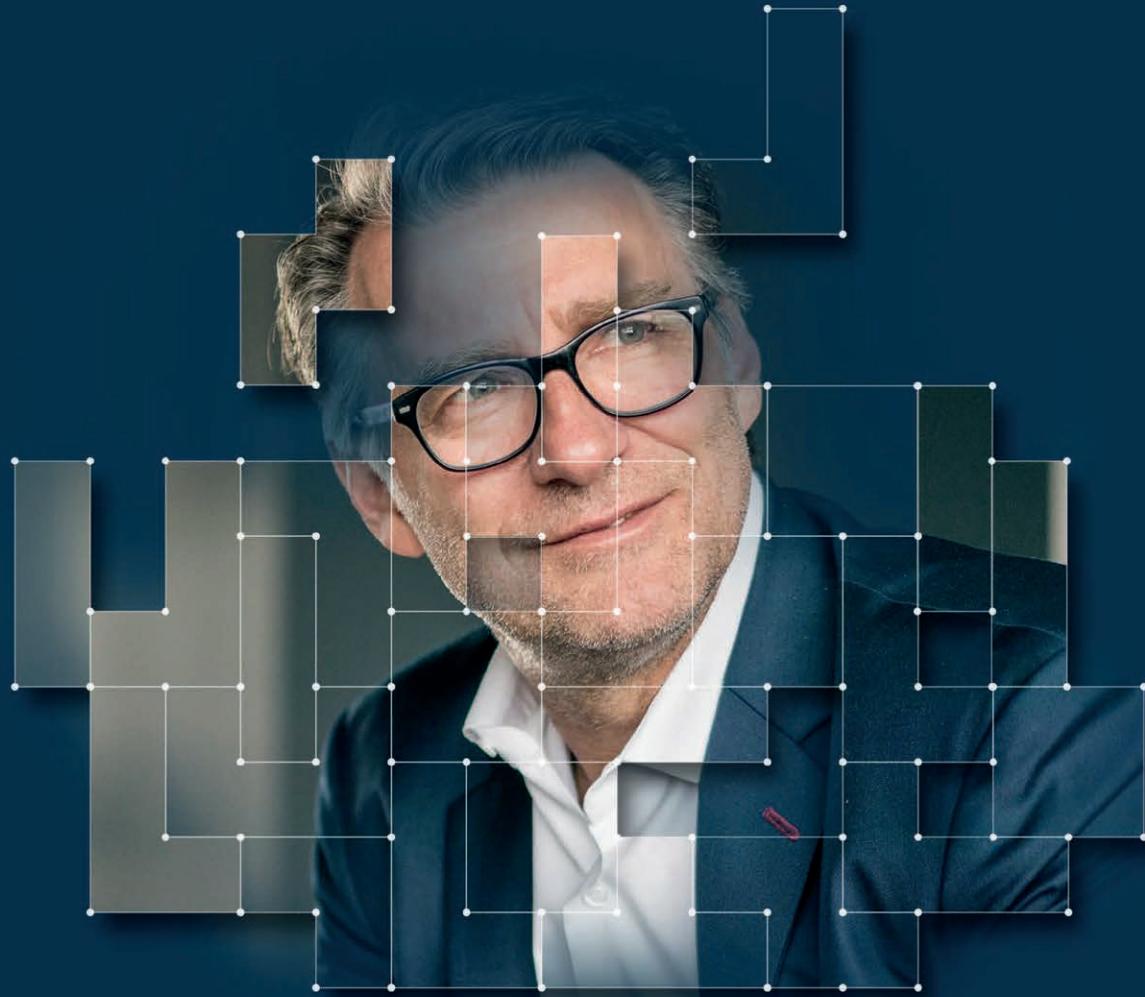


SAS[®] services catalogue

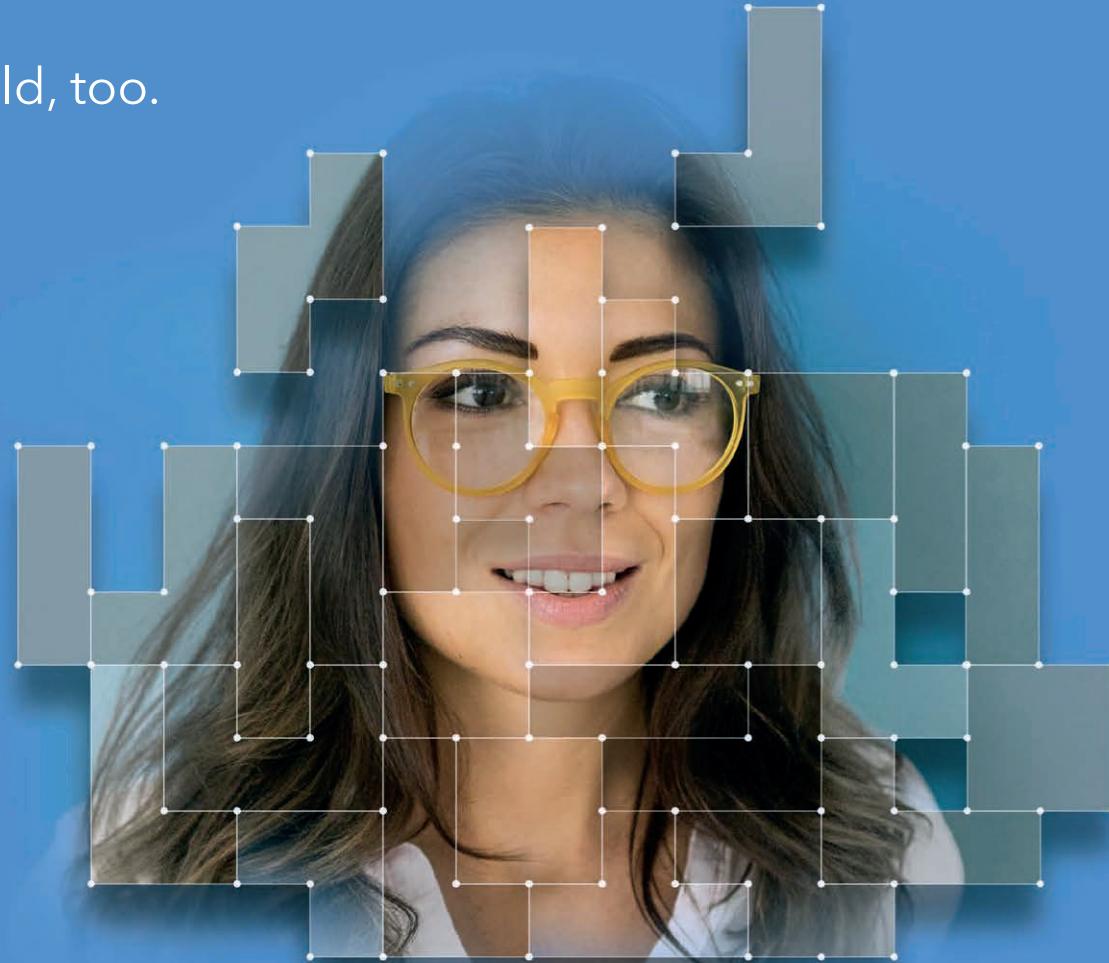


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Our most successful customers
work with SAS® services.

That is why we think you should, too.



SAS® services – maximize business value

SAS services provide a wide range of support options, tailored to your needs. From resolving issues to advancing your skills, our services enable you to reach your business goals.

You know analytics is the key to solving your most urgent business challenges. But who implicitly understands your business, your market, your data challenges and can help you design and deploy your SAS