Skehana Systems, LLC
Providing Top EPM Resources

Annual Help Desk and Administrative Maintenance & Support:

➢ **Why Settle for Off-Shore or Generic Support Hot Lines made up of Junior And/or Non-Implementation Resources?**

➢ **Why Pay the Same Amount for Hours Used Regardless of the Resource's Experience?**

➢ **Why Let the Vendor Determine Your Annual Support Needs When You May Need Less Than You Think?**

➢ **When the Year Is Up Do You Lose Your Pre-Paid Unused Hours?**

➢ **Are You Currently Dealing with True Business Resources at Your Peer Level? Or Strictly Technicians?**

Dedicated Support Team:
- Senior Solution Architects (MBA's/CPA's)
- 100% On Shore Consultants
- 15+ Years Direct Application Experience
- Specific Application Knowledge

24 x 7 Support:
- Level of services tailored to your unique needs
- Get the support you require, even if outside of normal business hours
- Specialized help desk when you need it most

Totally Customizable:
- You pick the annual hours
- You can increase hours any time –or-
- Rollover unused hours to the next year
- Right level resource for the right issue

Best Rates:
- Adjustable rates based on urgency level
- Multi-year discounts
- Additional value being supported by Senior Architects at Team Member rates
- Faster resolution and thereby less hours used

Skehana believes ongoing support and maintenance programs are an important next step after go-live! To keep your EPM solution up to date from a business, best practice, and technical perspective, it is our goal to help protect and maximize your overall EPM investment. We do so by offering a, <u>first of its kind,</u> Help & Support Desk Retainer.

<u>By utilizing seasoned EPM Senior Solution Architects as your first point of contact</u> when software or business issues arise, our clients get the most out of their investment in go-live, Help Desk and administrative support.

Skehana provides the Top Senior Architects who can not only diagnose the problem, but can also recommend best practice design considerations to avoid the issue being repeated month to month.

If a Senior Resource is not required, the Architect will delegate to a lower cost resource thereby saving your Retainer Balance for more important needs.

Skehana offers a carryover of unused hours for re-implementations, redesigns, or software upgrades meaning you never lose a dollar of your investment.

Call or Email Skehana to Discuss the Maintenance Retainer Program That is Right for You!

Gary Reck, President
Gary.Reck@Skehana.com
949.300.9750

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ORACLE CERTIFIED PARTNER   bpm   Tagetik   US-Analytics   TriKon TeKnology Group, Inc.

Jeff Wainwright: A New Jersey native of Irish descent, Jeff was a Hyperion client years before joining Hyperion in 1993. As the former Hyperion Vice President of Development for Hyperion Financial Management (HFM), and Hyperion Enterprise, Jeff founded Skehana Systems in 2002 using his 30 years of EPM experience to help clients select and implement the appropriate solution for their consolidation, reporting and planning needs. After HFM revolutionized the CFO's desktop, Jeff moved into the Hyperion partner community, founded Skehana and still retains the initial founding client 11 years later!

Gary Reck: A Wisconsin "Cheesehead," and past Hyperion client, Gary joined Hyperion Solutions in 1992 as Consulting Manager. As the President & CEO of Skehana Systems, he has over 20 years of executive experience in EPM, overseeing exponential growth, and developing a following of industry experts in the Hyperion world. Best known for his philosophy of work/life balance for consultants and clients, Gary has promoted a company culture focused on client satisfaction and family loyalty as Skehana's top executive.

Audrey Wong: Southern California-based and an ex-Hyperion employee as well, Audrey has a 26-year career of designing, developing and implementing the Hyperion EPM suite of products. She has also been the Project Manager for Fortune 100 companies which included implementations of multiple EPM products and multi- country roll-outs. Audrey has participated in Tagetik implementations as a Project Manager and Lead Consultant.

