



Hyland's big book of time-saving automation stories



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Executive summary

Organizations across regulated industries face a convergence of complex operational hurdles. Technology leaders must manage legacy systems, consolidate fragmented applications and meet the growing demands of internal business customers with stagnant IT headcount and tightening budgets. Meanwhile, finance and operations executives are pressured to reduce costs, mitigate regulatory risks and eliminate the process bottlenecks that delay business cycles.

For line-of-business leaders, the sheer volume and complexity of unstructured content create relentless processing delays. These manual, repetitive workflows stifle productivity, diminish the employee experience and limit an organization's ability to innovate. Without a unified approach to managing content and processes, finding scalable growth opportunities remains a significant challenge.

The Hyland solution: AI-powered automation

To break through these limitations, enterprises need more than isolated task automation. Hyland provides a comprehensive, **AI-native automation platform** that seamlessly integrates with existing enterprise systems. With tools like Hyland IDP, Automate and Agent Builder, organizations can leverage the latest AI technologies to deploy coordinated agentic automation and intelligent decision-making to transform document-centric workflows.

Low-code, no-code, and AI-assisted design capabilities empower nontechnical staff to build and adapt solutions, accelerating time to value without burdening limited IT resources. By automating data validation, classification and exception handling, Hyland technology lowers the cost per transaction, reduces manual errors and frees employees to focus on high-value work. With the full power of AI, you can unlock profound insights from your enterprise content, fundamentally redefining how you operate and engage with those you serve.

Transforming processes across industries

The following case studies illustrate how Hyland customers leverage these capabilities to drive measurable outcomes. In the pages ahead, you will explore real-world examples of organizations achieving operational excellence through smarter, more powerful automation.

Welcome to a new era of automation—one where your data can impact more than ever.







How Valeris accelerated the patient enrollment process and captured 40% in time-savings with Hyland IDP

Valeris is dedicated to expediting the prescription journey for people who require specialty medications. However, the organization faced a massive bottleneck when trying to manage the volume of unstructured documents required for patient enrollment. When your patients' quality of life depends on receiving medications quickly, relying on tedious manual data entry simply isn't an option.

The challenge of immense content volume

Every new prescription enrollment case at Valeris involves numerous documents submitted by patients, doctors and insurance companies. Until recently, processing these critical files was a heavily manual, error-prone and time-consuming task. The organization faced several significant hurdles:

-  **Overwhelming volume:** Employees manually reviewed, classified and separated 2,000-3,000 documents each day across more than 40 prescription programs.
-  **Complex document packets:** Intake documentation often arrived as a single file containing up to 30 mixed document types, requiring considerable effort to separate and accurately classify.
-  **Seasonal bottlenecks:** Annual patient re-enrollment periods caused dramatic volume spikes that forced the company to commit costly additional resources.
-  **Compliance and error risks:** The high volume and variety of documents made human error unavoidable, leading to rework and delayed patient care.



About Valeris

INDUSTRY

Pharmaceutical services

SIZE

1,001-5,000 employees

HYLAND PRODUCTS DEPLOYED

- Hyland OnBase
- Hyland IDP



The solution in action

To eliminate these bottlenecks, Valeris implemented [Hyland IDP](#) to automate document separation, classification and data extraction. The organization chose Hyland IDP specifically for its advanced AI learning capabilities. The system continuously learns the variations within each document type and improves its accuracy over time.

Integration was seamless, allowing Valeris to connect Hyland IDP with its proprietary case management system and its existing [OnBase](#) repository. The impact on productivity was immediate and profound. Complex documents that previously took 30 minutes to process manually now take just five minutes. Overall, Valeris captured 40% time savings in the enrollment process.

Furthermore, the scalable nature of Hyland's solutions means seasonal volume fluctuations no longer require emergency staffing. The system scales effortlessly from a few thousand documents to tens of thousands without slowing down. By automating repetitive tasks, Hyland IDP unburdens employees and gives them more time to focus on patient care and strategic case management.

Valeris is now planning to expand the technology to additional enrollment programs to drive further innovation and growth.



Complex documents that previously took 30 minutes to process manually now take just five minutes.



Hyland IDP highlight:

AI-native documents: As part of [Hyland Content Innovation Cloud™](#), Hyland IDP provides access to advanced content intelligence and enrichment to enhance business processes.



