

ISA Hyperion Training Powered by UPK

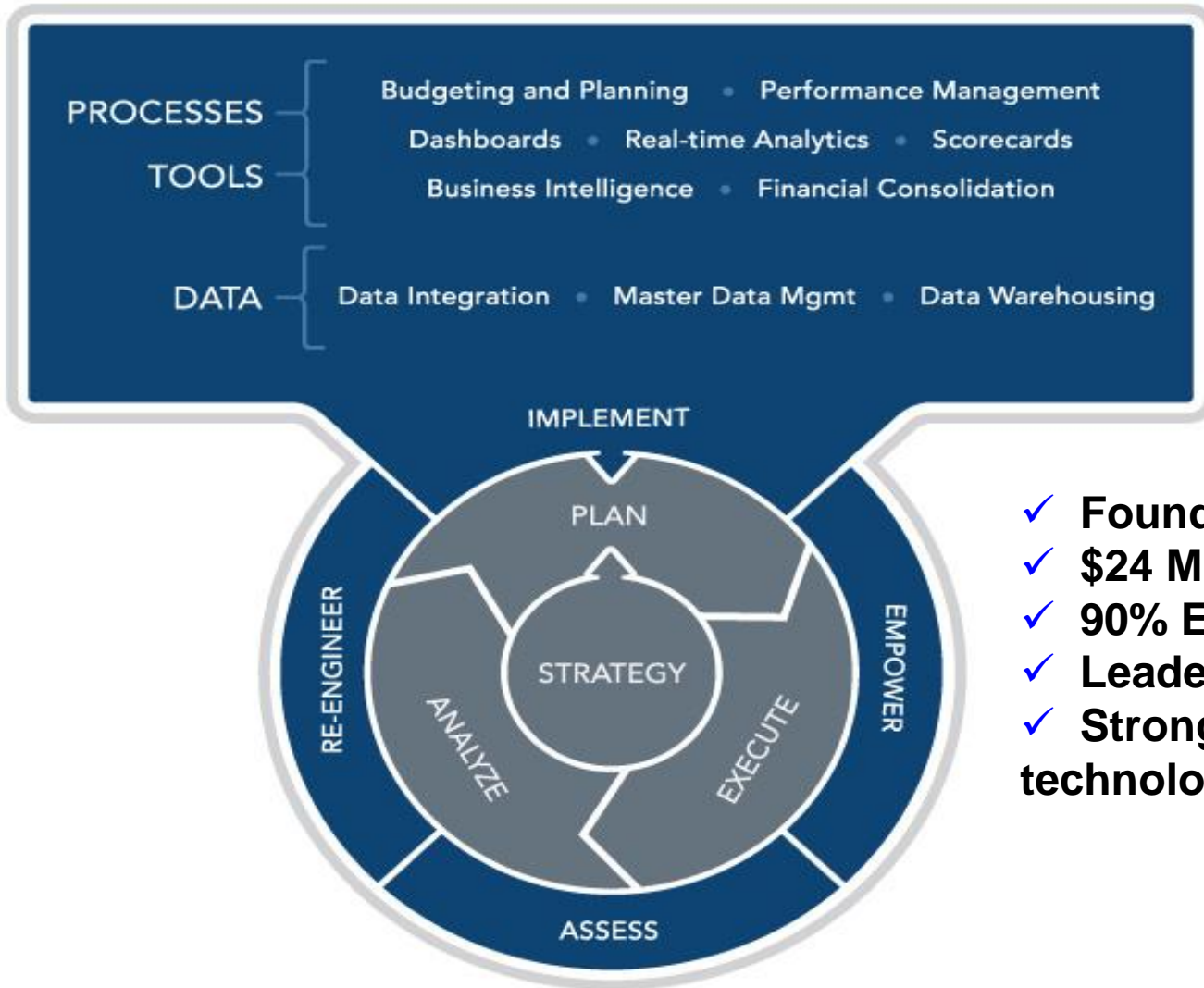
Mary Myers, Manager, Hyperion Training Manager
Roger Sparr, Michelin Tires North America



Agenda

- What is UPK?
- UPK Demo
 - Creating Content
 - Using Deployed Content
- Test Scripts and System Documentation
- End User Training
- UPK Deliverables and UPK Knowledge transfer
- Key Benefits

