SERVICE

Strategy
Infrastructure
Implementation
Upgrade & Migration
Managed Services
Training

SOLUTION

Planning & Forecasting
Financial Close & Consolidation
Master Data Management
Business Intelligence
Big Data

INDUSTRY

Consumer Products
Energy & Utilities
Financials
Healthcare
Industrials
Information Technology
Materials

Business Challenge

The family-owned Williamson-Dickie Manufacturing Company began as a Texas overalls manufacturer in 1922 and has since grown to represent the top brand names in performance workwear, including Dickies®, Walls®, Van Moer, Kodiak®, Terra® and Workrite®. Their extensive product lines are now available internationally, in more than 100 countries. The company maintains strong manufacturing capabilities with a production model geared toward continuous innovation, efficiency, and process and performance improvement.

To help support their world-class supply chain and maintain production efficiency, Williamson-Dickie utilizes an Oracle Hyperion IT platform running Hyperion Financial Management (HFM), Planning with EPMA, and Master Data Management (MDM). To help maintain this broad IT infrastructure after their Hyperion administrator left, the company contracted with a Hyperion consultant to receive 20 hours of maintenance service monthly. However, Williamson-Dickie discovered that the arrangement did not deliver a favorable ROI — the consultant only knew one of the three Hyperion applications, needed regular guidance on tasks that needed to be accomplished, and then performed tasks unsatisfactorily.

Solution

Realizing there had to be a better way, the company turned to US-Analytics to explore a more structured managed services arrangement. Unsure of engagement metrics to gain support for its HFM and Planning applications, Williamson-Dickie started by determining a set of basic qualifications it wanted a managed services provider to have:

- Area expertise both in infrastructure and application management
- The ability to bridge the gap between in-house IT resources and business-user resources to ensure Williamson-Dickie was scoping changes appropriately
- A shared sense of urgency, when appropriate — a major issue would require a major response

We realized that Williamson-Dickie had the same reservations that many first-time managed services clients have: "We hear you say you're going to provide support, but we don't really know what that means." In response, we shared our proven engagement methodology that provides quarterly reviews with our managed services staff to help monitor and manage the engagement. This includes a comprehensive review of the quarter's tickets, how they were resolved, and how long it took. Quarterly reviews enable both parties to gain insight into the scope of service delivered so that the contract can be revised as needed to accurately account for the service time actually required.

In addition, we provided a specific set of managed services deliverables that included:

- Creating a combination of scheduled monthly, quarterly, and annual tasks, including updates to substitution variables, security adds, and log file management
- Creating unscheduled tasks to anticipate unforeseen needs, such as hierarchy changes, new calculation line items, and report modifications
- Instituting a ticketing system that efficiently captures service requests and allocates them to appropriate US-Analytics Hyperion application experts
- Automating scheduled task/activities generation
- Creating a portal to capture and assign priority to unscheduled tasks

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> I needed to be able to sleep at night knowing I had solutions to problems... forming a relationship with US-Analytics gave us a pipeline into a variety of expertise.
>
> **Finance Group Director**
>
> "

Results

In addition to receiving significant cost savings by not hiring an in-house admin, Williamson-Dickie was pleasantly surprised by the level of proactive service they received with a detailed, structured managed services agreement. With tickets being handled immediately, reliably, and completely by our expert managed services staff, the company's Hyperion environment performance has shown significant improvement.