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Telecommunications Leaders Worldwide Select Hyperion to Manage Business Performance

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SaskTel International, Telenor and Vodafone Make Business Gains with Hyperion Business Performance Management Software

SUNNYVALE, Calif., June 1 /PRNewswire-FirstCall/ -- Hyperion (Nasdaq: HYSL), the global leader in Business Performance Management software, today announced that its solutions are enabling some of the world's leading telecommunications companies to improve efficiency, reduce costs and enhance customer relationships.

Among the global telecommunications companies using Hyperion solutions are SaskTel, the leading full service communications company in Saskatchewan, Canada; Telenor, Norway's largest telecommunications group; and Vodafone Australia.

"Telecommunication companies need performance management solutions that can help them build lasting relationships with their best customers," said Rich Clayton, vice president of product marketing for Hyperion. "Hyperion's software provides critical visibility into actionable metrics -- such as product revenue, profits and customer data -- through personalized dashboards that deliver the right information at the right time. Analysis of this data provides global telecoms unparalleled opportunities to deliver a superior customer experience, while at the same time driving operational efficiency and breakthrough business performance."

SaskTel International

As the full-service communications leader serving Saskatchewan, Canada, SaskTel provides a full range of competitive communication solutions to customers. The province of Saskatchewan wholly owns SaskTel. In operation for more than 90 years, SaskTel serves more than 454,000 business and residential customers worldwide with 4,000 employees located in 55 communities.

To meet the specific challenges and opportunities introduced by deregulation within the Canadian telecommunications industry, SaskTel uses Hyperion Performance Suite throughout its entire operation. SaskTel's finance department relies on a Hyperion Intelligence dashboard to analyze the profitability of product lines and customers. Sales uses its own dashboard to prepare for sales calls by obtaining a complete listing of all of the products, services and pricing information for a specific customer. SaskTel's Executive Sponsorship Dashboard, created with Hyperion software, empowers top executives with the ability to obtain key customer intelligence from an icon on their desktop.

With Hyperion, SaskTel executives have quick, easy access to year-to-date historical and profitability information for their assigned customers. As a result, the quality of customer interactions has improved, while the time and cost of preparing these customer profiles decreased dramatically. The Hyperion solution extracts data from various sources and combines that information into data sets that feed SaskTel's customer call centers. The reports generated from Hyperion are forwarded to an automated call center, which then delivers the appropriate information to the screen of the call center employee.

"Hyperion has enabled some great decision-making at SaskTel," states Gary Calcutta, business analyst for SaskTel. "Based on some Hyperion reports we created, we saw that if companies ordered a certain number of SaskTel products, they had a 95 percent chance of giving us all their business. For the first time we started bundling products at an attractive price to the appropriate segments. This has allowed us to develop a deeper relationship with our customers. With Hyperion, we win and our customers win."

Telenor

Telenor is Norway's largest telecommunications group, with substantial international mobile operations. As part of a cost savings initiative that included the reduction in the number of its technology vendors, optimization of IT architecture and an improved rate of return on technology investments, Telenor chose to replace its disparate financial applications with Hyperion Business Performance Management software.

With a targeted user base of 500 Telenor employees, Hyperion software supports Telenor's budget management requirements. Telenor uses Hyperion Planning for budgeting to support its budget management process. The provider's top-down and bottom-up approach includes decentralized administration and development of local budgets that roll up to support Telenor's global operations.

"A key objective at Telenor is to implement a uniform suite of Business Performance Management applications across the enterprise," said Andreas Vik, project manager for the Hyperion implementation at Telenor. "After assessing our options, we determined that Hyperion offered the most comprehensive solution to meet our holistic needs for budgeting, planning, analysis and reporting, as well as scorecarding and monitoring. We expect our investment in Hyperion solutions to provide improved overall financial management."

Vodafone

Vodafone Group Plc is a leading mobile communications company -- 25 percent of the world's mobile phone users are connected to Vodafone. Vodafone has equity interests in 26 countries, and partner networks in a further 13 countries -- leaving an unmatched network footprint. The company provides quality services to 2.67 million Australian customers, Vodafone has more than 130 million proportionate customers worldwide.

In an effort to deliver visibility into Vodafone Australia's complex call center performance metrics to managers and staff within its operation, Vodafone looked to Hyperion to help equip its contact center staff with dashboard analysis.

Hyperion Intelligence provides Vodafone's 800-plus Australian contact center staff with dashboard capabilities that facilitate quick and easy access to daily statistics on number and length of calls, employee break times and call duration. Hyperion Intelligence has provided Vodafone with the flexibility to derive higher benefit from its contact center through fast, simple analysis of performance to support, change and deliver a superior customer experience.

Dashboards created with Hyperion Intelligence deliver information via the Web 24/7 to more than 800 contact center staff members throughout Australia. Using Hyperion software for automatic scheduling, staff members are provided with a range of query, analysis and reporting capabilities. Contact center staff can customize reports to their exact requirements by changing parameters on just two reports. Vodafone Australia's new centralized reporting capability allows management and staff to respond to up-to-the-minute circumstances, and continuously improve contact center efficiency.

"Instead of running 40 separate reports, we can now deliver just two reports to our end users, giving them the flexibility to pull the data that