



intelligent

adding business insight

Intelligent's Hyperion Technical Service Desk delivers first-line service and support. Intelligent's Service desk offers the technical resources, research and response to help you solve your issues quickly and efficiently.

Hyperion Service Desk

Local Support Services, Global Resources

Intelligent Pty(Ltd)

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Choosing the right technical support for your Hyperion solution is essential to ensuring optimum reliability of your valuable information assets. As your business needs become more complex, even a small issue can have a significant impact on your productivity and profitability and ultimately your business success. You need local specialists who speak your language and can provide onsite support, when needed. You would also want easy access to your business specific knowledge base for rapid response to your incidents and in turn reduce your time to recover and cost of downtime. Bottom line, you want it all. Reliable support from a single point of contact, with clear visibility and accountability at every stage, dedicated to quality and your complete satisfaction so that you can focus on your business, not your support. The Intelligent Hyperion Service Desk offers your business all this and more.

Our Solution

Intelligent's Hyperion Service Desk combines the unique capabilities of local Certified Support Engineers with the in-depth expertise and resources of Oracle Global Support, giving you the best support available to keep your business solution running and working for you. Your local engineer is your point of contact for all your support issues, providing first-line support with an intimate understanding of your environment and support needs. If additional support is required, your engineer will work directly with an Oracle global support engineer. Our well-defined processes and documented Service Level Agreements (SLAs) ensure that we meet your expectations for quality and satisfaction. You will receive advanced access to a knowledge base customised for your current business solution and specific to your business environment. This knowledge base will grow and expand as we document your environment changes and newly implemented solutions. This comprehensive self-service database is designed for quick and easy access to current and historic knowledge of your systems and environment.

Benefits of Intellient's Hyperion Service Desk

Technical incident resolution from local experts with direct access to global resources

Your local Hyperion Service engineer is your point of contact for any support issue, giving you direct access to and clear accountability for your request. Online tools such as our EPM service delivery infrastructure will provide you with online and up-to-the-minute status of your service requests.

Pre-emptive and proactive monitoring services

With our proactive monitoring you can ensure early detection of problems and in some cases avoid problems before they even occur. We provide multiple levels of monitoring to ensure your systems are up and running optimally. We also provide you with a variety of performance metrics. Not just problem solving, but also ensuring your systems perform at their optimum.

Quality service from certified experts

Our Service Desk Engineers are dedicated to first-class service and support and must continually meet stringent customer satisfaction and quality requirements. All engineers are required to have their Hyperion Certified Support updated each year. Our local specialists are knowledgeable regarding the latest Hyperion releases and products.

Onsite visits

Being a local service provider enables onsite visits - not just a voice on the other side of the phone or electronic e-mail responses. We are able to provide an onsite resource for emergencies and when requested.

Remote access or streaming

Although remote access is recommended requirement for service desk resolution efficiency we also have remote streaming functionality in place. We understand that all businesses have different security requirements and are willing to have multiple frameworks in place to meet your businesses support needs. Remote access or streaming provides quick access to your systems resulting in a faster resolution time.

Access to online self-service tools

You will have access to your business specific online knowledge base via our EPM service delivery infrastructure. Your knowledge base will continue to expand and grow with your support. You will have a single point of access for all your knowledge and support requirements.

Faster, more efficient resolutions

Specialist teams work together seamlessly to ensure that your issues reach the right resources quickly, eliminating costly delays from multiple handoffs and repetition of information. Collaborative support provides us with a deep understanding of your

environment and unique needs, enabling us to resolve your issues more quickly and efficiently, increasing your satisfaction and return on investment (ROI).

Critical Patch fixes

Intelligent Support keeps track of the latest patch set releases and fixes as well as relevance to your current system to ensure continuing system maintenance and proper functionality for all your Hyperion installations. Application of service fixes is part of the Platinum Package offering.

Software updates and version upgrades

Software is constantly changing and improving. In order to keep up with the latest and greatest we ensure our resources are constantly learning and improving to provide you with the latest Hyperion information. In addition to providing support and maintenance for your current implementation, we also provide roadmap solutions for expansions and additions to your current environment as well as version upgrades.

Support for Critical/Urgent issues

Intelligent Service Desk offers committed response times for Severity 1 issues, defined as a problem with major system disruption or system downtime. We are committed to giving you immediate support for your most critical issues.

Standby services during critical periods

Intelligent Service Desk offers customised standby packages for Business critical periods. Whether it's Month-ends, half year-end, Year-ends or all three, we offer round the clock assistance on any period that you choose.

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