

Hyland Content Innovation Cloud™

Build a content-powered agentic enterprise

Organizations are under growing pressure to demonstrate measurable value from AI as competitors increasingly use it to improve operational efficiency, employee productivity and customer experiences. Despite this, many struggle to move beyond isolated experimentation and personal productivity gains to enterprise-scale adoption.

While employees are rapidly adopting AI assistants to improve efficiency, organizations are finding it far more difficult to embed AI within governed business processes where transparency, control and trusted execution are required. Although 45% of organizations report already using AI agents and another 25% are piloting them, only 17% have scaled adoption across the enterprise.

Fragmented content, disconnected systems and siloed workflows limit AI's ability to deliver trusted, relevant, explainable outcomes. Generic AI tools often lack the business and industry context needed to operate effectively, while enterprise information remains spread across an average of 24 disconnected systems, making it difficult to access and activate the information needed to support business processes and AI initiatives.

While 76% of leaders agree that context unlocks the true power of AI agents, many organizations still struggle to bring together the information and business context needed to scale trusted AI outcomes. As a result, organizations continue to rely on employees to bridge gaps across systems, a challenge often referred to as “human ETL,” referring to extraction, transformation and loading. Knowledge workers

spend valuable time manually searching for information, extracting insights, reconciling data across sources and taking action to move mission-critical work forward. These bottlenecks create a significant drain on productivity, with employees spending an average of 30% of their time on administrative tasks that divert attention from higher-value decisions, exceptions and strategic priorities.

Much of the context and institutional knowledge AI needs resides within unstructured enterprise content — including emails, contracts, conversations, videos and PDFs. Yet only 39% of organizations have that data prepared for AI, compared to 65% for structured data.

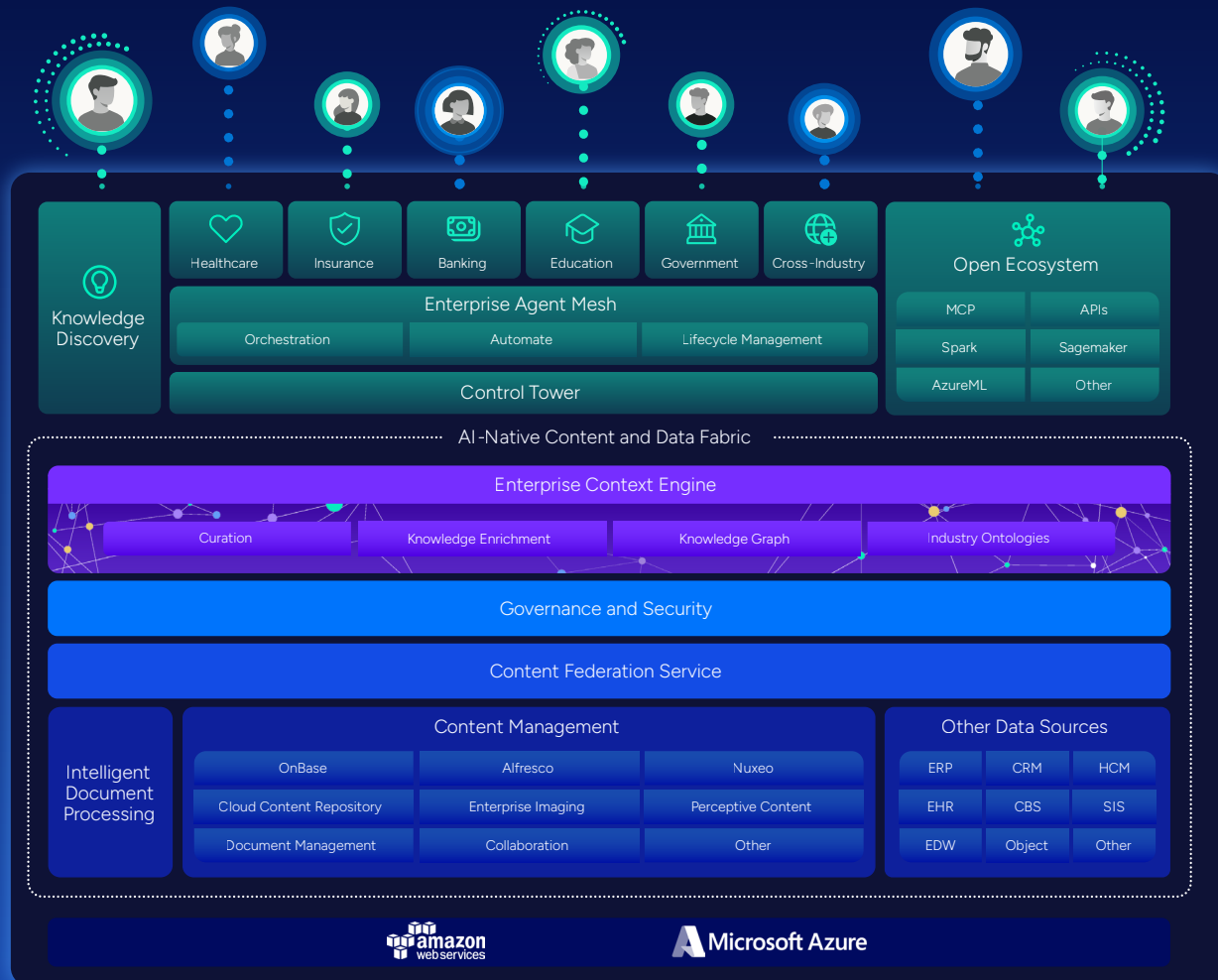
As AI evolves toward more autonomous and agentic capabilities, enterprises need more than standalone tools designed for personal productivity. Those that realize the greatest value will embed AI within mission-critical workflows and move from isolated use cases to intelligent, governed execution at enterprise scale.



