



From Documents to Decisions: Modernizing SAP Finance and HR with Intelligent Content

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Colby Little, Sales Solution Engineer

Speakers



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Why are we here today?



Hyland is uniquely positioned to help SAP customers extend and optimize their investments



Unified content + process + AI

- AI is embedded, not bolted on
- Connects content, workflows and decisions
- Eliminates silos for end-to end automation



Enterprise-grade integrations into SAP business processes

- Built to extend SAP S/4HANA and SAP SuccessFactors
- Embedded in core business processes
- Drives outcomes, not just content storage



Cloud-native flexibility with proven hybrid support

- Modern cloud platform with proven on-prem support
- Modernize at your own pace
- Avoids forced migrations and fragmented stacks



From Documents to Decisions

Who is Hyland?

Intelligent integrations for SAP Finance & HR

Next steps – Q & A





Intelligence empowering innovation

Fueling
contextualized
intelligence

Unlocking
actionable
insights

Driving
agentic
automation

Expert
governance

Comprehensive
platform



1991

FOUNDED

15,000+

CUSTOMERS

50+

INDUSTRIES

4,000

HYLANDERS

106+

COUNTRIES

500+

GLOBAL PARTNERS

OHIO

HEADQUARTERS

20+

OFFICES WORLDWIDE

4,000+

PARTNER EMPLOYEES



Hyland Customers with Logo Use Permission

 TMC HEALTH	 IOWA HEALTH CARE	 ASANTE®	 optos®	 QUARTZ HEALTHCARE	 Commerce Trust Banking Investments Planning®	
Healthcare	Healthcare	Healthcare	Healthcare	Healthcare	Financial Services	
 Farm Credit Services of America	 Patelco® CREDIT UNION	 red canoe CREDIT UNION	 BeneSys®	 REDSTONE FEDERAL CREDIT UNION®	 stcu	 SESLOC — CREDIT UNION —
Financial Services	Financial Services	Financial Services	Financial Services	Financial Services	Financial Services	Financial Services
 MEDICAL COLLEGE OF WISCONSIN	 Virginia's Community Colleges	 DeVry University	 GARNEY	 js west AND COMPANIES	 LEONARDO	 Rexel
Education	Education	Education	Manufacturing	Manufacturing	Manufacturing	Manufacturing
 CITY OF BELLINGHAM WASHINGTON	 CITY OF IRVINE	 SC HOUSING Financing Housing. Building SC.	 athenahealth			
Government	Government	Government	Healthcare			



Hyland and SAP Partnership

Partnership formation & early solutions

Hyland began offering integrations for SAP ERP, primarily OnBase for SAP via ArchiveLink.

Expanded SAP integrations with advanced workflow automation and intelligent capture.

Enhanced AP automation & HR integrations

Enhanced AP automation capabilities for SAP, leveraging pre-built solution for invoice processing.

Hyland integration for SAP SuccessFactors launched.

Hyland for SuccessFactors V1, launched.

Hyland for SAP SuccessFactors & S/4HANA

Hyland for SuccessFactors V2, launched.

Hyland for SAP S/4HANA launched.



2000s

2010s

2019

2022

2024

2025

2026



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Accounts Payable



AP Invoice Processing Challenges

Labor intensive processing

Late Payments

Security and compliance issues

Financial Reporting

Downstream impact

Repetitive document processing and data entry tasks lead to employee burnout

Delays in invoice processing can incur late fees, and lead to future fulfillment issues

Data inaccuracies increase risk for compliance and audits

Slow exception resolution and poor process visibility impact financial forecasting accuracy



AP Automation Iceberg

Automated Today

- ☒ Invoice Capture
- ☒ Approval Workflow
- ☒ Posting to ERP

Work Left Undone



Reconciling
Vendor Statements



Proactive Fraud &
Anomaly Detection



Optimizing Early
Payment Discounts



Root Cause Analysis for
Recurring Exceptions

Hyland AP Automation for SAP

Capture, process, manage



AI-driven capture
that extracts,
validates and
processes invoice
data with minimal
human touch.