solutions to generate maximum business value? Who can upskill your people in exactly the way they need, when they need and stand by them every step of the way – whether they want to be a competent data analyst or data modeller, report designer or data scientist? Who has the intense understanding of the ins and outs of your system to keep it humming along at peak performance, so that our software can radically transform the value you derive from analytical insights? Who puts SAS to work to deliver the game-changing competitive advantage you demand?

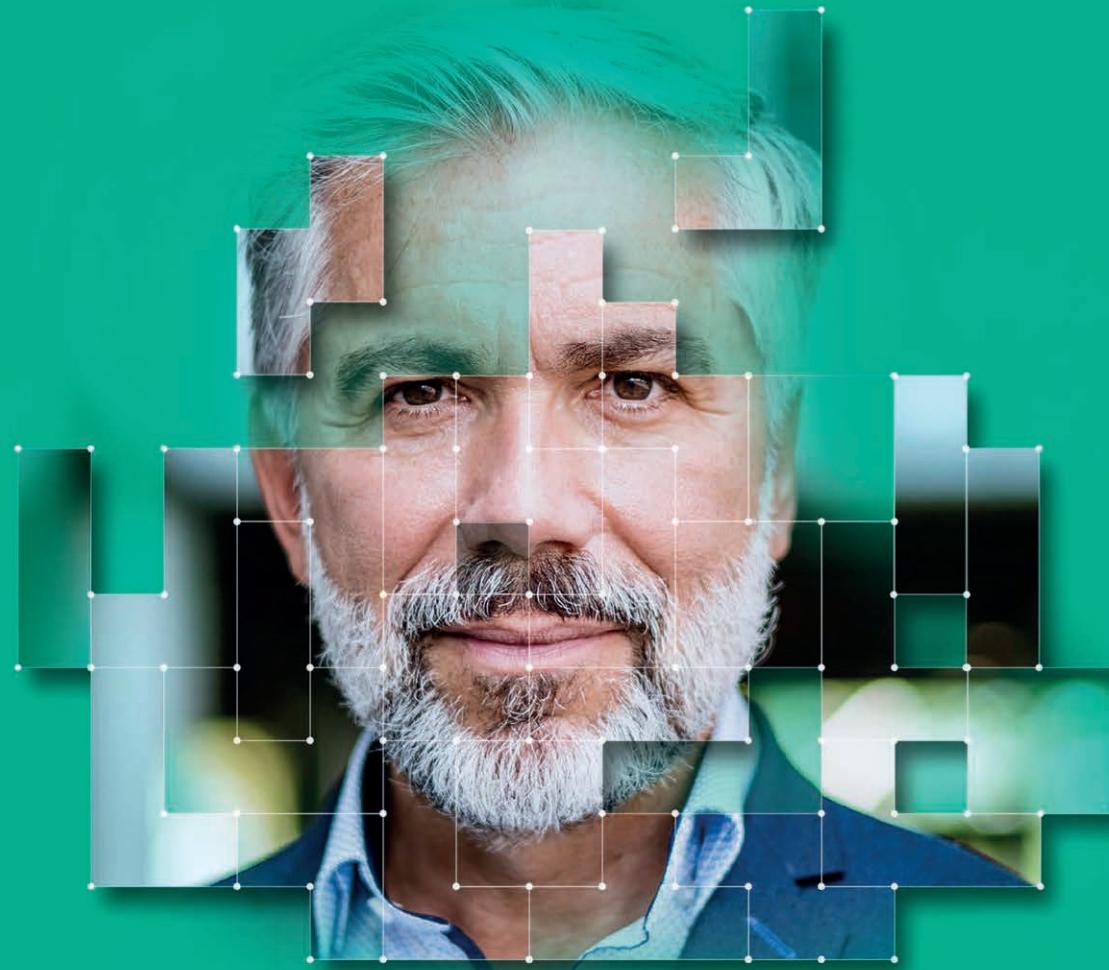
Our teams – from consultants to trainers and technical specialists – support you in four ways:

