

Revolutionary Support for Oracle Hyperion

BENEFITS

- Up to 90% cost savings vs. Oracle Hyperion support costs
- Complete Hyperion portfolio support back to 9.3.x
- Comprehensive security protection
- Integration and interoperability support
- Support for Hyperion customisations
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers

Software Support Overview

Oracle Hyperion is an enterprise performance management (EPM) suite that improves financial processes like planning, budgeting, forecasting, and reporting, making it an essential system for many organisations. Support Revolution is a trusted partner for businesses seeking responsive, flexible, and budget-friendly support for their Oracle Hyperion software. Support Revolution specialises in providing independent third-party support tailored specifically for Oracle Hyperion systems. Our services are designed to maximise software investments while navigating the complexities of enterprise performance management.

Hyperion Challenges

Oracle Hyperion customers often face many issues that hinder operations including difficulties with customisations and integration across multiple applications. These challenges can lead to inefficiencies and increased operational costs, as organisations struggle to synchronise data and manage performance issues effectively. Additionally, the recent decline in available expertise within the Oracle Hyperion community, and expensive and slow Oracle support, further complicates Hyperion operations. Migrating from Hyperion on-premise to Oracle Cloud EPM involves complex and costly rearchitecting processes.

Support Revolution for Oracle Hyperion

Support Revolution provides personalised and scalable third-party support for Oracle Hyperion, addressing your unique challenges. We deliver rapid responses to P1 tickets within 10 minutes, with a commitment to resolving critical issues in 2 hours or less, establishing us as a leader in Hyperion independent support.

Clients are drawn to us for significant cost savings — reducing support expenses by up to 90% — and they stay for our tailored maintenance services, including security updates, support for integrations and customisations, and no forced upgrades. Now you can maintain your legacy Hyperion software without the pressure of vendor upgrades to maintain full support, allowing you to pursue your own roadmap and not Oracle's. Intensive Hyperion components create hardware challenges due to their CPU heavy nature, Support Revolution can help you with your hardware requirements to improve the performance of your Hyperion system. By partnering with Support Revolution, you gain access to expert assistance that minimises downtime and enhances Hyperion operational efficiency.



We are so grateful to all of the team at Support Revolution for helping us lower our IT expenditure, and for doing it so quickly too. The savings we've made have been fantastic, and at a critical time when we really needed it.



— Oracle Support Manager, Greater Manchester Police



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**Support
Revolution**

Hyperion Support Programme Comparison

	Support Revolution	Oracle Premier & Extended	Oracle Sustaining
Maintenance and Support Services			
Support break/fix	✓	✓	No new fixes
Security updates	✓	✓	No new updates
Upgrade and migration assistance	✓	✓	No new upgrade scripts
Support for customisations	✓	✗	✗
Up to 90% savings vs. Oracle costs	✓	✗	✗
Response times of 10 minutes or less for critical issues	✓	✗	✗
Guaranteed resolution time of 2 hours for critical issues	✓	✗	✗
Run software for as long as you want, no forced upgrades	✓	✗	✗
Performance support	✓	✗	✗
Interoperability and integration support	✓	✗	✗
Ask the Expert sessions included	✓	✗	✗
Database Health Checks	✓	✗	✗
Personalised support with an assigned Primary Support Engineer and a named Account Manager	✓	✗	✗
Security solutions tailored to you and your systems (optional)	✓	✗	✗

Hyperion Support Details

Support Revolution allows organisations to effectively maintain their Hyperion software and reallocate budget and resources towards strategic initiatives by providing:

- **Significant cost savings** of up to 90% less compared to Oracle's maintenance costs
- **Issue resolution** for all technical and functional aspects of Hyperion
- **Support for customisations** and code Oracle won't touch
- **Interoperability and integration support** ensures optimal functionality across your enterprise ecosystem
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Binding resolution times** of less than 2 hours for critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalised support
- **Enterprise-grade security solutions** are available, including Revolutionary Enterprise Security, Revolutionary Application Security, and Revolutionary Database Security

