



# Meet your new team of Hyperion experts.

## US-Analytics Hyperion Managed Services

Now there's a more reliable, economical way to administer and support your Hyperion environment & applications. Picture results with US-Analytics.

*Realize large savings in total cost of ownership with*  
**US-Analytics Hyperion Managed Services**

## US-Analytics Managed Services

Thank you for selecting US-Analytics Hyperion Remote Managed Services to manage your Hyperion infrastructure and application(s). These packages are designed to both lower cost, provide supplemental design, development and training services, while improving application performance & uptime by delivering a best practice, Hyperion application monitoring & management framework. Our team of highly skilled engineers and consultants spend time remotely, and at your location, maintaining and managing your environment to help you attain the highest- level of business and technical functionality.

## US-Analytics Hyperion Managed Service Level Options

	Hyperion Monitor	Hyperion Manage20  <i>12 month contract \$5000/mo</i>	Hyperion Manage40  <i>12 month contract \$9600/mo</i>	Hyperion Manage80  <i>12 month contract \$18400/mo</i>	Hyperion Manage160 <i>Plus</i>  <i>6 month contract \$33600/mo</i>
Monitoring 24/7	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Problem-tracking & documentation	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
1 <sup>st</sup> Line manufacture support and technical bridge for Levels 2 & 3		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Strategic CTO services		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Hyperion support, development, training		20 hours per month	40 hours per month	80 hours per month	160 hours per month
End-user technical support		Tracked by the hour and billed if extended past 20	Tracked by the hour if extended past 40	Tracked by the hour if extended past 80	Tracked by the hour if extends will be inclusive
Service level agreement	24X7	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>

***Best Value***

# PRICING

**Hyperion Monitor** - **\$1500** per month, minimum 12 months 90 day out clause.

**Hyperion Manage20** – Includes all listed in matrix, including Hyperion Monitoring 24/7

Client will receive up to **20** hours each month included in package to design, develop, consult, troubleshoot, and support applications, server or training staff.

Billing: Pricing is **\$5000** per month with a **12 month commitment**. A 90 day out clause, charged quarterly in advance utilizing ACH or client Credit card.

Hours in excess of **20** will be stated monthly billed quarterly at **\$250** per hour tracked in 1 hour increments. Any required travel will be billed at cost or according to MSA agreement.

**Hyperion Manage40** – Includes all listed in matrix, including Hyperion Monitoring 24/7.

Client will receive up to **40** hours each month included in package to design, develop, consult, troubleshoot, and support applications, server or training staff.

Billing: Pricing is **\$9600** per month with a **12 month commitment**. A 90 day out clause, charged quarterly in advanced utilizing ACH or client Credit card.

Hours in excess of **40** will be stated monthly billed quarterly at **\$240** per hour tracked in 1 hour increments. Any required travel will be billed at cost or according to MSA agreement.

**Hyperion Manage80** – Includes all listed in matrix, including Hyperion Monitoring 24/7

Client will receive up to **80** hours each month included in package to design, develop, consult, troubleshoot, and support on applications, server or training staff.

Billing: Pricing is **\$18,400** per month with a **12 month commitment**. A 90 day out clause, charged quarterly in advance utilizing ACH or client Credit card.

Hours in excess of **80** will be stated monthly billed quarterly at **\$230** per hour tracked in 1 hour increments. Any required travel will be billed at cost or according to MSA agreement.

**Hyperion Manage160 Plus** – Includes all listed in matrix, including Hyperion Monitoring 24/7

Client will receive up to **160** hours each month included in package to design, develop, consult, troubleshoot, and support on applications, server or training staff.

Billing: Pricing is **\$33,600** per month with a **6 month commitment**. A 90 day out clause, charged quarterly in advance utilizing ACH or client Credit card.

Hours in excess of **160** will be stated monthly billed quarterly at **\$210** per hour tracked in 1 hour increments. Any required travel will be billed at cost or according to MSA agreement.

## Customized Onboarding & Other

- Monitoring Services is an optional component and requires software agents loaded on client servers
- Verification Of Time zone Coverage Required \*
- Onboarding Of Communication Plan
- Complete understanding and documentation of systems and application(s) included / excluded in managed services plan
- Agree upon proactive / reactive administration and technical tasks
- Hours beyond package minimums will be issued and approved by change order process
- Assign Sustainability Technical Manager to Account

\*CUSTOMIZATION REQUIREMENTS CAN MODIFY PLAN PRICING

# Benefits of Managed Services

Proactive administrative and application management from US-Analytics *Certified* experts.

- CUSTOMIZED. On boarding to blend your needs with Hyperion best-practices
- TECHNOLOGY. We employ proven processes and industry-leading production support technologies
- EXPERT SERVICE. Strong breadth of application and infrastructure knowledge applied to your systems – *11 years experience in hundreds of engagements*
- VIGILENT. 24/7 monitoring to keep systems running smoothly
- SCALABLE. Ability to scale support based on scheduled and unforeseen events
- REPORTING. Periodic review and reporting to give you peace of mind
- ADDITIONAL OFFERINGS. Deep infrastructure experience to ensure seamless migrations and upgrades, Reduced rate card for added development



PICTURE RESULTS.

Contact us today

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