

# Hyperion Focus SA

'EPM in 2020'



## Options for Hosting Hyperion and Managed Support

Noel Gorvett  
31 March 2020

- **What does Cloud bring to existing Applications**
- **Moving Applications to the Cloud – Facts vs Fiction**
  - Moving the crown jewels to the Cloud...are you nuts?
  - I'll give it six months and then it will get expensive....
  - Once you're in....you can NEVER get out!
  - Cloud sounds complicated we need simplicity 🙄
  - We can't afford to move it; something might go wrong
- **Hyperion Applications**
  - Support differentiators
  - Proactive Managed Support



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## Options for Hosting Hyperion

Definition: Cloud = Hosting

(somebody else's computer!)

### Project A – Pre-Cloud – Project Plan

Infrastructure Procurement

Hardware Deployment

Software Installation

### Project A – Post-Cloud – Project Plan

~~Infrastructure Procurement~~

~~Hardware Deployment~~

Software Installation

What has Cloud enabled



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## Options for Hosting Hyperion

SaaS

**No Virtual Machines  
Just software**

PaaS

**Virtual Machines  
Built with software and automation**

IaaS

**Virtual Machines  
Deploy your own software**

**What does Cloud bring to existing Applications**



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## Options for Hosting Hyperion

Why do we perceive this problem?

Shared Responsibility Model

Show me how it can be secure!

What about Security in the Cloud?

CJIS - Criminal Justice Information Services	+
Cyber Essentials Plus	+
DISA SRG - Defense Information Systems Agency Security Requirements Guide	+
FedRAMP - Federal Risk and Authorization Management Program	+
FIPS 140-2 - Federal Information Processing Standards	+
FISC - Financial Industry Information Security	+
GDPR - General Data Protection Regulation	+
HIPAA - Health Insurance Portability and Accountability Act	+
IRS 1075 - Internal Revenue Code	+
ISO/IEC 27001:2013 - Information Security Management System	+
ISO/IEC 27017:2015 - Code of Practice for Information Security Management	+
ISO/IEC 27018:2014 - Code of Practice for Protection of Personal Information	+
MARS-E - Minimum Acceptable Risk Standard	+
NIST 800-171/DFARS 252.701-701.7 - Federal Acquisition Regulation Supplement	+
PCI DSS - Payment Card Industry Data Security Standard	+
PIPEDA - Canadian Personal Information Protection and Electronic Documents Act	+
SOC 1 - System and Organization Controls 1	+
SOC 2 - System and Organization Controls 2	+
SOC 3 - System and Organization Controls 3	+

VPNs  
Encryption at Rest  
Network Firewalls  
WAF  
Security Analytics  
PaaS  
Encrypted Backups  
Host Firewalls

***Moving the crown jewels to the Cloud...are you nuts?***



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## Options for Hosting Hyperion

TCO of Cloud...vs On-Premises

Resources = Costs

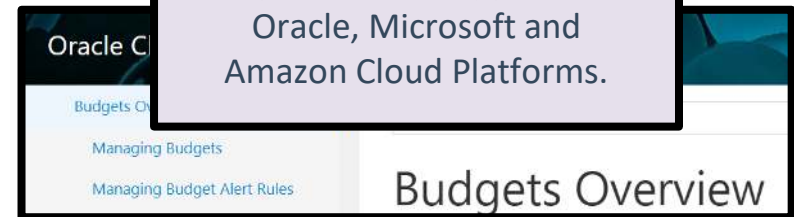
How can we stick to a Cloud budget

How about a 'service cost'?



### Managed Cloud

Providing the automation, expertise and support for Oracle, Microsoft and Amazon Cloud Platforms.



*I'll give it six months and then it will get expensive....*



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## Options for Hosting Hyperion

