

The Extra Boost you Need

Your standard annual Accelatis Support provides you with ongoing software updates, as well as access to our support team for any Accelatis specific questions or issues that may arise.

Our team's expertise goes well beyond the functionality of our software, with many years of experience with Oracle Hyperion Root Cause Analysis and Performance Tuning. Assistance in these areas, while outside the scope of standard Accelatis Support, can be extremely valuable to:

- Keep your Oracle Hyperion Environment running as smoothly as possible
- Educate your team in best practices in both Accelatis and Oracle Hyperion on an ongoing basis
- Leverage Accelatis to its fullest extent

How it works

Just a few hours a month can make all the difference.

When you sign up for Accelatis Extended Support, you'll get access to our team to help you interpret the information that Accelatis is providing, and expert advice on building action plans to control your environment and maximize performance.

4 hours

- Proactive daily review of performance reports and alerts
 1. We will review activity reports, audit reports and alerts once each day, and should we find items that should be brought to your attention we will notify you via email.
 2. The daily reviews will be summarized for the scheduled review sessions

8 hours

- Everything above plus:
- Regular review sessions where we connect into your environment and review logs and other detailed performance data
 1. These can be scheduled after a close or Planning cycle to review usage patterns and load on servers
 2. A report on possible modifications to environment or suggested additions of Accelatis montiro
- Identification of slow performing Documents

16 hours

- Everything above plus:
- Next Day review of Oracle Hyperion Issues using Accelatis
- Load Generation Project Planning / Comparison Analysis
- Sox / Audit tracking setup and review
- 1 Smartview sheet / Report performance redesign

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Pricing

Accelatis Extended Support is available as 4, 8 or 16 hour blocks.

- 4 Hours of Accelatis Extended Support - \$1,000 / month
- 8 Hours of Accelatis Extended Support - \$2,000 / month
- 16 Hours of Accelatis Extended Support - \$4,000 / month

What it's not

Accelatis Extended Support is available to amplify your Accelatis Experience, but it's not a managed services contract, or an Oracle Hyperion support agreement. You'll want to continue to leverage your normal support channels for ongoing Oracle Hyperion product support, and leverage Accelatis as needed to become more proficient at Oracle Hyperion Root Cause Analysis and Performance Optimization.

Accelatis Extended Support is a unique opportunity to get the most out of your investment in Accelatis while gaining skills, insight, and performance improvements that your business will benefit from for years to come.

