

# XTIVIA Oracle Hyperion Managed Services

Oracle's Hyperion, part of its Enterprise Performance Management (EPM) suite, offers comprehensive tools for managing finances, costing, budgeting, planning, and reporting. Effectively managing the Hyperion infrastructure and applications demands specialized skills. XTIVIA brings that expertise and experience to implement and support Essbase, Planning, and Reporting applications, delivering cost efficiencies and optimized performance for our clients.

## Flexible Support Packages

XTIVIA's Hyperion Managed Services team ensures the efficient operation of your Hyperion platform and applications using a proven ITIL Service Management framework. Our flexible support packages include:

- **Gold:** 24/7 or 24/5 coverage
- **Silver:** 16/5 coverage
- **Bronze:** 10/5 coverage
- **Custom:** Tailored to your specific needs

## Features of Our Hyperion Managed Services

Our Hyperion Managed Services includes the following features:

### Proactive Monitoring:

- **360-Degree Monitoring:** Continuous monitoring of services, applications, and environments.
- **Event Filtering:** Identifying and prioritizing critical events.
- **Multi-Channel Notifications:** Alerts via email or messaging tools.

### Application Administration:

- **Qualified Support Staff:** Our team uses industry best practices to administer your Hyperion applications.
- **Ensuring Availability, Stability, Performance, and Integrity:** We maintain optimal performance and reliability.

### Development and Management Tools:

- **ITIL-Based Service Management Tools:** Ensuring best practices in IT service management.
- **JIRA and Confluence:** Tools for productivity, efficiency, and visibility.
- **Infrastructure and Application Log Monitoring Tools:** For continuous oversight.
- **Client Accessible Dashboards:** Highlighting key metrics.

### Customizations/New Implementations:

- **Continuous Enhancements:** We work with business and IT stakeholders to enhance Essbase, Planning, and Reporting applications.
- **Comprehensive Development:** Including Calculation Scripts, MDX Scripts, MaxL Scripts, Forms Development, Dimensions Metadata Development, Reports, Charts, and POV Development.

### Status Reporting:

- **Dedicated Service Manager:** Owns service delivery, monitors service metrics and manages critical and high-priority incidents.
- **Regular Status Reports:** Keeping the customer informed.

