

Think like an
urban planner.

Manage growth by
mastering IT sprawl.

Key tips for controlling the chaos, weeding out redundancies and building a flexible, future-proof information system.

When IT sprawl keeps your organization's future in gridlock.

IT sprawl has a way of holding back nearly every part of your organization. Redundant applications and overlapping information management technologies lead to inefficient workflows that increase worker frustration. Data silos turn into roadblocks that stand in the way of delivering better customer service. As the sprawl and slowdowns mount, you think:

How can we keep up with today, let alone plan for tomorrow?

To find the answer, it may be a matter of asking a different question.
Or seeing things with a different mindset.

OnBase®
by Hyland

IT sprawl gridlock.

Manage growth.

Plan for tomorrow, today.

Improve your mass (data) transit.

Plan for peak demand.

Make a blackout backup plan.

Collaborate.

Engage your community.

Embrace your history.

Discover a new direction.

Bring it all together in one place.

Manage growth with a unified master plan.

While growth is a sign of health, if it's not managed right, it can lead to sprawl.

For organizations, an ad hoc approach to acquiring applications results in multiple, disconnected and unsecure information silos that increase support and infrastructure costs, impact employee morale and hurt the customer experience.

Urban planners fight sprawl by having a unified plan for growth. So can CIOs.

See how applying these urban planning principles could help you cut IT sprawl down to size. >



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Incorporate into your plan the ability to change.

Urban planners seek ways to future-proof cities. As part of that, they plan for people, not years. They examine usage patterns and population growth as a target, not an arbitrary date on the calendar.

Today, as business demands continue to outpace IT's ability to meet them, think about what you'll need to accommodate more and more users.

A strategic approach to purchasing solutions combined with an information management platform that integrates with your existing, and future, applications can give you the seamless scalability you need.

By 2024, the civilian U.S. workforce is expected to reach more than **163 million**.

Source: United States Department of Labor, Bureau of Labor Statistics, 2015.

The one takeaway: Use a deployment strategy.

A decision tree can help you determine whether you're on the right path before adding a new application. You'll minimize sprawl while still meeting the needs of your organization.

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Deliver nonstop information access.

For your business users, accessing information is like getting on the bus. They'd rather take an express route versus a local one with several stops along the way.

While multiple systems may force users to hunt and search across repositories to fulfill a customer request, a single system gathers all of the organization's content in one place. It's like a direct connection to customer satisfaction.

43% of surveyed organizations
are struggling to meet increasing expectations for
speed of response.

Source: AIIM, 2016.

**The one takeaway: Ramp up productivity with
anytime, anywhere information access.**

A system that has content always within reach, even on a mobile device, keeps business moving.

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Avoid a data bottleneck.

From rush hour to game day, urban planners know certain times of the day and week place greater strain on a city's traffic flow and parking capacity – and they plan accordingly.

In just the same way, CIOs can plan for peak demand by using a robust information management platform that integrates across enterprise applications and enables users to easily access information anytime. Likewise, a platform that offers real-time monitoring can help you proactively address issues when they arise.

Over 60% of organizations say they spend extensive time finding content.

Source: "Thinking in New Dimensions: The Benefits of Multichannel Capture," AIIM, Hyland Software, Inc., 2016.

The one takeaway: The right system works in sync with your user demand.

For example, with a modern ECM system, you can schedule tasks, such as automated batch scanning, to take place during non-peak times.

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So customers and users are never left in the dark.

Not only do urban planners design for the future, but they must also plan for the worst.

A system resiliency plan can help you minimize downtime, maintain organization continuity and ensure customer service isn't compromised should a system fail. Identify the applications that contain the most mission-critical information. Then, create a proactive roadmap that consolidates them on one of your core enterprise platforms.

In 47% of organizations, a content system outage of more than two hours would cause serious business disruption.

Source: "Thinking in New Dimensions: The Benefits of Multichannel Capture," AIIM, Hyland Software, Inc., 2016.

The one takeaway: Leverage the cloud in your contingency plan.

Invest in technology that enables users to access vital information via the cloud and from mobile devices should issues arise with your on-premise information systems.



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It takes a village to run an enterprise.

Urban planners don't build cities by themselves. They reach out to experts in a variety of fields to ensure everything works together.

