ROLTA **ADVIZEX**

MANAGED SERVICES: DELIVERING
A TAILWIND ADVANTAGE

INDUSTRY: MANUFACTURING
CLIENT: PTI TECHNOLOGIES
CHALLENGE: GETTING THE MOST OUT OF HYPERION

Managed Services helps a manufacturer of aerospace filtration products soar delivering the expertise to maximize the benefits the company receives from its Oracle Hyperion environment.

OVERVIEW

PTI offers a wide range of innovation filtration products and engineering support services for the Aerospace, Fluid Power and Chemical Processing industries. With more than 85 years of engineering, development and manufacturing experience, the manufacturing powerhouse is in a position to provide innovative, cost effective, and advanced products and system solutions for virtually any filtration and fluid flow application. Getting the most out of its Hyperion installation, however, wasn't necessarily their forte.

THE CHALLENGE

Oracle's Hyperion applications support a broad range of financial management processes to improve transparency, compliance and business alignment. As with any comprehensive and complex application, it takes years to fully understand all the solution's nuances and to be able to take full advantage of the depth of its capabilities.

PTI's IT footprint includes a vast deployment of EBS and Hyperion, distributed over a combination of Red Hat Linux and Windows systems. With a small IT team focusing on strategic initiatives to ensure company competitiveness, the company needed software management experts who could help solve problems and introduce new product capabilities.

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THE SOLUTION

PTI selected Managed Services to provide core services designed specifically for Oracle Hyperion. Rolta AdvizeX's team of highly trained experts, with years of experience managing Hyperion applications, provided the full lifecycle management of this critical application. Services for PTI included:

- **24x7x365 Monitoring**
  All Hyperion related services for PTI's 3 production and 2 development servers are monitored and any failure or downtime of a component generates alerts through Rolta AdvizeX Managed Services' proprietary alert system. Issues are addressed within 15 minutes of any event trigger.

- **URL Monitoring**
  The Hyperion system at PTI is accessed by business users primarily via a web interface. Lack of access leads to very unhappy internal customers. Rolta AdvizeX monitors the status availability of front-end URLs and responds immediately when issues arise.

- **Backup and Recovery**
  Given the mission-critical nature of the data stored in a Hyperion system, PTI recognized the importance of a strong, state-of-the-art system to ensure against data loss. Managed Services works with the client to ensure backup and recovery measures are in place.

- **General Troubleshooting**
  Keeping ahead of the game keeps internal users happy and the IT department looking like rock stars.

- **Application Level Support**
  Developed by a third party with slim documentation available on application design, data flows and business logic, it took a lot of analysis (and some head scratching) to fully understand changes made and address application level issues or make changes that made sense.

To explore how we can help your organization, contact a Rolta AdvizeX sales executive at **800-220-8454** or visit Rolta AdvizeX online at **www.advizex.com**

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RESULTS

Following are a few of the benefits and examples of issue resolution PTI experienced using Managed Services to support its Hyperion environment.

Environment Uptime — As so often happens, things go wrong on the weekends. One Sunday various events in the PTI local environment caused Hyperion to crash. Critical alert pages were addressed by the Rolta AdvizeX team within 15 minutes. The cause of the crash was quickly identified and the Hyperion environment restored within 4 hours.

Data Delta Issue — Numbers within the Hyperion system weren't matching those in non-Hyperion systems for the same data set. The issue was successfully traced to faulty code in an external data source.

Data Not Found Even After Data Load — Data is loaded on a daily basis into Hyperion, but some users were reporting that information for a certain data set was missing. The issue was traced to a naming mismatch between Hyperion and Oracle extract, and resolved successfully.

ADDING READ-ONLY USER GROUPS

PTI needed to have application level user groups created with read-only privileges. The internal IT team also needed to learn the procedures for creating user groups and assigning privileges. Rolta AdvizeX created the groups, and then provided detailed documentation on application level vs. data level security and procedures for implementing these.

Managed Services provided to PTI inclue application level assistance that is essential to manage data across information silos that result from mergers and acquisitions, departmental initiatives, or legacy system proliferation. Without the right systems in place and the right monitoring and management to ensure they operate at maximum capacity and capability, results can suffer. Oracle Hyperion applications provide enterprises with solutions to build consistency within master data assets despite endless changes within the underlying transactional and analytical systems. Managed Services ensures maximum benefits from these and other Oracle applications.

ROLTA ADVIZEX MANAGED SERVICES DELIVERS

VAST EXPERIENCE
Rolta AdvizeX Managed Services has years of experience keeping Oracle applications finely tuned and operating at peak efficiency throughout the software lifecycle.

FLEXIBILITY
It's difficult to keep the skill sets you need for the vast array of IT functions your company depends upon. By relying on Rolta AdvizeX Managed Services, you free internal resources to handle strategic initiatives aligned with future growth.

COST CONTROL
Rolta AdvizeX Managed Services ensures maximum usability of applications to deliver unparalleled levels of ROI.

WHY ROLTA ADVIZEX MANAGED SERVICES?

Rolta AdvizeX delivers the critical expertise necessary to reach desired results and to maximize ROI of IT investments. Rolta AdvizeX's Managed Services has helped organizations around the globe integrate new application and maximize the effectiveness of those currently utilized. Companies rely on Rolta AdvizeX as a trusted partner bringing increased accountability and integrated service delivery.

Rolta AdvizeX has the extensive Oracle application management expertise needed to host and manage the entire Oracle Hyperion application portfolio. We have helped numerous customers get the most out of their Oracle investment through complete or project-based management of Oracle applications and infrastructure.

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