MANAGED SERVICES

Shouldn't your finance Team focus on finance?

HYPERION APPLICATION HOSTING

Oracle's Hyperion EPM and BPM applications deliver global financial consolidation, planning, reporting and analysis in a highly scalable software solution. Hyperion utilizes the most advanced technology, yet is built to be owned and maintained by the enterprise's finance team. But shouldn't your finance team focus on finance?

Low-end co-location services can tie up your finance team with day-to-day IT maintenance. Instead, MindStream and Secure-24 provide a managed solution that takes care of daily tasks with a certified technical team who manage your implementation, backups, patches, monitoring, alarming, updates, upgrades and system administration.

This is managed services a-la-carte with consistent, predictable and reasonable costs.

- ⬛ High Availability
- ⬛ 24/7 Monitoring and Alarming
- ⬛ Disaster Recovery Time of Choice
- ⬛ A Stable and Secure Environment
- ⬛ Proactive Best of Breed Practices drawn from Technology and Systems Management Expertise

MindStream Solution Partner, Secure-24 is a leading provider of managed enterprise hosting for the mission-critical IT applications of industry and government. Secure-24 is an SAP Hosting Partner and an Oracle Gold Partner. Secure-24 provides services to customers who must meet stringent regulatory requirements such as Sarbanes-Oxley and is continually audited to maintain a high level of compliance. Solutions combine built in compliance tools with SAS70 Type II certified data centers and processes to support your compliance reporting.

You receive enhanced performance, access to a team of experts on your environment and it's needs for growth, 24/7 tri-level support, early-watch alert reviews, and most importantly, less worry and more time to focus on the success of your business. MindStream Analytics is a professional services firm with over a decade of experience in the analytics and Business Performance Management space, MindStream guides customers to solutions that enhances business modeling to enable better analysis and insight into their data.

Let us help you make the decision that is right for your company.

For more information on how MindStream Analytics can help you with your needs, contact us at info@mindstreamanalytics.com

REMOTE APPLICATION MANAGED SERVICES

For clients with their own Data Centers, MindStream offers Remote Application Managed Services Support Contracts. Often, clients are looking for an alternative to internal Application Administrators. Why not let your financial analyst focus on your business and leave application maintenance and optimization to us. The following are representative tasks supported:

Hyperion Financial Management	MSA	Customer
Administer Application Components	X	
Security		
o Provision New users and user groups	X	
o Update current User provisioning	X	
o Update user filters	X	
o Reset passwords or other user specific variables	X	
Metadata changes such as adding	X	
▪ Accounts	X	
▪ Entities	X	
▪ Custom members	X	
▪ Alternate Hierarchies	X	
▪ Member lists	X	
▪ Currencies	X	
▪ Scenarios	X	
▪ Impact of (above) on Rules	X	
Changing dimension member attributes	X	
▪ Descriptions	X	
▪ Adjustments	X	
▪ Aggregate weight	X	
▪ Inter-company	X	
▪ Security	X	
▪ Impact to existing member lists	X	
Maintain / update existing	X	
▪ Data Grids	X	
▪ Web Forms	X	
▪ Existing Rules	X	
▪ Version control	X	
▪ Journal templates	X	
▪ Custom documents	X	
Optimize application performance	X	
o Maintain Backup and Restore procedures	X	
Troubleshoot common issues	X	
Provide Guidance on possible improvements of Environment	X	

MANAGED SERVICES

Hyperion Financial Reports	MSA	Customer
Administer Reporting Security in Workspace	X	
o Folder Access	X	
o Reports and Document Access	X	
o Books Access and capability	X	
Maintaining/updating currently provided Hyperion Reports	X	
o Templates	X	
o Saved objects	X	
o Headers and Footers	X	
o Linked objects	X	
o Grid point of view settings	X	

Hyperion SmartView / Excel Add-in	MSA	Customer
Establishing connections to data sources.	X	
Troubleshoot formula connectivity issues	X	
Downloading web forms and BI objects or integrating with other office products.	X	

Table 1 – Roles & Responsibilities