



Support and Maintenance of Hyperion Applications

Presenter: Stuart Lothian

AMOSCA are an Enterprise Performance Management (EPM) and Business Intelligence (BI) consultancy providing financial and management reporting solutions to businesses worldwide.

AMOSCA are

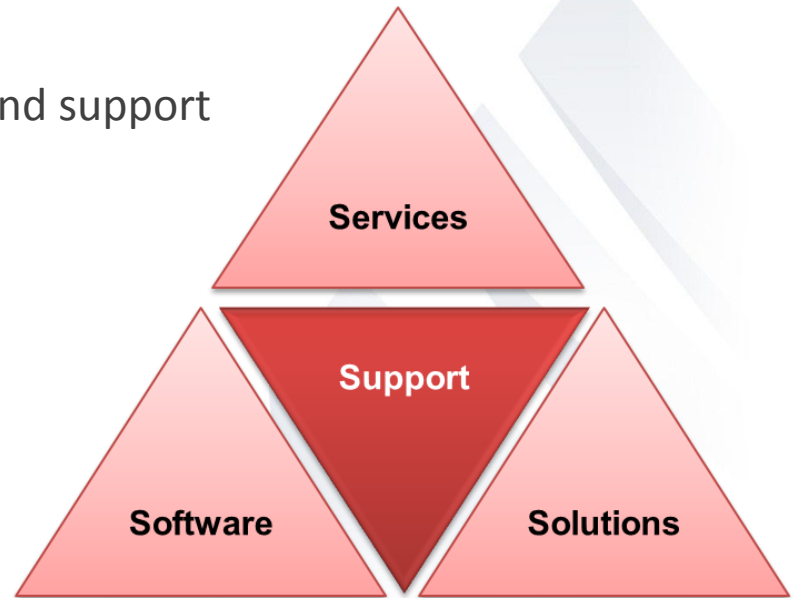
- Specialists in the provision of Oracle EPM Hyperion solutions
- An Oracle Gold Partner
- An invited member of Oracle's EPM Advisory Boards and elite Subject Matter Expert team.
- Recognised as leaders in their field by the Oracle User community. Since 2009 AMOSCA have been the proud recipients of multiple awards (20) at the UK Oracle User Group (UKOUG) Partner of the Year Awards, including:-
 - Hyperion Partner of the Year
 - Consulting Partner of the Year
 - Cost-Efficient Partner of the Year
 - Customer Service Partner of the Year
 - Financial Services Partner of the Year
 - Retail, Manufacturing & Distribution Partner of the Year
 - ISV (Independent Software Vendor) Partner of the Year
 - Innovative (Product/Service) Partner of the Year
 - Managed Services (Outsourcing and Operations) Partner of the Year
 - Emerging Product (Service) Partner of the Year
- Headquartered in London, AMOSCA is able to provide its services worldwide and has undertaken projects outside of the UK in geographies including the USA, South Africa, Europe, Scandinavia and the Middle East.

- Services
- **Support**
- Software
- Solutions

AMOSCA Support

- AMOSCA Support Centre (ASC)
- Full application management and support
- Dedicated support team
- Integrated web call logging

Support is the link between the user and the system. Irrespective of who caused or resolves the issue!



- Oracle does product
- Managed Services do utilisation

- **Oracle Support**

- Product issues
- Customer Support Identifier – (CSI)

