



SAS® Cloud Support and Consulting Services - SAS® for G-Cloud®

Your business goals matter to you. Helping you reach them matters to us.



At the heart of SAS® for G-Cloud is the Analytics Life Cycle: only by recognizing and fully supporting the phases around DATA, DISCOVERY and DEPLOYMENT will you get a complete process to generate impactful insights.

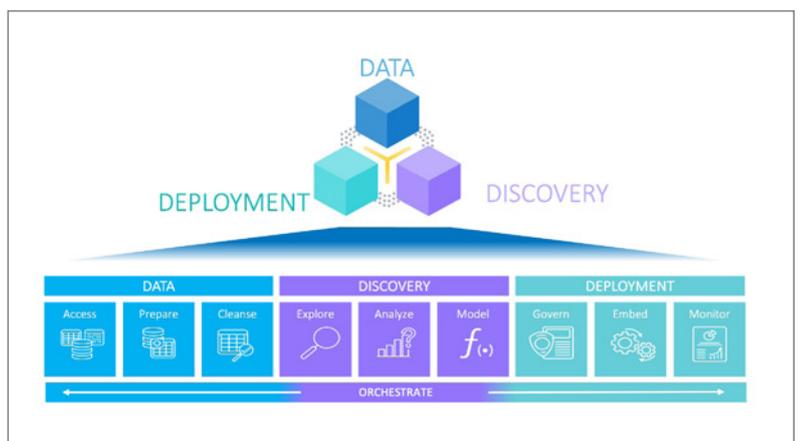
Everything we do is built around the recognition that you need to get from data to value, with the analytics life cycle as the underlying principle, we have it down to a science. Whether you're exploring ideas in the Discovery phase or putting analytics into action in the Deployment phase, we can help you ask the right questions, find the right answers and take the next step toward getting the most value.

The goal of our Cloud Support and Consulting Services is to get you to experience the power of SAS as rapidly and smoothly as possible.

No matter what your business goals or what level of support within the Analytical lifecycle is required, SAS can help you achieve - or exceed - them faster.

Our four decades of experience in analytics serves as the foundation of our Cloud Support and Consulting Services.

Highly skilled, certified consultants supported by an unrivalled knowledge base and a global network of software developers, professional services consultants, dedicated education practitioners and technical support consultants work alongside you to help you gain both immediate and long-term value from your SAS investment. We partner with you to understand your needs and goals, and to help you chart an optimal path to success.



Our expertise ensures that every engagement follows SAS defined methodologies, best practices and delivers tangible results. Our services division can deliver or support any and every step of your SAS journey - from the design and set up of your infrastructure, the management and governance of data, through to the delivery of analytical output, and everything in between, including:

- **Architecture and environment design**
- **Installation/migration activity**
- **Administration of the software/environment**
- **Testing of the environment**
- **Data Management & Governance**
- **Business Intelligence and Visualisation**
- **Predictive Analytics, Advanced Analytics & Data Science**
- **Customisable support levels, or a fully managed service.**
- **Program/Project Management**

We work with you, your technology and your data. We run discovery and definition sessions to understand your needs. And depending on those needs we are highly successful at generating analytic-driven value quickly because we use a case-by-use case approach, delivered through our Quick Start, templated or tailored service models.

Once your SAS environment is deployed, we'll keep in touch and offer additional guidance and coaching as required, ensuring that you get the most from your SAS® investment - on hand to provide advisory consulting to ensure everything is achieved seamlessly.

Whether you require our Cloud Support and Consulting Services to meet a generic requirement or have specific requirements to support you on your Cloud journey, we have a series of defined services and quick starts that will allow you to obtain help against a specific objective - we provide a series of continuously developed service offerings that serve as short quick start engagements and supplementary support services that can be delivered alongside your SAS for G-Cloud Software as a Service capabilities.

SAS® for G-Cloud® Cloud Modernisation Assessment

What is it?

A roadmap to modernise your SAS systems and processes for the Cloud in alignment with your cloud strategy.

Why do it?

Receive recommendations that will enable you to utilise Cloud infrastructure and services for your SAS platform in a way that aligns to your cloud strategy without adding risk to your current business processes.

How to do it

A 5-day engagement will enable our architecture consultant to understand your cloud strategy and current SAS architecture and then recommend a clear and actionable set of next steps to modernise your SAS platform into the cloud.

