



Business Intelligence Solutions Education Services

One of the 10 largest mortgage originators in the United States. Operating in 300 offices in over 37 states.



BACKGROUND

This study is about a leading national provider of residential mortgage loans servicing their customers through retail, wholesale, and telemarketing channels. This customer operates throughout the United States of America in 37 states with a servicing portfolio of over \$165 billion.

In order to provide the level of support needed to their internal customers and to create a seamless upgrade from Essbase 6.5 to 7X, our customer was looking for a custom education solution to meet both the needs of the end users as well as those who support the application.

THE HCG SOLUTION

HCG began the process by **Listening** to representatives from the customer. The main objective was to determine the training audience, key objectives of the training, and how those objectives meet current business needs. HCG, along with the customer, **Collaborated** to develop the best course selection as well as any special customization of course content to meet the identified needs.

It was determined a tailored 7X Advantage Bootcamp would be the best solution with specific emphasis on MDX, ASO, migration and product integration. This course met

the needs of both the power users as well as the support personnel.

It was also determined an additional day would be beneficial for the customer to immediately apply what they have learned. HCG's **FasTrack Workshop** was determined to be the solution. **FasTrack Workshop** is an outstanding follow-up to onsite courses. This applied learning approach enables attendees to quickly leverage the information they have learned in the classroom and develop real-life solutions using their own data and business rules. These workshops are designed to bridge the common classroom to workplace gap and are typically scheduled for the day following classroom training.

THE RESULTS

HCG **Solved** the customer's issues by delivering a training solution designed to meet the customer's specific needs.

Seamless integration as well as being able to deliver training to a broad audience were the main objectives.

The email received from NCM clearly demonstrates how HCG exceeded the partner's expectations.

"I wanted to take a second to thank you for your time and effort in getting our Essbase training set up. I thought that the class was

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| APPLICATION | Hyperion Essbase |
| BUSINESS | Accounting – both power users and high level supervisors as well as IS Support. |
| BENEFIT | Reduced burden on IT staff; increased knowledge for end users; increase in reporting functionality and improved communication between accounting and IS. |
| SOFTWARE | Hyperion Essbase 7X, BSO, ASO, MDX, Microsoft Excel |

great and really believe that it will help us to make the upgrade from 6.5 to 7X seamless. You provided us with a great trainer / teacher and he is an asset to your company with his knowledge and skills! I do not think that we could have made a better decision, than to go with HCG. You represented HCG very well within the prompt customer service that we received whether it was answering questions, creating another outline for the class, etc. Thanks again for everything, and hopefully we will be working together on future Hyperion related classes."

FIND OUT MORE!

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