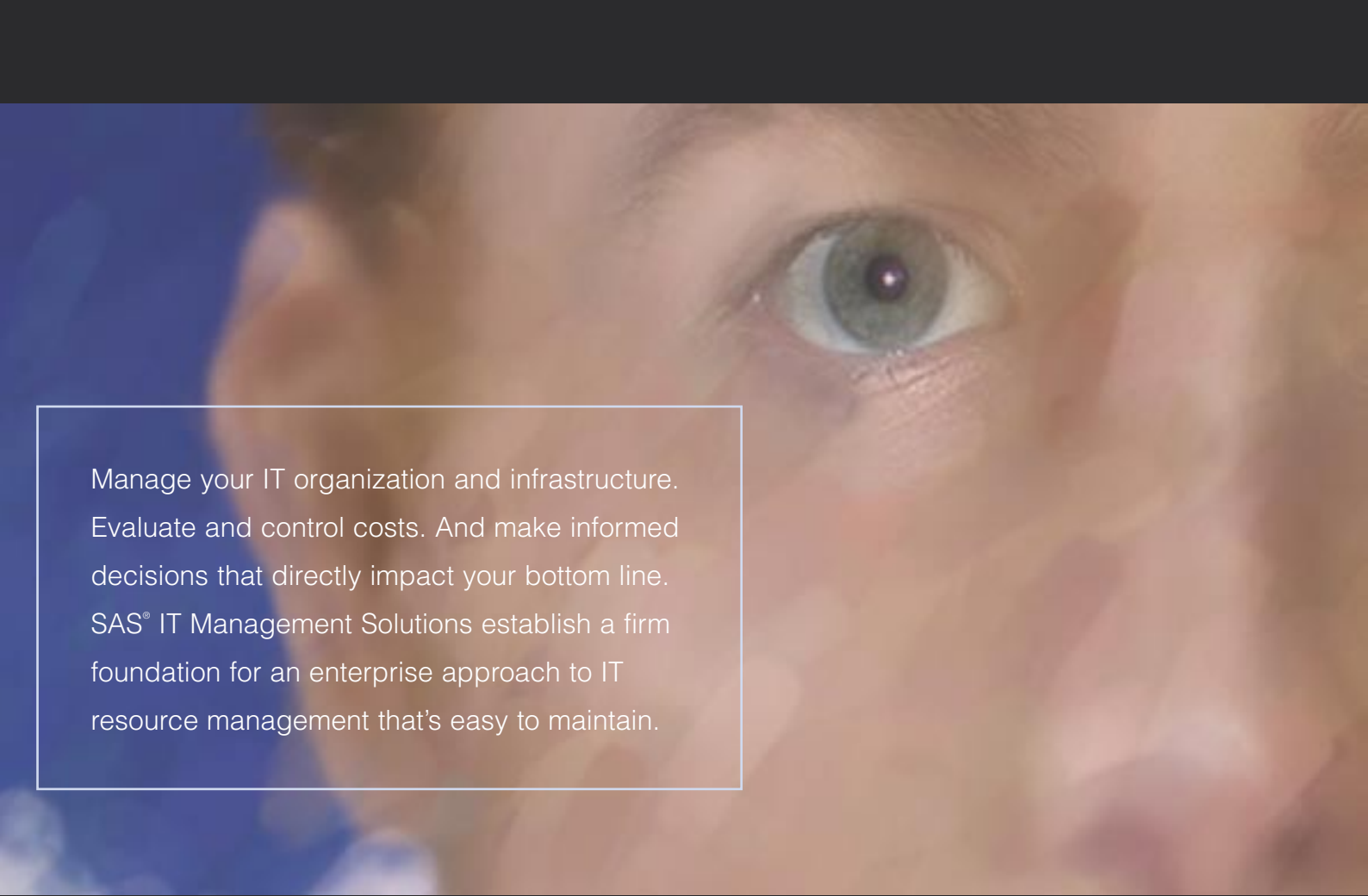




SAS® IT Management Solutions

*Aligning IT strategies with business needs—
from the data center to the desktop*



A close-up, high-resolution photograph of a person's eye, looking directly at the camera. The eye is light-colored and occupies the right half of the frame. The background is a soft, out-of-focus blue and white pattern.