- Designing a solution that can scale from meeting specific use cases to transforming decision-making, revenues and competitive advantage across your organization
- Helping your staff to quickly adopt SAS software, empowering them with their SAS knowledge and skills to solve, explore and experiment with SAS ever-expanding capabilities – and that can only mean more business value for you
- Engaging with your support teams to provide operational excellence through timely advice, guidance and best practices that improve service availability

- Solving immediate business problems with results-as-a-service, and helping you understand the scope that SAS can deliver

Our most successful customers work with SAS services. We help to ignite their imaginations, optimize their investments and deliver huge analytics-driven value to the business.

Core technology services



Architecture review

Reference no. CTS-01

What is it?

Expert advice to help optimize your use of 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.

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

Key benefits

Our SAS architecture review service will provide you with an immediate action plan to:

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

Installation services

Reference no. CTS-02

What is it?

Installation and configuration of any SAS® software either on-premise or in cloud environments.

Why do it?

Save time and money and maintain a high level of quality for your mission-critical environments. SAS has a team of professional experts that focus exclusively on carrying out installations, thereby avoiding any risk on your side.

How to do it?

The SAS installation team will plan, prepare and execute the installation of your SAS environment following a watertight process and proven checklists. A detailed milestone checklist helps with your planning and preparation. The SAS installation design document defines the system architecture including all specific requirements and is used to provide detailed documentation after validation of the installation.

Key benefits

Keeping up with quickly changing markets and environments using the latest available software versions is a key success factor. The SAS migration team will ensure efficient migration whilst your teams add value in their core business areas.

Migration services

Reference no. CTS-03

What is it?

Migration of your SAS® environment to the latest version.

Why do it?

Keep your SAS software up to date to continue to get the best value from your investment and ensure that you don't miss any critical security updates. The SAS migration team boasts extensive experience to ensure an efficient and risk-free migration path for your SAS environments.

How to do it?

The SAS migration team will migrate your SAS environment by:

- Holding a migration workshop together with your team to plan and design the migration process
- Carrying out the migration tasks
- Using automated processes such as SAS Migration Utility whenever possible, thereby saving time and money
- Performing post-migration tasks
- Validating the migrated SAS environment
- Handing over of the migration documentation to your operations team

Key benefits

Keeping up with quickly changing markets and environments using the latest available software versions is a key success factor. The SAS migration team will ensure efficient migration whilst your teams add value in their core business areas.

SAS® Grid Optimization service

Reference no. CTS-04

After implementing SAS Grid Manager, we strongly advise you to evaluate the results after 6-12 months. Chances are that you still have SAS jobs that can be further optimized to the grid and get even greater value out of your investment.

What is it?

Experienced SAS consultants perform an assessment of your SAS Grid environment and present a set of recommendations that will help you optimize the use of it.

Why do it?

Identifying critical jobs and potential for improvements is no simple job. Our experts help you prioritize focus areas including monitoring of performance logs, governance structure, workload management and optimized use of SAS Work libraries.

How to do it?

During an initial kick-off meeting, we define focus areas together with key stakeholders, followed by an engagement where we:

- Perform an assessment on the current environment
- Compile a report with recommendations and an action plan
- Present findings and recommendations in a workshop
- Offer additional support in implementing changes if needed

Key benefits

- Improve the value of your investment in SAS Grid
- Reduce processing times and help grid users achieve results faster
- Achieve greater flexibility in job scheduling and balancing of work

What is it?

With the massive increase in the volume of business data the demand for technical and professional know-how in your SAS® projects also increases. Modernization and technological change: Topics such as machine learning and open-source or cloud technology present you with new challenges. Experts who have data science skills, technical know-how and business management knowledge are in demand. SAS offers you the right resources for every requirement - over the entire life cycle of your SAS solution.

Why do it?

The right expert knowledge at the right time: To ensure that your investment in SAS pays off quickly, we support you in securing SAS expertise in your company - from consulting at the beginning of a project to software implementation or optimization of your existing SAS environment.

How to do it?

We have a constant consulting team of 140 experts in German-speaking countries, which, in combination with our preferred partners, is successfully used as spearhead in customer projects.

Key benefits

- Flexibility in the use of resources: replacement in case of planned or unplanned failure
- Direct access to SAS experts - worldwide
- SAS quality standard: Training of preferred partners and access to all training documents and certifications
- Management support: For technical requirements, issues or troubleshooting
- Access to internal knowledge base and customer support ticket system
- Quality-assured project documentation
- Central administration of the Master Service Agreement (MSA) for implementations and consulting services or the NDA

Remote managed services (RMS)

Reference no. CTS-06

What is it?

