



September 11-15, 2022

Gaylord Opryland Resort  
Nashville, Tennessee



## JUSTIFICATION TOOLKIT

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## Sample Justification Letter

To: [Your Manager]

Subject: Why I should attend CommunityLIVE

Dear [Manager],

I'd like to request approval to attend CommunityLIVE, Hyland's annual user event. CommunityLIVE is widely known to offer invaluable guidance, insights and networking opportunities for Hyland product users like us. It will take place:

September 11–15, 2022  
Nashville, TN

Hyland plans this annual event specifically to help us align our organizational needs with our Hyland technology solutions and opportunities, so we can act on best practices, deliver better experiences for all our stakeholders and help our organization meet our goals for the future. In short, CommunityLIVE will help us drive our digital evolution.

[For Alfresco and Nuxeo customers] As users of the [Nuxeo or Alfresco] platform (which Hyland owns and supports), CommunityLIVE 2022 is a unique opportunity to strengthen relationships with the Hyland team and its platform experts. This time will be spent learning about how best to harness the full power of our solution, as well as hearing about emerging trends and how to maximize our investment.

CommunityLIVE is in-person for the first time since 2019 and will welcome thousands of attendees, many from the [our industry] industry. It will explore best practices, success stories, and actionable training and networking opportunities.

This targeted professional development opportunity will allow me to:

- Tailor my training from an agenda of more than a hundred educational sessions
- Explore the newest features and functionality at dozens of expert stations
- Engage one-on-one with developers and technical support staff as well as Hyland leadership
- Strengthen and continue to build my connections and resources, so I can call upon them for insight and guidance if we face challenges or need to grow our own solutions

I'm happy to submit a post-conference report to you and our key personnel in [my department] and [the executive team], listing major takeaways, user tips and a set of recommended actions to help us maximize our investment in [Hyland product(s)].

Below is an approximate breakdown of the costs for CommunityLIVE.

Airfare	\$(INSERT)
Hotel (# nights at <u>daily rate + tax</u> )	\$(INSERT)
<u>Registration</u>	\$(INSERT)
Total:	\$(INSERT)

Conference pass options include all keynotes, continental breakfast, lunches and meals at industry-specific events and receptions:

**CommunityLIVE Five BEST VALUE** — includes all five days of CommunityLIVE

**CommunityLIVE** — includes the main conference Tuesday through Thursday

**Hands-on Technical Training** — IT and admin staff can meet project training and certification requirements, Sunday and Monday only

\*If I register by June 30, 2022, I'll receive the lowest registration rate offered.

Thank you in advance for considering this request. Please let me know if I have your approval to attend this valuable event, as the earlier I make my travel arrangements, the more cost-friendly they will be.

Regards,  
[Insert signature]

## WHO SHOULD ATTEND?

With industry-based sessions offering vertical-specific content and customer success stories, as well as business transformation and innovation-focused tracks, CommunityLIVE attendees come back year after year to gain invaluable insight.

### **Business end-users**

From hands-on product training to hundreds of targeted sessions, end-users will tap into the latest expertise on Hyland products, including OnBase, Perceptive, Alfresco and Nuxeo.

### **System and IT administrators**

Renew certifications and attend technical sessions that help you provide immediate value to your organization. And Self-paced Labs let you learn new skills at your own pace and schedule.

### **Managers and executives**

Develop your business strategy, innovate with Hyland executives and hear industry-focused customer success stories. Thought-provoking strategy sessions will help you identify ways to expand your solution and guide you through digital transformation.

### **Industries served:**

- Financial Services
- Credit Unions
- Government
- Healthcare
- Higher Education
- Insurance
- Manufacturing
- Retail
- Other industries

With the ever-changing tech landscape, there's always something new to learn about how to leverage Hyland's products and services.

## PRICING

If eligible, discounts may be combined.

**Early Bird** — Save up to \$600 if registered by June 30, 2022.

**Alumni** — Save \$200 if you attended CommunityLIVE 2014–2019; or purchased a paid package for virtual CommunityLIVE 2020–2021. The discount will be automatically applied and is non-transferable.

