



SAS® Extended Support Services (ESS)

Flexible Maintenance Agreements for SAS Customers

SAS recognizes that customer support needs to evolve with a customer's support needs. Therefore, we are pleased to offer the SAS® Extended Support Service (ESS) going beyond a traditional technical support offering. This service is meant to complement SAS' Technical Support Hotline and provide customers with an extended level of service to support your SAS team. SAS® ESS is an attractive alternative to building your own in-house support personnel, which leverages SAS consulting expertise gained from applying best practices in complex and diverse SAS environments.

Optimize your Software Investment

Organizations will find value in ESS when the volume of SAS support work doesn't warrant the creation of a full time, in-house staff member dedicated exclusively to SAS. This services offering also removes the costs associated with training in-house SAS expertise, by utilizing the knowledge of seasoned SAS consultants. Additionally SAS® ESS is a cost effective option for

organizations that need to bridge the gap while their own in-house expertise is being developed. Many SAS customers are finding great value in this service and are able to customize it to meet their needs. Whether it's monthly support visits to observe operating systems, or ad-hoc support inquiries about product best practices, the SAS ESS ensures that customers will receive expert assistance to help maximize your software investment.

A SAS ESS ensures that you will receive expert assistance from SAS to help optimize your software investment. Get what you need, when you need it – all at a reasonable price.

SAS ESS agreements deliver as much or as little support as you need in a proactive and personal manner. The basic service components are: Preventative Support Visits and Ad-Hoc Support Hours.

Preventative Support Visits

Preventative support includes a monthly review of your system activities. SAS technical consultant perform an onsite visit(s) every month in order to verify the proper operation of your system and to make recommendations towards improvements or corrective actions to be taken. This is an opportunity

to review your current issues or questions and obtain guidance as to the best course of action.

A designated SAS technical consultant will visit your site to:

- Observe your systems operations, log files and incidents;
- Review system activities;
- Recommend improvements and/or corrective action;
- Investigate open SAS Tech Support Hotline calls; and
- Plan upgrades, service packs or hot fixes

Ad-Hoc Support Hours

Get help with additional issues and inquiries, such as:

- Priority problem resolution;
- Architecture sessions;
- Product best practices/usage;
- System configuration and management guidance;
- System and application performance issues; and
- Implementation of SAS upgrades.

Intimate knowledge of your SAS environment combined with in-depth expertise of our solutions make SAS consultants a real asset in the resolution of problems affecting your operation.

To learn more about SAS Extended Support Service, contact your local SAS representative or call 1-877-SAS-INST or visit our website at www.sas.com/canada.