**AI-powered
workflows**
automate routing
and validation, with
human-in-the-loop
for exceptions.



Store and access to
financial
documents directly
in **SAP S/4HANA** for
compliance and
control.



ELECTRONIC CAPTURE



Scan paper

0101001
1010101
0110110



Receive faxes



Ingest emails



Import EDI



AP REVIEW

- GL coding
- PO matching
- Duplicate invoice check



APPROVAL MANAGEMENT

- Email notifications
- Approvals via mobile devices
- Delegation of authority



AP POSTING

- Verify readiness
- Post data to ERP
- Manage exceptions



Document
Control



Process
Control



Workflow
Management



Audit
Tracking



Document
Retention



VENDOR MANAGEMENT

- Set up new vendors
- Update vendor information



SPECIALIST

- Resolve PO discrepancies
- Tax research
- Freight corrections



Real-time invoice/PO date validation
Access remit to address info



Integrated GL accounting
PO validations



Data posted directly to ERP
Voucher created automatically



The Shift: Manual Configuration vs. SaaS Deployment

MANUAL & COMPLEX



Manage servers, infrastructure, network



Manual installation



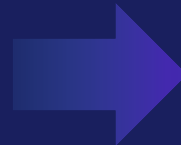
Complex, manual software configuration



Large, infrequent release cycles



Hard to scale



CLOUD-NATIVE & AUTOMATED



Fully managed, cloud-native



Automatic software provisioning



Always up to date



Continuous, incremental updates



Built to scale effortlessly



Key capabilities

without leaving SAP

View, search, upload and delete documents from SAP



Automate capture and routing through Hyland IDP



Apply governance: audit trails, retention, controlled access



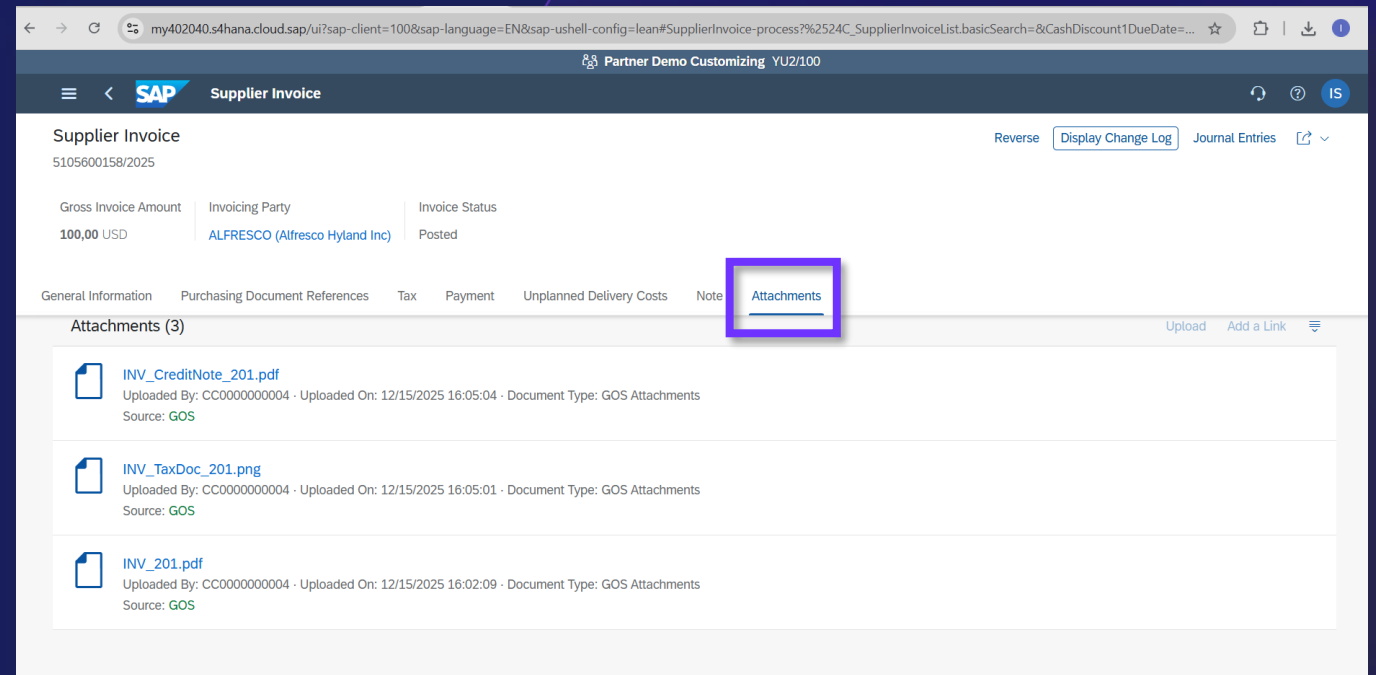
Improve finance, procurement and shared services productivity



