



## **SAS® PROFESSIONAL SERVICES AND DELIVERY**

Advancing THE POWER TO KNOW®



**THE  
POWER  
TO KNOW®**



## Achieve maximum value from your SAS® investment

■ No one knows SAS® technology better than SAS consultants. Through years of experience in helping to solve real-world business problems, our consultants can deliver a continuum of proven services that can be customized to meet your specific needs.

- Technology, industry and analytical expertise
- Modular, flexible service offerings
- Time-tested methodologies and customer-centric delivery

---

“The knowledge that SAS Professional Services and Delivery brought helped us to come up with a solution to our needs in a very short time frame. SAS is our one true business partner – the default choice for Quaker Chemical for all our business intelligence needs.”

**Tom Baker**

Manager of Business Intelligence and Development  
Quaker Chemical

---

The companies that will thrive in today's competitive marketplace are the ones that can quickly react to rapidly changing economic realities and customer demands. Choosing the right technology and solutions to integrate into your key business processes provides the competitive advantage that can make a difference.

For more than 31 years, SAS has been helping our customers – including 90 percent of the FORTUNE 500 – implement business intelligence solutions that deliver the complete vision to learn from the past, monitor and communicate the present, and gain insight into the future. Engaging SAS consultants can accelerate your ability to tap into the full power of SAS technology and reap maximum returns throughout the life of your investment.

Realizing the full value of your SAS investment requires:

- Efficiently matching the right technology solutions with your most pressing business challenges.
- Quickly installing and integrating new technology with the rest of your IT infrastructure.
- Effectively implementing and fine-tuning applications and business processes to address your unique challenges and opportunities.
- Continuously re-evaluating the deployment of technology to ensure you're squeezing maximum value from it.

No one knows SAS technology better than SAS consultants. Through years of experience in helping to solve real-world business problems, our consultants can deliver a continuum of proven services that can be customized to meet your specific needs. Whether you're just beginning to explore how SAS can help you reach your goals or seeking to learn new ways to adapt your existing SAS technology to constantly evolving business challenges, SAS Professional Services and Delivery is dedicated to your long-term success and accelerating the POWER TO KNOW®.

### SAS® Professional Services and Delivery—providing value every step of the way

---

At SAS, our goal is to become your trusted technology and business partner. Your ultimate satisfaction with SAS software and services is our commitment to you. To deliver on this commitment, we've developed an end-to-end family of service offerings across the four key phases of successful technology deployment, which we call the Customer Success Circle. All our services begin with taking the time to understand your needs and continue until you are completely satisfied. Throughout your relationship with SAS, we contribute measurable value and help you make the most of your technology investment.

**Delivery and Knowledge Transfer**  
**SAS® Solution Implementation Services**

We leverage our technology and business expertise to effectively deploy SAS solutions and provide knowledge transfer so your staff can quickly be productive and experience the benefits of your SAS investment firsthand.

**Vision and Customer Care**  
**SAS® Value Management Services**

We provide ongoing leadership and guidance in surfacing new opportunities to maximize your existing SAS investment, align our solutions with your evolving business strategies and simply deliver the highest quality of customer service available anywhere.

**Discovery and Definition**  
**SAS® Assessment Services**

We partner with you to explore and understand your business and technology needs and recommend innovative solutions that empower you to achieve – and even exceed – your strategic objectives.

**Installation and Integration**  
**SAS® Enablement Services**

We collaborate with your IT professionals to efficiently install and integrate SAS software so you can experience the power of SAS technology quickly.

## Solutions for every type of business

One of the strengths of SAS software is that it covers a broad range of business and technology areas. The services within the Customer Success Circle are just as comprehensive. Whether you are seeking to customize a focused business solution, optimally configure core technologies or leverage SAS' industry-specific expertise, SAS Professional Services and Delivery will help you address your business challenges.

