

SAS®
Premium
Support Offerings



**THE
POWER
TO KNOW®**



1. SAS® Standard Support



SAS® Standard Support

is offered to all our customers free of charge and provides 24 x7 local and international telephonic and electronic support

Key Offering

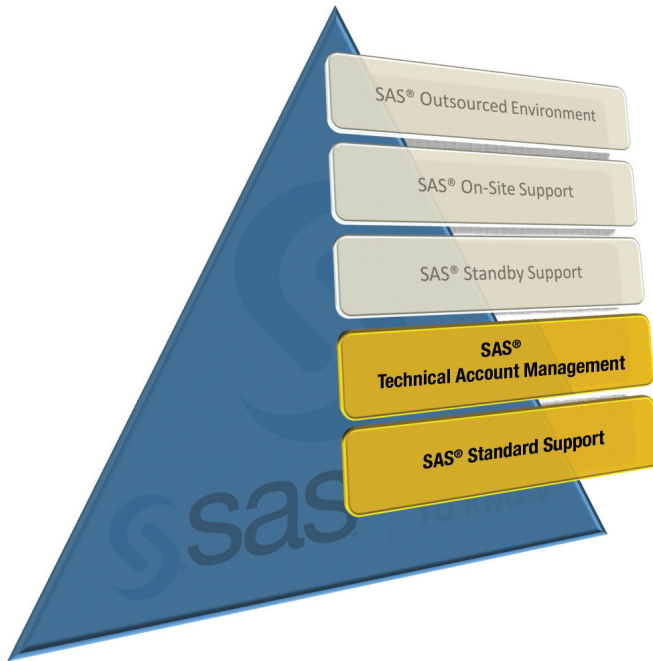
- Local telephonic and e-mail support on SAS products, infrastructure, installation, fixes, procedures, logic, documentation, tools and technical queries
- Support hours: Weekdays 08h30 - 17h00 on toll free number 0800 004 943
- 24-hour “follow the sun” critical support after normal support hours via other worldwide support centres
- A full range of electronic self-help support services and resources
- State-of-the-art problem tracking system

Pricing

Free of charge



2. SAS® Technical Account Management



SAS® Technical Account Management

is a premium support service which maximises customer benefit from their SAS investment by delivering enhanced on-site technical support levels

Key Offering

- 2 days per month on-site consultancy by a SAS Technical/Solutions Architect
- 2 days per month on-site consultancy by a Senior SAS Implementation Consultant
- Monthly technical support track compilation and status reports
- Best practise advice on SAS infrastructure and implementation
- Onsite updates of critical patches and release levels
- Priority Handling of technical support tracks
- Quarterly internal SAS user group sessions and business forums
- Invitations to local and international SAS user group forums

Pricing

R 25 000 per month

Target Accounts

This offering is ideally suited to customers who operate a SAS BICC (*or similar*) and require enhanced technical support service levels



3. SAS® Standby Support



SAS® Standby Support

is a premium support service, which offers our customers additional standby/callout SAS capacity on demand to assist with technical challenges during critical production periods

Key Offering

- SAS® Standard Support and SAS® Technical Account Management is included free of charge
- Choice of 5 or 10 days standby services per month by a Senior SAS Technical Administrator to assist with SAS infrastructure challenges encountered during critical production periods
- Choice of 5 or 10 days standby services per month by a Senior SAS Implementation Consultant to assist with SAS coding or software challenges encountered during critical production periods
- Callout within 2 hrs of a SAS production issue during normal business hours.
- Standby/Callout availability outside of normal business hours and production period at a fixed hourly rate

Pricing

SAS® Standby Support	5 Day Production Window	10 Day Production Window
SAS Technical Administrator	R 18,000 p/m	R 28,000 p/m
SAS Implementation Consultant	R 18,000 p/m	R 28,000 p/m
Both	R 32,000 p/m	R 52,000 p/m

Target Accounts

This offering is ideally suited to customers who have limited experience and capacity to cope with SAS technical challenges encountered during their critical SAS monthly production window

Notes

SAS® Technical Account Management is included free of charge to ensure an on-site SAS presence, even if the customer does not make use of the callout services during any given month, thus protecting the customer's investment in SAS