How Virginia Community College System automated 125,000 transcripts a year with Hyland

The Virginia Community College System (VCCS) supports approximately 212,000 students across 40 campuses, but managing a massive influx of student documents was holding back their staff members. Like many higher education institutions, they struggled with manual paper-based processes that overwhelmed their administrative teams and delayed critical student services.

The challenge of manual, paper-based processes

Before embarking on their digital transformation, VCCS relied on a highly manual, paper-driven environment. Nearly half of VCCS' colleges moonlighted as document input, output and retention centers — with one campus volunteering to be the system filing cabinet. This reliance on physical documents created severe bottlenecks across institution-critical departments like enrollment, financial aid and human resources.

The stakes were high for VCCS:

- Staff members spent countless hours manually sorting and keying data from complex student records.
- Physical paper shuffling increased the risk of losing important student documents.
- Inefficient workflows led to slow response times for students and frustrated employees.
- Rising printing and physical storage costs strained administrative budgets.



About Virginia Community College System

INDUSTRY

Higher education

SIZE

90,000 employees

HYLAND PRODUCTS DEPLOYED

- Hyland Perceptive Content
- Hyland Brainware for Transcripts



The solution in action

To remove these bottlenecks and empower their workforce, VCCS deployed **Perceptive Content** alongside **Brainware for Transcripts** to digitize, automate and expedite their extensive workflows. This powerful combination allowed the institution to scan, save and securely manage the entire content lifecycle from a single centralized platform.

By leveraging AI-powered intelligent document processing, VCCS automated the ingestion of complex diverse document types. The solution seamlessly integrated with their Oracle Campus Solutions ERP, enabling them to capture student and course data accurately regardless of layout.

The results have been transformative. VCCS now successfully processes up to 125,000 transcripts a year with Hyland IDP, completely eliminating the need for manual data entry. They currently manage over 8.5 million documents digitally, significantly reducing their reliance on paper and reclaiming valuable office space.

This scalable automation allows VCCS to close the loop in departmental workflows faster and with far fewer errors. By unburdening employees from repetitive data work, staff members can now focus on higher-value tasks, ultimately improving both the employee experience and the services they provide to their students.

Snapshot: From that to this



Digitized documents



Eliminated manual data entry



Secure, governed
document lifecycle



Easy integration with
Oracle Campus Solutions ERP






How Redstone Federal Credit Union saved 5,100 hours annually with Hyland

Redstone Federal Credit Union faced a mounting challenge when its debit card disputes nearly doubled. Overwhelmed by highly manual workflows, the security and investigations team struggled to meet deadlines for issuing provisional credits to members. This bottleneck not only frustrated customers but also severely strained the credit union's internal resources and compliance efforts.

The challenge of improving customer experience

When dispute volumes skyrocket, relying on manual processes can paralyze even the most dedicated teams. For Redstone Federal Credit Union, resolving a single dispute required team members to complete multiple labor-intensive steps. This outdated approach created significant roadblocks:

-  **Delayed resolutions:** Members had to wait five or more business days to receive their provisional credits, leading to a poor customer experience.
-  **Operational strain:** The process was not scalable, forcing the organization to rely on adding staff to manage the growing backlog.
-  **Compliance and financial risks:** Delays in recovering funds jeopardized compliance with chargeback time frames and increased the risk of financial loss.



About Redstone Federal Credit Union

INDUSTRY

Finance

SIZE

1,001-5,000 employees

HYLAND PRODUCTS DEPLOYED

- OnBase



The solution in action

To eliminate these bottlenecks, Redstone expanded its use of OnBase. By digitizing the in-branch dispute process with automated workflows and electronic forms, the credit union immediately began saving time. Redstone then deployed an online self-service tool that allows members to seamlessly submit disputes from anywhere.

