

PureApps Support and Excellence Centre

Offering a completely flexible and bespoke range of services to suit your exact Hyperion Support requirements.

Why outsource your Oracle Hyperion support?

As the economic climate tightens, excellence in IT and Finance is essential to support business agility. Modern working practices, new technologies and an increasing number of users operating in a dynamic environment increases the pressure on the IT and Finance departments, their resources and knowledge. Many businesses have recognised that they can reduce costs and mitigate risk with their Hyperion support by relying on PureApps as a Support Partner.

Using the PureApps UK Support and Excellence Centre enables your IT and Finance departments to remain focussed on higher level tasks that add business value, safe in the knowledge that time and resource-intensive tasks are cared for by a trusted Oracle Hyperion Support Partner.

We offer you a choice of Service Options, enabling you to build the right package for your business now and in the future.

Reduce cost of support

Increasingly organisations have chosen to outsource the support to PureApps to free up valuable internal resources in Finance. This enables key personnel to manage and develop the business rather than becoming encumbered with supporting the Hyperion user base. This effectively reduces the cost to the business for the support of these applications.

Mitigate business risk

By ensuring your Oracle Hyperion solutions are always running effectively you reduce the risk of delays in critical period reporting and meeting compliance regulations. It is your insurance policy to maintain business critical applications.

| Service Options | Who needs our support? | Typical components include | |
|------------------------------------|--|--|---|
| Technical support | For organisations who have an Oracle Hyperion solution and require a high level responsiveness and personal service that can be offered by the PureApps Support and Excellence Centre. | <ul style="list-style-type: none"> • Error messages • Applications crashing • File corruptions | <ul style="list-style-type: none"> • Hyperion database problems • Services not starting • Fault replication at PureApps |
| Application – First Line | For organisations who require a business to look after their basic end user support issues and from an organisation who specialise with Oracle Hyperion. | <ul style="list-style-type: none"> • Password resets • Security related tasks • Formula queries | <ul style="list-style-type: none"> • Basic user guidance • Incorrect figures |
| Application – Second Line | Suitable for organisations who are looking for more in-depth technical support, but do not have the desired resources and skill sets in-house. | <ul style="list-style-type: none"> • Report monitoring • Minor patching | <ul style="list-style-type: none"> • System recommendations • Performance monitoring |
| Consulting – Application | For organisations who require consulting lead tasks but do not have the skills to do this themselves. | <ul style="list-style-type: none"> • Metadata changes • Application migrations • Report changes | <ul style="list-style-type: none"> • EPMA Deployments • Rule Building • Lifecycle Management |
| Consulting – Infrastructure | If you are lacking specific experience and expertise in the Oracle Hyperion Infrastructure element to your system | <ul style="list-style-type: none"> • Installation of system • Reconfiguration of system • Implementation /testing of back-up | <ul style="list-style-type: none"> • Implementing disaster recovery system • Virtualisation recommendation • System upgrades |
| Critical period cover | Ideal for organisations that recognises greater value from an outsourced multi-skilled team rather than employing a number of skilled staff | <ul style="list-style-type: none"> • On-site support • Extended Service Level Agreements • Extended hours support | |
| Fully managed service | Organisations who want to handover the whole support and require a managed service for all Hyperion solutions | <ul style="list-style-type: none"> • Bespoke Support Portal • End users log calls directly with PureApps • Selection from any or all service offerings above • Dedicated Account Manager | |



Specialized
Oracle Hyperion Financial
Management

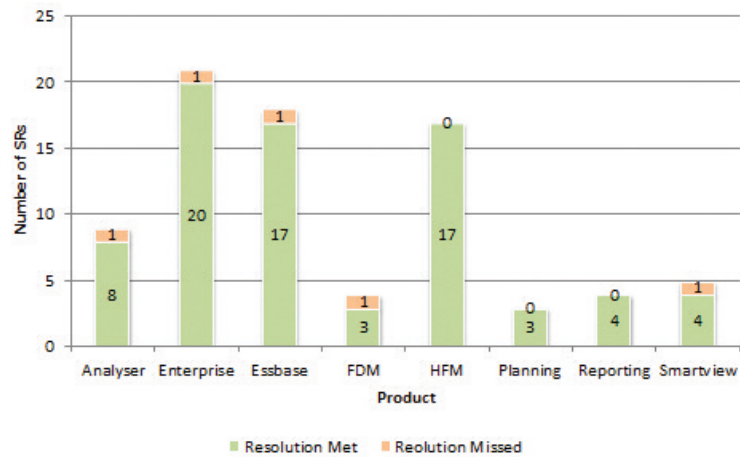


The PureApps Difference – complete transparency and control of your Hyperion Support

