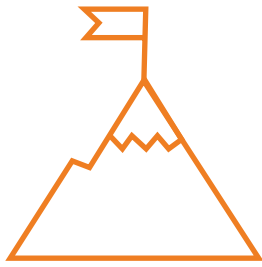


## Case Study

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# Managed Services & Oracle Hyperion Application Upgrade for Africa-based Financial Services Group

The client is an Africa-based financial services group that offers personal and business banking, credit cards, corporate and investment banking, wealth and investment management, and bank assurance.



## Business Challenges

- ✓ Hyperion-managed service support with onsite and offshore model
- ✓ Manage L2 and L3 issues for Hyperion suite of products
- ✓ Establish governance around the change management process
- ✓ Establish DR environment and ensure automated syncing with production
- ✓ Automated process of data loading, validation, and consolidation
- ✓ Automation of various processes concerning Hyperion applications
- ✓ Reduce incidents leveraging root cause analysis and automation

## LTI Solution

Successful upgrade – from 11.1.2.3 to 11.1.2.4 – within the stipulated time and budget, without any significant issue in production

FDMEE data load process accelerated by 34% with parallel data load

Email notification for triggering success/failure notifications for relating to each data load and overnight jobs

Reduced incident count by 51% due to permanent fixes for 98% of the issues

100% accuracy in the migration process using templates and automation

75% improvement in implementing non-critical changes to production by segregating the change approval process.

# Business Benefits

**Set up DR environment at a low cost and ensured production sync with tailor-made scripts**

**Stabilized Hyperion infrastructure across all environments**

**Implemented infrastructure Health-Check Kit to automate the server maintenance process**

**Optimized Essbase ASO cube**

**Automated all Hyperion Application processes by implementing a maintenance kit**

**Developed knowledge management sites for each process**

**Established governance and process for migration and change requests**

## Technology/Module/Version:

- Hyperion Financial Reporting
- Hyperion Financial Management
- Oracle's Essbase
- Hyperion Planning
- Hyperion DRM
- FDMEE

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