- **Managed Services Support**

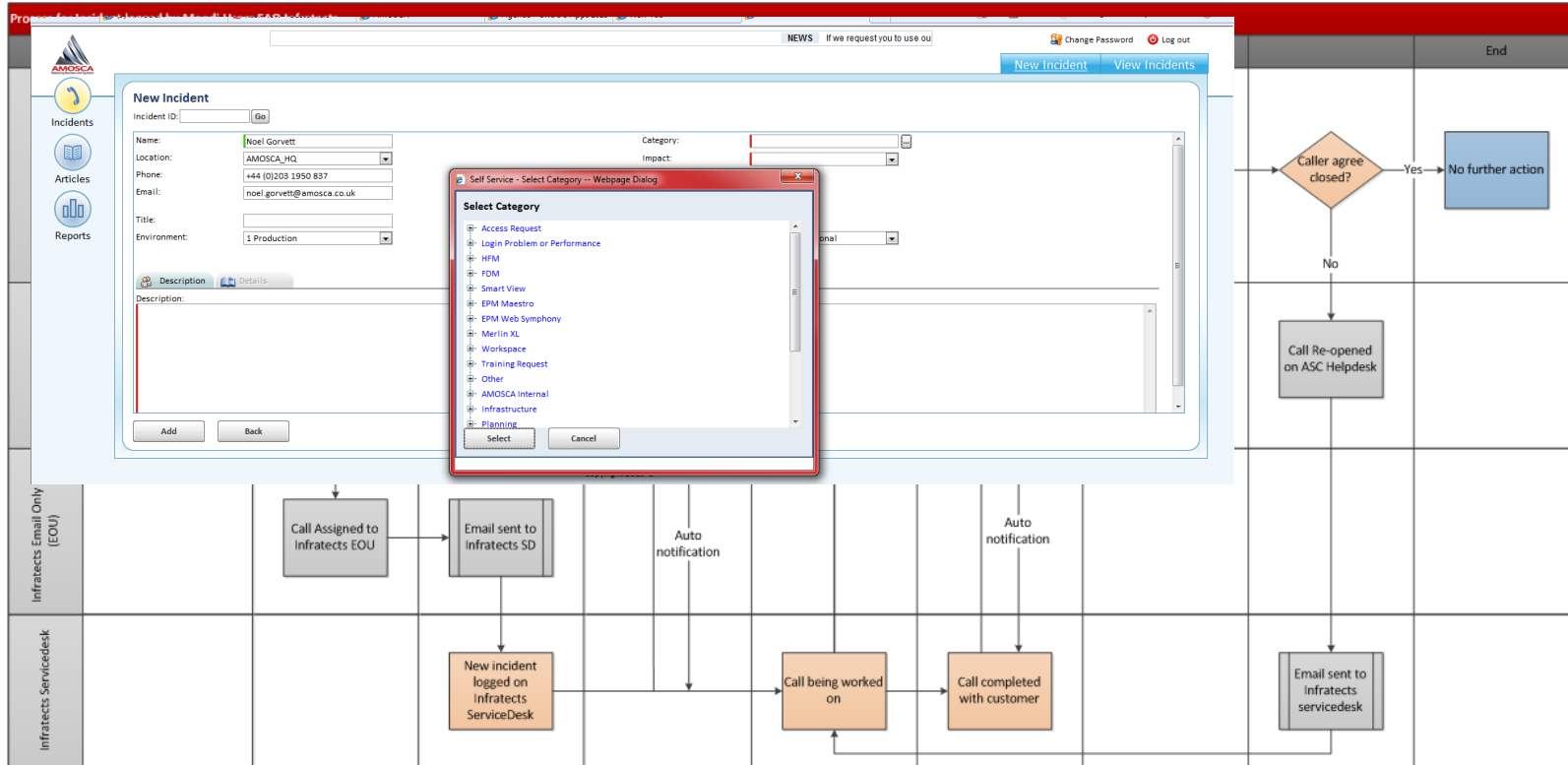
- Technical
 - Ensuring the lights are on
- Application
 - Gold – full service, minimal local resource
 - Silver – second tier; overflow, holiday cover, specialist knowledge; contracted SLA
 - Bronze – ad-hoc

So, what does that cover?

- **Managed Services**
 - ❑ Direct Support includes
 - User call management
 - Application changes
 - Security changes and database
 - Overnight processing
 - Period preparation
 - ❑ POC & Project Management
 - ❑ Advisory (design, best practice etc)
 - ❑ Oracle SR & product escalation

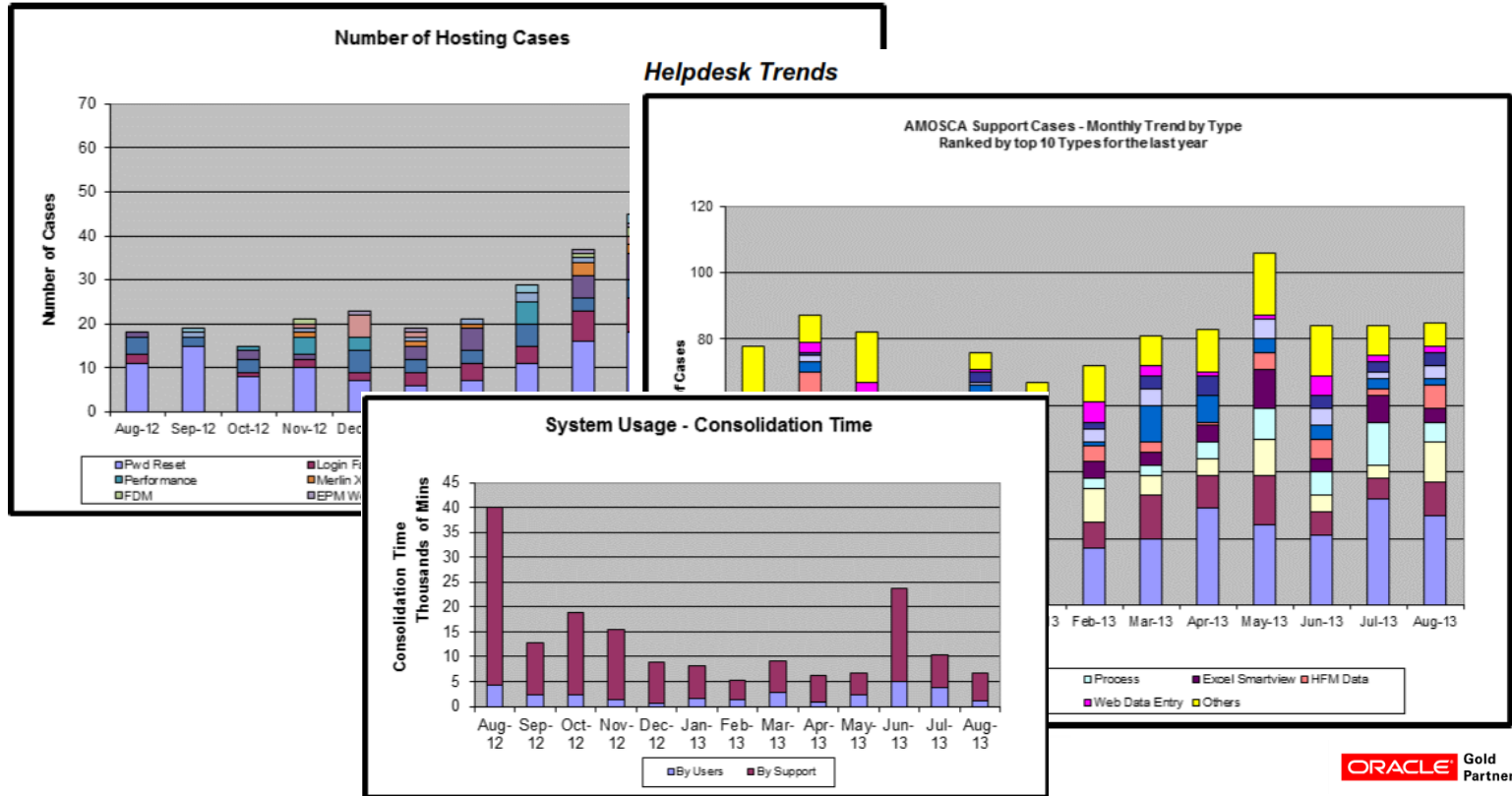
- Respond to the call
- Track the logs
- Manage the process
- Escalate issues
- Learn and record