Value

Our assessment will show where you can benefit from the advantages of modernisation for the Cloud including the potential to:

- Decrease overall TCO for SAS
- Improve scalability, resilience and recoverability
- Align SAS with your cloud technology roadmap
- Make informed decisions by accurately assessing cloud options against alternatives





SAS® for G-Cloud® Adoption Services

What is it?

An adoption program customised for you to grow the skills your team needs: SAS skills, soft skills, leadership skills, industry skills.

Why do it?

An adoption programme is a strategic approach to developing and retaining your analytics talent. We build a program that addresses the challenges – around people, technology, processes, and data. It will help you understand your short, medium and long-term SAS training needs and work with your budget accordingly. It ensures the right people attend the right courses at the right time. It is built to evolve with your changing business needs and support you in the future.

How to do it

SAS' proven method defines the strategy, identifies roles and competency levels required to deliver your team goals, analyses the gaps and builds learning events that are delivered in a way that fits with your timescales, culture and environment. The framework we build is designed to support you in the future: it will be flexible, repeatable and scalable. SAS works with you to build in-house expertise to support you in the future with onboarding new team members, building learning and development plans and contributing to business improvement by fully utilising your SAS tools.

Value

Learning should be designed to achieve your vision and address your organisation's unique challenges. An adoption programme will support:

- Improvement of employee retention and engagement
- Attraction of the best talent
- Growth in skills and standardisation of best practices
- Maximising individual performance and productivity
- Building a strong, self-sufficient SAS user community
- Taking full advantage of the SAS platform
- Creating a scalable solution for achieving your vision

SAS® for G-Cloud® Reporting and Visualisation Services

What is it?

We provide design skilled consultants with a wealth of experience in delivering top quality reporting and visualisation output. Whatever your output challenges, our consultants can help you deliver beyond your expectations.

Why do it?

Want to present reports and visualisations that inform, influence, impress and stand the test of time? Don't leave your output to chance. You need people who understand design, UX/UI, and have an ability to drive clear requirements. This combination of skills and experience has delivered highly impressive reporting and visualisation results for some of our customers.

How to do it

SAS will work with you to analyse, advise and recommend options and solutions, and then deliver designs that can be built by SAS, or by your own in-house experts.

Value

Our SAS® Reporting & Visualisation Service will ensure that you are enabled to define, refine, design and deliver the best possible reporting and visualisation results. This can extend to the physical output and prototypes of the actual reports/visualisations.



SAS® for G-Cloud® SAS Architecture Review

What is it?

Expert advice to help optimise your use of chosen SAS® software by improving the effectiveness of your enterprise architecture.

Why do it?

Improve the efficiency of your IT processes, manage IT costs and provide mission-critical analytical services and in preparation of moving to the Cloud.

How to do it

SAS will undertake a top-level analysis of your existing SAS® landscape to provide recommendations in areas such as:

- Performance / capacity / scalability
- New use cases not yet envisaged
- Integration with wider technology landscape

Value

Our SAS® Architecture Review Service will provide you with an immediate action plan to:

- Optimise existing investment
- Ensure compatibility and integration
- Reduce risk and control costs

SAS® for G-Cloud® Analytical Model Development Service

What is it?

Deployment of statistical models that will generate rapid returns from your data.

Why do it?

Whether the model involves profiling and segmentation, retention, response modelling, profitability, basket analysis, or next logical product, our analytical consultants will develop a model that will quickly add value to your organisation. The documentation and model produced will equip you with a structured approach and process design for future model development.

How to do it

SAS will undertake a series of workshops to understand and define a business problem or opportunity, gather the data required and create the analytical base table for exploring / visualising / hypothesis testing / modelling and defining model performance acceptance criteria. SAS will build the model and present the outcomes.

Value

Our SAS® Analytical Model Development Service will deliver:

- Full documentation of the end-to-end model build process
- Details of assumptions and techniques used

The process will enable you to reduce the amount of time required to implement additional analytical solutions.

SAS® for G-Cloud® Results Service

What is it?

SAS Results connects you with the power of SAS Analytics and SAS experts to deliver results your organisation can act on.

Why do it?

Not every organisation has the tools and expertise to turn data into insights. SAS Results gives you the opportunity to deliver answers to key business problems or initiatives.

