



Industry: Manufacturing
Client: PTI Technologies
Challenge: Getting the Most Out of Hyperion

Rolta 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 innovative 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 & 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. And 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 can help solve problems and introduce new product capabilities.



THE SOLUTION

PTI selected Rolta Managed Services to provided core services designed specifically for Oracle Hyperion. Rolta's team of highly trained experts, with years of experience managing Hyperion applications, provides the full life-cycle 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 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 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 the Hyperion system, PTI recognized the importance of a strong, state-of-the-art system to ensure against data loss. Rolta 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 make sense.

## RESULTS

Following are a few of the benefits and examples of issue resolution PTI experiences using Rolta 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 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 created application-level user groups with read-only privileges. The internal IT team also needed to learn the procedure of how to create user groups and assign privileges. Rolta created the groups, and then provided detailed documentation on application level vs. data level security and procedures for implementing these.

Application level assistance provided to PTI by Rolta Managed Services has spanned a range of areas within Hyperion: security, data flows, batch processes, etc. A weekly status meeting occurs between the Rolta Managed Services team assigned specifically to PTI and the client's internal IT members to ensure strong communication and transparency.

As with all growing companies, PTI and other Rolta Managed Services clients find it 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 a solution to build consistency within master data assets despite endless changes within the underlying transactional and analytical systems. Rolta Managed Services ensures maximum benefits from these and other Oracle applications.

### WHY ROLTA MANAGED SERVICES

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

Rolta 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.

### ROLTA MANAGED SERVICES DELIVERS:

**Vast Experience.** Rolta 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 Managed Services, you free internal resources to handle strategic initiatives aligned with future growth.

**Cost Control.** Rolta Managed Services ensures maximum usability of applications to deliver unparalleled levels of ROI.