Hyland for SAP S/4HANA

Secure, Scalable and AI-ready Content Services

- Fiori-native, Odata-compliant (Clean Core) integration
- Embedded document access, search and capture inside SAP workflows.
- Keeps processes running during ECC to S/4HANA migration



Finance

Challenge:

- Fragmented document access slows invoice processing, audits, and period-end close.

Goal:

- Improve throughput, accuracy, and compliance across finance workflows during S/4HANA migration.

How Hyland Helps:

- Embedded document access, IDP-powered capture, and clean-core integration streamline AP/AR processes and maintain continuity from ECC → S/4HANA.



Procurement

Challenge:

- Supplier documents, contracts, and approvals live outside SAP, creating delays and compliance risk.

Goal:

- Accelerate procure-to-pay cycles and strengthen governance of supplier documentation.

How Hyland Helps:

- Centralizes procurement content inside S/4HANA, automates document routing, and applies consistent retention, audit trails, and AI-ready metadata.



Shared Services

Challenge:

- High volumes of disconnected documents lead to slow case resolution and manual handoffs across teams.

Goal:

- Standardize processes, reduce manual work, and deliver more consistent employee and vendor experiences.

How Hyland Helps:

- Provides unified content access across S/4HANA workflows, enabling faster service delivery with governed, AI-ready content and scalable automation.



Hyland provides, future-ready solution for SAP

AI-based IDP captures and processes invoices with speed and accuracy, reducing manual effort.

AI automates routing and approvals, with human-in-the-loop for exceptions.

Modern, scalable content foundation for SAP S/4HANA.

Siemens

A global manufacturer enhances SAP Finance with Hyland

The challenge

- High volume of engineering and business documents
- Disconnected content across systems
- Manual, time-consuming document handling
- Limited visibility into critical processes



We had almost 10 different OCR solutions in place for invoice processing in our different divisions. It was very fragmented and not standardized. We were looking for one harmonized process for incoming invoices for all vendors.”

Nikolas Barth

Head of Strategy – Financial
Shared Services
Siemens



Siemens

A global manufacturer enhances SAP Finance with Hyland

The challenge

- High volume of engineering and business documents
- Disconnected content across systems
- Manual, time-consuming document handling
- Limited visibility into critical processes

The solution

- Centralized content integrated with SAP
- Automated document capture and workflows
- Secure, compliant information management
- Faster access to critical business content



We had almost 10 different OCR solutions in place for invoice processing in our different divisions. It was very fragmented and not standardized. We were looking for one harmonized process for incoming invoices for all vendors.”

Nikolas Barth

Head of Strategy – Financial Shared Services
Siemens



IDP Demonstration

- What you will see:
 1. Classification and Extraction
 2. Configuration with AI
 3. Retrieval through Fiori UI





Viewing Attachments in Fiori



Recently Added Apps

Manage Purchase
Orders



My Apps

Create Supplier
Invoice



Supplier Invoices
List



45





Standard

Search	Invoice Document No.:	Invoicing Party:	Status:	Company Code:	Posting Date:	Invoice Date:	Reference:
-------------------------------------	--	---------------------------------------	------------------------------	------------------------------------	------------------------------------	------------------------------------	---------------------------------

Invoices

[Create](#)

☐ Invoice Number	Invoicing Party	Status	Company Code	Gross Invoice Amount	Posting Date	Invoice
---	-----------------	--------	--------------	----------------------	--------------	---------



Let's get some results

Start by providing your search or filter criteria.