To fully transform the operation, the team automated the processing of provisional credits. OnBase now automatically:

- Posts journal vouchers
- Prefills forms with case data
- Writes off small balances without human intervention

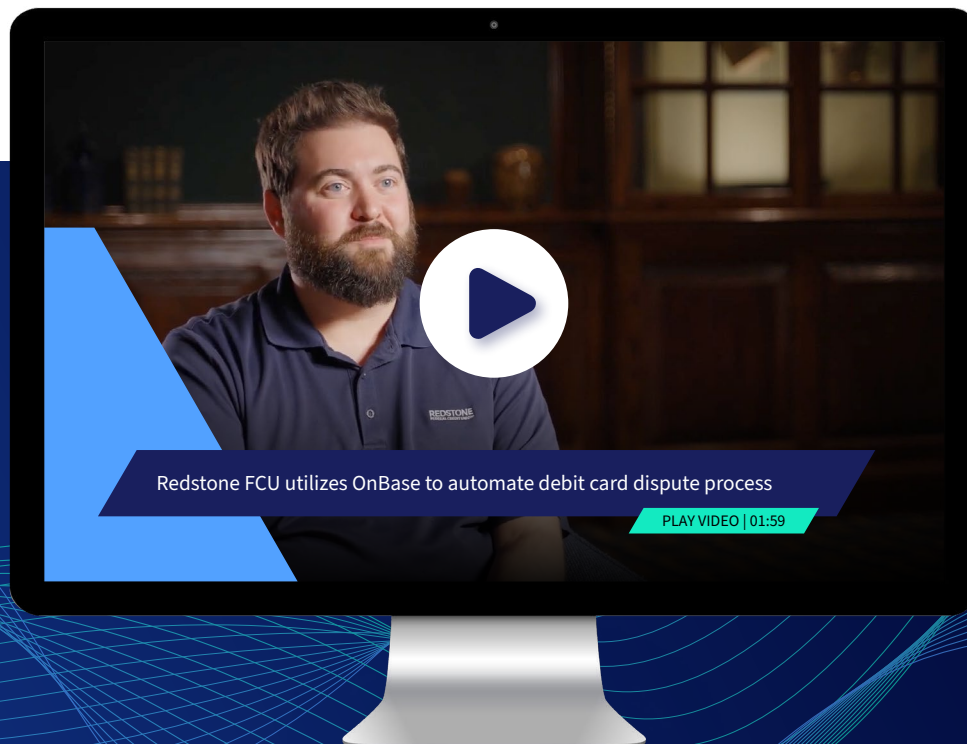
This scalable automation empowers the security team to focus on investigating fraud rather than pushing paper. As a result, Redstone saved more than 5,100 hours a year, reduced member wait times by a cumulative 33,557 business days and increased recovered funds by 329%.



As a result, our investigations team has saved over 5,000 hours annually now that those cases are no longer manually worked. They've also increased their recovery rate by over 30% by focusing on those higher volume, more valuable cases.

Chris Appleton

Technology Integration Manager,
Redstone Federal Credit Union



How Asante reduced processing time by 90% with Hyland

Asante serves patients across Oregon and California through a vast network of hospitals and clinics, but managing the immense volume of patient records became a monumental task. Staff struggled to process 1.5 million documents a year, leading to physical backlogs and severe delays in information retrieval. For healthcare providers, these inefficiencies drain critical resources and directly impact patient care.

The challenge of physical backlogs

Asante endured separate workflows for inpatient and outpatient scanning, making cross-training nearly impossible. At a low point, the organization faced a towering 14-foot backlog of unfiled paperwork. When clinics urgently needed a specific file, staff spent up to an hour manually hunting for a single document.

These manual bottlenecks created significant hurdles:



Severe delays: Clinic scanning turnarounds stretched to four months, while hospital records lagged by 30 days.



Increased costs: Wasted staff time and prolonged reimbursement cycles strained the budget.



Patient care risks: Delayed medical records hindered providers from making timely and informed care decisions.

Asante needed a cohesive, intelligent way to digitize medical records to relieve its overwhelmed workforce.



About Asante

INDUSTRY

Healthcare

SIZE

5,001-10,000 employees

HYLAND PRODUCTS DEPLOYED

- Hyland Intelligent MedRecords
- OnBase



The solution in action

To conquer the paper mountain, Asante implemented [Intelligent MedRecords](#) to automate document capture, classification and data extraction. Seamlessly integrating with the Epic EHR, the AI-powered solution consolidated disparate workflows into a single, highly efficient process. By utilizing machine learning to categorize 66 different document types, the system completely eliminated the backlog in under six months.

The results transformed Asante operations and empowered staff to focus on strategic tasks. The health system saved nearly \$200,000 in its first year of automation. Staff now process a 20-page batch of records 90% faster, and turnaround times plummeted to under 24 hours. By adopting a scalable, AI-driven automation solution, Asante removed processing bottlenecks, protected its revenue cycle and ensured critical health information is always available when providers need it most.

