



9 REASONS WHY YOU ARE *READY* FOR EPM OUTSOURCING



MINDSTREAM[®]
ANALYTICS

TROY FRYS

Vice President, Technical Services

About MindStream Analytics

- Headquartered in Boston, MA.
- Specialize in the implementation, optimization and support of best of breed Performance Management, BI, and Data Analytics solutions.
- Business Practices include:
 - Financial Planning, Consolidations, Analytics / BI, Infrastructure, Managed Services, Strategy / Training
- Our Managed Services solution provides both Technical and Function support to systemically improve the performance of Hyperion applications
- Oracle Platinum Partner Hyperion Specialization
 - OAUG Hyperion SIG Essbase Domain Lead

Presenter

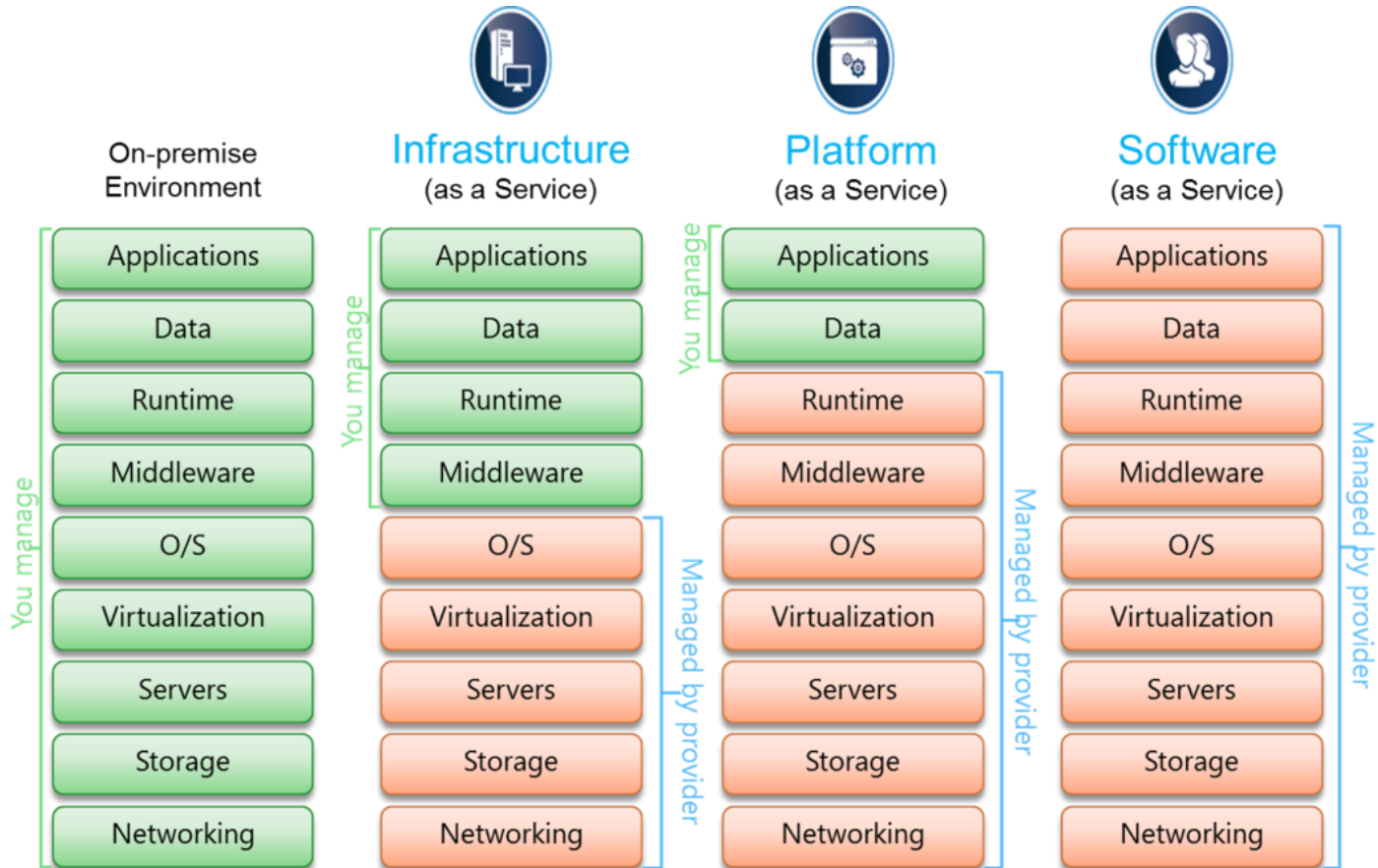
TROY FRYS

Vice President, Technical Services

MindStream Analytics

- Over 20 years Technical IT experience
- Extensive experience in system design and development
- 20 years of government service
- Developed and managed multiple of iterations of Hyperion since System 9
- Masters of Information Management from University of Maryland, College Park

