

Case Study

An M-Power
Customer Success Story



Tiwest



“The upgrade has been a success, we’ve moved from an unstable platform that was causing challenges for the business and IT to a solid infrastructure, running the latest version of Hyperion, with improved stability and minimal disruption thanks to working with M-Power.”

Alun Jones, IT Manager, Tiwest

SOLUTION SNAPSHOT:

INDUSTRY

Resources / Mining

CHALLENGE

- Stability issues with the existing Hyperion deployment
- Impact on business and IT users

SOLUTION

- Upgrade v9.2 Hyperion Planning to v11
- New hardware environment

BENEFITS

- Solid, stable infrastructure
- Improved calculation times
- Using the latest version of Hyperion Planning
- Minimal disruption to users
- Now able develop the system to take advantage of new functionality in v11

Business Situation

Tiwest is a mineral sands mining company who mine, process and export various products at three different sites in WA. They implemented Hyperion Planning in 2003 to improve their planning and reporting processes, with great results. The Hyperion solution, which has over 100 users, includes deep operational modeling and extensive integration to and from their ERP system Ellipse.

In 2005 Tiwest upgraded to version 9.2 of Hyperion Planning deployed on a VM environment. Over the coming years it became apparent that v9.2 was one of the less reliable versions of Hyperion Planning. As a result, Tiwest were experiencing stability issues at least once a month.

“Our Hyperion Planning system delivered excellent value to our finance and operational users and has become a business critical solution for us over the years but stability was becoming an issue and that was starting to erode its value” Alun Jones, IT Manager, explained.

“The new environment is much more stable and the improved installation process for v11 significantly reduced the time and complexity associated with the installation”

Alun Jones

Solution

In conjunction with M-Power, Tiwest performed a system review and upgrade feasibility study to look at their options and define the best route forward. The recommendation was to upgrade to v11 with a new hardware platform based on physical servers.

Before the upgrade commenced M-Power and Tiwest sat down together to define the project deliverables, decide on roles and responsibilities for the blended team and to agree the critical success factors for the new system.

The project was delivered using M-Power's standard upgrade methodology which has been developed over multiple projects to handle upgrade challenges like production system changes, synching of the new environment, testing and reconciliation.

All of the v11 Hyperion Planning components were installed, using Tomcat as the web server, on a new hardware platform, three new physical servers, each with 8GB RAM and 2 x quad core processors each with 2Ghz. "The new environment is much more stable and the improved installation process for v11 significantly reduced the time and complexity associated with the installation" said Alun. Both of Tiwest's existing Hyperion Planning applications were successfully migrated into this environment.

"Although Version 11 has a different look and feel, the actual user experience is unchanged. We created a simple one-page 'what's new guide' with M-Power, which we sent out to users before we went live and no additional training was required after that"

Alun Jones

M-Power defined a comprehensive testing process which was conducted by Tiwest administration users followed by selected "normal" users from each department towards the end of the project. The testing identified the need for a number of configuration changes, which related to subtle changes in the software as well as a couple of software bugs but no significant issues.

The end to end timeframe from kick off to switch over to v11 was two months, the majority of the time being consumed by testing. Resources involved were a mix between Tiwest and M-Power. Tiwest completed most of the testing working, M-Power the installation and issue resolution.

Benefits

Two monthly cycles have now been completed since the upgrade with no stability issues identified during that time. The combination of upgraded software and optimized hardware has resulted in a significant improvement in calculation times, allowing additional functionality to be added.

Uptake by the business users was seamless with all users starting on the new environment without any down time for training. "Although Version 11 has a different look and feel, the actual user experience is unchanged" commented Alun. "We created a simple one-page 'what's new guide' with M-Power, which we sent out to users before we went live and no additional training was required after that" Alun explained.

Tiwest are currently exploring the additional functionality available in v11, none of which was deployed during the upgrade project itself in order to minimise risks. They have decided to deploy Oracle Data Integrator (ODI) to improve data integration to and from Hyperion, currently achieved through a combination of Ellipse queries and HAL scripts, as a follow on project.

According to Alun "The upgrade has been a success, we've moved from an unstable platform that was causing challenges for the business and IT to a solid infrastructure, running the latest version of Hyperion, with improved stability and minimal disruption thanks to working with M-Power."