

column5



column5 MANAGED SERVICE

EPM Excellence, Simplified.

RISK REDUCED RELIABILITY ENSURED VALUE INCREASED



Find the **operational efficiency**
you have been looking for in

5

STEPS!

Introducing **Column5 Managed Service**, a refreshingly simple way to achieve the EPM excellence your organization has been striving for. We recognize that your company is like no other, so the service you receive should be no different. We have organized our world-class product knowledge, technical services, starter kits, and training programs into a simple and customizable package, all for a manageable monthly cost. Use this booklet as a guide to select the **Column5 Managed Service** offering that is right for you.

1 choose your engagement style

**EPM
SAFETY NET**



“Let Us Help You”

6 Month Term

What is your back-up plan? EPM Safety Net provides an agile and reliable method of dealing with resource constraints.

Perfect for: Seasonal resourcing demands, freeing up in house SMEs, leaves of absence, and resource changes.

**EPM
PARTNER**



“Let Us Work Together”

1 Year Term

What are you growing towards? EPM Partner is an extension of your team to expand your reach and increase your efficiency.

Perfect for: Expanding your IT hub’s reach to be global, rounding out your team with hard to find skillsets, increasing responsiveness.

**EPM
CONCIERGE**



“Let Us Do That For You”

3 Year Term

In a constantly changing market, EPM Concierge provides you peace of mind that everything is taken care of.

Happy to provide world class service in any way we can.

ALWAYS INCLUDED

- Remote Help Desk
- Access to Support.Column5.com
- Vendor Concierge Support
- EPM Software Guidance, Financial Planning Process Insight, and Solution Architect Partnership
- Support Senior Leadership and Executive Team in the Analysis and Realization of the Corporate Strategy
- Design Architecture, Management Dashboards, System Calculations, and Downstream Reporting
- Outline Strategic Focused EPM Roadmap

2 choose your technical features

TECHNICAL SYSTEM ADMINISTRATION

- Server Environment Administration
- Technical BPC Specific Maintenance
- BPC Appset /Environment Backups and Restores
- Server and Database Maintenance
- Transports
- Performance Tuning
- Basis
- BPC Debug Logging
- System Optimization
- Client Software/Excel
- Proactive Monitoring
- Apply SAP Notes
- System Integration with other SAP Products

TECHNICAL UPGRADES

- Operating System
- Database
- Analytics Engine (SSAS, BW)
- BPC
- Client software
- Service Packs and Patches
- Installations
- Sizing

HOSTING

- Amazon Web Services (AWS)
- Worldwide
- Utilize Hosting for: POC, Development, Production
- Test the Newest Version (temporary)
- Technical Benchmarking Performance (7.5 vs 10 or 10.1)



3 choose your functional features

SYSTEM ADMINISTRATION

- BPC System Administrator
- Dimension Maintenance
- Version Creation & Data Seeding
- Manage User Security
- Manage Process Flows

PLANNING SUPPORT

- Ensure System Readiness for Open Planning
- EPM SME (Subject Matter Expert)
- Executive & Manager Planning Progress Reports
- Manage Data Locking and Process Specific Logic Runs
- Active "In Balance" Checks
- Ad Hoc Scenario Building
- Support Finance Department as Needed through Development of Ad Hoc Reporting and Financial Analysis

FUNCTIONAL SYSTEM MONITORING

- Data Load Review and Source System Tie Outs
- Update and Run Publishing
- Review Data Tie Out Admin Reports
- Process Functional Admin Tasks
- Data Management
- Logic Process Management

FUNCTIONAL ENHANCEMENTS +

- Create, Maintain, and Drive Adoption of Reports
- Write DTS Packages and Create Management Dashboards
- Pursue System Automation Around Right Audience Right on Time Model
- Report and Schedule Updates
- Update Data Integration and Logic
- Regression & Parallel Testing

4 choose your add-ons

DARWIN EPM* SOFTWARE

- DarCE - One of Kind Calculation Engine
- HCM Module
- Darwin Maintenance & Enhancements

* Column5 Is The Exclusive Distributor For Darwin EPM

TRAINING

- Access to Column5 Leading eLearning
- Standard Onsite Reporting Classes
- Customized Onsite/eLearning Content
- Management Training Reports

DELIVERY

- Revenue Model Customization
- Darwin Customization
- Consolidations
- Operational Planning & Models
- CAPEX Model
- Advanced Calculations & Automation
- Discounts Available With 3 Year Contract

MSP CUSTOMIZED OFFERINGS

- Bundled Upgrade - Easily Include a BPC Version Upgrade Into 3 Year Road Map
- Fast Start - Decrease Time to Realize Value
- Platform Changes - Move Freely Between MS and NW

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next steps

Column5's Managed Service offers the help you need to achieve and sustain the lowest risk, highest quality, and highest value solutions in SAP EPM. Leave the worries of routine administrative and support issues to the experts at Column5, so your team can focus on working with internal business partners to apply EPM data to make that impact within your organization. If you have questions, please engage your Column5 representative.

We are ready to serve you with **Column5 Managed Service**.

Find out more!

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column5.com/services/managed-service

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