Case Study
Global Mining Company

datAvail
BI/Analytics • Applications • Databases

HYPERION HERO STORIES

The Challenge

When issues arose with Hyperion software, it typically took this organization's Finance and IT team a day or two just to identify the cause of problems, such as slow performance. Issues could be network, software, user, or hardware related. A global footprint added to the lengthy resolution process. With various departments responsible to keep everything humming, team conference calls to look for possible causes expended valuable resources.

Products Used

- Hyperion Planning

- Hyperion Financial Management

- Essbase

- Financial Data Quality Management

- SmartView

> "Issues that took up to 4 days to resolve and involved up to 25 individuals across the company are now solved in minutes or hours while involving only the key players needed to solve the problem."

The Solution

The team decided to purchase Accelatis, which lead to:

• **Faster Issue Resolution** – With Accelatis, causes are quickly identified, and only those directly involved with the solution become engaged with a specific description of the exact cause. Whether the issue is network congestion, calc times, issues with services, CPU – it's readily apparent and can be dealt with accordingly.

• **Remote Performance Analysis** – For users accessing the system from remote locations, Accelatis Remote Performance Clients are deployed to get a pulse on system activity. Taking just a few minutes to install, they clearly show the performance our users experience around the globe. End users are clearly impressed with how quickly and accurately their concerns are validated and their issues are pinpointed and resolved.

• **Automation** – Accelatis' automation functionality allows us to rapidly create graphical workfows that we schedule to run as needed. We also have several non-Hyperion uses of the automation functionality to help perform validations that would otherwise require manual intervention.

Benefits Achieved

With Accelatis software on their side, this team now benefits from the following:

• Faster Issue Resolution

• Automated Execution of Scripts

• Significantly Improved Stability

• Monitoring of Remote Locations Globally

• Answers on a Centralized Dashboard

"How would I categorize the benefits we receive from Accelatis? Massive."