4. SAS® On-Site Support



SAS® On-Site Support
is a premium support service offering our customers full dedicated on-site support

Key Offering

- Enjoy all the benefits of SAS® Standard Support and SAS® Technical Account Management plus full dedicated on-site support every month
- Choice of 5 or 10 days dedicated on-site support per month by a Senior SAS Technical Administrator to assist with all your SAS infrastructure challenges
- Choice of 5 or 10 days dedicated on-site support per month by a Senior SAS Implementation Consultant to assist with all your SAS coding or software challenges
- Full dedicated on-site support during normal business hours.
- On-site availability outside of normal business hours at a fixed hourly rate

Pricing

SAS® On-Site Support	5 Days Dedicated On-Site Support	10 Days Dedicated On-Site Support
SAS Technical Administrator	R 32,000 p/m	R 52,000 p/m
SAS Implementation Consultant	R 32,000 p/m	R 52,000 p/m
Both	R 58,000 p/m	R 92,000 p/m

Target Accounts

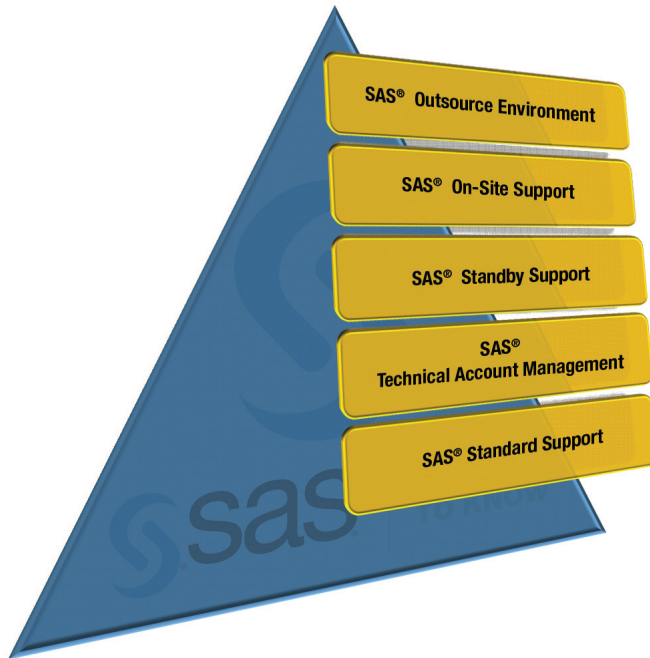
This offering is ideally suited to customers who have little or no experience or capacity to manage their SAS environment

Notes

Any project type work necessitating defined deliverables, timeframes and project management are excluded from the scope of this offering



5. SAS® Outsourced Environment



SAS® Outsourced Environment

This is our flagship premium support offering incorporating the complete spectrum of SAS premium support and allows our customers to outsource management of their entire SAS environment to SAS

Key Offering

- Allow SAS to resource and manage your entire SAS environment with this flagship support offering from SAS
- Incorporates the complete spectrum of SAS premium support
- 15 days of permanent on-site infrastructure and software management and maintenance per month by two senior SAS resources
- 5 days of off-site training and education of two dedicated resources, allowing the customer to keep abreast of latest software developments and best practises
- Spare technical capacity may be utilised on SAS resourced customer projects at no additional charge to the customer

Pricing

R 138 000 per month

Target Accounts

This offering is ideally suited to customers who wish to focus on their core business without the complication of managing their SAS technical environment

Notes

Spare technical capacity may be utilised on SAS resourced customer projects at no additional charge to the customer, but business consulting, business analysis and project management services are excluded

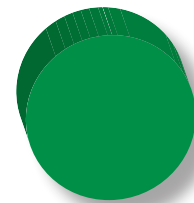
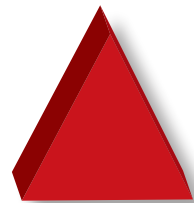




On-line and Onsite, SAS is by your side

**SAS Customer Competency Centre:
Your fast track to Business Intelligence**

**TECHNICAL SUPPORT HOTLINE
0800 004 943**



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