

HyperFlex

An M-Power Support Service



m-power solutions
Better information. Better decisions.

We all need help sometimes but we don't necessarily all need the same help. Unfortunately we are normally constrained by the structured support packages offered to us by our service providers.

Wouldn't it be refreshing if you could create your own support solution and change it when you need to!

As Hyperion Experts, we know what it takes to support your Hyperion environment and we also know that your needs often change over time through;

- Peaks and troughs in usage especially around budget and year end
- Staff turnover
- Functionality changes or upgrades
- Performance Issues (eg due to growth of the application)
- Internal time or resourcing pressures

That's why we have created a totally new support solution tailored to your requirements. HyperFlex is a unique, flexible support offering to the Australian market - **you design what you need and we deliver it together.**

Why pay for support you won't make use of? Take control and define what you need when you need it with the built in flexibility to change it as your business evolves – HyperFlex empowers you to create the perfect support solution for your company.

We work through the range of HyperFlex support offerings together to select the services that suit your organisations needs. Some examples of the HyperFlex core services are shown below.

Infrastructure



- Cloud
- On-Premise
- Combo – Prod on-site Dev/Test on the M-Power Cloud service
- As you need it e.g. for testing or upgrades.

Technical Services



- Server, OS and DBA Services
- Migrations and Patching Services
- DR, Back Up & Restore Strategy
- Technical Performance Tuning and Health Checks

Functional Services

- End to end Application Support
- Application Performance Health Checks and Tuning
- System enhancements



Admin Services

- Managing Metadata / Hierarchy Changes
- Daily monitoring of Audit Reports / Logs
- Security updates – Adding/Removing users, Provisioning Changes
- Maintenance of Key mappings (eg for the FDMEE tables)



End User Services

- Report Development service
- Training/Monitoring services
- Coordination of the Budget/Forecast process - Managing Timetables, Workflows, Budgets



Governance Services

- Quality Assurance for Reports, Change Control, Back-Ups, DR etc.
- Licence Compliance
- Documentation – Review Updates to Administrator and User Documentation
- Data Integrity and Application Security



M-Power Solutions provides worldwide support to over 30 different organisations across a range of industries. Our experience, processes, procedures and people ensure we provide outstanding service to our clients.

“M-Power’s support has been key to the ongoing success of our Hyperion solution. Their support team are extremely knowledgeable, always available and happy to go that extra mile to ensure things get done on time.”

Clare Woods, Stream Lead – Finance, Mount Isa Mines (a GlencoreXstrata company)

“M-Power’s support services complement and support our business perfectly. They work with us to adjust the mix of services they provide to suit our requirements and the support team are always very helpful, they really know their stuff.”

Ben Dansie, Oracle Systems Manager, Navitas

M-Power’s support offerings cover the full suite of Oracle EPM and BI applications which includes products such as Hyperion Planning, HFM, OBIEE, HSF and HPCM. If you want to ensure you have the best support service backing up your internal team speak to M-Power now to book your Support Services review and find out how HyperFlex could change your business.

Contact M-Power Solutions on the numbers below
or email info@mpowersolutions.com.au.