Standard

Search	Invoice Document No.:	Invoicing Party:	Status:	Company Code:	Posting Date:	Invoice Date:	Reference:

Invoices (46)

Create

Delete

☐ Invoice Number	Invoicing Party	Status	Company Code	Gross Invoice Amount	Posting Date	Invoice Date
☐ 5105600196/2026 Entry Type: Online Cash Disc 1 Due Date: 02/01/2026	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	1,000.00 USD	01/20/2026	02/01/2026
☐ 5105600194/2025 Entry Type: Online Cash Disc 1 Due Date: 02/20/2026	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	0.00 USD	12/18/2025	02/20/2026
☐ 5105600193/2025 Entry Type: Online Cash Disc 1 Due Date: 02/19/2026	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	0.00 USD	12/19/2025	02/19/2026
☐ 5105600192/2025 Entry Type: Online Cash Disc 1 Due Date: 02/19/2026	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	0.00 USD	12/19/2025	02/19/2026
☐ 5105600191/2025 Entry Type: Online Cash Disc 1 Due Date: 02/19/2026	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	0.00 USD	12/19/2025	02/19/2026
☐ 5105600190/2025 Entry Type: Online Cash Disc 1 Due Date: 02/19/2026	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	0.00 USD	12/19/2025	02/19/2026
☐ 5105600189/2025 Entry Type: Online Cash Disc 1 Due Date: 02/19/2026	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	0.00 USD	12/24/2025	02/19/2026
☐ 5105600188/2025	ALFRESCO (Alfresco Hyland Inc)	Parked	1710 (Hyland Software Inc)	0.00 USD	12/18/2025	02/12/2026

Supplier Invoice

5105600196/2026

EditPostDelete

Gross Invoice Amount	Invoicing Party	Invoice Status
1,000.00 USD	ALFRESCO (Alfresco Hyland Inc)	Parked

- General Information
- Purchasing Document References
- Tax
- Payment
- Unplanned Delivery Costs
- Note
- Attachments

General Information

Basic Data

Transaction: Invoice	Invoice Date: 02/01/2026	Invoicing Party: ALFRESCO (ALFRESCO HYLAND INC)
Company Code: 1710 (Hyland Software Inc)	Posting Date: 01/20/2026	Reconciliation Account: 21100000 (Payables Domestic)
Gross Invoice Amount: 1,000.00 USD	Reference: DEMO	Partner Bank Type: -
		IBAN: -
		SWIFT/BIC: -

Purchasing Document References

Reference Document Category: Purchase Order / Scheduling Agreement	Purchase Order / Scheduling Agreement: 	Assignment Options
---	---	--------------------

Supplier Invoice

5105600196/2026

Edit

Post

Del

Gross Invoice Amount

Invoicing Party

Invoice Status

1,000.00 USD

ALFRESCO (Alfresco Hyland Inc)

Parked

General Information

Purchasing Document References

Tax

Payment

Unplanned Delivery Costs

Note

Attachments

Attachments

Attachments (1)



INV_101.pdf

Uploaded By: CC0000000004 · Uploaded On: 02/20/2026 16:36:46 · Document Type: GOS Attachments (GOS)

Source: GOS

INVOICE

INVOICE #: APT-2025-036
INVOICE DATE: OCTOBER 22, 2026
DUE DATE: NOVEMBER 5, 2026

INV_10

Invoice Num
APT-2025-0

Invoice Date
October 22

Vendor Nam
Hyland Sof

Total Amour
\$1,500.00

FROM

BILL TO

Alfresco
Hyland Software
308 River Birch Way
Savannah, GA 31405
info@alfresco.com