Introduction: Defining the Cloud Computing Service Model



Source: <https://www.simple-talk.com/cloud/development/a-comprehensive-introduction-to-cloud-computing/>

IaaS (Infrastructure as a Service)



- IaaS vendors may provide/offer:
 - Networking
 - Rental of virtual machine (VM) with preferred OS installed
 - Provider may not concern themselves with what you do with the VM; merely manages the machines.
 - Provisioning of OS only
 - Provider may not manage your updates and patches.
- You are responsible for: Middleware, Runtime, Data, Applications.

Examples of IaaS market players: Softlayer, Amazon, Rackspace

PaaS (Platform as a Service)

- PaaS cloud vendors provide, in addition to IaaS:
 - Management of platform-level components (ex: middleware, runtime).
 - Pre-installation of:
 - Middleware (ex: applications/web server, IIS, Jboss, Tomcat, etc.)
 - Runtime (.NET Framework, Java runtime)
- You are responsible for:
 - Data
 - Management of applications

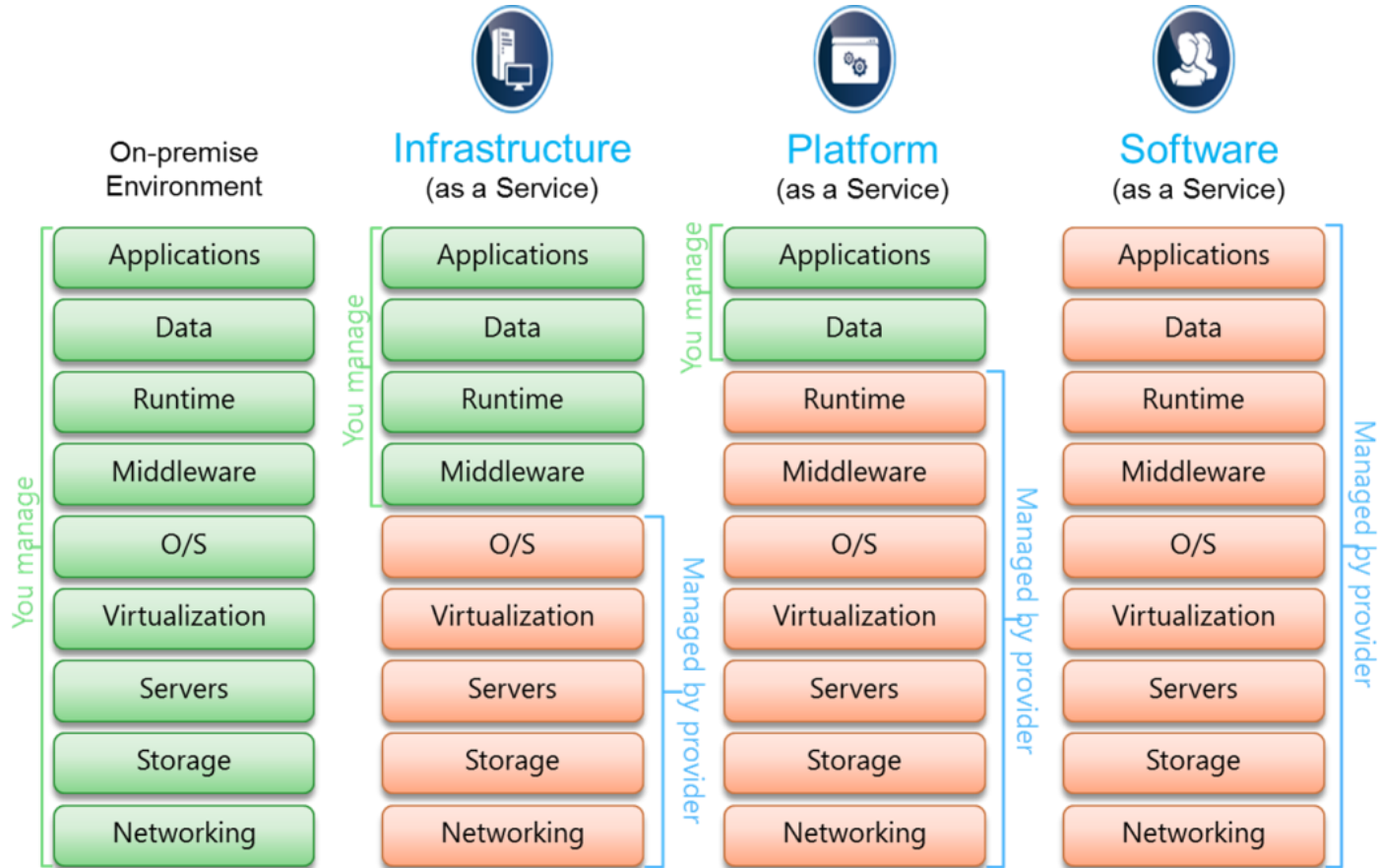
Examples of PaaS market players: Google AppEngine, Windows Azure