Only 17% of organizations say their AI agents are fully context aware.

*Enterprise Context:
Unlocking the Full Potential of AI Agents
Forrester Consulting (commissioned by Hyland), 2026*

Content Innovation Cloud™



The platform to activate the intelligence within your enterprise content

Hyland Content Innovation Cloud™ is an AI-native platform for the content-powered agentic enterprise, designed to help organizations scale intelligent work using the content, systems and processes they already rely on. Built on an open, federated and modular architecture, Content Innovation Cloud connects mission-critical enterprise content across existing systems, enriches it with business and industry context and activates intelligence directly within operational workflows. Through an API-first foundation, organizations can extend governed intelligence across third-party applications, AI and data ecosystems, cloud environments and custom workflows, enabling intelligent work wherever it happens.

Modernize without disruption

Hyland Content Federation Service enables this approach by seamlessly connecting Content Innovation Cloud to enterprise content stored across Hyland and third-party repositories, eliminating the need for disruptive migrations. By connecting content where it already resides, organizations can activate information across systems while preserving document histories, access controls, governance and security, so they can modernize on their own terms without disrupting existing operations.

For organizations deploying Hyland business solutions or addressing straightforward cloud content storage requirements, **Hyland Cloud Content Repository** provides a cloud-native SaaS content foundation.



It serves as the repository for solutions such as Hyland for Workday and Hyland for Guidewire and works natively with Content Innovation Cloud products. Designed for enterprise scale and open integration, it can also support emerging AI-powered search, discovery and application use cases as organizations' needs evolve.

As organizations manage content across both existing and cloud-native environments, **Hyland Governance** helps keep it compliant wherever it lives. It automates retention, disposition and legal holds across repositories, using metadata-driven policies so content can remain in place. This helps reduce risk, simplify compliance and create a trusted information foundation for analytics, automation and AI.

With the flexibility to activate content in existing repositories, support new content in a cloud-native environment and govern information consistently across connected systems, organizations can choose the right content foundation for each workload while continuing to build on their existing investments.

Ground AI in enterprise context

Building on access to enterprise content across these environments, the **Enterprise Context Engine** serves as the governed context layer at the core of Content Innovation Cloud. It connects to content across any ECM or information store, curates and enriches unstructured data into AI-ready data, applies industry ontologies and maps relationships in a contextual knowledge graph. This shared context can power AI pipelines, RAG systems, AI agents, custom applications and analytics, enabling relevant, explainable and trusted outcomes across regulated industries at enterprise scale.

Operationalize AI with transparency and control

Drawing on this enterprise context, the **Enterprise Agent Mesh** provides a unified layer for purpose-built agents to orchestrate intelligent, agent-driven work across existing workflows and business processes. Supported by built-in governance and Agent Control Tower capabilities for real-time transparency, oversight and control, organizations can monitor how agents operate, interact and deliver outcomes while maintaining alignment with business policies, security requirements and human decision-making.

Together, these building blocks help organizations put enterprise content to work in new ways by connecting information across systems, enriching it with business context and enabling more intelligent action to automate repetitive work, improve decisions and drive more meaningful business outcomes.

From intelligence to impact

Content Innovation Cloud provides a modular set of capabilities organizations can adopt based on their priorities, existing investments and business needs. Organizations can start where it makes the most sense for their business and expand over time based on priorities, existing investments and evolving needs.

Capabilities include:

- **Hyland Knowledge Discovery:** Get grounded, explainable answers you can trust and act on. Ask complex business questions across authorized content and receive answers that support faster, better-informed decisions.
- **Hyland Agent Builder:** Design and manage enterprise-grade AI agents (Enterprise Agents) that automate complex workflows and scale workforce efficiency while maintaining human oversight.
- **Hyland Automate:** Utilize an AI-assisted process design studio and a scalable agentic orchestration engine, enabling customers to easily build, deploy and manage AI-powered automations.
- **Hyland IDP:** Leverage LLM-based, AI-powered document processing enhanced with agentic automation — enabling customers to take advantage of zero-training document capture, separation, classification, data extraction and validation, as well as autonomous exception handling, reasoning and execution of downstream tasks and workflows.
- **Hyland Cloud Content Repository:** Store, search and govern unstructured content at enterprise scale in a cloud-native SaaS repository that powers Hyland business solutions and supports new AI-enabled applications.