**Groups 3+** — Save \$200 per person when registering three (3) or more paid\* attendees from the same organization when signing up multiple attendees concurrently for the same admission item (CommunityLIVE Five, CommunityLIVE or Technical Training).

*All attendees counted towards the group discount must provide payment to be eligible. Attendees using free or greatly reduced courtesy passes will not count toward either group registration discount program. Group discounts will not automatically be applied if additional contacts from your organization register separately.*

**International** — All registrants outside of the contiguous United States receive a discount off the current pricing. The discount will be automatically applied at the time of registration. The discount applies to the conference registration only and does not apply to guest fees, hotel or airfare.

Attendees are responsible for ensuring discounts are added. If you feel you are not receiving all eligible discounts, please contact us for review at [CommunityLIVE@Hyland.com](mailto:CommunityLIVE@Hyland.com).

Payment method — A credit card is required during the registration process. If you have any questions, please contact us at [CommunityLIVE@Hyland.com](mailto:CommunityLIVE@Hyland.com).

## AFTER THE CONFERENCE

Share what you've learned! Here are some tips for continuing the conversation after CommunityLIVE:

**Consider your audience.** Plan ahead to anticipate how the knowledge gained at CommunityLIVE can apply to stakeholders at your organization.

- **Is your IT department custom-coding applications from scratch?** Communicate how they can leverage your content services platform's low-code capabilities.
- **Have a department that needs to automate tedious processes?** Clue them in on the power of hyperautomation.
- **Is an ongoing distributed workforce still a pain point?** Share the perks of a cloud-first, anywhere cloud strategy.

**Leverage resources.** Visit the [CommunityLIVE group](#) on Hyland Community for session presentations, the "Best of CommunityLIVE" webinar series, demos and more.

**Involve your account manager.** Your Hyland account manager can provide tips and talking points to help you communicate the value of what you've learned.

**Keep learning.** Hyland product users can stay up to date on the latest enhancements, renew certifications and find out about other events at [Hyland University](#).

**Lean into your networking connections.** With tons of networking opportunities, from dinners and fitness classes to closely knit groups of attendees, the Hyland community of users is robust and, we've found, always up for a chat about best practices. Send the LinkedIn invite, make the call — Hyland and our customers have a reputation for collaboration!

## What CommunityLIVE Attendees Say About Attending

*“Being able to pick the brain of a technical expert in CommunityCENTRAL or during a technical training session is absolutely my favorite aspect of CommunityLIVE. I came away this year with answers to questions that I had been wrangling with all year!”*

Joanna Pantelis, Greystone IT, Inc.

*“CommunityLIVE was a great eye-opening experience. I had no idea that Hyland offers as much as they do. This conference (specifically the demos and presentations) helped me find the motivation I needed to want to take our current solution to the next level.”*

Sergio Castro, Missoula County

*“As always, the hands-on training allows for interaction and engagement that is so helpful. Really, these plus the self-paced labs are priceless.”*

Sheri Deist, STCU

*“From the opening keynote to the closing session, Hyland does a great job of putting the attendees first. CommunityLIVE is a full week of new ideas and professional growth. It’s consistently one of the best organized, most informative and most fun conferences I go to”*

John Sakers, Imaging Solutions and Services, Inc.

*“I found it extremely informative — both for new products and in learning more about applications we have. It’s a very cost-effective training opportunity, too. I also made some excellent contacts with others who are using the application, who have insights into processing options we hadn’t thought of.”*

Melissa Harper, Children’s Healthcare of Atlanta

*“CommunityLIVE provides the cure for whatever your Enterprise Content Management ailments are and adds a dash of professional inspiration that is sustaining!!!”*

Louis Turner, PeaceHealth

*“It’s the only tech conference where I get the perfect mix of exciting new developments, education on how to maximize the functionality I already own and networking with users in my industry and throughout the world! Love it!”*

Laurie Mordick, Ace Hardware Corporation