No Escape – 2015

**ORACLE®**  
—  
**CLOUD**

 **Microsoft**  
**Azure**

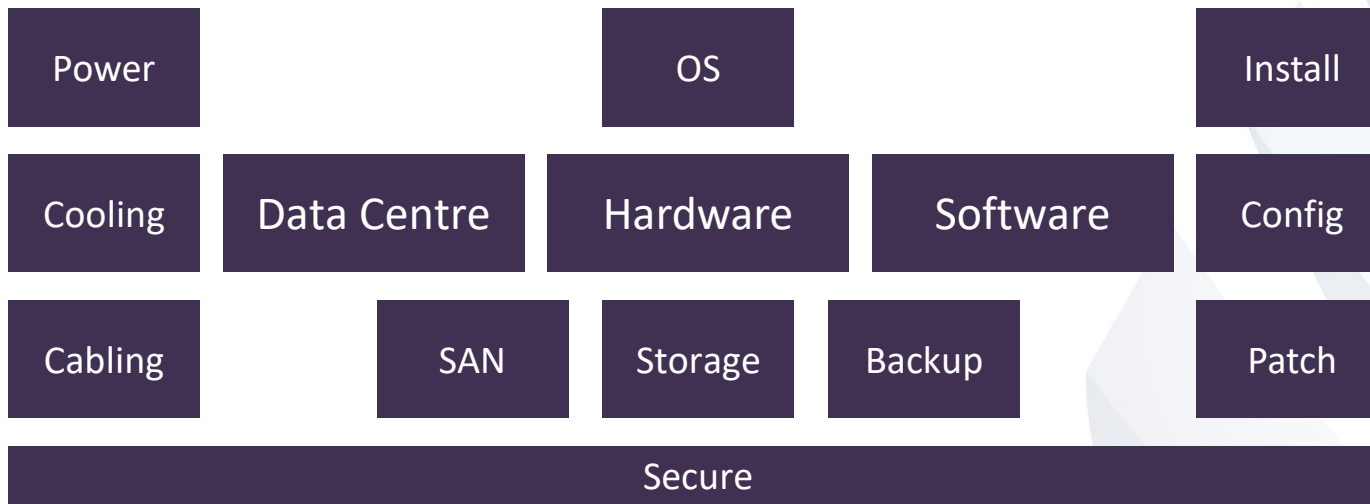
“At times the tone becomes so

watching someone  
movie in flip flops”