**Technology Services**

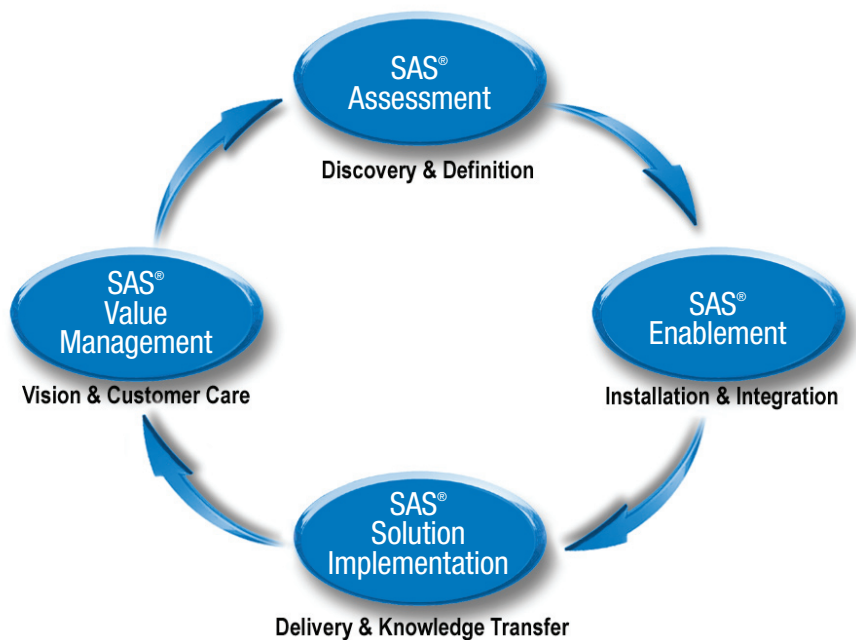
Technology services are designed to address business needs using SAS core technologies and by enabling rapid installation, integration and access to your data. These services provide tangible results through a well-defined set of activities formulated for specific solutions.

**Industry-Specific Services**

Industry-specific services apply proven combinations of software, business knowledge, consulting and SAS proprietary assets to address your unique industry challenges. Because these are predefined solutions based on SAS' industry expertise and technology, you'll quickly experience the benefits and the power of SAS.

**Business Solution Services**

Business solution services are diverse offerings created to help you achieve usable results quickly with your SAS software solutions. These services are flexible, modular and scalable to meet



your organizational needs. Whether it's a basic needs assessment, a limited prototype using your data, a model application or a full-scale design based on your specific requirements, SAS Professional Services and Delivery can help.

## Why partner with SAS?

No one knows SAS technology and solutions better than SAS consultants. We are your best resource for assessing, installing and implementing your SAS solutions. Our services combine a breadth of business experience with state-of-the-art technology to turn your strategies into a true competitive advantage. And, because our consultants take the time to listen and learn about your enterprise and its goals before they recommend a solution, you get the right SAS technology, solutions and services to solve your unique business challenges.

For more than 31 years, SAS has been partnering with our customers to help them achieve their business goals and increase profitability by implementing high-value business intelligence solutions. We have acquired extensive industry, business, technology and solution expertise and leveraged time-

tested methodologies combined with customer-centric delivery to ensure your complete satisfaction throughout our relationship. Our hands-on experience – drawn from more than 1,500 expert consultants worldwide – has led to proven successes in a broad range of industries: pharmaceuticals, banking and financial services, insurance, retail, healthcare, telecommunications and manufacturing to name a few. Our consultants enter every service engagement with the strong foundation of our scalable methodologies and best practices, enabling you to benefit from our past successes. The principles of our proven solution development, project management and quality methodologies guarantee the success of your service engagement, no matter how large or small.

The bottom line is, no other vendor can match the ability of SAS' technology and services to support a complete process for delivering high-value business intelligence solutions. To learn more about how we can help your organization use technology as a competitive advantage, visit us at [www.sas.com](http://www.sas.com).

## About SAS

SAS is the leader in business intelligence and analytical software and services. Customers at 43,000 sites use SAS software to improve performance through insight from data, resulting in faster, more accurate business decisions; more profitable relationships with customers and suppliers; compliance with governmental regulations; research breakthroughs; and better products and processes. Only SAS offers leading data integration, storage, analytics and business intelligence applications within a comprehensive enterprise intelligence platform. Since 1976, SAS has been giving customers around the world THE POWER TO KNOW.®

**[www.sas.com](http://www.sas.com)**



THE  
POWER  
TO KNOW.

SAS Institute Inc. World Headquarters +1 919 677 8000

To contact your local SAS office, please visit: [www.sas.com/offices](http://www.sas.com/offices)

SAS and all other SAS Institute Inc. product or service names are registered trademarks or trademarks of SAS Institute Inc. in the USA and other countries. ® indicates USA registration. Other brand and product names are trademarks of their respective companies. Copyright © 2007, SAS Institute Inc. All rights reserved. 49064\_436213\_0607