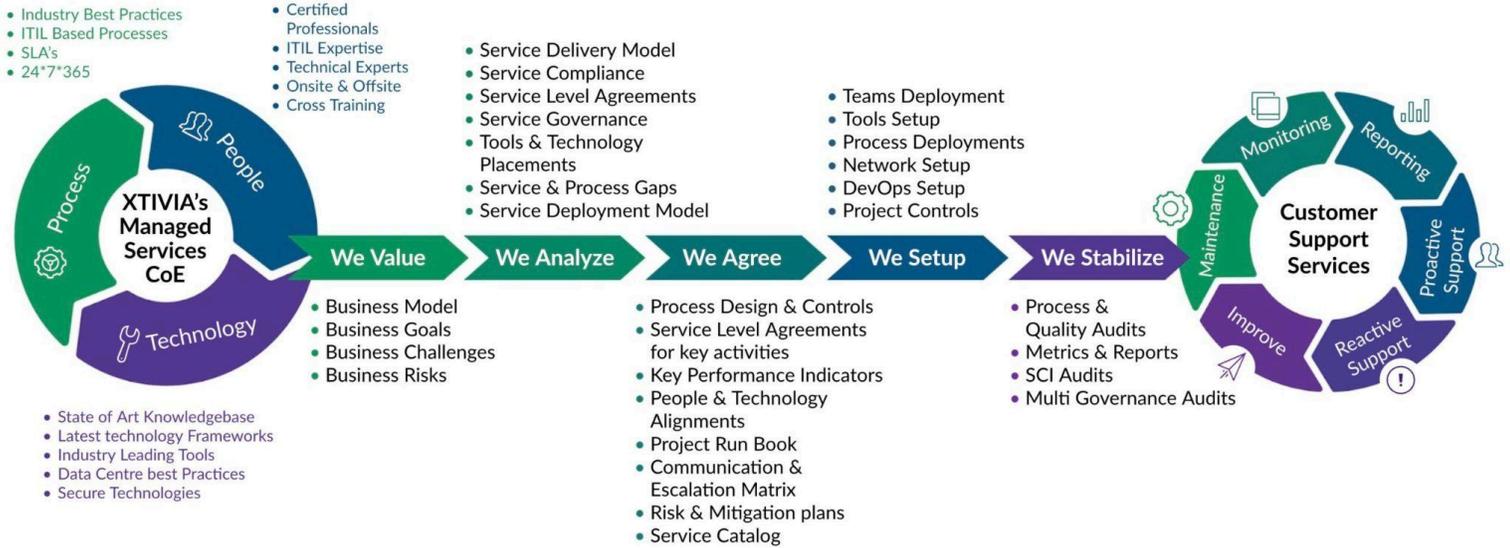
## XTIVIA Hyperion Service Catalog

At XTIVIA, we provide a comprehensive Hyperion Service Catalog designed to meet the diverse needs of businesses. Each service ensures optimal performance, seamless integration, and continuous improvement of your Hyperion environment. Explore our catalog to discover how our tailored services can support your financial management strategy

Health Check	Routine Maintenance	Technical Support	Monitoring
<ul style="list-style-type: none"> <li>• Database status validation of Hyperion Planning &amp; Essbase cubes</li> <li>• Services status validation</li> <li>• Hyperion Workspace and Planning/ Essbase Apps validation</li> <li>• Documentation of each step</li> <li>• Daily health check status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Metadata management in Hyperion Planning (Classic)</li> <li>• Security issues management in Hyperion Planning &amp; Essbase</li> <li>• Data issues resolution in Planning &amp; Essbase applications</li> <li>• Troubleshooting the calculation issues</li> <li>• Applying patches</li> <li>• Storage space management</li> <li>• Application size management</li> <li>• Planning and Essbase Application DB backup</li> </ul>	<ul style="list-style-type: none"> <li>• Troubleshoot application access issues</li> <li>• Troubleshoot database issues</li> <li>• Resolve database password expiry issues</li> <li>• Troubleshoot application issues</li> <li>• Troubleshoot Essbase Server issues</li> <li>• Resolve Calculation/Business Rules issues</li> <li>• Resolve data backup and maintenance issues</li> <li>• Application backup maintenance using LCM/CopyApp utility</li> <li>• Application refresh from one environment to another using utilities (Example: Refreshing DEV environment with recent changes in PROD)</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring alerts and troubleshooting issues using log files</li> <li>• Storage space</li> <li>• CPU utilization</li> <li>• User lock issues in the Hyperion database</li> <li>• Stuck thread issues in WebLogic console</li> <li>• Monitoring the scheduled hot and cold backups</li> </ul>
Tuning Suggestions	App. Maintenance	Application Services	Code Migration
<ul style="list-style-type: none"> <li>• Tune Operating Systems parameters</li> <li>• Tune HTTP Server parameters</li> <li>• Tune HTTP Server Compression / Caching</li> <li>• Tune Oracle Database Parameters</li> <li>• Hyper-threading / SMT Considerations</li> </ul>	<ul style="list-style-type: none"> <li>• Application database and services validation</li> <li>• Metadata management and loading data</li> <li>• Tuning the application in registry and WebLogic console</li> <li>• Taking the complete backup of Application as per the schedule</li> <li>• Cloning the Application from one environment to other (exact copy of artifacts)</li> </ul>	<ul style="list-style-type: none"> <li>• Support web-based parameterized budgeting &amp; planning solution</li> <li>• Develop customized data-entry (web-forms)</li> <li>• Automate the execution of customized calculations (Business Rules)</li> <li>• Develop user-based planning calendar &amp; task list</li> <li>• Manage online submission &amp; review during Planning cycle (Process Management)</li> <li>• Perform what-if analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Migration of Calculations, Translation and Consolidation</li> <li>• Member list</li> </ul>

## XTIVIA Managed Services Framework

Our Managed Services Framework integrates people, processes, technology elements, checklists, and best practices to accelerate the establishment and operation of an effective and efficient Managed Services engagement. This framework includes continuous service improvement based on process metrics.



## XTIVIA Overview

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our client's specific requirements, regardless of project complexity. Since 1992, our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to successfully, competitively, and profitably leverage their chosen technology. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. [www.xtivia.com](http://www.xtivia.com)