*Once you're in....you can NEVER get out!*



### Democratisation of Technology



Point and Click

*Cloud sounds complicated we need simplicity* 🙄



Challenges  
of Moving

Challenges of  
Staying

***We can't afford to move it; something might go wrong***

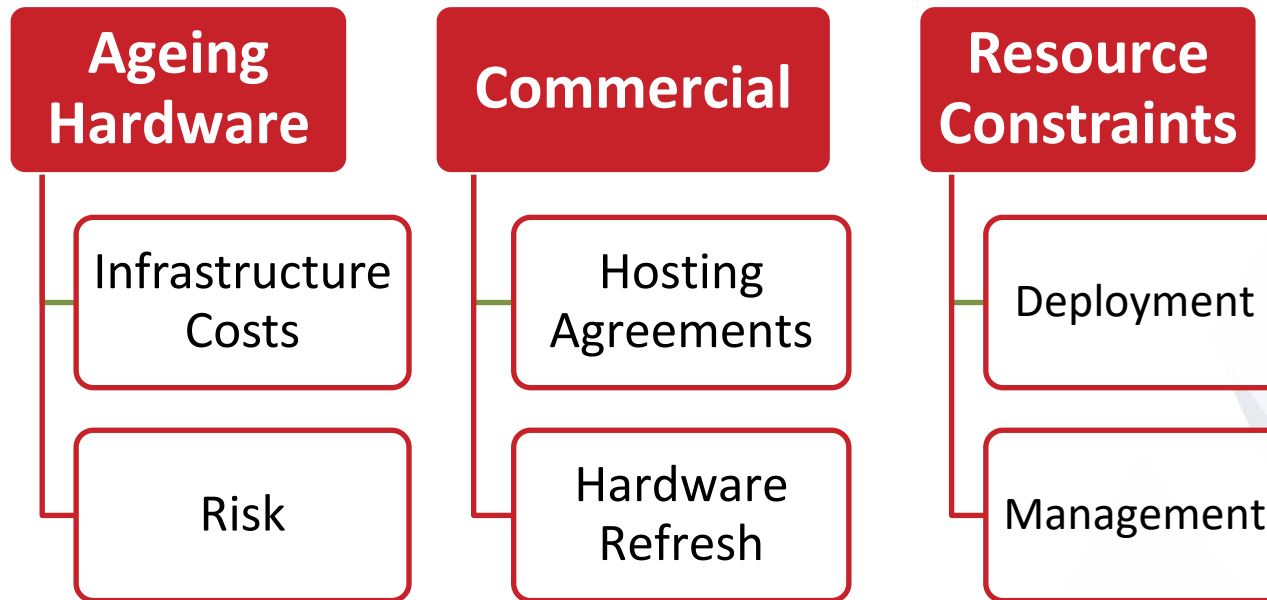


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# Stonewater Case Study

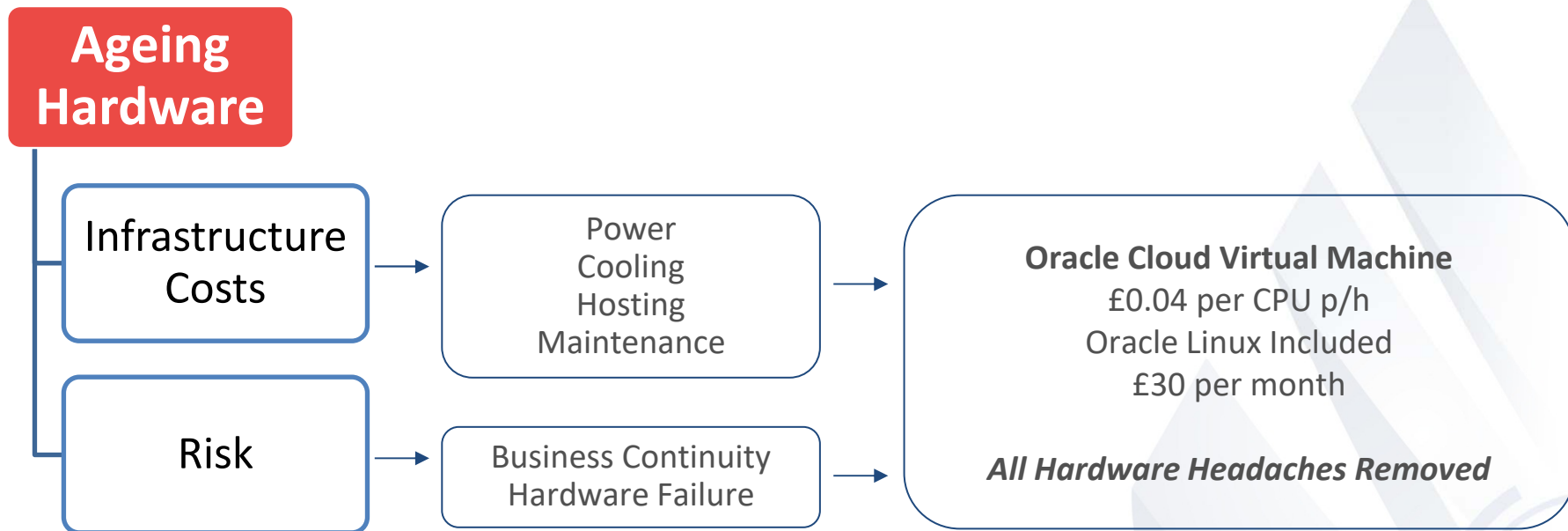


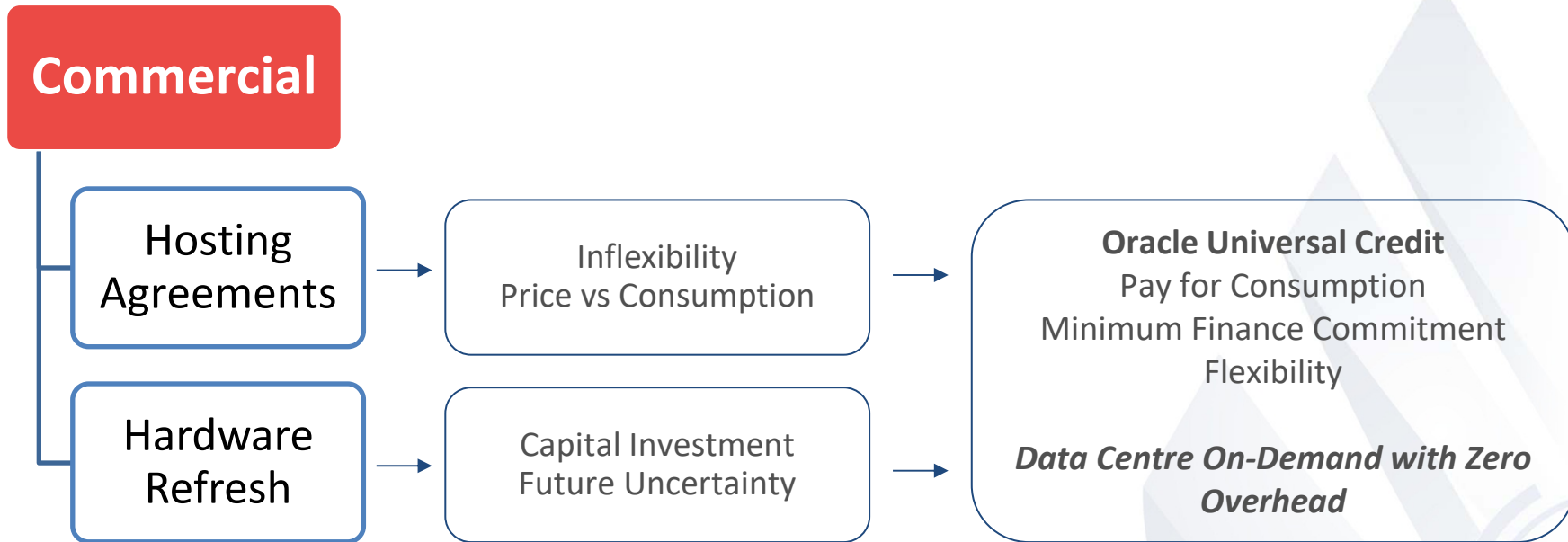


