



SAS® SYSTEMS MANAGEMENT ON-DEMAND

■ Key Benefits

- Improved stability, security and performance of your SAS system on an ongoing basis
- Pay as you go: Our 'on-demand' model means that our experts are available when you need them, but you're not paying for them when you don't
- Experts dedicated to your account will get to know your systems intimately, so that every hour they spend on you will be highly productive
- Peace of mind: SAS UK has been audited and accredited, and is committed to ISO27001 - the 'must have' standard for information security.



**THE
POWER
TO KNOW®**

Are your SAS® systems running as well as they could or they should? And how would you know if they weren't? Also, are you achieving your desired levels of stability, security and performance? Common issues include:

- Metadata security not set up; risking loss of important data
- Metadata backup routines not performed; risking loss of productivity in the event of a hardware failure
- SAS hotfixes and patches not regularly applied; risking loss of system stability.

How we can help

The SAS® Systems Management On-Demand Service is designed to address these issues. But more importantly, it will keep your SAS systems running optimally, without you having to dedicate valuable staff time to these tasks.

Our service can also address problems such as inefficient disk space usage, poor use of resources due to manual or badly designed SAS processes, end-users being left to manage their own configurations.

Various packages are available to suit your budget and requirements. Please email services@suk.sas.com or contact your account manager for more details.

Service activities

Over the course of the service, SAS consultants will:

- **Assess:** we'll take time to understand your specific requirements and give you advice on getting the best from our service. This will be conducted by a Technical Account Manager; an experienced SAS expert who will be assigned to oversee your account
- **Plan:** we'll create a workplan to fit your budget. We'll recommend immediate fixes and a regimen of routine maintenance; automated where possible
- **Manage:** we manage the service remotely from our premises. This means that you only need pay for our time when you need it.

Case study

A well-known internet bank needed to exploit the power of SAS analytics to optimise their pricing strategy. However, they were reluctant to increase internal headcount to support this project. Importantly, access to their systems had to conform to their strict security policies.

In order to allow the pricing analysts to concentrate on their main function, whilst still benefiting from a well-managed SAS platform, the bank opted for the 'SAS Systems Management On-Demand Service' as a solution. This allows SAS experts to remotely perform administrative functions in response to authorised requests. The bank now benefits from access to highly skilled SAS consultants, on demand, and at a fraction of the cost of training and allocating internal resources, or hiring a contractor.



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