



Hyland reduces Incident handling time by 75% with Cadalys Service Management™

“We needed a solution that would enable us to streamline our cloud-based back-office business processes. We were particularly interested in a Salesforce-native solution that could deliver a holistic 360-degree view of our customers, empowering us to detect trends, make vital changes, and react to customer needs with enhanced flexibility.”

LaSonja Smith, VP Hyland Cloud Service Management

Why They're Trailblazers

Hyland is a leading content services provider that enables thousands of organizations to focus on what they do best and deliver better experiences to the people they serve. Nearly 4,000 employees across the globe serve a base of 19,000 “lifetime customers”.

Recipient of Gartner’s **2022 Customers’ Choice distinction for Content Services Platforms**.

More than half of 2020 Fortune 100 companies leverage Hyland products and solutions.

Forrester® research reveals nearly **300% ROI** enabled by content services in the Hyland Cloud.



The Native ITSM Advantage

Hyland chose Cadalys Service Management™ in part because it is a native ITSM solution built entirely on the Salesforce platform. The ability to deliver out-of-the-box ITIL® processes as part of the service delivery function, from internal help desks to customer-facing service operations, means a superior stakeholder experience delivered more efficiently.

Over 200 Service Catalog offerings are provided through a single data-driven process. This enables business users to create new Service Catalog items without the need for an administrator or IT involvement, or the need for development cycles with extended timelines.

Hyland reduced incident handling time by 75% using the powerful ITIL workflows and automations in Cadalys Service Management™.

The rest of the enablement has followed suit. Hyland has deployed Cadalys’ CMDB with automated creation of new CIs and CI relationships without administrative overhead.

Salesforce Products



Service Cloud



Experience Cloud



Platform

CADALYS

