
Brovanture Support – expert help, when you need it



HM Government
G-Cloud
Supplier

brovanture

brovanture

Brovanture Ltd, established in 2005, is a specialist provider of Enterprise Performance Management (EPM) and Enterprise Resource Planning (ERP) solutions across all sectors and organisations, irrespective of size or budget. We are one of the UK's leading Oracle consulting practices, with UK offices in London, Manchester and Oxford. The company is a product, technology and functional leader in all areas of on-premises Oracle Hyperion products and Oracle EPM Cloud products. In addition, over the last 5 years Brovanture has developed a team of NetSuite ERP specialists to increase our bandwidth across the financial software solutions market.

The Brovanture support team has one goal – to deliver timely, high quality and value-for-money support when clients need it. On support or not, organisations can give us a call as we're always happy to chat; whether it's system or application issues, process advice or just about what's happening in the Oracle and NetSuite EPM and ERP world.

Brovanture regards support services as a strategic element of our offering so, unlike many of our competitors, we do not use our Service Desk as a training area. As a result, we can guarantee our client support is undertaken by seasoned EPM and ERP practitioners. We are also able to offer additional support, including; ad hoc consultancy, remote administration, 'how-to' advice and project implementation.

Our Support Team

Our greatest strength is the quality of our team. We know our success depends on the success of our people. We work hard to create a collaborative environment where all our employees feel included, valued and able to perform at their very best. Brovanture has a culture where achievement is celebrated no matter how big or small, in business or privately. We trust each other and value openness and honesty in our working relationships.

Brovanture believes that small select teams of highly skilled professionals can deliver excellence and ensure success. Our ability to deliver high value support is directly related to the diversity of the team and we actively recruit people with varied accounting and technical experiences to strengthen this aspect of the business. Along with this we invest in our staff, sponsoring ACCA, CIMA & AAT and selected Open University and Oracle and NetSuite Accreditation courses. For many years we have run a Graduate Training Scheme that has developed expert support consultants, many of whom remain with us today. As a consequence of how we treat and invest in our staff, turnover is very low.

brovanture

Brovanture is a committed member of the Oracle and NetSuite Partner Networks where we have subscribed to the respective Partner Enablement Plans. Every single member of our team has a Certification identifying them as specialists in Oracle or NetSuite products. Many have specialised and are Certified in two or more products.

The team is made up of a mix of technologists and accountants and we include ACCA, CIMA and AAT qualified accountants amongst our ranks. In addition, thanks to the cosmopolitan mix of people in our group, we have skills across multi-GAAP disciplines along with IFRS and fluency in Spanish, French, Italian & Romanian.

We are continually updating our knowledge and expertise across the Oracle product ranges ensuring our consultants can provide consistent and relevant best practice driven capabilities. This includes an ongoing commitment to comprehensive product training as well as external education opportunities for all our staff. Our direct support is generally conducted in English.

Brovanture Support Agreements

Brovanture agreements are tailor-made and flexible to support our clients' specific requirements. Agreements can cover all areas of EPM & ERP, from support issue resolution and regression testing to functional consulting and training.

Standard support helpdesk

Brovanture runs an application support desk based in our office in Guildford. The desk is operational from 08:00 until 18.00 (UK Time) Monday-Friday. Key to our support, is the use of Zendesk, an award-winning web-based help desk portal and support ticket system. This can be accessed by our supported clients in addition to calling us.

Some clients like to have extended availability of our support services beyond the standard times particularly during the budgeting season or year end. This is available on an ad hoc basis, as and when required. There is an additional fee based on our hourly rates. We ask clients for their finance calendar so that we can have key resources available in preparation, before and during these critical periods. Our support can include defined additional services during period and year end close or budget/planning preparation including virtual process administration. For some clients our services involve a weekly or monthly visit in line with the financial event calendar

We can operate as a Virtual Systems Administrator managing users, security, iterations, design modification and process/task adjustment. We are often used to back up holidays and maternity/paternity support

brovanture

Brovanture application support clients are asked to nominate Brovanture to My Oracle Support (this is the same for NetSuite). This enables us to act on the client's behalf in dealings with the Oracle/NetSuite Support and the Oracle Product Development team. Constant liaising with the Oracle Technical Support and Product Development teams is an important part of our Helpdesk activity.

The application specific support team typically works in tandem with clients' systems administrators, collaborating on issues and providing guidance and ad hoc consulting to ensure a smooth experience for their end users. In some cases, we are asked to interact directly with the end users as first tier support. We are happy to work either way, the choice is our clients'.

