

HYPERION GLOBAL SUPPORT SERVICES CONTACT INFORMATION

Support Services Center business hours vary by region as defined below. Self-service resources are available online 24/7 and you can log a Service Request anytime at [Hyperion eSupport](#).

If you need assistance logging in to the Hyperion eSupport, please contact Worldwide Support for your region as indicated below.

Listed hours are Monday through Friday excluding local holidays.

Americas

You may log Service Requests [online](#) or by phone.

- United States: 877 901 HYSL (4975)
- Outside the United States: 203 703 3600
- Brazil: 0800.891.5899
- Hours: 8 a.m. ET - 8 p.m. ET

EMEA (Europe, Middle East & Africa)

You may log Service Requests [online](#) or by phone, with local phone numbers in many countries. Hyperion's call switching network automatically transfers your calls to the EMEA Support Center at local rates.

- Austria: 00 43 150 222 1085
- Belgium: 00 32 2626 3840
- Denmark: 00 45 35 445 507
- Finland: 00 358 9817 10050
- France: 00 33 1 49 93 9065
- Germany: 00 49 69 29 993 720
- Italy: 00 39 02 2641 2065
- Ireland: 00 353 1 6058413
- Norway: 00 47 23 50 0086
- Spain: 00 34 91375 3365
- Sweden: 00 46 8 519 92018
- Switzerland: 00 41 44 439 5264
- The Netherlands: 00 31 20 654 5754
- United Kingdom: 00 44 207 458 0125
- Hours: 08:30 to 18:00 (local time)

* In Finland coverage is currently provided from 10:30 a.m. to 18:00 p.m. local time.

APAC (Inter-continental / Asia-Pacific)

You may log Service Requests [online](#) , by [e-mail](#) ([Japan Support](#) for Japanese language support) or by phone.

- Australia: 1 800 123 987
- China: 10800 650 0116
- Hong Kong: 800 90 0513
- India: +65 6436 5698

- Indonesia: 0018-0365-7919
- Japan: 0570 033 355 (for domestic customers)
+81 3 5157 7693 (for international customers)
- Malaysia: 1 800 80 1123
- New Zealand: 0800 44 4032
- Philippines: +65 6436 5699
- Singapore: 1 800 311 8899
- South Korea: 00 308 651 1351
- Taiwan: 00 80 165 1501
- Thailand: 00 1800 656331
- Japan: 9:00 - 17:00 (Japanese Time)
- China & Taiwan: 9:00 - 17:00 (Shanghai time)
- All Other: 8:00 - 18:00 (Sydney time)