DATA **INTENSITY**
Making Data **Manageable** | Making Data **Actionable**

GLOBAL FOOD SERVICE COMPANY UPGRADES TO ORACLE HYPERION FOR BETTER FINANCIAL MANAGEMENT

Industry:
Fortune 500 Food Service Industry

Customer Benefits

- Financials consolidated into one tool
- Close coordination and implementation led to successful implementation
- 24x7 support
- Streamlined solution delivered by experts

Solutions

- Oracle Enterprise Performance Management
- Data Intensity Integration Services - Technical Services (Performance tuning, trouble shooting, patching)
- Data Intensity Managed Services

"Data Intensity didn't just migrate our database, they have helped us deliver on our mission with a state-of-the-art data center leveraging the latest cloud technology."

- Head of Technology and IT Support, Royalty Tracking Service

One of the biggest global food and facility service companies serves a diverse group of food institutions in nearly 20 countries and supported by more than 200,000 service professionals. For years the firm had run a collection of Oracle IT financial applications over a very large distributed environment. But in 2015, the company decided to consolidate financial operations under the Oracle Enterprise Performance Management Suite (EPM), building a stronger financial management platform that would continue to keep the business running competitively.

Challenges:

GATHERING A COMPLEX ENVIRONMENT UNDER A NEW UMBRELLA

The company's management team had already hired a consulting company to lead a series of IT initiatives and contract out projects as needed. An Oracle Services Provider with extensive experience handling the complexity of the installation was needed to implement the new financial management solution. The cross-functional team needed the Vendor to create the architecture for EPM environments, manage the installation and configuration, apply patches and setup SSL. Four cluster environments were in plan, and each environment would have eight servers. There were major modules to deploy: Hyperion Financial Management, Hyperion Financial Close Management, Hyperion Essbase, Hyperion Planning, Hyperion Profitability and Cost Management, and Hyperion Financial Data Quality Management Enterprise Edition.

Equipped with Linux and Windows servers, all components would need to see and talk to each other to function seamlessly. Moreover, each application component had to fit precisely into multiple start and stop sequences. Secure communications between users and applications had to be organized, with SSL protocols.

Solutions:

PLANNED TO THE SMALLEST DETAIL, EXECUTED EXACTLY

The company heading up the move to the Enterprise Performance Management Suite specifically recommended that Data Intensity take on the implementation. Data Intensity was already carrying out day-to-day management of the existing financial applications and earned a reputation from leading dozens of similar, large implementations for other companies made it a smart choice for this project.

Licenses were purchased, and an environment prepared so Data Intensity could begin to implement the Hyperion suite of applications that could work both independently or as an integrated system – a configuration that would give the company high levels of flexibility. Data Intensity delivered a detailed "roadmap" in the form of an architecture diagram. The company's cluster computing concept would be continued and updated with Oracle Fusion Middleware and other

resources to accommodate the requirements of the Hyperion modules. Data Intensity then prepared servers and installed the software, and created a massive new Hyperion infrastructure.

Nothing left to chance. If Data Intensity were to miss something that resulted in a mistake in the implementation, it could possibly trigger a time-consuming re-installation. To avoid this prospect the team took great care to ensure the implementation plan was obstacle-free. It focused on configuration, patches, troubleshooting and tuning resources as they knit the environment together. In addition, the team provided extensive support to the consulting team, helping troubleshoot and resolve issues that would keep them on track to meet the promised go-live date.

A Single Expert does most of the work. A small, separate Data Intensity technical team of application administrators concentrated on performance tuning, automating tasks and writing maintenance scripts. But surprisingly, for an implementation of this size, 80% of the overall project was completed by a single Data Intensity expert. In this case, where a very large Hyperion environment was at stake, this individual's deep analytical, performance tuning and problem-solving skills, helped implementation consultants and provide the most efficient way to create new applications in the time frame allowed.

The company's Director of Information Technology for the company wrote these words:

"She has been providing outstanding support. Her knowledge expands across many individual elements of the Hyperion application, and her patching always included backups, pre-requirement work and documentation. She is a valuable contributor and I look forward to our continued partnership."

Results:

HYPERION GOES LIVE, ON TIME, WITH BROAD PERFORMANCE IMPROVEMENTS

Because the project was so well organized, Data Intensity completed it on time and on budget. As proof of how clean the implementation was, all the EPM environments are very stable and required low maintenance. Since the project was completed, the company has experienced broad performance improvements across its Oracle financial environment. And with the consolidation, the different applications can move faster through their financial management processes to take advantage of the planning, forecasting, budgeting and reporting is now all done in one tool.

Data Intensity's successful implementation bred further work with the food service company. For three years it has continued to play a key role in keeping the EPM Suite running. Most recently, the EPM environments were upgraded to Hyperion 11.1.2.4 and patched with the latest PSU and Hyperion patches - an exercise that went quickly and smoothly.

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