



## SAS® PREMIUM SUPPORT SERVICE

### ■ Key Benefits

- We will deliver support from named individuals on the Premium Support team who know your SAS infrastructure as well as you.
- Fixed fees for the additional services means that you can budget ahead for the management of both routine and critical issues.
- By adding onsite support into the package, you can bring in valuable expert help when it would be most useful without having to make a new business case.
- Keep you informed on existing and outstanding issues, and firmly in control of next steps and future actions.

The SAS® Premium Support Service works as an extension of your company's internal resource, providing you with superior levels of business support and personal attention from a dedicated, specialist team for a fixed annual fee.

The SAS Premium Support Service extends SAS' world-class customer support by providing an additional 'proactive' and preventative service.

### Service description

The SAS Premium Support Service is the cost-efficient way to protect and nurture your business-critical SAS® infrastructure and solutions, giving you fast access to SAS expertise on a strategic and support level for a fixed annual fee that can be budgeted into your overall SAS investment.

The service is provided by a dedicated Premium Support Service team, and offers additional services covering technical account management, priority issue handling, onsite support and critical period support, as well as entitling you to specially-tailored onsite Premium Support workshops.

For companies with a significant investment in SAS, the personal attention of the Premium Support Service Team is the best way to ensure business continuance and an optimised strategic use of SAS within the organisation as your business needs change.

### Service activities

The Premium Support Service gives you additional services including:

#### Your Technical Account Manager

- Proactively works with you to identify your upgrading requirements
- Provides you with a range of advisory services on the assessment, implementation and operation of SAS
- Coordinates resources required to support you
- Holds regular meetings with you to understand your key projects, solutions and infrastructure
- Acts as an escalation point for all upgrade and maintenance queries.

#### Onsite Support

- For SAS installation, release migration and infrastructure modernisation
- For problems that can't be resolved with remote assistance.

#### Critical Period Support

- Provides you with an experienced and dedicated consultant outside office hours
- For system upgrades and infrastructure modernisation.

#### Premium Support Workshops

- Introduces you to SAS' online services
- Teaches you effective problem investigation techniques and how to make best use of priority handling service.



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TO KNOW®**

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## Service deliverables

The Premium Support Service provides you with a technical account manager, regular status reports, onsite support, critical period support and premium support workshops.

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## Estimated duration

The contract will remain in effect for one calendar year from the agreed start date.

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## Estimated price

Contact your SAS Account Manager to determine the estimated price of this service. All travel and expenses are additional.

## ■ The SAS Advantage

We understand and can apply SAS technology better than anyone else. Our development expertise spans three decades, and our experience with customers around the world is unrivalled. You can rest assured that with every engagement, our methodologies and best practices will deliver tangible results for your organisation.

Now, with the SAS Premium Support Service, you can guarantee the prompt, expert attention of SAS specialists with comprehensive knowledge of your SAS infrastructure and business needs – ensuring maximum protection for your business-critical SAS investment.



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