

ADVANCED CUSTOMER SERVICES FOR HYPERION

ORACLE

ADVANCED CUSTOMER SERVICES

KEY FEATURES

ADVANCED CUSTOMER SERVICES OFFERS HYPERION SERVICES FOR EVERY RESOURCE AND BUDGET REQUIREMENT:

- Install and configure Hyperion products
- Install upgrades and patch releases
- Tune and optimize application performance
- Configure Hyperion for third-party applications
- Migrate Hyperion applications
- Review of Infrastructure
- Provide additional support during critical periods

KEY BENEFITS

- Maximize IT Value
- Accelerate ROI
- Lower cost and complexity

Oracle's Hyperion performance management applications support a broad range of strategic and financial performance processes to enable management excellence. This comprehensive, market-leading suite drives profitable growth by delivering predictable results, improving transparency and compliance, and increasing business alignment. Oracle Advanced Customer Services help maximize your investment in Hyperion with customized support offerings and expert services to assist with Hyperion planning and deployments.

Advanced Customer Services for Hyperion: Tailored to Meet Your Business Goals

Oracle Advanced Customer Services provide a cadre of customized Hyperion support solutions to meet the specific advanced support and business advisory needs of all of our customers. As with all Advanced Customer Services, we offer a broad range of annualized service options that provide on-going applications assistance to meet both business and budget requirements. To help our customers achieve measurable, profitable results, our tiered packages provide the right services at the right time — keeping our service levels high and our pricing low to help ensure that your expectations for Hyperion performance are met.

Most Advanced Customer Services offerings include the on-going services of a Service Delivery Manager (SDM), who is dedicated to maximizing the benefits of your Hyperion system.

Advanced Customer Services for Hyperion

Advanced Support Assistance - facilitates and expedites service requests through a single point of contact, your SDM ensures that the right people and organizations are aligned with meaningful action plans resulting in more efficient and effective issue resolution.

Priority Service - offers priority response and faster resolution of Service Requests complemented by reviews and feedback to promote continual improvements. A dedicated SDM sets up systems and processes aligned with your environment to ensure contextual understanding as issues are prioritized.

Business Critical Assistance - combines service request resolution with proactive advice and assistance tailored to your specific operations and projects. Your SDM

ADVANCED CUSTOMER SERVICES ARE USED BY:

- 94% of the Fortune 100
- 9 out of the Top 10 World Banks
- 4 out of the Top 5 Aerospace/Defense Companies

coordinates the efforts of a team of engineers who develop background on your company and your IT goals, and then assists with ensuring a successful outcome for each Hyperion project.

Solution Support Center - offers our most comprehensive service, with a team of focused engineers that are deeply aware of your environment, operations and projects. This focused team of engineers is available to you through a direct access hotline to provide assistance for critical Service Requests and a range of proactive services including assessments and root cause analysis.

Assisted Services - provides guidance for you or your implementation partner for specific initiatives and change management activities when you need it. Skilled Hyperion resources assist and extend your team for installation, migration and upgrade projects. Senior support engineers working remotely or onsite to help install, upgrade and tune Oracle products and configure Hyperion to function across your entire system.

Service Delivery Manager – Operational and Functional Oversight

Regardless of the level of support chosen, every Service Delivery Manager is committed to maximizing the benefits you receive from your Hyperion products. Your designated SDM serves as your single point of contact in creating a support plan to identify your key business requirements, align support processes, document joint contact information and schedule reporting and review meetings.

Each SDM draws on the expertise of a team of Hyperion specialists to expedite your support activity throughout the Oracle support and development organizations. Because your SDM speaks the local language and understands your specific business and IT context, he or she can apply that context to both reactive escalations and proactive continual improvement efforts.

SDMs lead formal quarterly reviews to assess system performance against best-practice standards, discuss your business and technical plans, anticipate and avoid escalations, and offer insight on how to ensure that you are receiving the most value from your Oracle relationship.

Contact Us

For more information about Advanced Customer Services for Hyperion, please visit <http://www.oracle.com/support/advanced-customer-services/index.html>.

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