This service provides a foundation for definition and discovery of critical information that will help you know your customers - and your organisation overall - to give you the edge to compete effectively in today's rapidly changing marketplace.

How to do it

You provide the data and business problem; we combine the power of SAS Analytics with the know-how of SAS experts to deliver results you can act on. Whether this involves profiling and segmentation, retention, response modelling, visualisation, fraud or forecasting - SAS Results can help you develop more powerful analytical insight.

Note: The SAS® for G-Cloud - Results Service is a combination of the applicable SAS® for G-Cloud Software as a Service offering coupled with one or more of our Support Service offerings and will be priced on application.

Value

With SAS Results, there is no software license or infrastructure to buy. Key benefits include:

- **Expert help** - knowledge and expertise to help you address your most difficult business issues
- **Access to skilled resources** - work with those who have the skills you need to optimise your analytics efforts
- **Fast turnaround** - combining technology and business expertise to deliver more powerful solutions
- **Deployment options** - multiple delivery alternatives through cloud-based or on-premises deployments





SAS® for G-Cloud® Innovation Lab & Use Case Factory

What is it?

Quickly identify the business value in your data.

Why do it?

Curious to identify the potential value in your own data? Working together with a team of experienced data scientists from SAS®, we will test use-cases on your data to discover how your organization can benefit from analytics.

How to do it

Our data scientists will guide you through the process of defining use-cases relevant to your business, process data and test hypotheses. Our consultants will communicate the results, so you can make an informed decision on which solution to pursue.

Value

Key benefits include:

- Define and test use-cases together with a team of consultants
- Get immediate value of your data
- No need to train your own team
- Outcome is tested and documented with limited investment

SAS® for G-Cloud® GDPR Assessment

What is it?

Assessment of data management and analytics systems and processes, designed to quantify potential exposure to GDPR compliance risk.

Why do it?

If you process the personal data of individuals located within the EU, you must comply with the GDPR. To meet compliance requirements, you must show how you comply with the principles.

How to do it

SAS will carry out a full inventory of all SAS® systems deployed; a SAS® systems security review; and a full data and processing inventory

The assessment process will help determine:

- What personal data is being processed and whether it is GDPR compliant
- Who has access to personal data and how the data is protected
- How prepared you are for the rights and principles under the GDPR

Value

Our SAS® GDPR Assessment Service will deliver a recommendations report describing actions to be taken to ensure GDPR compliance. This will include:

- Risk Assessment
- Mitigation advice
- SAS® roadmap and recommendation

SAS® for G-Cloud® Enhanced Support Services

What is it?

Making an investment in SAS doesn't stop at deployment. Which is why our support consultants are on hand to help you with everything from boosting the efficiency of your SAS® system to fixing technical glitches to minimise production downtime.

As your investment in SAS® grows, our services adapt, connecting you with technical support engineers and statisticians trained in the latest SAS® skills and methods. We take a holistic approach to customer care. That means our technical support professionals work closely with software developers, consultants, training personnel and others to provide you with the best answers - and learn from your questions.

Complementary to our Software as a Service offerings, our enhanced support offerings, SAS® Premium Support and SAS® Elite Support, bring you closer to SAS and provide you with improved response times, increased levels of personal attention and access to a range of additional on-site support services to meet your needs. You'll be guided by a technical support account manager (TSAM) who will be your personal partner and coordinator. Your TSAM will proactively manage your support engagement, helping you benefit from SAS best practice support methods, so you can spend more time focused on generating value from our software.

How to do it

SAS Premium Support provides direct access to a technical support account manager (TSAM) providing:

- Faster response times to resolve technical issues
- Enhanced Response Time SLAs
- Proactive technical advice and management of support tracks.
- Regularly scheduled meetings and workshops
- Regular status reports on your technical support activity

SAS Elite Support gives you all the benefits of Premium Support plus:

- Major incident management support
- Consulting support service hours
- Out-of-hours planned support
- Unlimited access to e-courses
- Discounted SAS Training Points

Value

Maximise the effectiveness and ROI of SAS software across your enterprise:

- Receive enhanced support to address your evolving needs
- Maximise uptime and outcomes, so you can spend more time focused on providing value to your business
- Take proactive measures to mitigate risks
- Receive superior levels of support tailored to your needs
- Gain expert knowledge and personal attention from a dedicated team of knowledgeable resources
- Experience a level of expertise that only SAS can deliver

For more information, please contact:

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