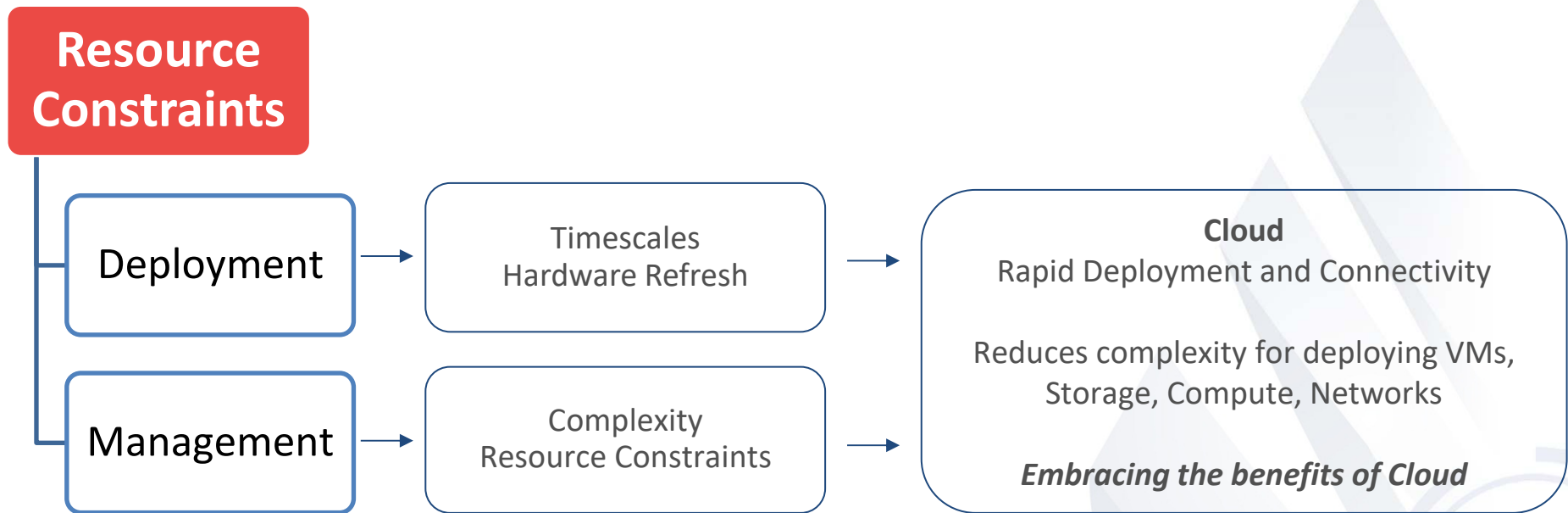
*"With an ageing and increasingly expensive on-premise hardware model it was imperative that our business moved to the cloud to realise the benefits of scalability, the right level of performance and commercial flexibility."*

Amit Patel, Director of IT at Stonewater









**Conclusions:**

- Embrace the benefits of Cloud platforms
- Define the requirements for moving
- Get informed; look at the options and costs