RMS provides remote monitoring and management of SAS® software and services for customers that deploy SAS solutions on-site or through a third-party cloud provider. RMS is available as a remote service for new customers or for an existing SAS implementation.

Why do it?

With its combination of SAS best practices, customer-driven security and privacy settings, and standard incident and problem resolution procedures, remote managed services are excellent for SAS customers. The RMS offering is the best fit for customers who require a particular level of expertise, governance, management and monitoring of their SAS platform, while

ensuring the security and integrity of their data by keeping their solutions in-house. In today's economy, organizations must make wise investments in systems and technology. Organizations need solutions that provide the most value for the cost and are flexible enough to grow with the organization.

How to do it?

A team of experts actively monitors its customer's SAS platform from the managed service operations centre on a 10/5 basis (24/7 also possible), responding to events and incidents and taking the lead in co-managing its customer's SAS platform and SAS solutions. Customers retain access and control and receive the added benefits of SAS customer support, best practices and issue-resolution processes.

Key benefits

- The remote managed service team will ensure the efficient management of your SAS platform by creating free resources and concentrating exclusively on your core business
- Our experience enables us to provide a service that is tailored to your needs and thus to meet your sales targets in a cost-conscious manner
- The development of IT specialist knowledge takes a long time and is expensive. We make sure that your SAS solution is used optimally
- The greater flexibility in using your own resources also offers you more innovation potential and more variable budgets for projects

Performance optimization

Reference no. CTS-07

You have invested in SAS® technology – but are you heading toward successful outcomes? Have an SAS technology expert perform a detailed review of your overall environment and provide you with an immediate action plan to fully benefit from your investment.

What is it?

Expert technical advice to help optimize your use of SAS software by improving the effectiveness of your SAS deployment.

Why do it?

This will improve the efficiency of your SAS software, manage your IT costs now and in the future, as well as provide reliable SAS software services. It will also ensure that technical benefits from your SAS platform deployment are in use.

How to do it?

We will analyze your existing SAS landscape to provide recommendations in areas such as:

- Performance, capacity and scalability
- Reliability and recovery
- Integration with wider technology landscape

Key benefits

- A report outlining the assessment results, recommendations and an action plan for next steps
- Optimal use of your software to increase Return on Investment
- Proactive approach towards potential problems and risks

Analytics and solutions services



Dashboard and visualization service

Reference no. ASS-01

What is it?

SAS® supports you in data preparation and visualization of results. This service is aimed specifically at business users and analysts or data scientists.

The range of services includes, for example:

- An analysis of business requirements for visualization content, e.g. in the form of workshops
- An in-depth review of existing data sources leading to a proposal of suitable datamart structures
- A presentation of best practices and guidance, so that self-service data preparation and analytics can be performed by the business team
- The actual creation of data transformation streams and/or interactive reports and dashboards

- Setting up a security concept to address different types of access levels to content (row level, table level, or report level security)

Why do it?

Visualizing data and results of analytical models in a modern interactive dashboard is an important prerequisite for further decision-making. In addition to standard reporting, a self-service BI process allows ad-hoc questions to be addressed in a timely manner.

How to do it?

Through personal coaching sessions ("on-the-job") or workshops (depending on the number of participants) we enable the client to work independently.

SAS consultants will work with you (on-site or remote) to analyze and recommend options and solutions for optimized dashboard/report design.

Implementation can be done either by SAS or your own in-house experts (or in combination).

Key benefits

- You will benefit from best practices and experiences of SAS consultants
- Business users are enabled for self-service BI and receive support "first hand"
- Knowledge is shared directly from the software vendor, which speeds up the integration process and allows decisions to be made in a more efficient way

Innovation lab and use-case factory

Reference no. ASS-02

Curious to identify the potential business value in your own data? By collaborating with our highly skilled data scientists, you can shortcut the process and document value with limited investment.

What is it?

This service is best described as a time-boxed working method that helps you quickly identify the business value in your 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.

Why do it?

Within a short timeframe and with a limited investment, this service allows you to test and document the business value in your data.

How to do it?

Our experienced 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.

Key benefits

- 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

Fraud maturity assessment

Reference no. ASS-03

Do you have a holistic fraud prevention and detection system in place? Do you feel you might be vulnerable to certain types of fraud risk? Would you like to improve your understanding of your exposure and strengthen your confidence in your fraud management processes? SAS® fraud maturity assessment aims to help you identify your gaps and risks, document the current fraud detection and prevention landscape, and provide you with a road map to your optimized fraud management system with a documented business case to help you get on the right path.

What is it?

It is a 360° assessment of your company's fraud detection and prevention system. It checks processes and system vulnerability, as well as the whole fraud ecosystem (company culture, fraud mitigation techniques and products and processes). The assess-

ment contains of a series of workshops fostering an environment of collaboration between your company and the assessment team.

Why do it?

Economic crime is on the rise and the potential impact can be catastrophic. This impact can be either direct - through financial loss - or indirect (costly investigations, reputational damage, operational disruption, legal repercussions). The Fraud maturity assessment will help you to design a path to safeguard your company from these undesirable outcomes.

How to do it?

