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DatumEvolve

Online:  

OnBase Consulting Services

Hyland™

Authorized Solution Provider

www.datumevolve.com

About Us

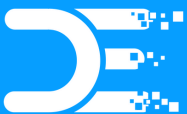
Datum Evolve is a Plymouth, MI based Content Services consulting firm providing high-quality OnBase consulting services, support, and software sales to customers around the US. We are a Hyland Software Authorized Solution Provider and our team has been providing OnBase focused solution development and process improvement consulting for over 15 years. In many cases our consulting services have been leveraged by existing OnBase customers to help resolve poorly implemented ECM solutions and to enhance the functionality of OnBase.

Our team of Certified OnBase solution architects work with customers to design and implement adaptive and highly scalable OnBase software solutions to help organizations manage all their important business information and processes. Our SAs can directly integrate OnBase with hundreds of core business applications providing customers with instant access to critical documents, data and supporting information whenever and wherever it is needed.



Hyland™

Authorized Solution Provider



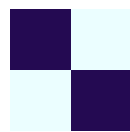
About Hyland Software

Hyland Software is the software technology company who developed OnBase. Focusing on Enterprise Business Customers, Healthcare, Financial Services and Government Institutions, OnBase has consistently been recognized by Gartner as a leader in the ECM space. With a customer retention rate of over 97% and a 15% investment of their annual revenue for research and development, Hyland is committed to meeting customer needs and exceeding their expectations now, and well into the future.



1991

Founded



80

Countries with Customers



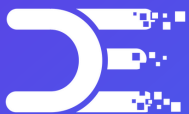
97%

Customer Retention Rate



15,000+

Active Customers



Our Process

We help businesses succeed by providing them with innovative and effective OnBase solutions.

We are a customer-first organization, meaning that we prioritize positive customer experiences. Our goal is to create a foundation for your profitability & business growth, and to foster a long-term collaborative relationship.

We work hard to thoroughly understand your needs and create a service and support relationship where we function as an extension of your business. By fully understanding the needs and growth goals of your organization we can effectively identify the best way to support your efforts as a trusted guide and partner throughout your business evolution.



In our customer's words

There's a reason customers make us part of their team

“

...Datum Evolve has helped us navigate OnBase since shortly after we implemented, including helping build out native functionality to meet our needs and goals as a growing financial institution, and increasing ROI...

-Brad Maness
Centennial Bank

“

...This company comes with some of the best customer service you can receive. In the few years my organization has been partnered with them, their highly-skilled team has consistently delivered above expectations with the utmost professionalism and courtesy...

-Patrick Leary
Bryn Mawr Trust Company

Customer **First** ...always



www.datumevolve.com

Managed Services - Outsourced Sys Admin

Ensure your OnBase solution always runs its best. Get Admin support, proactive monitoring & maintenance tasks for your environment.

Our Systems Administration Team is an extension of your team; you have full control over their tasks and priorities. Learn from and leverage our consultant's expert methodologies & insights and benefit from utilizing best practices when administrating an OnBase solution. We work closely with your help desk and entire IT staff to immediately and successfully address any issues that may occur, and perform the day-to-day tasks needed to support your organization's OnBase platform.

Responsive Assistance

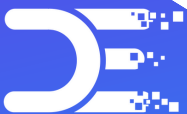
- Phone and email access to System Admin Team for any technical and business issues.
- Assistance resolving help desk requests, user creation, documentation, and answers to OnBase questions.
- Security changes, doc-type configuration, user groups, custom queries, keywords, folders, and PDI configuration

Monitoring

- Active monitoring of OnBase to proactively find and fix issues before impacting users.
- Timer, Workflow, and Queue monitoring to ensure logic is executing when configured.

Maintenance

- Daily, Weekly and Monthly recurring review and scheduled monthly preventative maintenance tasks of OnBase Systems and Database.
- Daily systems review of ingestion points and business critical processes.
- Proactive response and fixes to any action items identified found during daily system review.



Datum Evolve Benefits



Datum Evolve extends many benefits to our Managed Service customers

Support Services	OnBase Support Services includes unlimited remote support services for production OnBase environments.
Priority Support SLA(s)	All customer-initiated support requests are automatically escalated and responded to on our priority Service Level Agreement (SLAs).
Development Consulting	You will receive unlimited access to ongoing developer consulting for future internal projects to provide greater guidance on future project options, including potential modules, and most effective paths for achieving specific business goals. For many companies, this consulting element is designed to address their internal questions like: “How can we...?”, “Is it possible to...?”, “is there something that can...?”, Do you know if...?”, etc.
Best Practices Consulting	As an extension of your business, our teams will work closely together to ensure that you are using best practices when operating within OnBase and can address everything from security and doc types to access and functionality.
Product Awareness	Hyland Software is always adding new features and modules to their product catalogue. We keep you informed on new products and functionality, identifying what tools and which products could be beneficial to your existing processes and long-term business goals.
Priority Development Scheduling	Customers have priority scheduling for resources and projects. If you have upcoming development needs, you receive priority placement in the development schedule ahead of any unmanaged or consulting engagements.
Developer Block Time Discount	Customers gain access to significant pricing deviations on our talented OnBase developer resources.



Customer references

choosing the right provider is a **big decision**

Deciding to work with a new vendor is a significant undertaking, and we want to provide you with the information and resources you need to feel confident about choosing Datum Evolve to be your partner. To that end, we have several customer references who have worked with our team of experts. These references can speak to the quality of our services, our level of customer care, and the value we have brought to their businesses.

We encourage you to reach out to these references and ask them about their experiences working with us. We are confident that they will provide you with valuable insights and help you make an informed decision. If you would like contact information for our references, please contact us.

We're ready to become **part of your team**



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