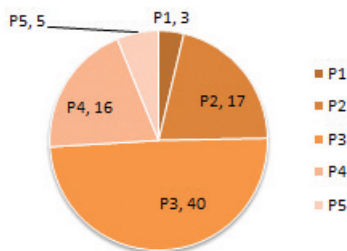
Good communication is at the heart of the PureApps Support and Excellence Centre. All our customers are offered a dedicated email address and a direct support phone number – all answered by Oracle certified Support experts based in our Winchester office.

In addition, our web support portal provides you with comprehensive and real-time monitoring of service requests, resolution and reporting. With up-to-date information on your service requests, you can manage user expectations and save time in monitoring request resolution. Overall this gives you peace of mind knowing that your business critical applications are in safe hands.

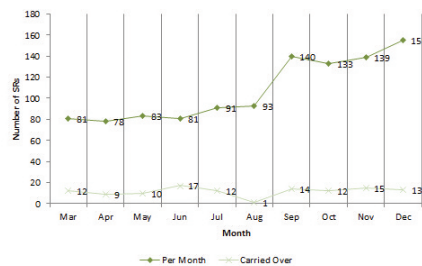
Number of resolution SLAs met by Product



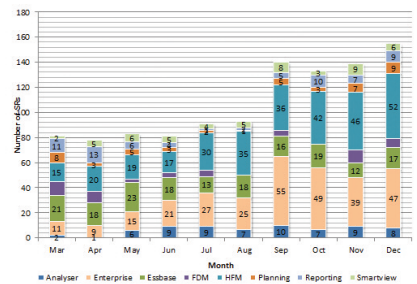
Total number of SRs by priority



Total number of Service Requests (SRs) handled per month



Total number of SRs per month per Product



Logging a service request is quick and easy

Submit a request

Subject*
Essbase connection problems

Description*
Please enter the details of your request. A member of our support staff will respond as soon as possible.
I would like to log a call with your support team - we are having problems connecting to either our production or development environments from the Essbase Admin Console. I have attached a couple of screen shots to show the issue, and also copied and pasted the error messages underneath. Please can you log for me and investigate.
Many thanks

Product*
Please choose the applicable product
Essbase

Attachment(s)
Attach file(s)

Submit

Monitoring the status of a service request from creation to resolution

Open requests

#471 Essbase connection problems
I would like to log a call with your support team - we are having problems connecting to either our development environment from the Essbase Admin Console on my PC. I have attached a couple of screen shots to show the issue and also copied and pasted the error messages underneath. Please can you log for me and investigate.
Submitted 13 minutes ago
Being processed. View request history >

#472 Financial Reports - Printing to PDF
I am unable to print my Financial Reports to PDF. Please see attached error message
Submitted 10 minutes ago
Being processed. View request history >

#474 How do I change which application I log into by default in Workspace?
It has been configured so that when I log into workspace it automatically loads the 'HFI' application 'Company_Development'. I would like to change this to automatically log me into the new 'Company_Live' application. Please advise. Thanks
Submitted 6 minutes ago
Being processed. View request history >

Already have support/maintenance with Oracle?

PureApps can manage your 'My Oracle Support' Account for you as we are the only Oracle Hyperion Partner to have a support provider addendum and provide Oracle maintenance directly. We have an excellent relationship with Oracle Support and can liaise with Oracle Support on your behalf to manage any requests you log with them through to completion. We can retrieve logs, replicate faults and respond timely to Oracle's requests all on your behalf as part of our service.

For further information please contact
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