Dedicated experts with years of experience in this area will guide you through series of industry-specific workshops and interviews* focused on and resulting in a detailed overview of:

- Current fraud detection and prevention processes
 - Data collection strategy for fraud detection
 - Fraud exposure areas
 - Recommended roadmap
- * According to specific customer needs, these can be tailored to specific areas of concern.

Key benefits

- Understand known risks and identify hidden exposure to fraud
- Learn how you can leverage cutting-edge fraud detection and prevention techniques
- Receive a detailed proposal that covers the next steps and integration into your current environment with regards to ROI
- Gain confidence in your fraud management system and loss prevention processes

Fraud analytics service

Reference no. ASS-04

Analytics can be a powerful tool in the fight against fraud and can play a crucial role in its early detection and monitoring. We can help you to adopt advanced analytics, artificial intelligence (AI) and machine learning (ML) over manual or rule-based methods to combat fraud.

What is it?

A service to help you optimize existing scenarios, fine-tune thresholds, explore big data, develop and interpret ML models for fraud, discover relevant information in text data, prioritize and programme alerts, automate damage analysis through image recognition (Insurance only) and significantly reduce human effort.

Why do it?

Machines are much better than humans at processing large data sets. They are able to detect and recognize thousands of fraud patterns instead of the few captured by creating rules. By providing an automated analytics-based fraud detection service you can reveal novel fraud patterns and identify organized crime more consistently, efficiently and quickly. Our fraud analysis consultants will clearly show how AI and ML will add value to your organization.

How to do it?

We recommend starting out with a series of workshops where we define which analytics are needed, what data to include, which techniques to use and what results to report.

Key benefits

- Get higher-quality referrals and a better understanding of why investigators are getting the referral in the first place
- Uncover complex or organized fraud that rules-based systems would miss
- Group customers and accounts that have similar transactional behaviour together with the objective of setting risk-based thresholds appropriate for each scenario
- Improve investigator efficiency by decreasing:
 - The number of false positives leading to less time needed for investigation and less risk of customer dissatisfaction
 - The number of false negatives leading to less regulatory and reputational risk

Personalized marketing – startup and first steps

Reference no. ASS-05

What is it?

SAS® 360 Engage: Our digital for web service establishes a foundation for the customer's own use cases with the addition of customer-defined personalization configurations for web-based interactions. The service includes suggested functionality to help bring together a customer journey and follow up the sequence of tasks and events.

Why do it?

The goal of these services is also to ensure the customer is ready to begin using their SAS 360 Engage environment for web-based interactions.

How to do it?

SAS Professional Services will work with the customer to define configuration areas included with this service via workshops and collaborative sessions. Mentoring and knowledge transfer sessions will enable the customer to implement additional components on their own.

The implementation process begins with validation of customer sites(s) for proper tagging and placement of the script on pages that are included in personalization use cases, that it is possible to alter the contents in a specific location, and that the actions associated with that content are properly tracked.

Key benefits

- Leverage your customer equity by increasing conversion, boosting retention and reducing abandonment rates
- Higher engagement and consistent customer experience across native and third-party digital and classic channels

Customer decisioning – startup and first steps

Reference no. ASS-06

What is it?

Use SAS® Intelligent Decisioning to drive personalized decisions in your customer engagements based on analytics and individual business context. Operationalize the right decision at the right time in the right channel with minimal lead times. Monitor and improve your decisioning performance in an integrated and highly scalable enterprise-grade setting.

Why do it?

Consequently embed business rules and analytical results seamlessly into operational processes and tactical business systems.

Focus on the execution value of business logic and analytical models.

Closed-loop continuum cycles analytical results back into the decision life cycle.

How to do it?

SAS Professional Services will work with the customer to define configuration areas included with this service via workshops and collaborative sessions. Mentoring and knowledge-transfer sessions will enable the customer to implement additional components on their own.

Key benefits

- Operationalize enterprise-grade analytical decisioning for real-time-critical customer experience
- Manage, monitor and maintain customer analytics through real-time decisioning with minimum lead times on-premise or in cloud architectures

Extended SAS[®] Customer Intelligence workbench

Reference no. ASS-07

What is it?

Operational support for campaign planning, design, execution and reporting tasks.

Why do it?

Scarce customer resources can slow down innovation especially given the pace of change imposed by digitalization.

Involve your internal staff in important innovation discussions, while SAS resources take over their daily Customer Intelligence workload.

How to do it?

Experienced SAS Customer Intelligence solution architects, technical consultants and business experts will support and take over campaign planning, execution and reporting tasks for the customer.

On-site and remote work is possible.

We can accommodate various skill levels and different commercial requirements based on junior, senior or principal nearshore, partner and in-house experts.

Key benefits

- Leverage vendor-campaign expert skills to bridge temporary resource bottlenecks
- Benefit from existing application know-how from the initial implementation phase through SAS Professional Services

Customer insight – startup and first steps

Reference no. ASS-08

What is it?

The service, offered by SAS® Professional Services, establishes a foundation for the customer's own use cases to collect data from a website and mobile application. The service includes suggested functionality to help bring together a view of the digital activity on the customer's website and mobile application.

Why do it?

The goal of these services is to ensure the customer is ready to begin using their SAS 360 Discover environment(s) for web-based and mobile application data capture.

How to do it?

SAS Professional Services will work with the customer to define configuration areas included with this service via workshops and collaborative sessions. Mentoring and knowledge transfer sessions will enable the customer to implement additional components on their own. The implementation process begins with validation of customer sites for proper tagging and placement of the script on pages that are included in use cases, and ensures that it is possible to collect the desired data.