Hyland Software
126 Willow Row
Charleston, SC 29401
contact@hvland.com



INVOICE

INVOICE #: APT-2025-036
INVOICE DATE: OCTOBER 22, 2026
DUE DATE: NOVEMBER 5, 2026

INV_101.pdf



Properties

Invoice Number
APT-2025-036

Invoice Date
October 22, 2026

Vendor Name
Hyland Software

Total Amount
\$1,500.00

FROM

Software
er Birch Way
h, GA 31405
fresco.com

BILL TO

Hyland Software
126 Willow Row
Charleston, SC 29401
contact@hvland.com



Showing

1 of 1

25%









HR

UNDER PRESSURE

Unrelenting Content Explosion

Countless formats, sources, locations, platforms

Higher Customer Expectations

For speed, self-service and automation

Rising Compliance Demands

For governance, security and auditability

HR content

is some of the most sensitive data in the organization.

60%

of organizations cite data privacy
risk their top AI concern

Governance foundations enforce:

- Role-based access
- Full audit trails
- Retention & disposition
- Explicate requirements for responsible AI

Some departments are testing out AI projects, **but HR can't afford “experimental AI”**

Creating a foundation that's ready for AI

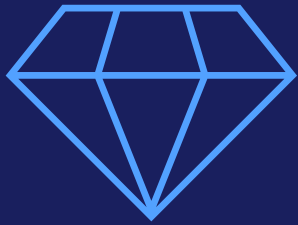
HR organizations manage some of the most content-heavy and compliance-sensitive processes in the enterprise.

HR data lives in disconnected systems, limiting automation and making it difficult to apply AI in a meaningful, scalable way.

Establishing an AI foundation in HR starts with organizing, governing, and enriching HR content.



AI can deliver real value with...



High-quality
content



Contextual
awareness



Governance
and trust

STRONG CONTENT FOUNDATION



Make content discoverable, not exposed

When content is enriched and governed, HR can safely enable natural-language discovery.

Start with employee assisted AI

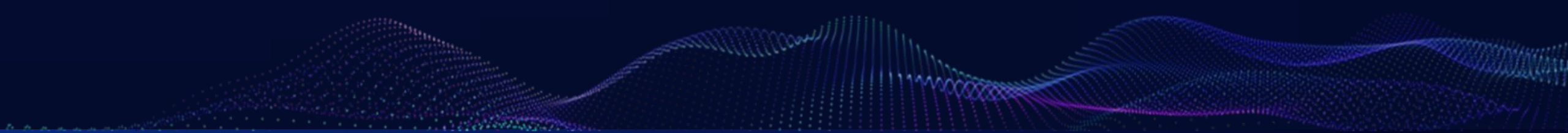
Target low-risk use cases like a benefits enrollment assistant, assisted onboarding, or a company policy assistant.

Build an AI-ready foundation

Assess your HR content landscape and identify governance gaps – Hyland can help!

Meet employees where they are

Provide HR employees with access to the documents they need within the systems they work in everyday.



Getting your content ready

1

Content consolidation
into one system of record

2

Access controls based
on role security

3

Key system integrations
to increase efficiency

AI ready content for HR means ensuring HR-related documents are
centralized, secure, and linked to core HR systems.

This creates a **single, trusted system of record** for HR content.

