

SAS® Solutions OnDemand **Hosting Overview**



Overview

As a world-class provider of business solutions, SAS Solutions OnDemand (SSO) has a hosting model with the flexibility to meet your business needs. By using SAS data center spaces and making full use of our relationships with third-party hosting providers, we are able to provide global hosting.

We offer a range of hosting services to meet your business needs:

- **Infrastructure.** SAS offers raised-floor data center space, with four locations in the US and one in Europe. Redundancy of power, cooling and Internet service provides a highly reliable data processing infrastructure, with 99 percent or greater availability. Electronic card readers with PIN numbers or biometrics provide secure access. Secured cabinets or cages are also available. Digital surveillance cameras provide a record of activity in the facilities. Dry-pipe, pre-action fire suppression systems are in all facilities. Automated building management systems for monitoring the infrastructure are in place.
- **Managed services.** The NOC is staffed 24 hours a day, 365 days a year. The staff acts as the first responders. They assess the situation and resolve or engage other support teams for a rapid resolution.
- **On-site support.** Both IT technicians and security personnel are available to provide support to problems 24 hours a day, 365 days a year. System backup and off-site media storage are also available. Multiple vendor contracts are in place to provide infrastructure and systems support.
- **Continuity of business (COB).** This term refers to an organization's plans and procedures aimed at protecting its key assets and continuing its critical business functions in the event of threats such as natural disasters, pandemics, power outages, computer viruses or terrorist attacks. SAS' COB program was developed to meet industry best practices.



Cary 1 Facility Specifications

General Facility Information	<ul style="list-style-type: none"> • 30,000-square-foot, raised-floor environment of concrete reinforced with steel. • Leak detection system. • No external doors or windows.
Power	<ul style="list-style-type: none"> • 3.2-megawatt power capacity. • Three 1.6-megawatt diesel generators provide redundant emergency power. • 15,000-gallon diesel fuel tank for 72-hour continuous run time. • Monitoring and alerting through an automated building management system.
Cooling	<ul style="list-style-type: none"> • N +1 design. • Air distributed under the raised floor through perforated tiles. • Monitoring and alerting through an automated building management system.
Fire Protection	<ul style="list-style-type: none"> • Data center safe fire extinguishers. • Conventional smoke sensors. • Pre-action, dry-pipe fire suppression system. • Clean agent fire suppression system.
Network	<ul style="list-style-type: none"> • More than 450Mbps of Internet bandwidth. • Multiple Internet service providers. • 10Gbps connectivity in network core. • 1Gbps and 10Gbps connectivity available for hosting systems. • Layer 2 redundancy available for hosted systems.
Security	<ul style="list-style-type: none"> • Physical access provided through electronic card access and PIN code. • Digital video devices at entry points. • 24/7 on-site technicians and SAS security personnel.
Professional Services	<ul style="list-style-type: none"> • Operations specialists on-site 24/7. • IT support staff on call 24/7. • SAS security on-site 24/7. • Operations engineers on call 24/7. • Off-site tape storage available.

Cary 2 Facility Specifications (SAS' New Cloud Computing Center)

<p>General Facility Information</p>	<ul style="list-style-type: none"> • 10,000-square-foot, raised-floor environment. • Pre-cast concrete. • Roof can withstand 200 mph winds. • Leak detection system. • No windows. • Designed to high-level LEED standards: <ul style="list-style-type: none"> o Reclaimed water. o Water side economizer. o Flywheel UPS.
<p>Power</p>	<ul style="list-style-type: none"> • 1.5-megawatt power capacity. • 1.8-megawatt diesel generator provides emergency power. • 400V power. • 8,659-gallon diesel fuel tank for 48-hour continuous run time. • Monitoring and alerting through an automated building management system.
<p>Cooling</p>	<ul style="list-style-type: none"> • N +1 design. • Air distributed under the raised floor through perforated tiles. • Monitoring and alerting through an automated building management system.
<p>Fire Protection</p>	<ul style="list-style-type: none"> • Data center safe fire extinguishers. • VESDA – Very Early Smoke Detection Apparatus. • Pre-action, dry-pipe fire suppression system.
<p>Network</p>	<ul style="list-style-type: none"> • More than 450Mbps of Internet bandwidth. • Multiple Internet service providers. • 10Gbps connectivity in network core. • 1Gbps and 10Gbps connectivity available for host systems. • Layer 2 redundancy available for host systems.
<p>Security</p>	<ul style="list-style-type: none"> • Physical access provided through electronic card access and PIN code. • Digital video devices at entry points and throughout the facility. • 24/7 technicians and SAS security personnel available on campus.
<p>Professional Services</p>	<ul style="list-style-type: none"> • Operations specialists available 24/7. • IT support staff on call 24/7. • SAS security available 24/7. • Operations engineers on call 24/7. • Off-site tape storage available.