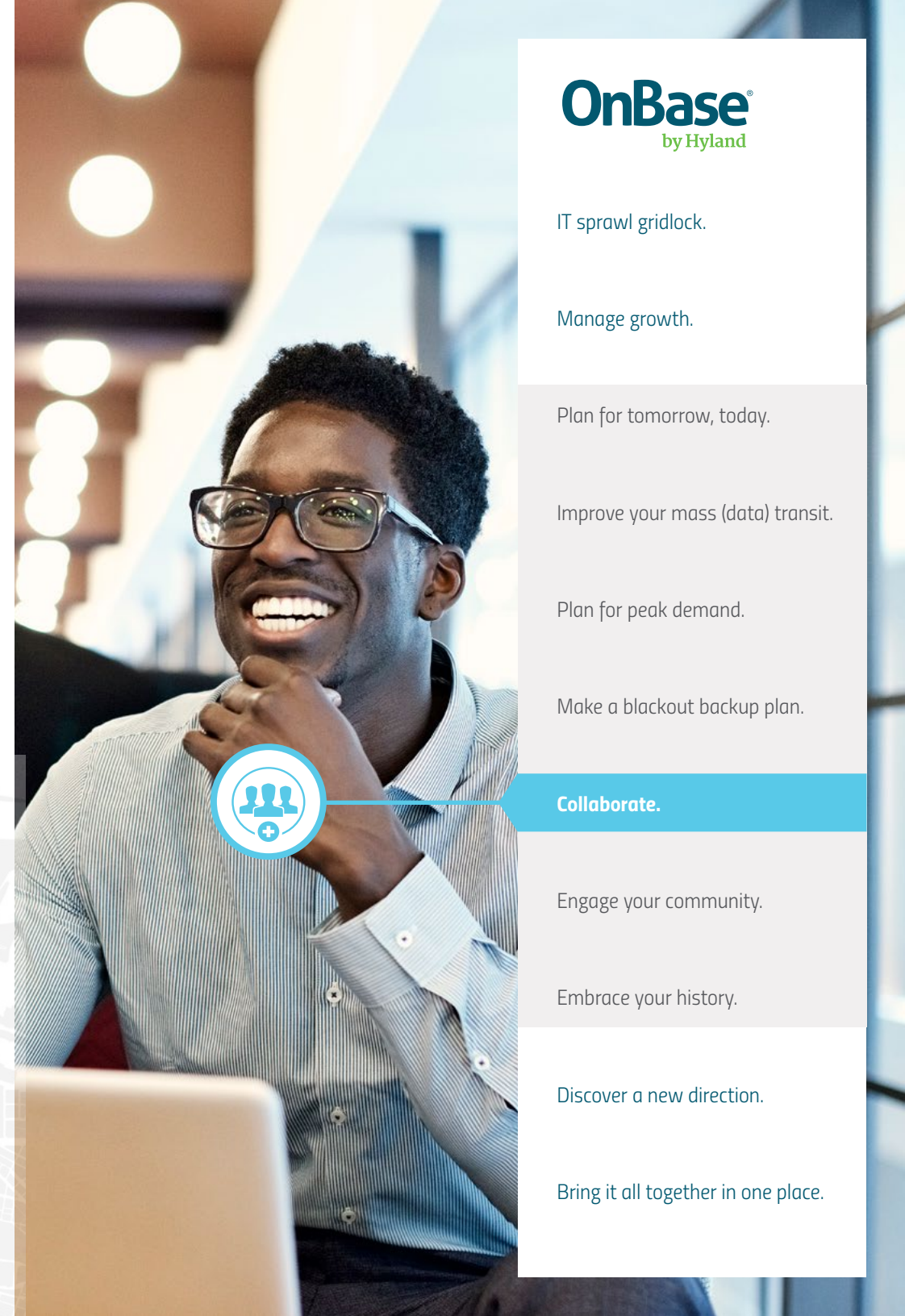
Like an urban planner, you want to build consensus among all your stakeholders. Help them see the connection between IT sprawl and the issues of productivity and accessibility they may be facing. Then, together, all of you can agree on the benefits that come from "symphonized" systems.

52% of surveyed content management professionals say user adoption of their existing ECM solution is their biggest challenge.

Source: Forrester Research, Inc. 2016.

The one takeaway: Promote ROI.

Be like a marketer: Show how the right enterprise information platform can save time, save money, and increase productivity and employee morale by streamlining low-value tasks.



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Listen to your digital citizens.

When urban planners design communities, they go out and talk to the people who live there. They know citizens in a community have critical firsthand knowledge of which services or features are working, absent or need improvement. Likewise, the application users in your business can provide you with key frontline insights that can help you make better decisions on how to best target the sprawl where they live – whether that be a cubicle, office or on the road.

Top three barriers to user productivity:

47% Insufficient management of information

44% Ineffective tools for cross-department collaboration

43% Inefficient/incomplete applications to support business processes

Source: A commissioned study conducted by Forrester Consulting on behalf of Hyland, July 2015.

The one takeaway: An effective ECM system is intuitive.

An ECM solution that supports a GUI-based environment enables everyone to easily connect it to other business applications.

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Know how to leverage your legacy system.

Urban planners don't work with a clean slate. They must build for the future by working with a city's present infrastructure. In the same way, a scalable platform not only supports today's needs, but it's also able to change to meet ever-evolving organizational demands.

Many organizations average more than six different ECM products, while larger organizations can have up to 20.

Source: "Strategic Road Map for Enterprise Content Management," Gartner, 2015.

The one takeaway: A unified platform can bridge present systems and future needs.

