



intelligent
adding business insight

INTELLIENT APPLICATION MANAGED SERVICES

Oracle Hyperion Performance Management applications are the building blocks of Oracle's leading enterprise-class Enterprise Performance Management solutions that help global businesses measure performance and drive profitability. Hyperion's Performance Management applications and Business Intelligence technologies are used by more than 12 000 companies worldwide, including 91 of the Fortune 100, and over 4 500 implementations on top of SAP applications.

Your Challenge:

As markets are constantly evolving and global business competition is getting faster each day, organisations are increasingly turning to Hyperion applications to execute their management processes. As demand for these Applications has grown, so has their breadth and complexity.

Today, the high cost of maintaining skilled internal support staff and the lack of internal best practices are causing many organisations to seek alternative ways of realising the full potential from their Hyperion Financial Management Applications. A challenge that Finance must address is how to support key initiatives at a time when its staff size is lower than ever? According to Hackett Benchmarking, the cost of finance has decreased by half over the past two decades, which has meant an approximately equal reduction in finance staff because the majority of finance costs are for personnel. And this pressure is taking its toll.

Studies show that CFOs believe that reporting requirements have become more complex in the past two years and that complexity will increase within the next two years. A survey by search firm

Russell Reynolds shows that CFO resignations at Fortune 500 companies are increasing at an alarming rate. Overall, the CFO turnover rate increased by 23 percent. Recruiters at Russell Reynolds attribute the higher turnover and resignation rates to increasing pressure to beat quarterly expectations and the drive to comply with Sarbanes-Oxley.

Your Solution:

While technology is not a remedy, it can help offset staff cuts and increased pressures by automating processes and delivering greater insight into the business.

Intelligent recognises these market pressures and has created an Application Managed Services offering to assist our client's in meeting these challenges.

Achieve higher management efficiencies at lower costs with Hyperion Application Managed Services from Intelligent.

- Our consultants have wide and deep implementation experience across numerous industries.
- We work closely with key client staff to build our understanding of their business.

- We work with our clients in extracting more value from their Financial Management applications by using our knowledge and experience.
- We become a virtual employee of the client.
- We have a dedicated consultant team for industry specific applications.

When will you use Intelligent AMS?

- At the end of the rollout of a project to assist you in realising the value from your Hyperion Application(s). The end of a new implementation can be a time when the need for a skilled resource is critical.
- When you need extra help with month-end processes and don't have the skills or the extra hands to assist.
- When you'd like help in developing custom applications so that you can streamline certain processes.

Who will use Intellient AMS?

- Intellient clients who have just completed the rollout of a new Hyperion application.
- Intellient clients who have had Hyperion applications for some time and would like to extract additional value from their applications.
- Intellient clients who have limited resources and would like to have flexible access to skilled Hyperion resources for a couple of hours a day, a week, a month or longer.
- Companies that have Hyperion solutions and want to optimise their usage of the software.

Pre-engagement Approach

At the start of an engagement, we meet with you to gain a clear understanding of your environment and requirements. Once we understand this, we identify deliverables, propose an approach and customise the solution to meet your specific needs.

What we offer

At the start of an engagement, the Intellient team members are introduced to key stakeholders in your organisation. We validate the engagement scope and confirm your service expectations. In collaboration with you, we develop the plan.

Hyperion Application Managed Services offerings

Staff Extension Services	Intellient provides skilled personnel, who work under your direction to develop, maintain, manage and support your applications.
Application Support	Intellient provides ongoing support for your Hyperion applications.
Application Enhancements	Intellient designs, builds and provides ongoing support for a targeted set of applications.
Application Outsourcing	Intellient assumes full responsibility for the support, maintenance, enhancement and evolution of your Hyperion EPM application(s).
Custom development	Intellient collaborates with you to transform your existing Hyperion application portfolio and processes so that your Hyperion applications better meet your business needs.
Full Outsourcing Services	Intellient assumes full responsibility for the support, maintenance, enhancement and evolution of your entire Hyperion application portfolio, in addition to delivery of some or all related infrastructure functions.

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