Raleigh 1 Facility Specifications

General Facility Information	<ul style="list-style-type: none"> • 24,000-square-foot, raised-floor environment. • Masonry and steel construction. • Hurricane wind-rated roof. • Leak detection system. • Ballistics-resistant walls, doors and windows.
Power	<ul style="list-style-type: none"> • 2N design. • 1.64-megawatt power capacity. • 3-megawatt diesel generator provides emergency power. • 4,200 gallons of diesel fuel storage.
Cooling	<ul style="list-style-type: none"> • N+1 design. • Air distributed under the raised floor through perforated tiles.
Fire Protection	<ul style="list-style-type: none"> • Data center safe fire extinguishers. • Incipient early-warning fire detection system. • Pre-action, dry-pipe fire suppression system.
Network	<ul style="list-style-type: none"> • Multigigabit network backbone with more than 5.6Gbps bandwidth. • Multiple providers to deliver Internet access. • Burstable bandwidth from 1 – 1,000Mbps.
Security	<ul style="list-style-type: none"> • Physical access provided through electronic badge card and PIN access. • Motion-activated digital security cameras (interior and exterior). • 24/7 on-site technicians and security personnel.
Professional Services	<ul style="list-style-type: none"> • Technicians on-site 24/7. • IT support staff on call 24/7. • Security personnel on-site 24/7. • Off-site tape storage available.

Charlotte 1 Facility Specifications

General Facility Information	<ul style="list-style-type: none">• Masonry, brick and steel construction.• Hurricane wind-rated roof.• Leak detection system.
Power	<ul style="list-style-type: none">• 2N design.• Redundant (1.5-megawatt diesel generator provides emergency power.• Five days of fuel on-site.
Cooling	<ul style="list-style-type: none">• N +1 design.• Air distributed from under the raised floor through perforated tiles.
Fire Protection	<ul style="list-style-type: none">• Data center safe fire extinguishers.• Pre-action, dry-pipe fire suppression system.
Network	<ul style="list-style-type: none">• Multigigabit network backbone with more than 5.6Gbps bandwidth.• Multiple providers to deliver Internet access.• Burstable bandwidth from 1 – 1,000Mbps.
Security	<ul style="list-style-type: none">• Physical access provided through electronic badge card and PIN access.• Motion-activated digital security cameras (interior and exterior).• 24/7 on-site technicians and security personnel.
Professional Services	<ul style="list-style-type: none">• Technicians on-site 24/7.• IT support staff on call 24/7.• Security personnel on-site 24/7.• Off-site tape storage available.

Europe 1 Facility Specifications

General Facility Information	<ul style="list-style-type: none">• 291,794-square-foot, raised-floor environment.
Power	<ul style="list-style-type: none">• Six 10,000V diesel generators.• 48 hours of fuel on-site.
Cooling	<ul style="list-style-type: none">• N +2 design.• Air distributed from under the raised floor through perforated tiles.
Fire Protection	<ul style="list-style-type: none">• Data center safe fire extinguishers.• VESDA – Very Early Smoke Detection Apparatus.• Conventional smoke and heat sensors.• Pre-action, dry-pipe fire suppression system.
Network	<ul style="list-style-type: none">• Tiered housing of network cabling.• 24 operational telecom carriers.• Access to Internet peering points via AMS-iX.
Security	<ul style="list-style-type: none">• Secure area access provided with individual PIN code.• 24/7 monitored CCTV throughout interior and exterior.• 24/7 on-site technicians and security personnel.
Professional Services	<ul style="list-style-type: none">• Technicians on-site 24/7, 365 days a year.• IT support staff on call 24/7.• Security personnel on-site 24/7.• Off-site tape storage available.

Summary of Features

Physical Infrastructure

- High bandwidth network connectivity.
- Support for multiple ISPs.
- Raised-floor data center.
- Redundant power, cooling, Internet service.
- Multiple locations in US and Europe.
- Electronic card readers with PIN numbers and biometrics.
- Secured cabinets or cages.
- Digital surveillance.
- Fire suppression.
- Automated building management for monitoring.
- Shareable and scalable – designed for the solution at hand.
- System backup and media storage available.

SAS® Trained Support

- 24/7 on-site support.
- SAS knowledgeable.
- On-site staff includes IT technicians and security personnel.

Summary of Benefits

Fast and Reliable

- High-bandwidth network ensures optimal response time.
- 99 percent or greater availability means no unplanned downtime for business operations.
- Disaster recovery and continuity of business (COB) plans and procedures for protection of assets and continuation of critical business functions in the event of threats – enabled by redundancy, failover across multiple locations, etc.

Secure

- Secure infrastructure ensures integrity and confidentiality of data.

Flexible

- Deployment flexibility – multiple hosting options, including software as a service (SaaS) and enterprise hosting, as well as the ability to deploy on-premise or host through another provider.
- Geographic flexibility – ensures low-latency support (fast response time), ability to address regulatory requirements (e.g., restrictions about where data resides).
- Ability to accommodate growth and peak periods – shareable and scalable approach allows for flexible capacity.

Fast, Responsive Support

- Support staff with SAS knowledge leads instead of those with infrastructure-only knowledge, which results in rapid resolution.
- 24/7 support for rapid issue resolution.

Certification and Experience

Certification

- Certified by third-party organizations.
- Ensures that SAS uses industry best practices.

Experience

- SAS customer success spans multiple solutions, industries, etc.
- 35 years of analytics success.
- World leader in analytics.



SAS Institute Inc. World Headquarters +1 919 677 8000

To contact your local SAS office, please visit: www.sas.com/offices

SAS and all other SAS Institute Inc. product or service names are registered trademarks or trademarks of SAS Institute Inc. in the USA and other countries. ® indicates USA registration. Other brand and product names are trademarks of their respective companies. Copyright © 2011, SAS Institute Inc. All rights reserved. 105273_S73355.0711