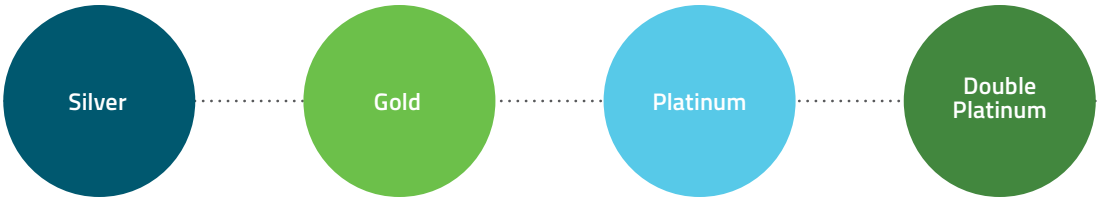
	On-Premises	Hosted	Subscription
Software Licenses & Annual Maintenance	Customer	Customer	N/A
Hosting	N/A	Customer	Customer
Subscription Fee	N/A	N/A	Customer
Hardware Purchase, Maintenance & Installation	Customer	**Hyland**	**Hyland**
Data Center Costs & Backups	Customer	**Hyland**	**Hyland**
Server Software & Installation	Customer	**Hyland**	**Hyland**
OnBase Configuration	**Hyland & Customer**	**Hyland & Customer**	**Hyland & Customer**
IT Staff & Training	Customer	**Hyland**	**Hyland**
OnBase Staff & Training	Customer	Customer	Customer

BUSINESS CONTINUITY

Availability and Disaster Recovery

The OnBase Cloud service classes allow you to select exactly how your service is managed and measured in terms of both availability and recovery time.

PRICING STRUCTURE



Availability defines what percentage of time the service is online (i.e., accessible by users). Downtime will have a negative effect on any organization, but the impact of that downtime will vary based on the type of organization and the content managed within the system. The OnBase Cloud is delivered with a choice of four service classes: Silver, Gold, Platinum and Double Platinum. Pricing for these services classes is combined with the hosting fee – ensuring a clear and simple monthly cost. Availability level guarantees start at 99 percent and rise based on the service class chosen.

Any hosting service needs to be both reliable and resilient. However, there is a risk of failure with any system and the speed and comprehensive ability to recover from any unexpected failure is a key aspect of a cloud solution. The OnBase Cloud delivers two key elements regarding business continuity:

- **Recovery Point Objective:** If the system has gone down without warning, it is inherently unexpected and a certain amount of data is likely to have been lost between the point of failure and the last backup. The recovery point objective is the amount of time that will have elapsed during which data cannot be recovered and is defined by the service class selected by the customer.

- **Recovery Time Objective:** When a system experiences downtime, there is a period of time required by the relevant technical team to not only restart the systems, but also to identify and fix any lingering issues with the infrastructure – software or otherwise. The recovery objective represents the time required to restore the OnBase Cloud services and is defined by the service class selected by the customer.

NEXT STEPS

The cloud is the future of business. Over the past 12 years, Hyland has seen the evolution and integration of technologies such as cloud, mobile and social, and the OnBase Cloud is perfectly placed to meet these needs. Constantly innovating, the OnBase Cloud continues to set the pace on functionality, security and service levels for online ECM solutions. With more than 600 customers with an OnBase Cloud deployment, Hyland is best equipped to manage your ECM solution in the cloud – so you're ready for whatever the future brings.

Learn More at **OnBase.com/OnBaseCloud »**

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