



## SAS® SYSTEMS MANAGEMENT ON-DEMAND

### ■ Key Benefits

- **Dedicated team of SAS experts:** Our consultants are highly experienced and dedicated to your account
- **In-depth knowledge of your systems:** We will get to know your systems intimately, meaning that every hour we spend on you will be highly productive
- **Only pay for what you need, when you need it:** Our 'on-demand' model means that you can control your costs by purchasing a bundle of time up front, and make use of it when required.

Are your SAS® systems running as well as they could or they should? And how would you know if they weren't? Common causes of data loss, failure risk, poor system performance and slow user response times 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.

### 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.



**THE  
POWER  
TO KNOW®**

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## Estimated price

You only pay for what you need, when you need it. Our on-demand model means you can control your costs by purchasing a bundle of time up front, and make use of it when required.

Contact your SAS Account Manager to determine the estimated price and duration of this service, and for more information about related services. 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® Systems Management On-Demand Service you can keep your systems running optimally, without needing to dedicate valuable staff time to this task.



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