Intelligent MedRecords highlight:

Intelligent MedRecords leverages AI-native capabilities to automate document capture, separation, classification and data extraction technology. This allows it to enhance the accuracy, speed and consistency of essential health information management tasks. The solution automatically identifies and assigns unindexed documents to document types, with the option to also read visit numbers and patient identifiers.

➔ [Learn more about Intelligent MedRecords](#)



How Baptist Health saved 68 days a year with Hyland automation

Baptist Health is a full-spectrum health system with nine hospitals and over 400 points of care. Like many large healthcare organizations, it faced mounting pressure to innovate while struggling with the security risks and administrative burdens of on-premises legacy systems. Finding a way to securely manage patient records while freeing up IT staff and reducing manual processing bottlenecks was critical to delivering the best possible patient experience.

The challenge of manual bottlenecks and siloed data

Managing enterprise content across dozens of departments using an on-premises system left Baptist Health exposed to cybersecurity risks and severe process inefficiencies. The IT team was overwhelmed with manual server maintenance, software updates and routine administrative work. This stifled their ability to focus on strategic innovation and cost-effective growth.

In addition, front-line staff and clinicians faced significant operational hurdles:

- Staff spent hours manually processing thousands of invoices each month.
- Workers wasted valuable time logging into external payer portals to manually look up patient data.
- Document inconsistencies and incorrect indexing delayed access to critical patient information.
- Siloed data forced employees to search across multiple repositories, creating bottlenecks that hindered the delivery of seamless care.



BAPTIST HEALTH

About Baptist Health

INDUSTRY

Healthcare

SIZE

10,001+ employees

HYLAND PRODUCTS DEPLOYED

- Hyland Cloud
- OnBase
- Hyland RPA
- Hyland WorkView



The solution in action

By migrating to the [Hyland Cloud](#), Baptist Health dramatically improved its security posture and empowered its IT team to focus on meaningful work instead of day-to-day server maintenance. The health system leveraged OnBase to centralize enterprise content across more than 35 departments, integrating over 8 million patient records directly into its Epic workflows.

To tackle manual bottlenecks, Baptist Health deployed [Hyland RPA](#) and intelligent machine learning. Bots now automatically process 4,000 nonpurchase order invoices each month and pull patient data from external portals seamlessly. Using [Hyland WorkView](#), the team also built custom low-code applications to enhance quality assurance and stop document inconsistencies before they impact clinical care.

The results are staggering. Automation saves the accounts payable team 67 hours a month, while Hyland RPA bots reclaimed 68 days of staff time annually. Ultimately, these scalable solutions delivered profound time savings, reduced costs and improved clinical decision-making.



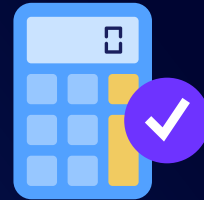
67 hours

Saved per month



25%
reduction in
outage times

For HL7 configuration in the cloud



\$60,000
annually

Saved by using low-code
application development



How Horry County automated 30,000 tax returns with Hyland RPA

Like many local government agencies, the Horry County Auditor's Office faced the daunting task of processing massive volumes of data with limited staff. When their team found themselves buried under mountains of personal property tax returns, they realized manual data entry was holding them back from delivering better constituent services. They needed a way to break free from repetitive tasks and work more strategically.

The challenge of manual processing and disconnected systems

The auditor's office receives more than 90,000 personal property tax returns each year. Historically, it took a team of six employees almost six months to complete the processing. This immense manual effort tied up the workforce for half the year, preventing them from focusing on higher-value initiatives.

While the county had made strides in digitizing records, a significant bottleneck remained. Their legacy tax processing software lacked the APIs necessary for integration with other line-of-business applications. This disconnect caused several issues:

- Staff had to manually extract, verify and key in critical data across multiple systems.
- Heavy reliance on manual data entry drained resources and delayed processing times.
- The repetitive nature of the work increased the risk of costly errors and compliance issues.

The county needed a way to bridge these disconnected systems without undergoing a massive technological overhaul.