Key benefits

- Uncover and understand customer behaviour in digital channels for better targeting and higher conversion rates
- Improve customer experience with behavioural insight and real-time channel context

Data Management for omni-channel customer experience

Reference no. ASS-09

What is it?

GDPR requirements have to be mainly met on the data layer of your CRM/customer experience (CX) application SAS® Professional Services will design a data management solution that is technologically feasible and a precise match for your organizational GDPR requirements analytical lead store designs are getting more and more important to serve as a single point of truth for offer management into a diverse set of channels with heterogeneous fulfillment demands. Proper data management has to lay the foundation for doing that.

Why do it?

If you want to fulfill your customer needs in an omni-channel setting, you also need to consider GDPR requirements as a design principle lead store designs are getting more and more complex given the omni-channel near-time/real-time delivery and response tracking requirements of the digital age.

How to do it?

SAS Professional Services will specify best practices for data management processes for lead store and GDPR requirements. Since our solution is hybrid by default, we are experts for complex cloud/on-prem infrastructures, digital/classic architectures and SAS native/3rd party channels.

Key benefits

- Leverage the established centralized SAS CI data model and the open API infrastructure to accommodate personalized offer data management and GDPR requirements in complex CRM/CX architectures
- Serving the right offer at the right time in the right channel to the right customer is business critical. Doing that while fully respecting the customer's data-privacy rights will soon be a must have. All this starts with efficient and scalable data management designs

Analytical coaching

Reference no. ASS-12

What is it?

Analytical coaching offers you consulting support before and during the implementation of analytical projects or use cases – with corresponding SAS® procedures/products or integrated open-source languages (Python, R). This comprises support for business users/analysts and data scientists as well as end-to-end support with coaching and knowledge transfer along the entire analytics lifecycle.

Why do it?

Take advantage of our analytics expertise in a variety of areas and industries (e.g. customer intelligence, fraud and security intelligence, IoT and manufacturing, risk management etc.). With our support you will quickly add value to your business and generate

returns from your data. In addition to model development focus on model deployment (operationalization), interpretability ("explainable AI") and making model results consumable.

How to do it?

- Personal coaching sessions ("on-the-job") or workshop sessions (depending on the number of participants)
- Initial session (1-2 days)
- Definition of business problem and translation into data requirements and appropriate analytical methods
- Data assessment
- Presentation and discussion of possible modeling/solution approaches

- Ongoing support during implementation (on-site or remote)
- On-demand support (no obligation to use all offered days)

Key benefits

- Sharing of best practices, code examples and recommendations directly from the software vendor
- Structured approach based on SAS analytics expertise
- Reduced implementation time

Analytical model review

Reference no. ASS-13

What is it?

The analytical model review service offers consulting support during or after the implementation of analytical projects - with corresponding SAS® procedures/products or integrated open source languages (Python, R). It is designed to support both business users/analysts and data scientists to review the implementation of a specific project/ use case according to software-specific best practices and recommendations.

Why do it?

After the implementation of an analytical project with SAS, our consultants will perform a detailed review to take full advantage of your SAS software. This will not only apply to the analytical approach, but also consid-

er technical aspects of the implementation (e.g. minimization of runtime performance and data movement or integration with other (SAS) components).

How to do it?

- Initial workshop with focus on implemented use case (~1 day)
- Analysis by SAS consulting (on-site or remote)
- Second workshop with presentation of results and recommendations
- Documentation of review and handover/ discussion
- Optional on-demand support after review

Key benefits

- Assessment and sharing of best practices and recommendations directly from the software vendor
- Optimized use of your SAS software to increase return on investment
- Documentation with findings and recommendations for next steps and upcoming projects

Analytical model development

Reference no. ASS-14

What is it?

The implementation of analytical solutions by our SAS® consultants is designed as a service for business departments and analysts. The end-to-end implementation of a use case regularly includes:

- Use case definition
- Data preparation & exploratory analysis
- Analytical model development, assessment & interpretation („explainable AI“)
- Model deployment (operationalization)
- Preparation, visualization and analysis of results
- Optional – model management (monitoring, retraining, versioning)

Why do it?

You will benefit from our analytics expertise in a variety of areas and industries (e.g. customer intelligence, fraud & security intel-

ligence, IoT and manufacturing or risk management).

The solutions provided will equip you with a structured approach and process design to reduce the amount of time for future implementations.

The development of analytical models is done by combining statistical methods and advanced machine learning and AI algorithms. You will be empowered to control model development and to focus on model deployment (operationalization) at the same time.

How to do it?

- Start with a series of workshops to understand and define your business problem (including a detailed data assessment)
- Implementation by SAS Consulting (on-site or remote)

- Presentation and handover of results
- Documentation and additional coaching (optional)
- Final effort estimation based on scope/ project plan

Key benefits

- Reduce implementation time and quickly add value to your business by leveraging the knowledge of our experienced SAS consultants
- Our SAS consultants will provide reusable code and templates for future implementations
- High flexibility by choosing implementation options that best fit your needs – implementation in an existing enterprise environment, in a sandbox environment (“Analytics quick-start“) or as Result as a Service (RaaS)

Analytical platform consulting

Reference no. ASS-15

What is it?