Helpdesk process and call logging



- Face-to-face on-boarding session
- Dedicated support consultants
- Remote access
- Understanding Business Process
 - ❑ Reporting calendar / processes
 - ❑ Network configuration
- Know each other / regular communication
 - ❑ Reviews, meetings, reports etc
 - ❑ Inclusive planning &

- # Calls
- By user
- By application
- By support consultant
- By period



- User query management
- User security and provisioning
- Application change requests
- Overnight Processing
- System preparation

- Good governance makes for stable systems
- Make sure users:
 - ❑ Know how to raise a call
 - ❑ Can see call status
 - ❑ Have regular feedback
 - ❑ Have access to training materials
 - ❑ Are informed of solution & closure
 - ❑ Feel supported

- Benefits include:
 - License management
 - Data protection
 - SOX compliance
 - Phased submission management

- Defined change request submission and approval process
- Native Groups or Active Directory
- Communication between business / IT / hosting partners
- Communication to user
- Documentation

	A	B	Z	AA	AB	AC	AD	AE	AF
1	Matrix of Groups against								
2	Entities in rows,								
3	Groups in columns								
4			PHREIDC0SP	PHREIDC0K	PHREIDC0K	PHREIDC0K	PHREIDC0K	PHREIDC0K	PHREIDC0K
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783	130DCHES	DGC World	-	-	-	-	-	-	-
784	130DCHNG	DGC World UK GAAP Adj	-	-	-	-	-	-	-
785	130CHST	Tabl CHST	-	-	-	-	-	-	-
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788	130DCHNET	Tabl US CoreBank	-	-	-	-	-	-	-
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791	130DCHSEC	Tabl DSC Securities	-	-	-	-	-	-	-
792	130DCHSEC	DGC Securities	-	-	-	-	-	-	-
793	130DCHSP	DGC Securities UK GAAP Adj	-	-	-	-	-	-	-
794	130DCHOP	DGC International Operations	-	-	-	-	-	-	-
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799	130DCHNG	ID DO Corporate UK GAAP Adj	-	-	-	-	-	-	-
800	130DCHH	InfTec Holdings	-	-	-	-	-	-	-
801	130DCHCK	InfTec Capital	-	-	-	-	-	-	-

- Good governance makes for stable systems
- Defined change request submission and approval process
- Defined testing process
- Verification / Reconciliation
- UAT
- Load Process / Approval
- Documentation (for reference/audit & SOX control)

- Consider automation tools
 - EPM Maestro
 - Accelatis

- Consolidation / Calculation / Translation
- Audit table / System message archiving
- Log-off dormant user sessions
- Back-up (soft and system)

- Process Management
- Journal Periods
- Consolidation Methods
- FDM control tables
- Maintaining no-input rules
- Scenario management (data copy/clear)

- Listen to the user
- DON'T do it directly in Production
- Document, document, document
- No changes without a back-up and rollback plan
- Review and testing time is crucial
- Communicate early and often

Questions?

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