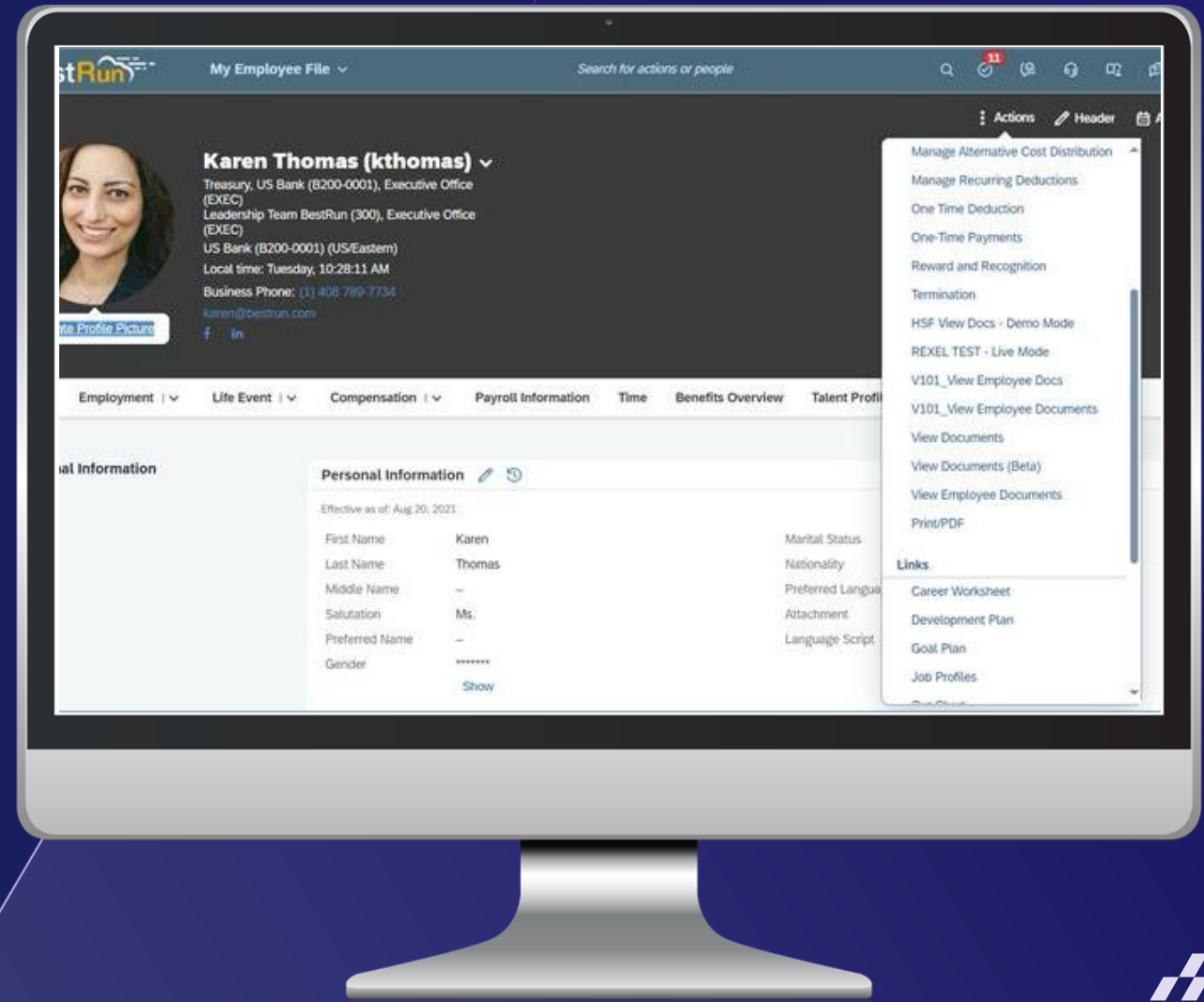


Hyland for SAP SuccessFactors

Eliminate the need to switch between applications with direct access to document in SuccessFactors Employee Central

- Key Features

- Native content services embedded in SuccessFactors
- In-context document access within Employee Profile and HR workflows
- Integrated viewer in SuccessFactors UI
- Self-service access to HR documents
- Unified view of employee data
- Cloud-native architecture for rapid deployment





Sarah Mitchell

HR Manager

⚠ **Challenge**

- Scattered employee files across multiple systems
- Manual document retrieval delays HR decisions
- Compliance risk from incomplete or misfiled records
- No single view of the full employee lifecycle

✓ **Hyland + SuccessFactors**

- Unified document repository linked to every employee record in SuccessFactors
- One-click access to contracts, appraisals, etc
- Automated retention policies & audit-ready document trails
- Role-based permissions ensure data governance at scale



Marcus Thompson

Talent Specialist

⚠ **Challenge**

- Candidate documents emailed, lost or duplicated
- Manual handoff of offer letters and contracts
- Onboarding is more manual than automated
- No visibility of document status during hiring

