

Hyland's OnBase

Vermont's Cornerstone Enterprise Content Management (ECM) Solution

What is OnBase?

OnBase is an Enterprise Content Management (ECM) Solution developed by Hyland. ECMs are solutions that are document centric and support functions that are driven by the processing of documents. The range of functionalities include:

- traditional scan and retrieve of documents and records,
- ability to manage retention schedules for records,
- provide proper disposition of records,
- comprehensive document centric workflow,
- web supported document uploading,
- optical character recognition,
- indexing and enterprise search.

Who uses OnBase?

OnBase is currently in use in four primary locations. The Agency of Transportation (AOT), the Public Utility Commission (PUC), Department for Children and Families (DCF) and Department of Vermont Health Access (DVHA). All four instances currently use on premises versions of OnBase.

How is OnBase being used?

AOT, PUC and DCF currently use OnBase primarily for scanning and retrieving records but do utilize other functions like mainframe reporting too.

DVHA has implemented OnBase to capture and store supporting documentation that accompanies a Vermonters application for coverage. Through integration with their portal these documents can be submitted at the time of application and eliminate the need to mail them.

Quick Facts

Number of Terabytes of content currently being managed within OnBase – 15TB

Cost Model: OnBase is subscription-based. Users pay a per user fee upfront and are entitled to use the software during the subscription term.

Annual cost per Terabyte to manage content - \$15,866

Why use OnBase?



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OnBase is a cornerstone platform for enterprise content management for the State of Vermont. ADS has reviewed in-use solutions, market trends, business compatibility, support, sustainability and competitiveness and selected Hyland's OnBase to be the Executive Branch's standard for ECM. Adoption of OnBase will help ensure future support and an affordable cost model due to economies of scale.

What's next for OnBase?

We are working to build upon the current use and adoption of OnBase in three distinct areas.

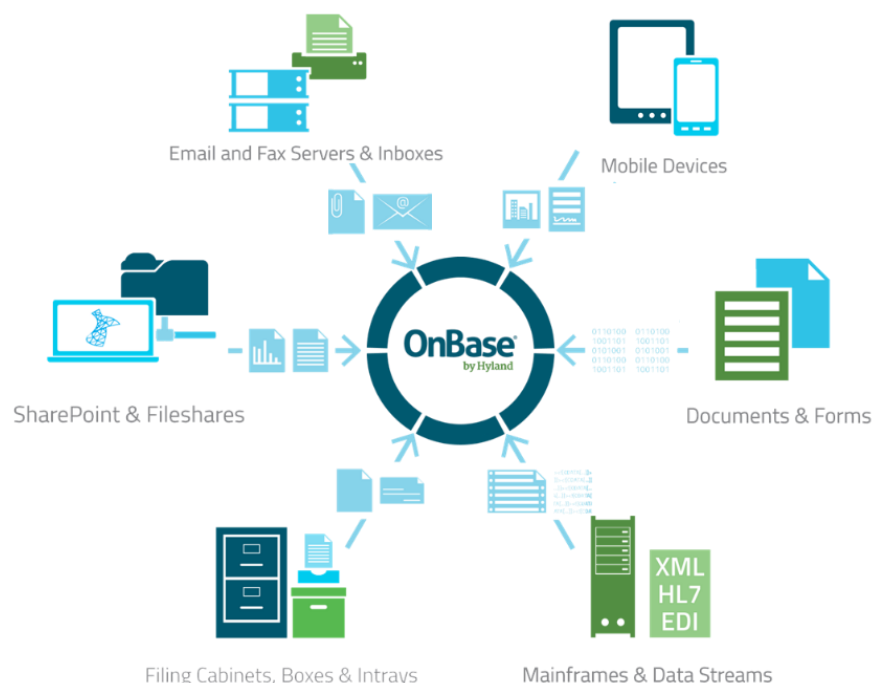
First, adding the following Agencies and Departments to the OnBase Platform: AOE, DOL, and DPS while bringing the platform in to compliance for data security.

Second, we continue to evaluate the full product offering from Hyland to understand where their tools help Vermont solve problems.

Lastly, we are working with Hyland to understand all of our licensing, maintenance and support costs and when appropriate will be able to execute an enterprise agreement which will drive the total cost of ownership down.

Where can I learn more about OnBase?

For general information about Hyland's OnBase please visit <https://www.onbase.com/en> . For Vermont specific information you can contact Kevin Pecor in the ADS Enterprise Architecture team at Kevin.Pecor@Vermont.gov or (802)309-1048, or you can reach out to your Agency IT Leader.



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