

Top 5 FAQs—What Every IBM/FileNet Conversion Customer Wants To Know

Our proven experience converting organizations from IBM/FileNet to OnBase has taught us the top 5 questions you have on your mind. We know you're at a crossroads. Let us tell you why now is the time to switch to OnBase.

1. SHOULD I UPGRADE/MIGRATE TO THE FILENET P8 PLATFORM OR CONSIDER ECM ALTERNATIVES?

More than 50 IBM/FileNet customers have evaluated their ECM alternatives and successfully made the switch to OnBase. Those organizations have consistently reported that the cost reductions and benefits are real, the ROI is measurable and the business impact far outweighs maintaining the status quo.

2. WHAT DO THE INDUSTRY EXPERTS SAY ABOUT HYLAND AND ONBASE COMPARED TO IBM AND FILENET?

Leading, independent ECM analyst firms like Gartner and Forrester Research have also seen these tangible benefits first-hand. They have validated the OnBase value proposition of high value ECM at a significantly lower total cost of ownership in their vendor evaluation reports.

- "Hyland's made a name for itself by focusing on customer satisfaction and offering easier-to-implement, *easier-to-administer, and lower-cost alternatives* to the ECM offerings of IBM (and FileNet), and EMC (Documentum)."
Forrester Research, *Hyland Software Brings Process Experience To Document-Centric BPMS*, Craig LeClair, 9 July 2007
- Hyland Software [OnBase] is a *good fit for buyers seeking less costly alternatives to IBM (FileNet) and EMC (Documentum)*. Customers and prospects of Hyland routinely state that Hyland prices its products 10% to 20% lower than IBM and EMC."
Forrester Research, *Hyland Software Is An ECM Suite Strong Performer*, Kyle McNabb, 9 November 2007

3. HOW DOES HYLAND SOFTWARE SUPPORT MY CONVERSION INITIATIVE?

The decision to change ECM vendors raises a lot of questions and uncertainties about the costs, risks, process and benefits. To make it easier for you to answer these questions we have created an internal Conversion Services practice within Hyland Software. Our dedicated Project Managers help mitigate your risk by exclusively focusing on conversion initiatives. The team brings proven methodologies and best practices from the volumes of conversion projects we've completed to help avoid any project risks. To further support your conversion, we have developed a proven FileNet Conversion Utility. This utility simplified the extraction of the FileNet content, metadata, notes, etc., so they can be seamlessly loaded into the OnBase system.

4. WHAT HAS BEEN ONE OF YOUR CONVERSION SUCCESS STORIES?

Recently, Hyland Software's Conversion Services team completed a large FileNet Image Services conversion—converting almost 230 million documents, multiple mission critical workflows and a sophisticated project involving almost 10 separate go-live dates. We also have experience in smaller conversions, as typical FileNet conversion engagements average around 10-20 million documents. Regardless of the size of your conversion our proven experience will drive your project's success.

To read about how one customer converted from FileNet to OnBase and saved over \$400,000—[click here](#).

5. WHAT'S THE BOTTOM LINE? WHY SHOULD I CONVERT TO ONBASE?

No one wants to change the status quo unless the reward outweighs the risk—so here are the real benefits OnBase customers have seen upon making the jump:

- *Reduce your hard licensing costs* and overall software fees
- Integrate OnBase with your core line-of-business systems with our *simple, codeless integration*
- *Deploy ECM projects faster to see ROI sooner*—clear the road for more strategic ECM initiatives
- *Decrease the number of internal resources* required to maintain and support OnBase—and redeploy those resources to other high priority projects or evolve your ECM vision without increasing your internal support
- *Experience true ECM system ownership*—don't let your ECM vision be in someone else's hands
- *Eliminate hidden upgrade costs* for major enhancements done to the architecture, the user interface, etc
- *Avoid large upfront purchases* with product licensing optimized for incremental, cost effective growth to eliminate shelf-ware and internal scrutiny/skepticism
- *Save money with free test and development systems*
- Be certain your OnBase investment is protected and backed by a company with a *clear ECM product strategy* and a *single product focus* unaffected by attempts to rationalize multiple, separate ECM platforms and products
- Rest assured with the simplicity and clarity of *one level of industry recognized and analyst validated customer support dedicated to one product*—Hyland has never re-architected OnBase in a way that severed our customers cost effective upgrade path
- *Deploy OnBase to other departments without excessive overhead, costs or complexities*—continued payback means a higher value ECM solution