Manage your IT organization and infrastructure. Evaluate and control costs. And make informed decisions that directly impact your bottom line. SAS® IT Management Solutions establish a firm foundation for an enterprise approach to IT resource management that's easy to maintain.

Anticipating your systems needs and putting the right equipment in place

When you go online with your bank, can you breeze through your transactions, or does the system bog down? If you bank with Royal Bank of Canada, the largest Canadian bank, you'll find that things run smoothly. And that's impressive when you consider that online banking is just one piece of a bank's server environment that must run at an optimum level. Using the capacity and performance management capabilities of SAS IT Management Solutions, Royal Bank now collects data 24 hours a day.



Stan Dylnicki
Project Manager, Royal Bank of Canada

Before SAS IT Management Solutions, the bank collected only limited types of data. There were limited mechanisms to collect it, limited ways to analyze online usage and limited planning for additional traffic. Basic questions were difficult to answer: Is the right equipment out there? Are we buying too large or too small? Are we using systems properly? But now, Royal Bank's proactive strategy is paying off, according to Vice Chairman Marty Lippert. The cost of supporting desktops and servers has dropped significantly over the last year, placing Royal Bank among the lowest cost providers of desktops and servers when compared with other banks.

The reason, says Project Manager Stan Dylnicki, is that "we're minimizing problems."

"We know what's out there. We're managing it. We're having less performance problems because we are anticipating what these systems need to run effectively and we're putting the right equipment in place....one of the nice things about SAS IT Management Solutions is that we can now concentrate on the analysis and not the data."

Communicating the status of IT services in terms that everyone can understand

Effective use of technology can determine the success of any business. It affects both the quality of your output and your ability to provide products and services on a timely basis. As IT budgets stretch and costs spiral upwards, executives who need access to IT resources and financial managers responsible for controlling technology costs are facing a variety of constraints.

These decision makers need access to IT business information to develop and achieve strategic goals in an ever-changing computing environment. At the same time, IT managers must leverage investments in existing technology. They must sustain systems performance, stability, recoverability and availability across the enterprise

in order to provide the best IT services to their clients. And they must align IT delivery with business demands to optimize overall profitability and competitiveness.



Plan **Plan**



An all-encompassing, enterprise-wide approach to IT management

Imagine IT management solutions from one industry-leading vendor – solutions that provide platform-independent and cost-effective ways to gain control of all your IT resources, processes and services. You could assemble the data your company already collects in the day-to-day course of business and turn it into the knowledge you need to forecast IT needs and make tough financial decisions. You could easily integrate these solutions with existing IT management applications because they're built on a framework that grows with your needs. And you could provide decision-makers with customized, automated intelligence that draws upon a consistent pool of information supported by reliable data.

Get all this and more with SAS® IT Management Solutions. Our solutions let you go beyond traditional IT performance management and leverage the full potential of each type of IT resource across the enterprise. SAS enables you to manage your IT organization and service delivery, control costs and make informed decisions that directly impact your bottom line. SAS IT Management Solutions provide:

- Integrated and intuitive products for IT management across the enterprise.
- Sophisticated analytical reporting and data visualization.
- Reliable information on IT usage and costs.

From a solutions partner that helps you maximize your software investment

And best of all, they come from SAS. Combined with our professional services organization, implementation and technology partners network, SAS IT Management Solutions are the only solutions that address your entire spectrum of IT services – resources, systems, networks, Web services, call centers and phone systems – from the data center to the desktop, across the enterprise and the Internet. No other IT management solutions are more customizable, offer more robust warehousing capabilities, incorporate more award-winning analytics or span more data sources or systems environments, while providing the widest range of reporting options.



SAS® IT Management Solutions help you:

Gain an enterprise view of your IT environment. Communicate the value of IT by using powerful reporting and analysis tools to facilitate processes in IT resource management, IT cost recovery management, Web infrastructure and IT strategy areas. As information flows throughout the lines of business, IT performance goals can be tied to the goals of the organization.