Beth Hale: San Francisco-based, past Hyperion Solutions employee, Beth is Skehana's Director of Emerging Markets. She is an accomplished and integrity-driven Hyperion Enterprise, Hyperion Essbase and MicroStrategy professional offering over 20 years of business success in project management, consulting, and technical training for Business Intelligence applications and financial reporting and analysis tools. Beth manages partner relations and has participated in Tagetik implementations as a Tagetik CPM Application Consultant.

Bill (William) Escobar: As a Hyperion-certified consultant, Bill has 20+ years of EPM accounting experience specializing in intercompany, currency translation, SEC reporting, budgeting & planning, and financial reporting. He has vast experience in financial statement consolidations and specializes in HFM and FDM. As a past employee of Hyperion and their partners, Bill has participated in over 20 HFM implementations at various domestic and international clients and is bilingual in English and Spanish.

Jane Kozuch: Southern California based former, longtime, Hyperion Solutions employee and an HFM Senior Solutions Architect with over 75 implementations at over 150 Hyperion clients. Jane has deep experience in designing, implementing, troubleshooting HFM and also is an expert at advanced consolidation logic. She is a past Hyperion Solutions Readiness Manager meaning that many of the original HFM expert consultants in the marketplace today received their initial training from Jane! Clients love her!

Michelle Glaze: (Host Analytics) Michelle is an EPM expert specializing in Host Analytics software as a Senior Architect in the bio-chemistry industry. Michelle's implementation experience includes full cycle Host Analytics implementations, template/report writing, creating and delivering training classes in the overall usage of the Host Analytics application from requirements gathering to go-live support. She also has automated the process from Host Analytics to Excel to eliminate the risk of manual input errors.

Michelle Uhar: Michelle is an experienced marketing manager and social media strategist with a background in advertising. She graduated from Academy of Art University with a degree in Advertising, specializing in Creative Strategy. She leads Skehana's marketing and advertising initiatives and manages the website.

Pat Wainwright: Pat, a finance executive, entrepreneur and grandmother of seven is a native New Yorker. Pat serves as Skehana's Global Head of Financial Operations and is the managing executive at Skehana's Headquarters in Brookfield, Ct. Skehana gets its name from Pat and her Irish mother Katie, who was born and raised in Skehana, Ireland located in County Cork.

Riju Madan: Riju has over ten years of experience with Hyperion Planning, Essbase, and Financial Reports and many years of experience in finance, accounting, and systems. Lead and team member for several Hyperion Planning implementations, designed and built Planning applications, including Workforce applications. Built various complex Essbase calc scripts, business rules, web forms, and financial reports in Classic Planning and EPMA applications.

Stan Zilkowski: Stan is a results-oriented Hyperion certified professional trainer and educator with exceptional communication and presentation skills. As a past Hyperion Solutions employee with 20 years+ of experience in finance, software, and training, Stan shows personal responsibility, ownership, and initiative in everything he does. He was one of the first of two certified training professionals to teach Essbase for Hyperion Solutions and he brings deep experience for many Oracle/Hyperion Products, including Essbase, HFM, and EPBCS.

Steve Steckelberg: (HFM/OneStream) System implementation expert with over 24 years of experience for Oracle/Hyperion and OneStream XF financial reporting and budgeting systems. Steve has excellent analytical, interpersonal, problem solving, and communication skills. With a background in accounting, Steve easily understands the user requirements of the system.

Steve Thompson: Los Angeles-based HFM team member, system administrator, and Enterprise expert. Steve has an MBA with an accounting degree and is excellent for creating and conducting end-user training, report writing, and maintenance/support of an existing application. Steve also has 2+ years of experience with HFM and completed the 11.1.2 admin class.

Theresa Quinn: (Planning/Essbase) Senior Hyperion Consultant with strong Project Management and troubleshooting skills combined with a technical background and experience in finance, business, IT, & process improvement. Over her 10 years of Hyperion experience, she has been responsible for implementing all phases of EPM solutions using Planning, Essbase, Public Sector, Cloud, Hyperion Financial Management (HFM), Financial Reports, Web Analysis, Smart View, Financial Data Management Enterprise Edition (FDMEE) & Oracle Data Integrator.