✓ **Hyland + SuccessFactors**

- Recruiting docs captured and linked to candidate
- Onboarding task completion tied to document receipt in Hyland
- New hire files ready on Day 1 — zero paper, zero chasing



Michael Bowen

Employee

⚠ **Challenge**

- Has to contact HR just to view own documents
- Unsure where to find company policies
- Submitting personal documents is very manual
- No visibility of what HR holds on their behalf

✓ **Hyland + SuccessFactors**

- Self-service portal in SuccessFactors surfaces personal docs from Hyland
- Download contracts & tax docs anytime, any device
- Submit life event documents directly into their own file
- Clear audit trail of what's held — building trust and transparency

Hyland + SuccessFactors supports key HR personas

Access to Important Information

- Improve employee confidence with trusted, governed answers sourced from official policy documents.
- Eliminate confusion created by outdated PDFs, email links, and scattered intranet content.
- Increase transparency and reduce HR queries by providing one authoritative source of truth.
- Reduce manual effort so HR teams can focus on complex, high-value employee needs.



Use Cases

- **Benefits Enrollment**
- **HR Policy & Handbook Q&A**
- **Onboarding & Orientation**
- **Employee File Management**
- **HR Assistance Triage**



Improve Manual Processes

- Accelerate onboarding and benefits enrollment with instant access to critical information.
- Streamline HR workflows with automated triage and content-driven routing.
- Secure and governed documents for all employee documents.
- Reduce manual effort and increase recruiting and onboarding process



Use Cases

- **Benefits Enrollment**
- **HR Policy & Handbook Q&A**
- **Onboarding & Orientation**
- **Employee File Management**
- **HR Assistance Triage**



HR & Employee Experience

- Reduce HR ticket volume by automating responses to high-frequency questions.
- Improve employee confidence with trusted, governed answers sourced from official policy documents.
- Employee self—service ensures employees have the latest information on policies and important company information



Use Cases

- **Benefits Enrollment**
- **HR Policy & Handbook Q&A**
- **Onboarding & Orientation**
- **Employee File Management**
- **HR Assistance Triage**



Garney

A national leader in water and wastewater infrastructure, implements Hyland for SuccessFactors

The challenge

- Fragmented documents
- Manual processes
- Legacy infrastructure and need to scale
- Increased risk



Hyland for SAP SuccessFactors gives our teams instant access to secure, reliable HR content, unifying employee information and workflows to streamline operations today while unlocking new opportunities for innovation and growth as we scale.”

Gerardo Gonzales

HR Technology Supervisor
Garney



Garney

A national leader in water and wastewater infrastructure, implements Hyland for SuccessFactors

The challenge

- Fragmented documents
- Manual processes
- Legacy infrastructure and need to scale
- Increased risk

The solution

- Centralized employee files
- Secure and governed documentation
- Scalable platform supporting continued growth and modernization
- Integrated



Hyland for SAP SuccessFactors gives our teams instant access to secure, reliable HR content, unifying employee information and workflows to streamline operations today while unlocking new opportunities for innovation and growth as we scale.”

Gerardo Gonzales

HR Technology Supervisor
Garney



HR Demonstration

1. Employee File Overview
 - View employee files in SuccessFactors
 - Review missing documents
2. Document Upload Options
 - Upload a single document
 - Demonstrate bulk upload capabilities
3. Document Creation and E-Signature
 - Create a document
 - Send the document to DocuSign for e-signature



From Documents to Decisions

Who is Hyland?

