



Company Information

The client is a global publicly traded, best practice insight and technology company that provides products and services to businesses worldwide. Its offerings align to functional and industry roles, and the company primarily focuses its research with major corporate functions, Finance, Financial Services, Government, Human Resources, Information Technology, Innovation and Strategy, Legal, Risk and Compliance, Marketing and Communications, Procurement and Operations, and Sales and Service. Incepted over thirty years ago, the client employs more than 4,000 people in over 50 global offices, and its revenues exceed US\$900 million.

Client's Needs

Enterprise Performance Management (EPM) and Business Intelligence (BI) solutions solve an array of business problems and maximize the effectiveness of strategic, operational, and financial management processes. These Business Analytics solutions are often comprised of software products that work in tandem to provide organizations with the data needed to analyze their business and make decisions that lead to corporate growth and success. These systems require regular updates, usually accomplished by developing processes that automate many of these related tasks. However, changing business needs, new report requirements, changing systems, and version upgrades are all things that require manual labor in order to execute.

With a 2010 implementation of Hyperion Financial Management and a Planning upgrade, the client now needed to modify existing daily backup scripts, address technical issues, and install a patch to gain its functional benefits. Additionally, they recognized a need to ensure that they had the necessary support and expertise on hand to provide technical assistance for their EPM environment.

Benefits Realized

As a result of this project, the client achieved its short-term goals to install the latest patch, establish backup processes for the desired time period of 7 days, and address existing technical issues. Additionally, they have a provision for maintenance and support of their EPM environment – both technical and functional support.

Edgewater Ranzal's Solution

The client hired Edgewater Ranzal to provide a solution for their current EPM needs. Ranzal's Support Services offering includes backups, patches, and on-demand technical support, so a support services contract met the client's immediate and long-term business needs cost-effectively. A 3-month trial of support services was offered to the client with an option to cancel if they were dissatisfied, and they chose to continue with monthly support after the trial period ended.

Edgewater Ranzal Support Services provide the client with:

- Setup of backup procedures to include 7 days of backups
- Installation of the latest patch release
- On-demand technical and functional support with:
 - Service level agreements
 - On-demand help desk reports (with tickets available online)
 - Daily troubleshooting expertise and problem resolution