Optimize operational systems management. Evaluate and execute computer performance management, systems optimization and budgeting, making the processes more efficient and competitive and enabling you to manage your IT resources effectively.

Plan and allocate resources efficiently. Collect data and perform historical trend analysis, such as workload profiling and impact analysis, which is critical to aligning future IT growth with organizational objectives.

Enhance existing IT investments. Employ unprecedented openness and a simplified working environment that integrates with all existing IT

operational systems — without re-engineering — to capitalize on investments and resources in your current infrastructure.

Analyze IT costs accurately. Develop business-focused IT cost models with the aim of establishing optimal IT financial objectives. Manage a multitude of diverse data sources and integrate with all external data sources and major database technologies.

SAS® IT Management Solutions consist of:

SAS® IT Resource Management— Bring your disparate data into a customized warehouse where it can be used for:

- IT resource management across the enterprise from your desktop.
- A Web report gallery where users can point and click through detailed analytical reports.
- Integration with other SAS solutions.

SAS® IT Charge Management – Combine IT subscription and transaction-based charge information to:

- Allocate IT resources to particular business cost centers.
- Apply different charge rates.
- Employ your own billing schemes.
- Supply users with a quick and easy way to audit and manage IT resource use.
- Provide IT with a quick and accurate response to billing and auditing inquiries.
- Offer invoice and costs reporting in multiple currencies.

Comprehensive warehousing of services data – Maintain a single point of control over the information delivery process and create repeatable processes that reduce maintenance costs.

Award-winning analytics – Enjoy accurate, consistent reliable analysis of all your business and IT resource information from the globally recognized industry leader in analytics and data warehousing.



Analyze



The SAS® Intelligence Advantage

Today, organizations must focus scarce resources on the strategies most likely to yield success. SAS can help businesses achieve this focus.

We leverage the investments you've already made in operational systems and applications by adding a layer of intelligence you can't get anywhere else. SAS solutions and services empower your organization to transform raw data — from any source and across every channel — into vital intelligence about customers, suppliers, your organization, and the overall performance of your enterprise. We call it SAS Intelligence, and we deliver it through our industry-leading data management and analytics.

Because all SAS solutions rely on the same open, extensible framework — the Intelligence Architecture — it's easy to link individual solutions and leverage existing technology to produce reliable information that decision makers can act upon with confidence.

Whether you're focused on one facet of your business or committed to improving performance throughout the enterprise, SAS Intelligence can help you maximize profitability, minimize risk and achieve competitive advantage.

Solutions from SAS, the world's largest privately held software company, are used at more than 40,000 business, government and university sites around the world. Customers include 90 percent of Fortune 500 companies.

For 25 years, SAS has been giving our customers *The Power to Know*®. For more information, visit us at www.sas.com.

Manage Manage





The best of both worlds

Unlike the IT staff who want to know how specific network circuits and components are performing, the IT service customer is primarily interested in two things: “How quickly am I getting the information I need?” and “Am I getting a service at all?” With SAS® IT Management solutions Air France sought to answer these questions. Ranking third worldwide in international passenger transport, fourth in international air freight and second in aircraft maintenance, Air France is one of the world’s leading airlines. And its intricate operations — 55,000 employees, more than 400 core business applications, three data centers (two IBM, one Unisys), 100 UNIX servers, 1400 NT servers and an internet-worked WAN with 600 routers— require an extensive IT infrastructure. In addition to keeping constant watch over current performance, team members at Orly Airport need to provide trouble-shooting in a fast paced business environment.

“The heterogeneous data collection and integration capabilities of [SAS] have proven vital in building meaningful service quality indicators for customers and IT staff alike.”

Olivier Willm

IT Operations Department Air France

As a result of their SAS IT Management Solutions implementation, Air France IT managers can now get objective metrics on response time and availability. And they can instantly detect any degradation in their quality of service. Daily reports show response time peaks, troughs and trends. Monthly overviews identify days when average response times fall below specified thresholds. “Network management is an increasingly difficult balancing act,” says Olivier Willm of Air France’s IT operations department. “The heterogeneous data collection and integration capabilities of [SAS] have proven vital in building meaningful service quality indicators for customers and IT staff alike.”



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