Hourly support

We offer a package of hours that can be used for Service Level Agreement (SLA) support, training and ad hoc consulting on a consumption basis.

A typical package would be 100 hours which can be renewed as and when they have been consumed. We issue a support statement monthly to keep clients informed of the work we have been doing on their behalf and the current position on their package.

Client on-boarding

We carry out an 'on-boarding' review with the client's team and their EPM or ERP system administrators. This process familiarises them with our Helpdesk processes and the Brovanture team with the client's EPM (Hyperion or Oracle Cloud) or ERP (NetSuite, NPBCS, Oracle Fusion) systems and the personnel involved. Hours used during the on-boarding process can be deducted from the support package or engaged under a separate purchase order.

Key to the on-boarding will be the exploration of any integration between the supported systems and the client's other systems to ensure these are understood by the Brovanture team. It is also important that the client provides details of their financial event calendar.

brovanture

Supported clients

Brovanture supports a generic mix of clients ranging from large multi-nationals to smaller mid-market organisations, both in the public and private sectors and across many different types and industries. Below are two examples:



Channel 4 Achieves Budgeting and Forecasting 'Real Wins' Working with Brovanture



Brovanture has helped us to implement an application which delivers to our project scope, giving a highly integrated solution for all of our forecasting and budgeting needs. Automation of tasks, version control and comparability of financials within Oracle Hyperion Planning have all been real wins for us, giving us a single version of the truth and freeing up finance time previously spent gathering data for analysis of the numbers. Brovanture has been key in the completion of the Channel 4 Oracle Hyperion Planning solution, providing real insight and expertise during the final stages of its development.

Stephanie Mills, Financial Controller, & Steven Lyth,
Financial Planning and Analysis Manager



EthosEnergy

EthosEnergy and Brovanture Work Together to Deliver a New Cloud Financial Consolidation System



The Brovanture team delivered and have provided excellent support both during and after the project. Choosing them was the best decision we made and we continue to enjoy a great partnership.

Katie Elder, SVP Finance and Communications

Brovanture client success managers

Brovanture Client Success Managers work with our clients on an on-going basis to ensure goals are being met and that we are exceeding their expectations.

brovanture

Infrastructure

Brovanture support includes a team of Infrastructure specialists with over 20 years of experiences with the Oracle Hyperion On-Premises architecture and ongoing maintenance.

Hosting

Brovanture also offers Hosting for Oracle Hyperion On-Premises software on the basis of 'Bring Your Own Licences'. This is an economic and efficient service that provides for a Business-as-Usual set up for finance users. Some of our clients making use of this include the UK Department of Health and Social Care and Anchor-Hanover Trust.

Refresh program

Oracle and NetSuite update their EPM and ERP Cloud solutions continuously with new functionality being introduced regularly. Brovanture runs a 'Refresh' training program for its supported clients that revisits products on a regular basis to update and maintain skills within client organisations. There is no charge for our supported clients to attend these important sessions.

Regression testing

Brovanture undertakes regression testing with our Cloud clients to ensure there is no halt to business-as-usual with the frequent updates that are made to these products by Oracle and NetSuite.

Service Level Agreement

The typical SLA for our standard support (Tier 2) is as per the table below. This is included within the Support Agreement.

Priority	Description	Definition	Target Response	Target Resolution
Severity 1	Business Critical Emergency	Emergency situation in which production is not available or complete business disruption	30 mins	4 hours
Severity 2	Severe Business Impact	A problem, which causes a severe loss of service. There is no acceptable workaround, although one may be used temporarily to prevent a Critical Business Impact.	2 hrs	24 hrs
Severity 3	Medium Business Impact	A problem causes a minor loss of service, but impact is merely inconvenient and a workaround restores functionality	8 hrs	3 days
Severity 4	Low Business Impact	No loss of service and system operation is not affected	2 days	5 days
Request for Information	N/A	There is no impact on the business. The requested information will be provided within a mutually agreed time frame	5 days	10 days

brovanture

Tier 1 support (direct support for client's users) can be provided where the client does not have, or does not wish to use, its own support desk. This support is provided on a similar basis. Please contact Brovanture to discuss specific Tier 1 requirements and to obtain a customised quote.

Client Support Access

Support is provided by telephone, for which there is a dedicated telephone number (01483 685454) with six lines attached to it and by email via support@brovanture.zendesk.com

To enable real-time response to client issues many clients give the Brovanture Support Team direct access to their application via the client's VPN. This enables the Brovanture Support Team to see and understand the issue first-hand and to action changes to the client's application to resolve issues.



+44 (0) 1483 685 450



enquiries@brovanture.com



www.brovanture.com