



# 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, first of its kind, Help & Support Desk Retainer.

By utilizing seasoned EPM Senior Solution Architects as your first point of contact 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 Now to Discuss the Maintenance Retainer Program That is Right for You!**

**Kelly Reck, Director of Managed Services**

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## Skehana Help Desk Team

**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!

**Matt Brady:** Matt joined Skehana in 2011 as with a broad BI background after 10 years as a consultant for Fidelity Investments and various domestic and overseas clients. Matt has a unique combination of Hyperion application and technical skills on the most recent versions of Essbase, Planning, ODI, OBIEE, BRIO (Interactive Reporting) AND IT/Infrastructure. Matt's dual Finance degree and IT/Infrastructure and BI experience provide a unique view of Hyperion solutions from every angle, maximizing user acceptance.

**Kelli Nolli:** New York-based, multi-lingual PBCS, Hyperion Planning, and Essbase Senior Consultant specializing in the analysis, development, and system administration of Oracle EPM financial system products with focus on consolidation, financial reporting, budgeting and forecasting, and utilizing tools such as Essbase and Planning, FDM(EE), EPMA and Hyperion Enterprise for small to large multinational corporations.

**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.

**Craig Masters:** Southern California-based, seasoned HFM Senior Solutions Architect who joined Skehana in February 2011 with over 12 years of professional experience developing and implementing dynamic Hyperion software solutions. Craig and Gary have been working together since Craig was a client prior to joining Hyperion in the late 90s. Craig has a great reputation in the Hyperion industry as many clients ask for him by name. He has substantial experience in reporting and analytics coupled with deep Hyperion v 11.1.2.x design and delivery capabilities.

**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!

**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.

**Tom Linton:** Seattle-based past Hyperion client, employee and partner, Tom is a Hyperion-certified Senior Solutions Architect with more than a decade of experience with numerous full cycle Hyperion projects, successfully implementing 50+ financial reporting and consolidation applications in HFM for US and Canadian companies spanning a multitude of industries, Tom has expertise in HFM applications and Hyperion Reporting tools with an understanding of customers' processes, pain points, business needs and technology,

**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 is a HFM and Enterprise expert and has also been the Project Manager for Fortune 100 companies which included implementations of multiple Hyperion/Oracle EPM products and multi-country roll-outs. Audrey has participated in Tagetik implementations as a Project Manager and Lead Consultant.

**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.

**Brian Barnes:** Arizona-based, Senior Hyperion Planning and Essbase Architect with over 22 years of extensive hands-on tactical implementation experience in addition to strategic guidance in implementation of best practices within multiple industry verticals. As a consulting executive, he is primarily responsible for solution design, build and project implementation management. Brian currently owns and operates our "sister" company, TriKon, and has various levels of Hyperion Planning consultants on his Hyperion team as well.

**Pete Puskas:** Austin, Texas-based, Senior IT/Infrastructure Director who has extensive experience with designing and implementing Hyperion product suites, and a strong technical foundation of hardware, software, networking, security and troubleshooting expertise. Pete has excelled at migrating from pre-System 9 to System 9 and 11.x and System 9.x to versions up to and including 11.1.2.x, and delivers highly customized environments using non-standard technologies.

**Kelly Reck:** Kelly is an experienced functional/technical recruiter and account manager on the Skehana team, locating "A+" EPM resources for project consulting opportunities. With expertise in the entire recruitment life cycle, she is the liaison between potential clients and resources, managing both sides of the project to keep communication and collaboration channels open.

