

Hyland makes a giant move to cloud service



How do you capture, organize and distribute digitized content around the world? With a cloud service built on NetApp.

Hyland has a long history of innovation in the enterprise content management sector. For more than 19,000 clients worldwide, Hyland helps capture, organize, and distribute content on a large scale. Enterprises that rely heavily on documentation—healthcare, financial services, higher education, and insurance are key verticals—use Hyland’s flagship product OnBase to manage their content.

The Ohio-based company has expanded over the years, offering specialized services and evolving as data has become increasingly important. Hyland Cloud is a continuation of that innovation, offering Hyland clients a cloud solution for performance, cost, and data sovereignty benefits.

Expanded cloud storage from 2PB to 14PB

Saved 2PB with deduplication

Lowered storage deployment time

Patrick Mulcahy, vice president of Global Cloud Services, said that having NetApp® technologies at the core of Hyland's 18 colocated data centers made NetApp the right choice for cloud offerings. The company has NetApp AFF and FAS investments in its data centers. NetApp Cloud Volumes ONTAP® software and the NetApp StorageGRID® object-based storage solution are used both on premises and with Hyland Cloud's primary public cloud, AWS.

"As more customers store content and more content comes into these systems, we need creative solutions for our storage needs," Mulcahy said.

"We continue to see tremendous success in customers either starting fresh in the Hyland Cloud or premises-based customers moving to our Hyland Cloud offering."

"They had originally predicted a multiyear go-live phase, and we were able to shrink that time into within 6 to 8 months," he said.

The technologies allow Hyland to quickly respond to client demands without capital investments in new colocations and shorten the time to market. Paul Adkins, Director of Global Cloud Services, Infrastructure and Security, said that the deployment time of a traditional colocated instance is 90 days. With Hyland Cloud, that time is reduced to 30 days.

"That gives us an opportunity to get into new regions, provide a service to our customers without a huge gamble, without a 3-year gamble of a full co-lo build," he said.

"Traditionally in co-lo, you have to buy for that top-end growth, and then when it shrinks, you have all this room. With hyperscaling, we can expand as needed, depending on the type of solution—where compute and storage can grow and shrink."

As an example, Mulcahy pointed to a Hyland Cloud customer, a large healthcare organization, that chose to go with the cloud offering. The time needed to deploy was a major factor in the organization's decision.

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"Going faster and saving money means the world to me and our customers. The largest benefit of NetApp to Hyland is our familiarity with the products and the sales team," Adkins said. "The sales team understands our environment. They work with us on a daily basis to enhance our ability to meet the needs of our customers."

Those efforts also extend to development teams using NetApp Trident for persistent storage in containers. The ability to develop, test, and deploy with scalable storage is key for creating innovations in applications and services. NetApp product features such as deduplication are helping to control storage costs by increasing storage density and saving as much as 2PB of data.

Hyland Cloud has been able to scale its storage to meet growing demand. In 3 years, the volume has increased by a factor of 7—from 2PB to 14PB. Mulcahy noted that the increase was managed by adding only one storage engineer to his team.

“Our ability to scale with NetApp has been a huge benefit to our success in the Hyland Cloud as we continue to grow,” Mulcahy said. “And as more and more Hyland customers move to the cloud, we have more and more demands for storage requirements, and NetApp helps us along the way.”

Products

NetApp Cloud Volumes ONTAP

NetApp StorageGRID

NetApp Trident

NetApp AFF

NetApp FAS



+1 877 263 8277

About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds. As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. To learn more, visit www.netapp.com