About Horry County, South Carolina

INDUSTRY

Government

SIZE

1,001-5,000 employees

HYLAND PRODUCTS DEPLOYED

- Hyland RPA
- OnBase



The solution in action

To overcome their integration challenges, the county implemented Hyland RPA. It provided a seamless way to connect disparate systems, offering tight integration with their existing OnBase environment. Hyland RPA was exceptionally easy to configure, allowing the county to build conditional business rules that replicate complex human decision-making.

The automated bots now handle the tedious task of entering tax return data. If a bot detects a potential error or fraudulent claim, it automatically routes the file to a human auditor for review. In its first year, Hyland RPA successfully processed 30,000 tax returns without any human interaction. Every action taken by the software is meticulously logged, which simplifies compliance and provides a clear audit trail. By automating these data-heavy workflows, Horry County reduced errors, lowered processing costs and empowered its staff to focus on strategic work.



Switching to Hyland RPA from Blue Prism was a no-brainer, thanks to Hyland RPA's tight integration with OnBase. The icing on the cake was that Hyland RPA also proved to be a lot easier to configure than Blue Prism.

Timothy Oliver

CIO, Horry County



How Siemens increased process automation by up to 80% with Hyland

Managing millions of inbound invoices is a monumental task for any accounts payable team, especially when disjointed technologies create frustrating bottlenecks. Global powerhouse Siemens experienced this firsthand as its massive invoice volume overwhelmed its fragmented systems. The company needed a unified, intelligent approach to streamline operations and empower its finance professionals.

The challenge

Despite investing in various ERP and data capture tools, Siemens struggled to achieve meaningful efficiency gains. The core issue was a highly fragmented technology landscape that hindered productivity and complicated vendor management.

Specific challenges included:

- Operating almost 10 different optical character recognition (OCR) solutions across multiple global divisions
- Managing isolated system instances that created damaging data silos and limited end-to-end automation
- Spending excessive time on manual data entry because legacy tools failed to extract information accurately

Siemens needed a single, harmonized process to handle invoices globally without overwhelming its workforce or inflating operational costs.

SIEMENS

About Siemens

INDUSTRY

Manufacturing and technology

SIZE

10,001+ employees

HYLAND PRODUCTS DEPLOYED

- Hyland Brainware



The solution in action

To overcome these workflow bottlenecks, Siemens implemented [Hyland Brainware](#) intelligent capture. Within just nine weeks of the project kickoff, the AI-powered solution was operational and seamlessly integrated across more than 50 system instances. This rapid deployment immediately removed repetitive manual tasks and accelerated the entire accounts payable lifecycle.

The technology now processes 3.5 million invoices annually in more than 20 languages for Siemens. The intelligent platform automatically extracts over 50 data fields per invoice, with more than 90% of those fields captured without any manual intervention. By consolidating its systems and leveraging Hyland technology, Siemens increased process automation by an average of 30% and up to 80% in certain applications, giving its team the freedom to focus on strategic growth and innovation.



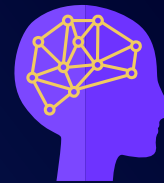
3.5 million

Invoices processed annually



20

Languages supported



**30-80%
increase**

In process automation across
shared services



Unlock your potential with Hyland

With new AI-native automation technologies evolving at such a rapid pace, it can be difficult to decide where to invest and what to invest in. Hyland equips you with the tools to build a governed and scalable foundation that helps you deliver measurable results and take your automation journey to the next level.

Hyland Content Innovation Cloud is built to bridge the gap between unstructured content and intelligent action. By leveraging our deep experience in content services with cutting-edge agentic automation, we help you secure your data, streamline your problematic processes and empower your people.

Do not let the noise paralyze you. Start with the mundane. Start with your processes.

➤ Explore [Hyland's agentic document processing capabilities](#).



Looking for more? You may also like:

➤ [Hyland is a Leader in the 2026 Gartner® Magic Quadrant™ for Document Management](#)

Download this research from Gartner to get comprehensive evaluations on multiple software vendors and learn what landed Hyland in the top quadrant.

➤ [Switching to Hyland](#)

Smarter, stronger, faster growth is waiting for you. It's time to elevate how you and your teams connect, innovate and interact with the world.

➤ [Your agentic enterprise: The new reality of AI and enterprise content](#)

With Hyland's bold approach to weaving AI into your content universe, you can move faster than ever and realize incredible outcomes.