Intelligent integrations for SAP Finance & HR

Summary – Q & A



Summary

From Documents to Decisions: What This Means for SAP Customers

- Finance and HR teams are under pressure to move faster, reduce risk and unlock more value from content
- Document-driven processes remain fragmented, manual and difficult to scale across SAP environments
- AI is only as effective as the content strategy supporting it

How Hyland Extends the Value of SAP S/4HANA and SuccessFactors

- **Embedded in SAP:** Extends S/4HANA and SuccessFactors with content, workflows and AI—no system switching
- **AI-ready content foundation:** Captures, governs and prepares content for automation, analytics and decisioning
- **End-to-end automation:** Connects documents, processes and people across finance (AP) and HR operations

The Outcomes

- Faster, more accurate AP and HR processes
- Improved compliance and reduced operational risk
- Better decisions drive by connected, AI-enabled content

Available on the SAP Store

The screenshot shows the SAP Store page for 'Hyland for SAP SuccessFactors'. The page features a navigation bar with the SAP logo and various menu items. The main content area has a heading 'Remove document silos and improve HR processes with intelligent content services'. Below the heading is a paragraph describing the solution. A 'Request a quote' button is visible. On the right, there is a video player titled 'DEMO: Hyland for SAP SuccessFactors' with a list of key benefits: Accelerates HR efficiency, Reduces compliance risk, Enhances employee experience, Lowers IT overhead, and Prepares for future innovation. A 'Contact Us' button is at the bottom right.

Remove document silos and improve HR processes with intelligent content services

This solution brings intelligent content services directly into the SAP SuccessFactors experience. It enables HR teams to capture, manage, and access employee documents within SAP SuccessFactors Employee Central. With a cloud-native architecture, fast deployment, and minimal system administration, it delivers secure, scalable document management that aligns with your HR workflows.

By Hyland Software, Inc.

[Request a quote](#)

Overview

[Contact Us](#)

The screenshot shows the SAP Store page for 'Hyland for SAP S/4HANA'. The page features a navigation bar with the SAP logo and various menu items. The main content area has a heading 'Enhance SAP S/4HANA workflows with intelligent, automated content management'. Below the heading is a paragraph describing the solution. A 'Request a quote' button is visible. On the right, there is a video player titled 'DEMO: Hyland for SAP S/4HANA: SAP-Certified Integration for A' with a list of key benefits: Intelligent capture, Knowledge discovery, and Agentic workflows. A 'Contact Us' button is at the bottom right.

Enhance SAP S/4HANA workflows with intelligent, automated content management

Improve accuracy, cycle times, and compliance across SAP S/4HANA by ensuring every process is supported with the correct, governed business documents. Finance, procurement, and operations teams gain faster, more reliable access to the content they need, reducing manual work and keeping critical workflows moving.

By Hyland Software, Inc.

[Request a quote](#)

Overview

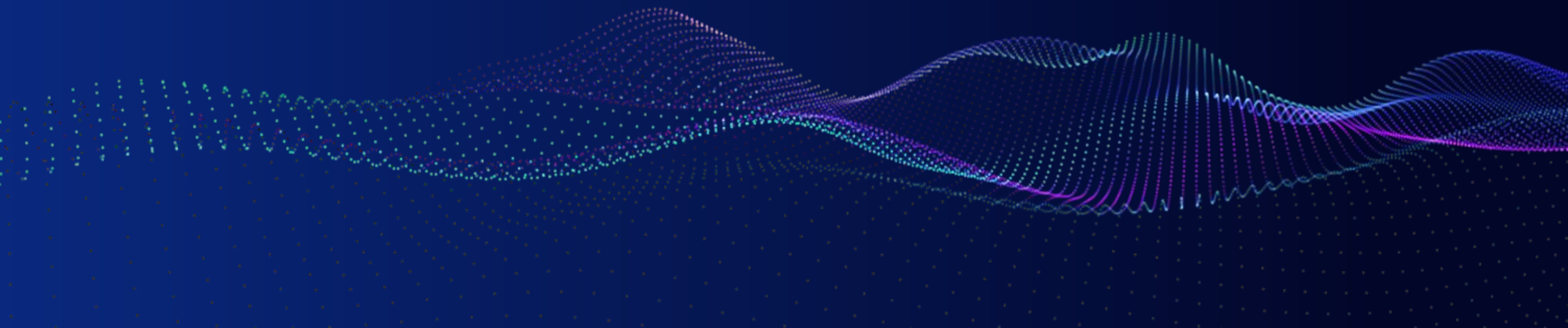
[Contact Us](#)

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Search Hyland



Questions?





www.hyland.com