Datasheet

Rimini Street Support for Hyperion

Select Supported Hyperion Components

– Financial Management

– Planning

– Workforce Planning

– Capital Asset Planning

– Strategic Finance

– Financial Close Management

– Data Relationship Management

– Performance Scorecard

– Profitability and Cost Management

– Financial Data Quality Management

– Integrated Operational Planning

Key Benefits

– Extend the life and reduce the TCO of your investment

– Receive ultra-responsive support 24/7/365

– Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI

– Fund innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

Improve Your Oracle ROI and Gain Control of Your Support Costs

Product Support Overview

Rimini Street replaces Oracle annual support for Hyperion software across the entire product suite. We can support your Hyperion software by itself, or in combination with our support for your other enterprise applications and Oracle® Database. Clients benefit from higher value, single-provider support using our integrated service offering.

Business Challenges

Today's Hyperion systems are stable and reliable, requiring much less support than earlier generations of enterprise software. In this context, many customers, frustrated by forced vendor upgrades and lackluster service levels, are skeptical that the high cost of Oracle annual support is a good value. These organizations prefer to extend the life of their current Hyperion release, and many are reducing costs by replacing Oracle support with independent support from Rimini Street.

The Rimini Street Solution

Turning the multi-tiered vendor support model upside down, Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). In this way, clients have direct access to an expert with their first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes as well as a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

Rimini Street®
Engineered for Support™

Support Program Comparison

	Rimini Street	Oracle
Named, Regional Primary Support Engineer	■	
24/7/365 Support, Guaranteed 15 Minute or Less Response for Priority 1 Issues	■	
Minimum 15 Years Support Guaranteed	■	
Security Advisory Services (Vendor-Neutral)	■	
Interoperability Support	■	
Strategic Application Planning, Functionality Mapping & Enhancement Analysis	■	
Named Global Account Manager for Each Client	■	
Onboarding & Archiving Services	■	
Application & Repository Fixes	■	■
Documentation-Only Fixes	■	■
Configuration Support	■	■
Operational Support	■	■
Installation & Upgrade Process Support	■	■

> *"Based on a survey I recently conducted, more than 88 percent of Oracle application licensees are interested in third-party support options that can provide meaningful savings and good service."*
>
> ***R. "Ray" Wang,***
> ***Principal Analyst and Founder***
> *Constellation Research, Inc.*

More Information

To learn more about Rimini Street Support for Hyperion, visit www.riministreet.com/services/products-and-releases-supported/hyperion

About Rimini Street

Rimini Street is a global provider of enterprise software products and services, and the leading independent support provider for Oracle and SAP products. The company has redefined enterprise support services since 2005 with an innovative, award-winning program that enables licensees of IBM, Microsoft, Oracle, SAP and other enterprise software vendors to save up to 90 percent on total support costs. Clients can remain on their current software release without any required upgrades for a minimum of 15 years. Over 1,300 global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted, independent support provider.

Support Details

Support for All Your Oracle Applications Under One Roof

Our award-winning, ISO-certified premium support and maintenance program will take care of the nuts and bolts of maintaining your market-leading Hyperion family of software products. We'll support the application and its integrations with your Oracle, PeopleSoft, Siebel, JD Edwards and SAP systems, taking advantage of the prebuilt data and metadata integration and drill-through to transaction details. Rimini Street gives you a single point of contact for all your enterprise software support and maintenance needs, proven expertise, premium support features and personalized, ultra-responsive service.

Interoperability Support

Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.