

**CLIENT: HITACHI CONSTRUCTION MACHINERY AUSTRALIA PTL LTD****Challenge**

Hitachi Construction Machinery Australia implemented Hyperion Planning approximately 3 years ago. While it has been running successfully, no major improvements had been made to the budgeting process over that period of time. There was a lack of quality support and any minor changes seemed to take much longer and cost a great deal more than expected due.

**Approach**

The budgeting process runs from September through to March with at least 100 users providing input into the solution. Hitachi Construction Machinery Australia engaged Taysols Support to provide the necessary support during the budgeting window. Hitachi Construction Machinery Australia were given access to Taysols' 24/7 support portal which allowed them to enter in any support and/or enhancement requests in relation to Hyperion Planning and the budgeting process.

**Solution**

Hitachi Construction Machinery Australia received timely support and were able to consistently track and monitor where various support and enhancements requests were at. Additionally, Taysols provided training for key users of SmartView which was previously being under-utilised. All support requests were responded to in a timely manner and the solutions provided positively impacted the budgeting process.

This year Hitachi Construction Machinery Australia had a very successful budgeting cycle, which allowed them more time to finetune the budget before its submission to Japan. Through the additional SmartView training, the IT and Finance teams were able to be more self-sufficient for a large proportion of the queries that came in from the Branch Managers without having to escalate them any further.

Previously the notion of Forecasting through Hyperion Planning during the year was not considered. However, Hitachi Construction Machinery Australia are now considering this and further reporting from Hyperion Planning due to the consistent system experience this time around. Forecasting and Reporting will further help improve the budgeting process next time.

**COMPANY DETAILS:**

Hitachi Construction Machinery (Australia) Pty Ltd has been providing a multitude of industry customers, including mining, construction, quarry and forestry with quality machinery and after-sales support solutions for decades. They supply an extensive range of Hitachi, John Deere and Bell products and associated parts and services through 25 branches across Australia.

**EMPLOYEES:**

1070

**INDUSTRY:**

Construction & Mining

**PROJECT TIMELINE:**

November – March (Budget cycle)

**TECHNOLOGIES:**

Budgeting, Planning & Forecasting

**SERVICES:**

Support

**KEY BENEFITS:**

Successful budgeting cycle  
Timely budget finetuning  
Increased self-sufficiency of IT and Finance teams

“Whenever we contacted Taysols they were very responsive and provided the solution to our query or problem in a time frame that often exceeded our expectations. As a result people had the information they required and the budget process flowed very smoothly allowing us to meet the deadlines given to us by Hitachi Construction Machinery Japan.

**Saravan Marimuthu,**  
General Manager Finance

**HCMA**

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