ISA Consulting



- ✓ **Founded in 1995**
- ✓ **\$24 Million in Revenue**
- ✓ **90% Employee Consultants**
- ✓ **Leader in Eastern US**
- ✓ **Strong partnerships in leading technologies**

Oracle-Hyperion Partnership

- Oracle Certified Advantage Partner



- Most Certified consultants in North America
- 50+ Consultants with 3-15 years of Hyperion experience
- Support Pre-System-9, System 9, and Fusion Edition (11) – Full EPM Product Family
- Leading Infrastructure, Long-term Contracting and Application Hosting Team
- Exceptional Data Integration Expertise
 - FDM, ODI, DRM, DIM for integration and master data management

Oracle User Productivity Kit

- End User training and implementation solution to accelerate user adoption, ensure the success of enterprise applications and make you **productive from day one**.
 - Create and deploy system training materials in interactive, on-line and paper based formats – all from a single recorded event.
 - Provide pre & post go-live training and performance support.
 - Maintain up-to-date, interactive web-based, transactional training, user acceptance test scripts and classroom training materials.
 - Supports all Oracle and non-Oracle applications.

People to System Documentation and Training

Creating UPK Content

The screenshot displays the 'UPK Developer' application window for 'Mary Myers'. The interface includes a menu bar (File, Edit, View, Document, Tools, Administration, Help), a toolbar with various icons, and a 'Preview' dropdown. The main area is divided into two panes: 'Folders' on the left and a table of content items on the right.

Folders:

- Content Library
- Customized Client Material
- Import
- Internal Training Material
- Old Files
- System
- UPK Sample Content

Content Items Table:

Name	Checked Out By	Permission	Last Modified Date	Version	Type
Content Library					
Customized Client Material					
Import					
Internal Training Material					
Old Files					
System					
UPK Sample Content					
Introduction to Web Analysis	Mary	Modify	10/28/2009 11:25:06 AM	New	Module
Logging onto Hyperion Planning	Mary	Modify	12/17/2009 9:57:51 AM	New	Module
Test Document		Modify	1/13/2010 4:19:30 PM	1	Module
Data Source Connection		Modify	11/4/2009 9:22:29 AM	1	Topic

11 objects

Disconnected

Oracle User Productivity Kit – Deployment Options



Single recording produces multiple standardized Web and Paper outputs for use throughout the entire project lifecycle

UPK Demo

The screenshot shows a web browser window titled "Knowledge Pathways - Windows Internet Explorer". The address bar contains the URL: <http://upk.isaoffice.com/KPATH50/login/Login.aspx?ReturnUrl=%2fKPATH50%2fDefault.aspx>. The page features the Oracle logo and the text "ORACLE USER PRODUCTIVITY KIT".

The page is divided into two main sections:

- Instructions:** A box containing three paragraphs of text:
 - "Please type your username and password in the fields provided, then click the Login button."
 - "If you do not have a username and password, you can create one by clicking the New User button."
 - "If you check the 'Save my username and password' option, you will not see this page again."
- Login to Knowledge Pathways:** A form with the following fields:
 - Username:** A text input field.
 - Password:** A text input field.
 - Workgroup:** A dropdown menu with the text "< Select a Workgroup>". A red error message next to it reads "Please select a valid Workgroup."
 - Language:** A list of language options: Deutsch, Español, Italiano, Nederlands, Português, 中文(简体), English, Français, Magyar, Polski, Русский, and 日本語.

At the bottom of the login section is a "Login" button. The browser's taskbar at the bottom shows the system tray with icons for Internet and Connection.

Getting Started with Pre-Built Content

- Pre-built content gives you a jumpstart when developing your custom UPK content
- ISA Pre-built Content
 - Designed to provide a jump start for development
 - Content is geared to the needs of the client
 - Pre-recorded topics for the most frequently used tasks
 - Content available for Planning, HFM, Web Analysis, Smart View, Financial Reporting, Essbase and Excel Add-in
- Oracle Pre-built Content
 - Hyperion Financial Management
 - Hyperion Planning
 - Fully customizable
 - Updates from Oracle

Test Scripts and System Documentation

- Test Scripts
 - Step by step instructions for use during User Acceptance Testing
 - Material can be printed in MS Word or PDF format
 - Test Scripts can be leveraged to create System Documentation and Training material
 - Deployment option for HP (Mercury) Test Director
- System Documentation
 - Step by step system process documentation for on-going use
 - Business Process can be incorporated where appropriate
 - Screen shots will provide additional detail on system processes.
 - Material can be printed in MS Word or PDF format
 - System Documentation can be leveraged to create training material

End User Training

- Custom outline based on the needs of your end users
- Content is recorded using your application
- On average, end user classes are 4-8 hours of recorded content
- Instructor-led training can be conducted using the UPK e-learning modules and the printed training material.

