Oracle Hyperion EPM Operational Support

Datavail offers complete Oracle EPM operational support to create greater efficiencies in your business without the investment of a full MSP. Our clients include businesses at all stages of Oracle Hyperion use, including new customer environments to seasoned enterprise systems.

As an Oracle Platinum Partner, Datavail helps clients who are facing common Oracle Hyperion challenges such as:

- Unexplained system outages
- Unexpected downtime and crashes during peak usage periods
- Queries taking too long to run
- Poor or nonexistent backup strategy
- Mysterious changes in the environment

- SOX compliance & audit issues
- Delays in reporting and forecasting
- Finding and keeping talent to support Hyperion is getting harder
- High costs of supporting & administering Hyperion

Support

Datavail's service resolves immediate and future performance issues with automation designed specifically for Hyperion to address:

- Uptime monitoring
- Performance monitoring
- Log analysis and management
- Root cause analysis
- Management dashboards and reporting

Maintain & Improve

Thanks to Datavail's experience as an Oracle Managed Services Provider (MSP), clients of our full EPM operational support services enjoy the following advantages:

- Reducing their IT spend on support while increasing stability and availability.

- Reallocating resources to more strategic tasks and freeing up in-house IT team members.

- Receiving comprehensive, all-in-one support for on-premise, cloud hosted, SaaS, and hybrid EPM environments.

Our suite of EPM operational support services also includes Hyperion maintenance and performance testing for long-term optimization of your environment, based on the following Best Practice Service Framework.

Best Practice Service Framework

Uptime Monitoring	Regression Testing	Performance Monitoring	Load Testing
Root Cause Analysis	Calculation Trending	Management Dashboards	Intelligent Health Checks
Audit & Compliance Tracking	User Experience Monitoring	Log Analysis & Management	Functional Administration
Optimization & Tuning	Backup Retention	Environment Replication	24x7 Incident Response
End User & IT Support	Enhancements	Report Development	Business Process Monitoring

Get in touch with the Datavail team today to learn how we can help.