With a single, scalable platform, managing growth becomes simple and seamless.

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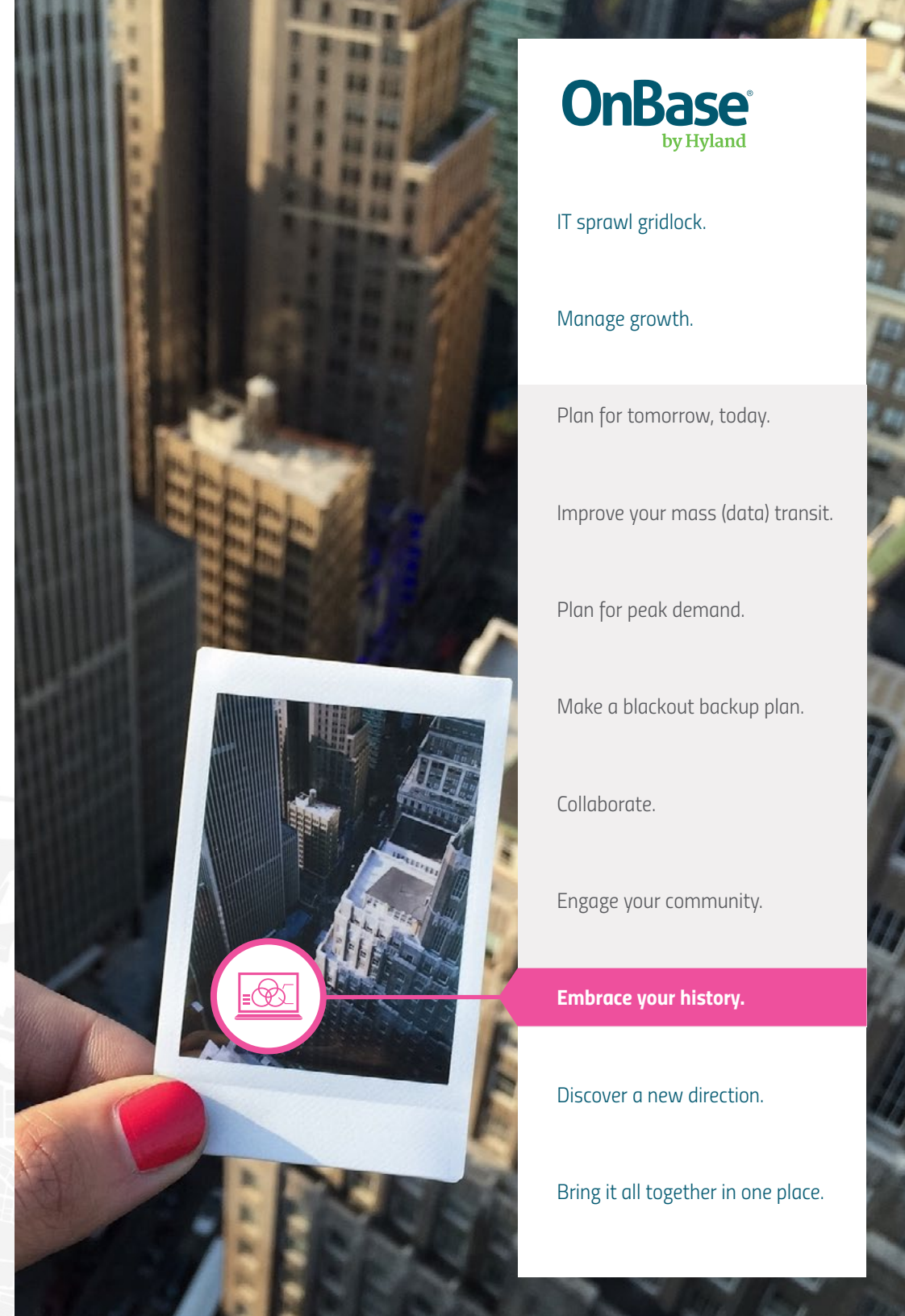
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Move away from sprawl and create a complete community where everyone can access everything from a central information hub.



From: Unchecked sprawl, multiple systems and platforms

To: Symphonized systems and operational agility

- Better customer service
- Full potential
- Endless business solutions

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Find unlimited potential with a single platform.

OnBase by Hyland is a single enterprise information platform for managing content, processes and cases. By integrating directly with your existing business applications, OnBase provides business users with a complete view of the information they need via the devices and systems they use every day.

OnBase enables you to simplify your IT environment. Instead of managing and maintaining many disconnected systems, your department is able to focus on consolidating and building applications on a common infrastructure, created around a single content repository.

Find your way out of the sprawl with OnBase.

For further insight, read our white paper, "[Failing to plan is planning to sprawl.](#)"

To assess your own level of IT sprawl, [take our quiz now.](#)

See where OnBase can take your business. Contact us at info@OnBase.com or 1.888.495.2638.

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