



Maximizing the Value of Your Finance Team with S.M.A.R.T.



ARAMARK is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world. Headquartered in Philadelphia, ARAMARK has more than 250,000 employees serving clients in 22 countries and was named by FORTUNE magazine on its list of “World’s Most Admired Companies” in 2012.

Challenge

ARAMARK invested in Oracle® Essbase™, the industry-leading multi-dimensional online analytical processing (OLAP) server that provides a rich environment for effectively developing custom analytic applications and allows organizations to monitor business performance levels. The solution provides ARAMARK’s Financial Analysts with an in-depth look at business operations and the related impact on financials, as well as an ability to perform ‘what-if’ analysis. In fact, ARAMARK leverages hundreds of reports based on integrated financial and operational planning models to make strategic decisions every day.

However, maintaining the reports was impeding the Finance team from delivering the needed analysis to the business. Instead of leveraging the system to meet the company’s analytical needs, many of their Finance team members were spending countless hours on daily administration of the system instead of value-added analytical and business partnering opportunities. Furthermore, these highly valuable resources were also implementing general maintenance tasks and completing report modifications or enhancements to simply make the system run more efficiently.

In order to realign these important Finance personnel back to where they can provide real value within the organization, the company turned to Key Performance Ideas and their S.M.A.R.T. (System Maintenance And Remote Troubleshooting) program.

Solution

S.M.A.R.T. provides companies with Oracle certified, highly training Finance and Accounting US-Based professionals to manage their Oracle Hyperion™ Enterprise Performance Management systems. The program helps focus a company's employees on strategic activities beyond system administration while reducing administrative costs. Furthermore, S.M.A.R.T provides best practice administration personnel in order to decrease operational risk and improve overall system performance.

Key Performance Ideas teamed with ARAMARK to identify the best administrative support options to maintain their Oracle Hyperion Financial Reports, as well as reduce the burden of system management on their Finance team. Today, the S.M.A.R.T. team is managing ARAMARK's monthly report maintenance, as well as:

- Executing Enterprise Performance Management Architecture (EPMA) maintenance
- Troubleshooting Oracle Hyperion issues
- Working directly with users of the system when issues arise
- Completing Life Cycle Management (LCM) migrations
- Conducting start and stop services on servers

Furthermore, because of the depth of experience of the S.M.A.R.T. program administrators, ARAMARK's internal resources now have more time to complete projects that are beneficial to the company and the Finance team has access to real-time information that they leverage with confidence to make critical decisions impacting the organization.

After implementing a world-class multi-dimensional OLAP system, ARAMARK was able to realign knowledgeable Finance people from system maintenance and back to data analysis and business decision making. In order improve the value delivered by their people, ARAMARK chose Key Performance Ideas' S.M.A.R.T. program. ARAMARK is now experiencing several benefits, including:

- Reduced administration costs and increased Finance team efficiency
- Achieved true, high availability of the application
- Decreased operational risk and exposure of system issues/failure
- Eliminated 'single point of failure' with a team of Oracle certified administrators

*(ARAMARK) would like to thank our S.M.A.R.T Administrator for the **great work** she has performed for us. I am especially appreciative of her **attentiveness, speed of delivery, and persistence**. She really does care about delivering the **highest quality** of work. She is also always on top of the project management aspects of the engagement, including hours spent, resource allocations, etc. 💡*

— ARAMARK

Benefits Achieved



Key
Performance
Ideas