- **Hyland Governance:** Simplify compliance and reduce risk by automating retention, disposition and legal holds across repositories, while keeping content in its original location.
- **Embedded application intelligence:** Deliver contextual content and insights directly within the tools your teams already use like Workday, Salesforce and other line-of-business applications. Enable users to take action faster without switching systems.

Intelligence where work happens

Content Innovation Cloud delivers contextual intelligence directly into the workflows where work happens — enabling smarter decisions, faster actions and more intelligent execution.



AI is reaching an inflection point in the enterprise. Success will no longer be defined by pilots or isolated productivity gains, but by the ability to operationalize AI within mission-critical workflows with governance and control. At Hyland, we believe agents should automate the mundane so people can refocus on the joy of the job. That is the future Content Innovation Cloud is designed to enable.

Jitesh S. Ghai

President and Chief Executive Officer, Hyland

Rather than relying on disconnected tools or isolated AI use cases, organizations can embed trusted intelligence directly into mission-critical work with the transparency, governance and control needed to operate at scale.

Content Innovation Cloud is already helping model what intelligent, agent-driven work can look like when grounded in real operational and industry context. Powered by business understanding, semantic relationships and industry-specific intelligence, Content Innovation Cloud helps agents operate with the context needed to deliver more trusted, relevant and explainable outcomes.

From clinical workflows and patient records in healthcare, to invoice processing and financial operations, to onboarding and underwriting in banking, organizations can embed intelligent, purpose-built agents directly into mission-critical work.

Examples include:

Agentic Hospital

Healthcare teams spend too much time navigating fragmented systems, gathering records and coordinating administrative work. The Agentic Hospital helps bring patient information together to support faster referrals, more efficient intake and quicker, more confident clinical decisions. Projected outcomes include up to 5x faster referral assembly, 60% more efficient record intake and more time for healthcare workers to focus on patient care.

Agentic Accounts Payable

Finance teams often spend valuable time chasing invoices, validating information and resolving exceptions. Agentic Accounts Payable helps streamline invoice processing through intelligent automation, reducing manual effort and accelerating financial operations. Projected outcomes include up to 10x faster invoice cycle times, a 60% reduction in cost per invoice and ROI in as little as six months.

Agentic Bank

Lending teams frequently face delays caused by missing information, manual follow-ups and fragmented onboarding processes. Agentic Bank helps streamline onboarding and underwriting by identifying gaps earlier and reducing friction across the lending process. Projected outcomes include underwriter-ready applications in days instead of weeks and up to 50% fewer follow-up requests, helping teams focus on higher-value work.

Put intelligence to work

Content Innovation Cloud helps organizations move beyond isolated AI use cases to more intelligent execution across the enterprise. With a modular set of capabilities, organizations can:

- **Connect and unify** enterprise content across Hyland and non-Hyland systems, improving access to information without requiring disruptive migrations.





- **Enrich** enterprise content with business and industry context to enable more trusted, relevant and explainable AI outcomes.
- **Create, orchestrate and scale** intelligent agents across new and existing operational workflows with the transparency, governance and control needed to operationalize AI with confidence.
- **Surface** insights through natural language discovery and contextual search to help employees find information, accelerate decisions and act faster.
- **Preserve** governance, security and access controls across connected environments to help ensure intelligent work aligns with business, compliance and human oversight requirements.
- **Leverage** an open, federated and modular architecture that builds on existing investments and enables organizations to modernize on their terms without lock-in.

The next era of enterprise AI starts now

The shift from experimentation to operational AI is already underway. As competitors increasingly embed AI into everyday work to improve business outcomes and operate with greater speed and agility, those that remain focused on isolated use cases risk falling behind.

The organizations that lead in the next era of AI will be those that move beyond individual productivity tools and put AI to work across the business. By leveraging the content, workflows and governance already in place, Content Innovation Cloud helps organizations connect content, context and processes to improve decisions, reduce manual work and help employees focus on the work that matters most.

➤ Explore the [Content Innovation Cloud](#).

About Hyland

Hyland empowers organizations with unified content, process and application intelligence solutions, unlocking profound insights that fuel innovations. Trusted by thousands of organizations worldwide, including many of the Fortune 100, Hyland's solutions fundamentally redefine how teams operate and engage with those they serve. For additional information on the Hyland platform and services, please visit [Hyland.com](https://www.hyland.com).

