

Triometric and ReportSource

The Key to Unlocking Hyperion Performance at



HSBC uses the Oracle Hyperion Financial Management (HFM) application for group financial reporting in 86 countries throughout the world. There are 1800 entities with 2200 users of the application. With Triometric Enterprise Analyzer, HSBC is able to benchmark and analyse the performance, reliability and usage of the application allowing them to answer questions like:

- What activity were users performing when they experienced slow response times?
- Why was there an increase in user aborts and time-outs encountered by the users?
- Were the top users using the application efficiently?
- What impact did the latest rules/metadata change have on end-user performance?

Armed with this information provided by HSBC, combined with Oracle Hyperion Product expertise, ReportSource is able to troubleshoot and identify specific bottlenecks within the application and optimise its performance.

By using Triometric Enterprise Analyzer to track problem areas in the application, ReportSource is able to focus on these areas and make significant improvements to the application. The performance improvements can then be monitored and compared to previous results thereby providing stakeholders with quantifiable evidence of the benefits of the enhancements.

Scenario: *The average duration of a consolidation which used to take 3 minutes to complete now only takes 1 minute, resulting in a 67% increase in performance for this activity. HSBC achieved this by using Triometric data and HFM task audit logs to identify and isolate performance bottle necks within the application. ReportSource was then able to make the necessary design modifications to the HFM rules file to improve the performance of the application.*

The services that ReportSource and Triometric provide promote user confidence in the application and ensure it is supported and maintained efficiently. The Triometric-ReportSource partnership is a winning solution for customers who wish to lower the Total Cost of Ownership and increase the Return on Investment of their Oracle Hyperion application.

About Triometric

Triometric creates unique real user monitoring products for high-value Web applications, and offers unrivalled expertise in performance consulting. Triometric's Analyzer products are used by some of the world's largest enterprises, information providers and online retailers in managing their business critical applications.

Services include:

Performance Health Check - A short-term package of typically 2 to 4 weeks that monitors and analyzes Web application traffic over a key period such as a month-end and benchmarks performance and service delivered to users. An example of measurements include HFM Application usage and end-to-end response time experienced by users, presented over time and broken down by various components.

Performance Expert Review - A short- to medium-term custom package delivering detailed understanding of performance, aimed at process improvement. The project approach includes agreed action plan with timings, benchmarking over a period of time for comparative results and detailed analysis and recommendations for improvement.

Application Upgrade Review (System 9 Upgrades) - Application Upgrade Review is a short to medium-term package used to plan and evaluate Web application upgrades. It includes benchmarking, analysis and comparison of the existing and proposed new applications. This is a popular option with clients planning Hyperion System 9 upgrades.

About ReportSource

ReportSource is an Oracle Certified Partner specialising in the implementation of the Hyperion Suite of Enterprise Performance Management and Business Intelligence Products.

Services include:

Implementation of Oracle Hyperion Solutions - Including Hyperion Financial Management (HFM), Hyperion Enterprise, Hyperion Planning, Hyperion Essbase, Hyperion Financial Data Quality Management (FDM) and Hyperion Reports.

Business-lead accounting structure and hierarchy design - Our business analysis consultants started their careers as accountants and can therefore add business process value rather than technical expertise only.

Technical architecture review and design - Our solutions architects will review your needs and design a solution that's right for your business.

Infrastructure - Our infrastructure team will provide installation services and work with the IT department to ensure the technical architecture is specified correctly.

Training - As well as providing generic product training, ReportSource specialises in the roll-out of a training program to the business which also addresses change management.

Data Acquisition - Mappings to and integration with data sources.

Upgrades and Migration - Major and minor version upgrades, as well as migration between applications.