SAS® offers you technical consulting support for the general configuration and administration of a data science platform or for the implementation of a specific use case.

This service is designed as support for data scientists and SAS administrators or IT.

It allows for sharing of best practices for „Enterprise Analytics“ including:

- Integration between SAS and open-source languages (e.g. Python or R)
- Centralized and unified model management and deployment (SAS and open-source models)
- Operationalization of models and decisions (in real-time, in database, as web service, ...)

- Automation along the entire analytics lifecycle - from data preparation, to model retraining, deployment and performance monitoring
- Handling/integration of different data types (tabular, text, image, audio)

Why do it?

SAS experts will help you to optimize your use of SAS Software. We will help to improve the effectiveness of your SAS platform by applying SAS best practices and to reduce complexity through seamless integration between SAS components and third-party systems.

How to do it?

- Kickoff workshops to discuss current environment/architecture

- Development of a solution concept by SAS consulting
- Presentation and handover of the concept
- Ongoing support during configuration/ implementation (on-site or remote)
- On-demand support (no obligation to use all offered days)

Key benefits

- Benefit from best practices and analytical and technical expertise of our SAS consultants
- Create one analytics ecosystem:
 - Increase your analytic flexibility by combining SAS with open source
 - Strong focus on standardized operationalization of analytical models and integration of models into business processes

SAS[®] results as a Service

Reference no. ASS-16

Do you want analytical results without having to invest in hardware, software and a full team of data scientists? SAS Results as a Service helps you turn data into insights, so you can solve key business problems and kick-start initiatives.

What is it?

We do the job and hand you the results. This service essentially combines the power of SAS Analytics and SAS experts to deliver solid analytical results that your organization can act on – for example in the areas of profiling, churn modeling, segmentation or fraud.

Why do it?

Digital transformation takes time, yet the adoption of data and analytics is crucial if you wish to compete effectively in today's rapidly changing marketplace. This service allows you to instantly benefit from analytical insights while your organization gets ready to adopt a data-driven approach.

How to do it?

You provide the data and define the business problem – and leave the rest to us.

Key benefits

- Gain powerful analytical insights to make better decisions faster
- Instant access to technological knowledge and business expertise
- No need to invest in software licenses or infrastructure

Modernization and cloud services



Cloud modernization assessment

Reference no. MCS-01

What is it?

A roadmap to modernize your SAS® systems and processes for the cloud.

Why do it?

Receive recommendations and actions that will enable utilization of cloud infrastructure and services and the benefits of modernization.

How to do it?

A 12-day engagement will enable our consultant to review, analyze and provide output. That output typically is a recommended design/visualization.

With the development of that output, you'll also gain insight into how to best approach designing output.

Key benefits

Our assessment will show where you can benefit from the advantages of modernization for the cloud including the potential to: What is it?

Decrease overall TCO for SAS

- Increase scalability and ability to enhance resilience and recoverability
- Align with the market and avoid pressure from internal IT to look at alternatives
- Create a better user experience for your SAS community

What is it?

Quickly build ready-to-run SAS applications that take advantage of flexible, scalable, container-enabled environments in the cloud. SAS for Containers delivers containerized cloud analytics by providing a powerful set of data access, analysis and graphical tools in a containerized package.

Why do it?

Leverage the expertise and real-world experience of SAS analytical consultants to accelerate business process development and its deployment anywhere.

By placing SAS into a container orchestration service, not only will your teams have access to SAS anywhere, but orchestration also ensures ample computing resources to handle the most demanding jobs.

How to do it?

A jump-start workshop provides an overview of the build, deployment and execution process of SAS for Containers.

The container factory framework and services provide a migration plan document that will outline the refactoring tasks and assist in the refactoring process from the current deployed environment to a future state environment.

Enablement Services:

- Review container strategy, orchestration and CI/CD objectives
- Map one business process within the customer's current SAS environment to an SAS for Containers-based process using Kubernetes and Jenkins
- Conduct knowledge transfer and guidance for future customization

Key benefits

- Be productive from day 1: Conduct knowledge transfer in the use, access and integration between open-source applications and SAS
- Create agile deployment environments: Build ready-to-run SAS applications that take advantage of flexible, scalable, container-enabled environments
- Decrease your time to market: Effectively use SAS for Containers anywhere, in the cloud or on premises, for rapid development and execution strategy of SAS-based applications
- Minimize technology hurdles: container-ready SAS software that is easy for data scientists and business users to leverage, and easy for IT to deploy and manage

SAS® Viya® quick start

Reference no. MCS-03

What is it?

An installation and configuration of SAS Viya software. The service is performed remotely for a fixed price fee.

Why do it?

SAS Viya is part of how we continue to modernize the SAS platform - and complements SAS 9. It is designed to help customers adapt to new and future technology and business demands.

How to do it?

SAS Professional Services will install and configure your SAS platform. This fixed-price, fixed-scope comes in two options:

- Option 1: Remote deployment of SAS Visual Analytics, SAS Visual Statistics and SAS Visual Data Mining and Machine Learning on SAS Viya on up to 10 virtual or physical servers in a non-production environment.
- Option 2: Remote deployment of SAS Visual Analytics, SAS Visual Statistics, SAS Visual Data Mining & Machine Learning, SAS Visual Forecasting, SAS Visual Text Analytics, SAS Model Manager, SAS Decision Manager, SAS Data Preparation, SAS Data Quality, SAS Econometrics and SAS Optimization on SAS Viya on up to 10 virtual or physical servers in a non-production environment.

