



HYPERION ADVANCED CARE PROGRAM


Beyond Response Time – Success Driven Resolution

Today's fast-paced, complex and technologically taxing business environment is challenging, and clients would like to be assured that their investment in Hyperion is secure. Intelligent is a support partner that can ensure quick response and resolution times through highly skilled local support and an enviable track record. Delivery Excellence: Intelligent's Hyperion Advanced Care Program is just such an offering. It is well known that our technology and support application skills run deep and wide, backed by international partners and local accessibility - making it the premier support partner in this space. Its enviable response time is surpassed only by its exceptional resolution time.

FirstRand: "...is very impressed and would not use anyone else again but Intelligent's Hyperion Advanced Care Program for any standby."

Success Driven Support - Ten Point Advantage

Dedicated Client Success Manager	Clients have a Client Success Manager (CSM) dedicated to the success of their account who is responsible for all Oracle Hyperion matters.	Access to Consultants	Clients have access to 35 full-time, internationally trained, local consultants who are able to assist on-site at any time. Benefit from more than 30 years of Essbase and more than 20 years of HFM experience.
Dedicated Support Desk	<ul style="list-style-type: none"> • First and second line telephonic support. • Provision of fixes, patches, new releases and versions. • Remote connection software enables us to provide you with hands-on support. • We have a facility to create a diagnostic instance of your environment for rapid emulation. • Access to a full-time team of certified Hyperion Support Consultants. 	Incident Reporting System	All parties are kept up-to-date every step of the way via email through Intelligent's EPM Support system. Automatic escalation process via SMS.
		Dedicated Oracle Interface	Intelligent's help-desk is backed by full 24x7 access to Oracle support and contact with highly skilled support technicians and product development teams, utilising Oracle Web Conferencing for hands-on support.

<h3>Advanced Hyperion Support</h3>	<p>Intelligent is backed-up by a senior Hyperion support team who have world-class technical experience on all Hyperion products, providing the following services:</p> <ul style="list-style-type: none"> • Perform technical reviews, system optimisation and advanced problem resolution. • Act as an extension of your support desk. • Assist with solution architectures, to enhance the client experience, and create a stable Hyperion environment. • Provide standby support over critical periods. 	<h3>Application Managed Services Integration</h3>	<ul style="list-style-type: none"> • Application Managed Services for efficient operational support. • Post project assistance and maintenance. • Additional capacity for clients over critical periods e.g. month ends, half year, year end. • Custom development to further streamline the implemented applications. • Assist clients to maximise the usage and investment in Hyperion products. • Flexible contracts, that allow clients access to skilled Hyperion consultants.
<h3>Diagnostic Assessment</h3>	<ul style="list-style-type: none"> • Annual assessments of consolidation and management reporting activities. • Comparison to best practice and new developments, process, integration automation, configuration and governance. • HFM system performance: Analysis of key setup data - Data backed benchmarks to broader support group and vendor studies. • Recommendations aimed at continuous improvement - Executed by finance professionals. 	<h3>Conduit to EOH</h3>	<p>Intelligent's Hyperion Advanced Support Care Program is our clients' one-stop access to:</p> <ul style="list-style-type: none"> • All other Oracle services, including all technical and business application services support. • All other technical applications, consulting and outsourcing services provided by EOH on behalf of a vast array of vendors, that it represents.
<h3>Executive Dashboards</h3>	<ul style="list-style-type: none"> • High quality dashboard analysis and reporting. • Easy navigation of powerful interactive reports via the web. • Immediate visibility and analysis of key financial results. • All dashboards and reports are based on best practice and community input. • A risk-free approach requiring no capital investment. • Embedded and powerful financial communications platform. • Guided storyboards for management presentations: <ul style="list-style-type: none"> • Enrich - Comment on your monthly results with business narratives. • Present - Prepare online presentations upfront and use them in management meetings. • Communicate - Use emails to communicate bookmarks, hyperlinks and presentations. • Print - Print the screens to any industry-standard format, like PDF, Excel and Word. • Share - Generate financial report books and share them throughout your company. 	<p>For the peace-of-mind that comes with partnering with Intelligent for a first-class support structure like Intelligent's Hyperion Advanced Care Program, contact us:</p> <p>Intelligent (Pty) Ltd Tel: +27 11 607 8200 Web: www.intelligent.co.za</p> <p>A Member of the EOH Group</p>	
 <p>The logo for Intelligent (Pty) Ltd features a stylized 'i' icon composed of two overlapping squares, one black and one red. Below the icon, the word 'intelligent' is written in a bold, lowercase sans-serif font. Underneath the company name is the tagline 'adding business insight' in a smaller, lowercase font. At the bottom of the logo area is the Oracle Certified Advantage Partner badge, which includes the Oracle logo and the text 'CERTIFIED ADVANTAGE PARTNER'. Below the badge, it states 'A Member of the EOH Group of Companies'.</p>			