



Overview

Spinnaker Support is a leading global provider of third-party support and managed services for Oracle Hyperion products, whether stand-alone or in combination with other Oracle technologies and applications.

Spinnaker Support's third-party software support replaces Oracle's annual maintenance and support. Third-party support is always at least half the cost of Oracle support and provides more services through an assigned support team and other personalized service components.

When switching to Spinnaker Support, Oracle customers gain more comprehensive and responsive service, save on their support fees, and can remain on Hyperion and related products for as long as they want. Customers trust us to keep their Oracle applications running smoothly, securely, and in compliance, and to help them navigate from on-premise to hybrid to cloud — or to another solution entirely — when they are ready.

TODAY'S SUPPORT CHALLENGES

Software support is a mandatory expense, but not one that should put your budget in a hole. It's critical to have a *fairly priced* expert safety net available to handle unplanned application issues.

Unfortunately, Oracle Support has devolved in recent years into a self-service model with slow response times and little value to organizations running stable software and systems. This is especially true for products Oracle has acquired. Already expensive, the cost of support continues to grow at a rate of 2-4% per year.

Now imagine how support *should* be. Skilled engineers who know your Hyperion products, business needs, and applications environment and who respond in minutes to your support ticket – whether for customized code, interfaces, interoperability concerns, or even general inquiries. Reasonably priced Oracle support, services, and advice, available when and how you need them. Support that is *actually* supportive. **That's Spinnaker Support.**

SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

Spinnaker Support replaces Oracle's ongoing support in a proven, secure, and smart manner. We support multiple products and versions and have no term limitations on support, regardless of whether Oracle has declared an End of Life to a release.

SUPPORTED VERSIONS

All release versions

SUPPORTED PRODUCT AREAS

- Financial Close Suite
- Enterprise Financial Planning Suite
- Financial Management
- Disclosure Management
- Essbase Analytics
- Financial Management Analytics
- Tax Provision
- Tax Governance
- Workforce Planning
- Capital Asset Planning
- Strategic Finance
- Financial Data Quality Management
- Data Relationship Management
- Profitability and Cost Management
- Performance Scorecard
- And more...



RESPONSIVE SERVICE

Responses in < 15 minutes, from Level 4 senior support engineers



COMPREHENSIVE SUPPORT

Covers security, custom code, interoperability, tax & regulations, and more



IMMEDIATE COST SAVINGS

Average 62% hard savings, with more soft savings possible



FLEXIBLE COMMERCIAL TERMS

Pay for licenses you use, modify scope as business conditions change



ADDITIONAL ASSISTANCE AVAILABLE

We also offer a tailored set of managed services and consulting

WHY THIRD-PARTY SUPPORT FOR ORACLE HYPERION

Enterprises use Oracle Hyperion solutions for centralized planning, budgeting, business intelligence, and forecasting that improve business predictability. With Oracle's increasing focus on building cloud capabilities, Hyperion users are concerned about the future of their on-premise applications.

Many enterprises are investigating (or have already adopted) an alternative support model to restore higher-quality support. Spinnaker Support provides Hyperion users with a safe haven from forced upgrades or migrations until the right solutions and digital innovations arrive on the market.

THIRD-PARTY HYPERION SUPPORT INCLUDES



BREAK / FIX SUPPORT

Keep your enterprise applications running with swift responses, ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations.



GENERAL INQUIRY FOR SUPPORTED PRODUCTS

For supported products, we answer general inquiries related to the usage and configuration of standard (out-of-the-box) software, tools and applications.



SECURITY & VULNERABILITY MANAGEMENT

Through proven processes, security products, and a staff of industry experts, we continuously investigate issues, harden and protect your application environments, and deliver timely fixes, patches, and remediations.

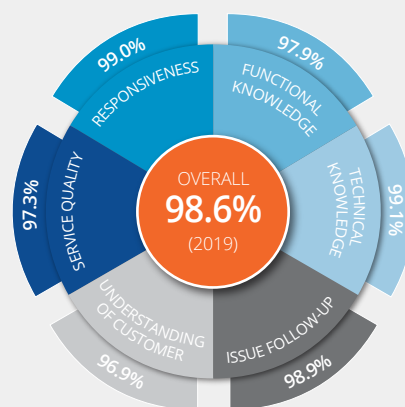


TECHNOLOGY ADVISORY SERVICES

Unbiased and proactive technology advisory services that help coach as you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

HIGHEST RATED CUSTOMER SATISFACTION

In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a 98.6% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses.



SPINNAKER SUPPORT: THE GLOBAL TEAM

We have built and retained large, knowledgeable teams of support engineers, managed service specialists, and consultants to address virtually anything Oracle. Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operation centers, our team can fill your knowledge gaps, ease staffing constraints, and provide expert assistance for complex application issues.



Prior to leaving Oracle Support, all new customers are guided by our customer success team through a phased, collaborative onboarding process. This includes a well-planned and legal archiving process and ensures a smooth transition to Spinnaker Support.

ABOUT US

Spinnaker Support is a leading and trusted global provider of Oracle and SAP third-party support. We deliver a unique blend of third-party support, managed services, and consulting when customers prefer to consolidate with a single vendor. Spinnaker Support's award-winning blend of services span Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, SAP Business Suite, BusinessObjects, SAP HANA, SAP Sybase, and more.



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