Roles & Responsibilities

Oracle does product  
Managed Services do utilisation

- **Oracle Support**
  - ❑ Product issues
  - ❑ Customer Support Identifier – (CSI)
- **Managed Services Support**
  - ❑ Technical
    - Ensuring the lights are on
  - ❑ Application
    - Support is the link between the user and the system. Irrespective of who caused or resolves the issue!
    - Advise; best practice; ad-hoc development; break/fix; functional testing
    - Bridge to the Services team
    - Link to Oracle as impartial partner



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# At the heart of our business

AMOSCA Managed Support include:

John Lewis

elementsix™

SAAB

simplyhealth

GallifordTry

Whitbread®

mpact.™

FINANCIAL TIMES

DE BEERS

Nampak  
packaging excellence

NASPERS

Takeda

ANGLO AMERICAN

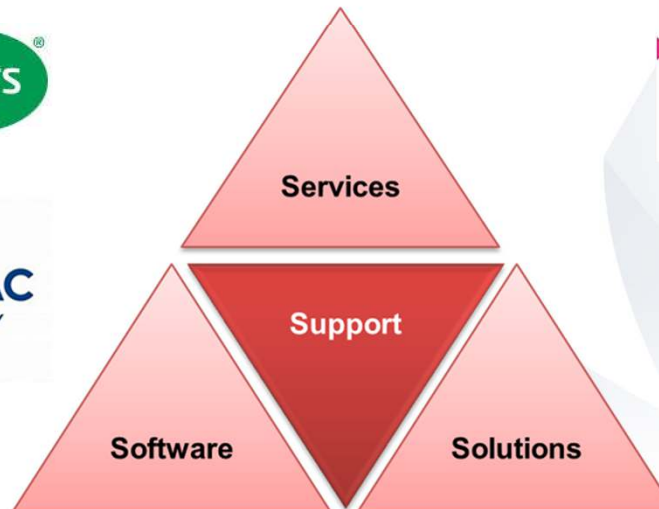
Specsavers®

tarsus  
technology group

mondi

TARMAC  
A CRH COMPANY

JLT



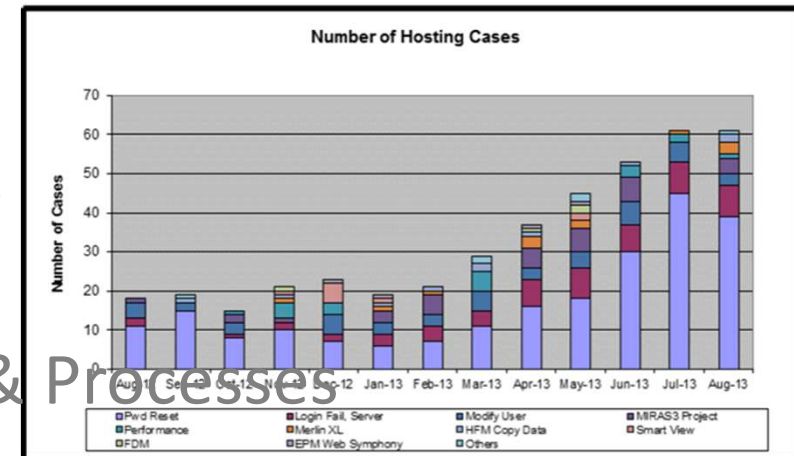
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## A successful partnership

- Realistic on-boarding session
- Dedicated support consultants
- Secure remote access
- Understanding your Business & Processes
  - ❑ Application(s) structure
  - ❑ Reporting calendar / processes
  - ❑ Network configuration
- Know each other / regular communication
  - ❑ Reviews, meetings, reports etc
  - ❑ Inclusive planning & roadmap sessions
  - ❑ Being part of your team

Include everyone



Roles & Responsibilities

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## Support Lessons Learned



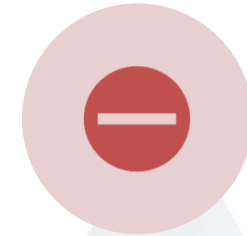
LISTEN TO THE USER



DON'T DO IT  
DIRECTLY IN  
PRODUCTION



DOCUMENT,  
DOCUMENT,  
DOCUMENT



NO CHANGES  
WITHOUT A BACK-UP  
AND ROLLBACK PLAN



REVIEW AND  
TESTING TIME IS  
CRUCIAL



COMMUNICATE  
EARLY AND OFTEN



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## Thank you

For more information or to discuss anything specific

Email: [contactus@amosca.co.uk](mailto:contactus@amosca.co.uk)

## Thank you for your support

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## Welcome

Mark Rinaldi, EPM Product Development  
Director

Thank you for your support