

Hyperion Focus 16

Hyperion EPM upgrade & hosting migration: Lessons learned

Presenters

James Wilby & Andrew Lyall

Galliford Try

Hyperion EPM upgrade & hosting migration: Lessons learned

Hyperion Focus 16
October 2016

Forbury Place, Reading

AGENDA

Hyperion Focus 2016



- Introductions
- Background to project
 - Context
 - Key Success Factors
- Key Project Steps
 - Achievements
 - Challenges Faced
 - Lessons Learned
- Questions and Answers

INTRODUCTIONS



Forbury Place, Reading



Halley VI Research Station, Antarctica



55 St James's Street, London

Galliford Try

Background to the company



Galliford Try is a FTSE 250 housebuilding and construction group delivering industry leading performance in constructing a sustainable future. Our hybrid model of housebuilding and construction businesses, reinforced by our vast experience and unmatched competencies in regeneration, facilities management and PPP investments enables us to undertake the most complex of projects.

OUR BRANDS



[Click here to see our brands](#) ▶



Interview with Chief Executive and Group Finance Director on full year results, Sept 2016
Peter Truscott and Graham Prothero provides an overview of the full year results



OUR VISION & VALUES



OUR BUSINESS MODEL & STRATEGY



How our hybrid business model gives us distinct competitive advantage ▶

BOARD OF DIRECTORS

We are led by an experienced and diverse board, here we provide further information regarding individual members ▶



OUR COMPANY HISTORY



Our integrated timeline provides a summary of key milestones in our history ▶

AWARDS



Galliford Try Group wins RoSPA President's Award for second year running

[Click here to see all news stories](#) ▶



Construction Division

Construction Division Overview

- Split into Building and Infrastructure
- Nationwide coverage – Brighton to Shetlands
- Order book of £2.3 billion
- Work in most markets; airports, custodial, health, education, highways, water, wind, retail
- Major projects include Wimbledon Roof, Resort World Casino, New Forth Bridge
- 50 Operating units across various regions and market sectors



Forth Crossing, Queensferry



Resorts World at the NEC

Housebuilding Division



Linden Homes Overview

- One of the UK's leading Housebuilders
- Linden Homes brand – Private and affordable homes
- Galliford Try Partnerships – specialist affordable
- Multi award winning developments and reputation for quality
- Build around 3000 homes per year – land bank of 10,000 plots
- Located mainly in the South and South East. Expanding into South West and Yorkshire



Background to Project

Contact and Key Success Factors for Project

Context of Project

Context of Hyperion Upgrade Project



Background

- Using HFM for Group Consolidation
- Rolled 2 Hyperion Planning applications for PB&F align by business divisions
- 500+ users throughout the company
- Roll out and development repeatedly hindered by technical issues
- Live on known unstable version 11.1.2.0
- Frustration we were not getting value from our EPM investment
- Business users were losing faith in the products

Key Success Factors

Key success factors for upgrade project



What did we want from the upgrade and hosting move?

- Stability & High Availability
- Performance
- Long term development capability
- A move to focusing and investing in functionality, not just technical issues
- No loss of service for Year End

We needed to make the upgrade Seamless to our business – no opportunity for downtime

Key Project Steps



Centre Court, AELTC



Renaissance Hotel, St Pancras



Gloucestershire CCC

Challenges

Challenges to be overcome in project

- Resistance to change / Institutional inertia
- Mixed ability users
- Communication
- Timing of downtime
- Different business functions using the system
- Geography
- Timescales
- Number of users – 500+ users
- Frustration with technical issues on existing version
- Poor knowledge of existing requirements

Achievements

What made the project a success?



- Productive relationship with our business partners
- Delivered what we promised, when we promised it
- Standardisation of process
- Ease of use
- User knowledge base improved – detailed training guides
- Positive feedback from users
- Minimal downtime
- No disruption to year end
- Compliance with reporting timetable – 20% improvement in timely submission
- Introduction of standard 4 environments: prod, test, dev, DR
- We can now deliver functional improvements and ambitious reporting

Lessons Learned

Lessons learned from upgrade project

- The right people, empowered to do the right things
- The right business partners – AMOSCA and Infratects
 - Clear and open communication
 - Responsive to issues
 - Provide solutions
- Focus on business objectives
- Communication – what, why and when
- Credibility and integrity – do what you say you will
- Use technology to overcome geography – remote training sessions
- Minimum disruption to users
- Don't rely on others to pass on communication
- Testing – didn't get buy-in from business for testing so all by IT

Hyperion Focus 16

Thank you



FDMEetoolbox



keyteach™



ORACLE®

cubus

INNOVATE TAX
COMPLIANCE WITHOUT COMPROMISE

TPH