SaaS (Software as a Service)

- SaaS vendors manage:
 - ALL the stacks, from networking to application level.
- You use the system. That's it.
 - No management of applications or data storage.
- SaaS is probably the most common; you may be using a SaaS without being aware it is actually a cloud offering.

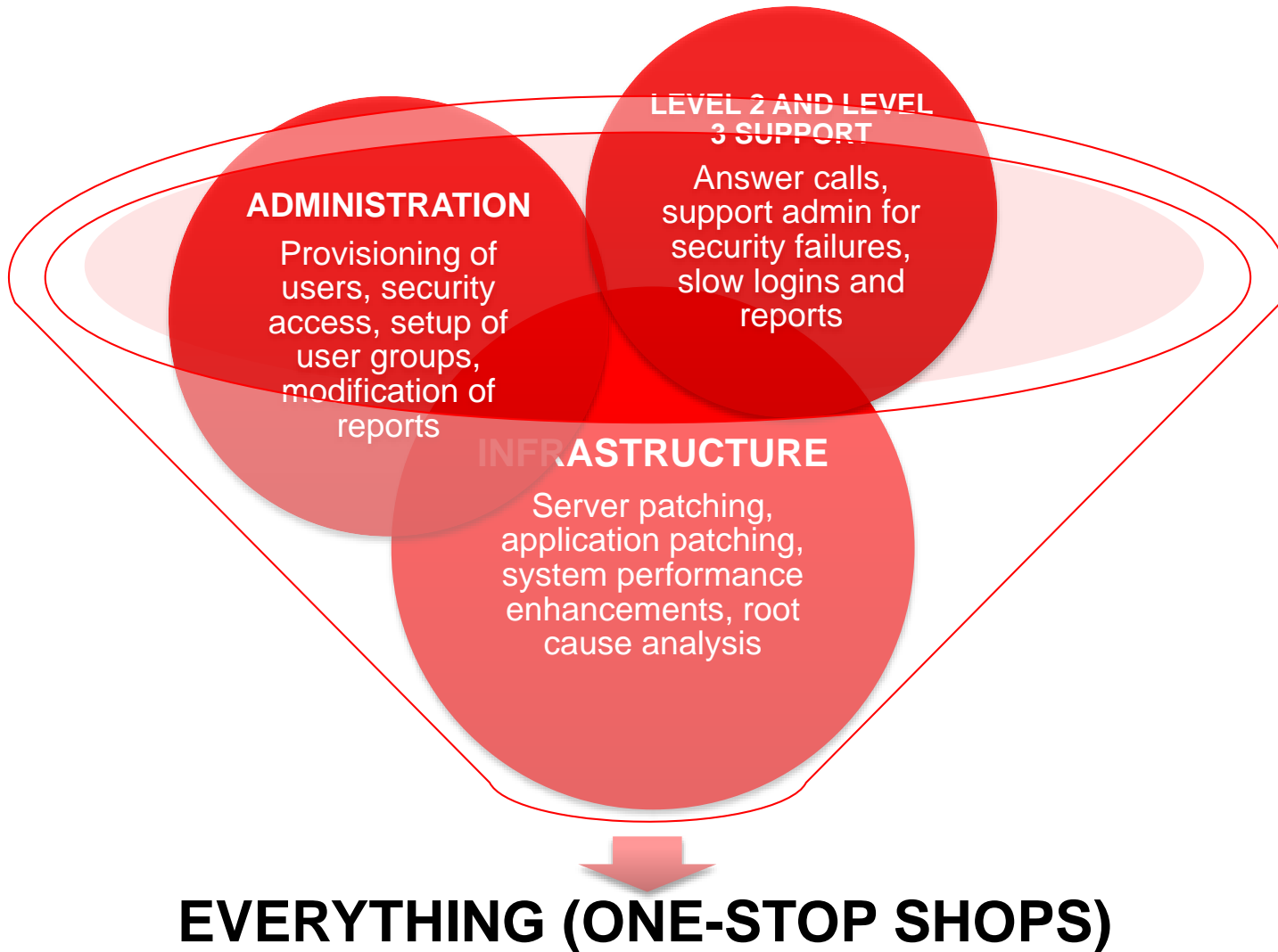
Examples of SaaS market players: Gmail, Office 365, Google