UPK Deliverables and Knowledge Transfer

- Cost
 - Install/deploy
 - Customization hours
 - Time to train users
 - UPK Knowledge transfer
- At the end of the project we will provide you with the following:
 - All UPK content files
 - ISA templates customized
 - ISA UPK option setting
- UPK Knowledge Transfer
 - 2-3 days informal training on creating, maintaining, and deploying UPK Content

Key Benefits

- Sustainable Training – employees can revisit training modules as often as they need to.
- Multiple Deployment Options – User Manuals and Job Aids supplement the on-line learning
- Produces “living” training material that can be updated easily
- Can be easily redeployed to accommodate multi-phase implementations
- Can be used to train on other Oracle and Non-Oracle Applications

Michelin Group / Michelin North America

About Michelin

- Based in Clermont-Ferrand, France / NA base in Greenville, SC
- Started over 110 years ago / Began manufacturing in US 40 years ago
- Manufacturer of tires and related mobility products and services
- 68 manufacturing sites in 19 countries / 20 manufacturing sites in NA
- 110,000 employees
- 2009 Sales = 14.8 Billion € (16.8 B€ 2007)
- Main Competitors: (Today) Bridgestone / Goodyear



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Finance Challenges

- Lack of standardized ERP / Finance tools
 - Oracle Financial Modules in NA and some W. Europe countries
- One Group database for global consolidations
- Financial reporting and analysis – many difference tools
 - Controllers were on their own to develop reporting tools
 - GL extracts of expenses data went into many applications
 - High cost commitment to maintain variety of reporting tools
 - Large time commitment just to create and distribute reports
 - Less time available for analyzing data
 - “We are trapped in an Excel cage.”

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Oracle Hyperion Solution

- Michelin partnered with IBM for development of Hyperion tools.
 - Hyperion Web Analysis
 - Hyperion SmartView
 - Hyperion Planning

“But what about Training?”

Last major financial applications training was in 1999, and it was not very effective.

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Training Challenge

- Over 100 Controllers needed to be trained
- Over 800 Managers needed to be trained
- Aggressive timeline to develop and deploy training

Training Partner Selection

- Intranet search of firms providing Hyperion training
- Oracle and IBM submitted proposals
- ISA Consulting - Call to Atlanta office led to proposal
- ISA selected for Web Analysis and SmartView training

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ISA Training Deliverables

- Develop customized Web Analysis and SmartView training classes
- Oracle **UPK** to develop all materials
- Deliver eight 2-day training classes.
- Late add-in to deliverables
 - Conduct a training class in Karlsruhe, Germany
 - Translate English training materials into German

ISA TEAM: Francois Ross, Mary Myers, Curtis Horton, Eric Norin

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2-Day Training

Day 1 SmartView Create links to UPK/Application
UPK Training
Hands-On Application Training

Web Analysis Create links to UPK/Application
UPK Training (part 1)

Day 2 Web Analysis **UPK Training (part 2)**
Hands-On Application Training
How to Train Managers
(report distribution- from pushing to pulling)

Questions / Individual Help

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What UPK brought to our project

- Ability to customize training materials that combined;
 - the actual Michelin specific application screens and flows, with
 - the standard training modules of ISA training content.
- Ability to build specific training for different user roles
 - controller role, manager role
- Ability to progress through the stages of learning
 - See it! Try it! Know it! Do it! Print it!
- Ability to create all types of training materials
- Ability for individuals to conduct “refresh” training as needed
- Ability to evolve the training materials

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What's Next

1. Internalize UPK development capabilities (create / modify)
 - Organizing ISA provided UPK training (next month)
2. Plan for the development of Hyperion Planning training using UPK (deployment scheduled for 1-SEPT-2010)
 - Within Michelin, a second application (PeopleSoft) has used UPK for training of all managers in NA.
 - UPK is expected to be used in the global deployment of Oracle 12 over the next few years.

Thank you

If you have questions after today's presentation, please contact me at

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The slides from today's presentation will be on www.isaconsulting.com in the Insights section. The recorded webcast can be found on the Events page.