

Citagus Case Study

Hyperion Implementation

Client Background

Customer is the global leader in technology protection services. From lost, stolen and damaged wireless handsets to malfunctioning computers or HDTVs. The company provides more than 90 million consumers worldwide with best-in-class, next day device replacement. Customer also offers protection of user content and software

- Over 90 million wireless customers around the world just like you are protected by Company
- Customer partners with North America's top 5 nationwide wireless carriers, many regional providers as well as other worldwide wireless companies to help customers get a replacement phone quickly
- Customer has over 5,000 employees dedicated to providing great service

Business Challenge

- Manual planning & consolidations process - ~ Excel
- Manual & tedious calculations for Cash Flow report
- Chart of Accounts, Consolidation procedures and planning & budgeting process not consistent across all entities
- A number of disparate IT systems used in performance management processes causing reconciliations
- Improve the efficiency and effectiveness of its Planning processes and reduce the planning effort.
- Provide tools to support operational & non operational planning process and Creation of driver based forecasts

Citagus Role

The client is implementing a part of Oracle EPM Suite (Hyperion Essbase, Hyperion Planning & Hyperion Financial Management) and Citagus will play an integral part of implementation.

Citagus Role

- Citagus role in Hyperion Essbase and Planning implementation:
 - Functional Attribute design, Business Rules, Financial Reports, Smartview Reports, Data Conversion, Test
- Citagus role in Hyperion Planning / Hyperion Financial Management
 - Implementing Corporate planning solution for forecasting group.
 - Developing solution for Revenue, Operational & Capital/retirement planning and design includes metadata design, designing business logic, Interface design & Actual & budget data conversion
 - Designing financial statement reports, operational reports and revenue reports in Hyperion smart view
 - Design seamless integration between Essbase & Planning / Essbase & HFM

Client Benefits

- Reduce the need for manual data manipulation for report creation
- Utilize systematic controls to support data quality
- Automate recurring process such as intercompany elimination and cash flow calculations where possible
- Leverage process controls to confirm data accuracy at the source
- Automatically generate financial statements (including Cash Flow) within the consolidation system
- Integrated performance management program enabled by Oracle's EPM software suite
- Scalable planning and reporting solution enabling easy plan development and access of data with no spreadsheets.
- Central repository containing key financial and operational data

Citagus will support the following deliverables within phase II of the Hyperion Planning project.

Deliverable	Responsibility	Deadline
Documentation	<p>Citagus will provide an design concept and will update the end-user and system/administrator documentation with all enhancements.</p> <p>Customer will strongly support the setup of the design concept and the enhancement of the documentations. Also Customer will review and sign-off the concept and documentations.</p>	<p>Nov '10 (design concept)</p> <p>Jun'10 (documentations)</p>
Basic Enhancements	<p>Citagus will support the design and execute and coach the build of all basic enhancements (web functionalities as data forms, task lists, process management and the authorization concept).</p> <p>Customer will support from a functional point of view the design and support the build. Customer will sign-off the design concept as well as review and test the basic enhancements.</p>	Feb'11
Processes Enhancements	<p>Citagus will support the design and execute and coach the build of the Budget and Forecast process enhancements.</p> <p>Customer will support from a functional point of view the design and support the build. Customer will sign-off the design concept as well as review and test the process enhancements.</p>	Feb '11
Reporting	<p>Citagus will support the design as well as execute partially and coach the build of standard reports and dashboards.</p> <p>Customer will support from a functional point of view the design as well as execute and intensively support the build. Customer will review and test the dashboards and reports and sign-off the design concept.</p>	Feb'11
Training & Pre-Go Live Test	<p>Citagus will prepare and support the conduction of the worldwide user training in one spot. Citagus will prepare and support the Pre-Go Live Test.</p> <p>Customer will organize the logistics (rooms, infrastructure, participants etc.) and conduct this training and the Pre-Go Live Test.</p>	Apr'11

Citagus and Customer will work together to make phase II a success.

Responsibilities, Requirements and Assumptions

Citagus



- Support of project lead and project team with approach, preparing decisions, keeping scope and timeline
- Coaching the interaction between all involved parties
- Managing the integration of the enhancement of the existing planning solution



- Provision of insights in different planning processes cross industry and financial “best practices” for each work package
- Provision of broad spectrum of relevant IT know how
- Preparation and support of workshops and decision meetings
- Establishing all deliverables that are mentioned in the scope, all deliverables that are not mentioned in the scope-list are out-of-scope and need to be negotiated separately
- Proof of new server landscape and backup testing will only be supported by Citagus to limited extent

Customer



- It is essential for the project success that Customer resources are available and support the project
- Prepare test data as well as company-specific know-how
- Provide resources from operational and IT department to support the project
- Business review and sign-off of project phases and entire project to be scheduled milestones of detailed project plan
- Provide resources: rooms, PC equipment, internet connection, phones, remote access and user rights for the Hyperion Planning (HP) system
- Hyperion server and infrastructure maintenance will be done by Customer IT, additionally a second physically separated Hyperion server landscape will be set up (for development and test) by Customer IT
- Customer IT is responsible for the development and test of a backup approach for the Hyperion servers