Cloud Computing Service Model



Source: <https://www.simple-talk.com/cloud/development/a-comprehensive-introduction-to-cloud-computing/>

Various EPM Components Available for Outsourcing



THE 9 Reasons You Are Ready for EPM Outsourcing



1. Staffing Cuts
2. Overworked Staff
3. Consistent Experience
4. Relief from Time Spent with Oracle Support
5. Excessive Application Downtime
6. Excessive Infrastructure Outages
7. System Needs Upgrades
8. Sharing of Risks
9. Cost Savings

1. Staffing Cuts

- Where a company has had to make cutbacks, your EPM may need support, especially if you have lost critical staff.
- Benefits include:
 - No official “headcount” for support, just FTEs
- Vendors can provide:
 - Application support
 - 24/7 Administrator
 - Infrastructure specialist
 - Application changes
 - IT Support
 - Server support

2. Overworked Staff

- Whether the company has suffered a cutback, or even when your company is well-staffed, you may want to free up your time to:
 - Make necessary updates
 - Handle a ticket pile up
 - General administrative tasks
- EPM Outsourcing is a healthy method of availing time for the many things you need to do, without losing the benefits of your own staff, while also adding value.
 - Staff augmentation
 - After-hour support
 - Additional experience/different perspective to address one-time and recurring issues

3. Consistent Experience

- Consistent experience breeds consistent systems.
 - High turnover (loss of staff, departments transfers, promotions) can be a threat to system efficiency.
 - Vacations, leave, urgent projects
- Vendors can provide consistent knowledge over time.
 - Contract length precludes turnover; vendors will be responsible for maintaining high level of knowledge.
 - Eliminates responsibility/time required for hiring and training.
 - Vendor maintains 100% of system knowledge regardless of individual staff.
 - Consistent documentation
 - Required to maintain a thorough knowledge-base to fulfill contract requirements
 - Accountability

4. Relief from Time Spent with Oracle Support

- Oracle Support is a necessary, but time-intensive endeavor.
 - Tired of being on wait?
 - Struggling to keep track of open tickets?
 - Confusion on how to request an enhancement?
 - Escalations not working?
- Vendors can be used as first line of defense.
 - More expedient before going to level 2
 - Fewer tickets open because:
 - Consistent tracking of tickets and related issues
 - Benefit of vendors' access to multiple clients means enhanced issue management (seen it, done that)

5. Excessive Application Downtime

- Opportunities for improvement:
 - Service Level Agreements (SLAs) not being met
 - Restarts difficult to initiate and/or regulate
 - Jobs/reports running slower
 - Missing month-end close
- Vendors can alleviate these problems by:
 - Vendor toolboxes (available optimization scripts, backup scripts, defrag scripts)
 - Detailed application monitoring
 - Vendors handle the reporting; you just handle decisions.
 - Best of Breed practices

6. Excessive Infrastructure Outages

- Opportunities for improvement:
 - System crashing without explanations
 - Maintenance not done on your time
 - Managing patching and upgrades
 - Determining which patches and upgrades are required, optional, and/or will cause problems
 - Root Cause Analysis and Solutions:
 - Adjusting for one-off application issues
 - Adjusting for interactions between applications and infrastructure related to necessary patching and upgrades
- Vendors can alleviate these problems by:
 - Vendor toolboxes (available optimization scripts, backup scripts, defrag scripts)
 - Detailed application monitoring
 - Vendors handle the reporting; you just handle decisions.
 - Best of Breed practices

7. System Needs Upgrades

- When you can't see the forest in the trees, vendors can identify issues and resolve matters visible at the 50,000-foot level.
- System review and provision of options
 - Identify opportunities for improvement
 - Perspective
- Need identification and implementation of large-scale:
 - Patching
 - Upgrades
 - Enhancements

8. Sharing of Risks

- Additional perspective can hedge risks before issues are escalated.
 - Without it, there could be problems when:
 - Only one administrator.
 - Nowhere to escalate.
 - IT is overloaded.
- Implementation of business projects can be a departmental risk.
 - Vendors share the risk of failure, but company obtains the opportunity to benefit from ultimate success.
 - If, as is usual, vendor is already present (such as long-term IT management contracts), saves time in early stages of special projects.
 - Vendor prepared due to in-depth knowledge of system intricacies
 - Reduces implementation time

9. Cost savings

- Most importantly, outsourcing EPM can offer cost savings in the short-term and/or long-term.
- Short-term:
 - Monthly budgeted expense
 - 24/7 coverage
 - Internal IT costs
- Long-term:
 - Spread cost of servers over life of contract

Questions?



FOR MORE INFORMATION:

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THANK YOU!