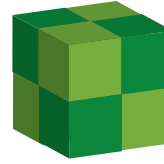


BIAS

ORACLE Platinum Partner



BI HYPERION MANAGED SERVICES

ORACLE | Hyperion

BIAS BI Hyperion Managed services provide the assurance that your mission critical systems are constantly monitored and managed to achieve targeted performance, stability, reliability and availability 24 hours a day, 7 days a week.



KEY DRIVERS TO CONSIDER BIAS BI HYPERION MANAGED SERVICES

- Admin support for Hyperion, OBIEE, OFSAA, and Oracle BI Apps tailored to your needs
- The need to reduce the cost of maintenance of the mission critical database systems
- The need to mitigate the risks of increasing costs associated with hiring, training and retaining the top-talent within your organization.
- Various coverage models to choose from – 8x5, 16x5, up to 24x7, or any other 'flavor'
- Continuous monitoring to provide peace of mind
- Experience with Exalytics Engineered System
- Difficulty finding Oracle talent in your city when you need it
- Administrators taking extended leave, vacations or training
- Administrators not current with the latest releases of applications and databases
- Staffing augmentation requirements when there is a partially staffed Administration team



SERVICE DELIVERY APPROACH

WHAT WE DO: We offer SLA-driven services around: Preventive Maintenance, Perfective Maintenance & Minor Enhancements, Break/Fix and Corrective Maintenance, Enterprise Monitoring, Release Management, Disaster Recovery, and support services.

ORACLE PRODUCTS & APPLICATIONS COVERED: Hyperion Planning, Hyperion Financial Management, Hyperion Financial Close Suite, Hyperion Profitability Management, Essbase, DRM, FDMEE, Oracle BI Applications, OBIEE, OFSAA, ODI, Endeca, and Oracle or SQL Metadata Database.

HOW WE DO IT: We offer flexible delivery models around on shore/offshore and remote/onsite. BIAS will also create a customized coverage model for your needs.



OUR EXPERIENCE

Our work quality and in-depth experience is what separates BIAS consultants from the competition. BIAS's hands-on professionals typically have worked more than 15 years in IT-related roles and possess an average of 10+ years of Oracle Hyperion, OBIEE, Discoverer and Custom Data Warehousing experience.

BIAS Corporation is one of Oracle's elite Platinum partners specializing in design, implementation, and maintenance of comprehensive IT solutions for some of the world's leading organizations. Oracle Applications, Technology, and Sun hardware systems are our primary focus and the foundation of our business. We pride ourselves on being industry leaders in Business Intelligence products, Oracle E-Business Suite Applications, Database, and Fusion Middleware.



VALUE ADDED SERVICES

BIAS also offers a preferred rate for other value maximizing services for your business:

- Application Migration
- Re-architecture
- New Installs
- Application Upgrades
- Major Enhancements
- Data Integration Services
- DW and BI Reporting Services

 **BIAS BI HYPERION Admin serves your requests promptly, securely and precisely.**

BIAS

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VARIABLES THAT INFLUENCE PRICING

Parameters that affect the pricing include:

- Number of Applications
- Types of Applications
- Complexity of Architecture
- Coverage Model
- Number of Users
- Number of Environments
- Amount of Data
- Level of Activities and Projects
- Delivery Mode: Onshore/Offshore

BI HYPERION MANAGED SERVICES



 **BIAS offers two standard levels of guaranteed service in our remote BI Hyperion support levels.**

ADVANCED SUPPORT IS THE BEST PLAN FOR CUSTOMERS WHO:

- ✓ Have mission-critical, multiple, complex 24x7 application database environments
- ✓ Require a quick response during business hours or a 30 minute response during non-business hours to any issue involving mission critical systems
- ✓ Need direct access to the Remote BI and Hyperion Services support Staff of BIAS
- ✓ Have service level contracts with their customers guaranteeing response or product delivery

BASIC SUPPORT IS THE BEST PLAN FOR CUSTOMERS WHO:

- ✓ Have no formal Service Level expectation but demand performance and availability
- ✓ Do not require immediate response to database or application issues
- ✓ Do not have mission critical systems requiring priority service
- ✓ Can wait for a problem resolution until the end of the day or possibly the next business day (24 hours)
- ✓ Do not have complex application environments
- ✓ Do not have 24x7 applications

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