Enhancing Hyperion Support for a Global Luxury Hospitality Brand

ORGANIZATION

Our client is a world-renowned luxury hotel and resort chain, headquartered in Canada, with a legacy spanning over six decades. Since opening its first hotel in 1961, the company has expanded to 140+ properties worldwide, redefining hospitality by seamlessly blending exceptional service with the highest standards of international hotel management.

CHALLENGE

With hotels and resorts operating across multiple time zones, the client's IT team faced the challenge of providing round-the-clock Hyperion Administration and Support services to its global workforce. Key challenges included:

- **Limited IT Staffing for 24/7 Support** – The in-house team could not cover night shifts and weekends.
- **Operational Efficiency** – Maintaining system uptime and troubleshooting issues across a global enterprise required a scalable solution.
- **Work-Life Balance** – The client aimed to enhance employee well-being by reducing after-hours workload through outsourcing.

To address these challenges, the client sought a strategic IT support partner capable of providing Hyperion Administration and Support while ensuring uninterrupted business operations.

TECHNICAL SOLUTION

The client partnered with XTIVIA to enhance Hyperion technical support and provide dedicated assistance to their global users. XTIVIA delivered proactive offshore-managed services tailored to the client's operational needs.

Key support services included:

Hyperion Administration, Maintenance & General Ledger Support

- User provisioning and access control.
- Backup monitoring and system health checks.
- Analyzing system logs, identifying bottlenecks, and adjusting configurations.
- Data movement between different Hyperion cubes.
- Managing user access within the company's General Ledger system.

Technical Support & Troubleshooting

- Updating outlines, aliases, and security settings via Excel and Planning tools.
- Implemented changes to business rules for data aggregation and export functionality.
- Resolving data input issues and troubleshooting form errors.
- Monitoring automated processes, MaxL scripts, and user sessions to ensure system reliability.
- Supporting and maintaining integrations between Hyperion and other systems, such as ERP systems.

End-User Assistance

- Handling "how-to" queries for business users.
- Installation and troubleshooting of client components, including Excel Add-in & Smart View.
- Training the users with the necessary skills to utilize Smart View and Planning web forms effectively.

Financial Reporting

- Modifying existing financial reports to meet business requirements.
- Developed and designed new reports for newly acquired properties worldwide.
- Managing report libraries and version control.

By leveraging XTIVIA's expertise in Hyperion and Enterprise Performance Management (EPM), the client significantly optimized its IT support model while maintaining system stability and security.

BUSINESS RESULT

- **Enhanced Work-Life Balance** – Offshoring Hyperion administration alleviated IT staff burnout, thereby enhancing the Client's overall well-being.
- **Improved Operational Efficiency** – 24/7 proactive system monitoring and quick issue resolution minimized downtime and ensured business continuity.
- **Increased Customer Satisfaction** – Faster response times and expert support resulted in an improved end-user experience.
- **Enhanced Resource Efficiency** – Achieved through effective knowledge transfer to clients.

BY THE NUMBERS

- 58 years in business
- 140+ Hotels, Resorts, and Residential Properties on 6 continents
- Private Jet Services starting in 2021

KEYWORDS

Business Intelligence, Enterprise Performance Management, Oracle Hyperion, Reporting and Analysis, Data Management, Planning and Budgeting, Financial Management

SOFTWARE

Oracle EPM, Hyperion Suite of Technologies, Essbase, Planning, Hyperion Financial Reporting (HFR), Smart View, FIT (FOCUS Integration Tool)

ABOUT XTIVIA

At XTIVIA, we've been providing IT solutions and consulting services for over 30 years with a wide range of services, including technology assessments, IT service and asset management, software development, data analytics, cloud migration, DevSecOps, ERP, and enterprise content management. Dedicated to each discipline, ensuring that our clients receive the best possible service. Through strategic acquisitions, we've acquired talented people who are experts in their industries, passionate about what they do, and committed to providing exceptional service to our clients. Whether you need to improve your IT infrastructure or implement new software solutions, XTIVIA is here to help you achieve your business goals. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com