Key benefits

The SAS Viya quick start delivers a SAS Viya enabled environment for a fixed price, depending on the software purchased as defined above.

Enablement services



Self-paced e-learning

Reference no. ENS-01

What is it?

SAS® e-learnings cover the same content as an instructor-based training just using a different format. All you need is a good Internet connection. The content of the class is presented with videos and slides. Exercises and quizzes help you to apply what you have learned in practice and test your knowledge. When all chapters of the course have been completed, you will receive a badge for the course. You will get a license for the e-learning that you can access during a time period of 6 months.

Why do it?

Take an in-depth course in your own time. With e-learning you learn whenever and wherever you want.

You might prefer an e-learning course if you:

- Are self-motivated and prefer to learn in your own time
- Have already taken a similar course, but need a budget-friendly refresher
- Want to take a class without having to travel

How to do it?

SAS e-learning can instantly be booked on the SAS education website. Please contact your engagement/education representative for advice. Or the service is available through an SAS learning portal. The portal administrator will register you for the right learning path.

Key benefits

- Train when and where you want
- Learn at your own pace
- Earn a badge
- Benefit from courses created by SAS experts
- Access the same content as our instructor-based courses, only optimized for self-study

SAS® digital learning portal

Reference no. ENS-02

What is it?

A SAS learning portal is your one-stop for all SAS learning materials and e-learning courses your company needs. Various standard portals give you instant access to predefined content. With a custom portal you are completely free to design it to your organization's needs.

We advise you regarding the structuring of the content – e.g. according to roles, departments or topics. Contents are usually e-learnings, course materials, supplementary materials, but also videos, quizzes and tests, e.g. to prepare for certification or to support your SAS Users in their daily work.

Why do it?

A SAS learning portal perfectly supports your company-wide enablement plan. It complements onsite training, structures e-learning and ensures sustainable learning and fast help in your daily work. The possibility to set up a community supports the exchange within the company.

How to do it?

We will work with you to identify relevant training and resources. We will then organize it based on your company's specific goals. Combine it with support from SAS experts to create a complete package.

Key benefits

- Custom approach to SAS learning and training
- Private internal forum to discuss relevant topics
- Quick distribution of content to users
- Global access for centralized learning
- Custom reporting and tracking for a complete picture of usage, progress and achievement across the business

Custom training and coaching

Reference no. ENS-03

What is it?

Based on our standard curriculum, we work with you to develop training that is perfectly tailored to your needs. Our trainers customize the contents in detail in advance. We determine the duration of the training course, which can take place at your premises or at the SAS® premises - our mobile training environment makes it possible.

In addition, coaching sessions are held with your employees at the workplace after the training course. We support the users during the application of what they have learned and during the practical transfer over a longer period of time - on-site or remotely.

Why do it?

Custom training and coaching is the perfect solution ...

- ... if you want to enjoy a customized training course, even using your own data or use cases
- ... if you want to train a group and do it in the most efficient way
- ... if your users should receive the best possible support in applying what they have learned

How to do it?

Bring an SAS instructor to your team for private training. We'll even use your own data to make the instruction as relevant as possible. You'll receive intensive instruction and insight into your own data. The training course is perfectly customized for your team.

Key benefits

- Strong focus on your business applications, use cases and data
- Perfect match of content, duration and location of the training course
- Sustainable learning and best support for the users
- Get up to speed and make best use of your installed SAS software

Public training and events

Reference no. ENS-04

What is it?

Learning in a pleasant environment can be very inspiring. Come to us and experience a day class or a learners' conference, like the SAS® Practitioners' Days for yourself. Of course, we select the training topics for you with great care and we can assure you that our trainers are professionally competent and didactically versed.

Why do it?

Improve your employees' skills and expertise simply by sending them to a short SAS Education Event or a 1-2-day class. Even certification events are possible. Our largest training center in the German-speaking area is located in Heidelberg, close to the river Neckar - not far from the old town. New skills are sometimes best acquired in a

different setting, apart from the daily routine: we provide a bright, friendly ambience exactly for those employees who are otherwise distracted easily.

Even long-time SAS users say they benefited greatly from the out-of-office experience.

How to do it?

Easy: Just speak with your engagement/education representative or book online. The more employees you send, the bigger the discounts! Check the education website regularly for upcoming events.

Key benefits

- Maximize your investment in SAS: Lots of discount possibilities and easy ways to spend your budget
- Learning alongside a group of your peers, with an expert instructor
- Limit the distractions and direct focus on learning an in-depth topic for the learners
- Possibility to ask questions, interact with an instructor and learn collaboratively with other people
- Learn in state-of-the-art facilities and earn a badge for it
- Access to a SAS training center: In Heidelberg (HQ), Munich, Cologne, Hamburg, Vienna and Zurich training programs and events for groups can be offered. Just ask for your options!

Workforce transformation

Reference no. ENS-05

What is it?

Learning should be designed to achieve your vision and address your organization's unique challenges. Workforce transformation is a strategic approach for developing your organization's analytical talent. The program helps your team grow the required skills, attract and onboard new talent, and take full advantage of your SAS® software.

Why do it?

It is more important than ever to develop your employees and retain your SAS team. We build a program that addresses key challenges and identifies the roles and competency levels required to succeed in the future.

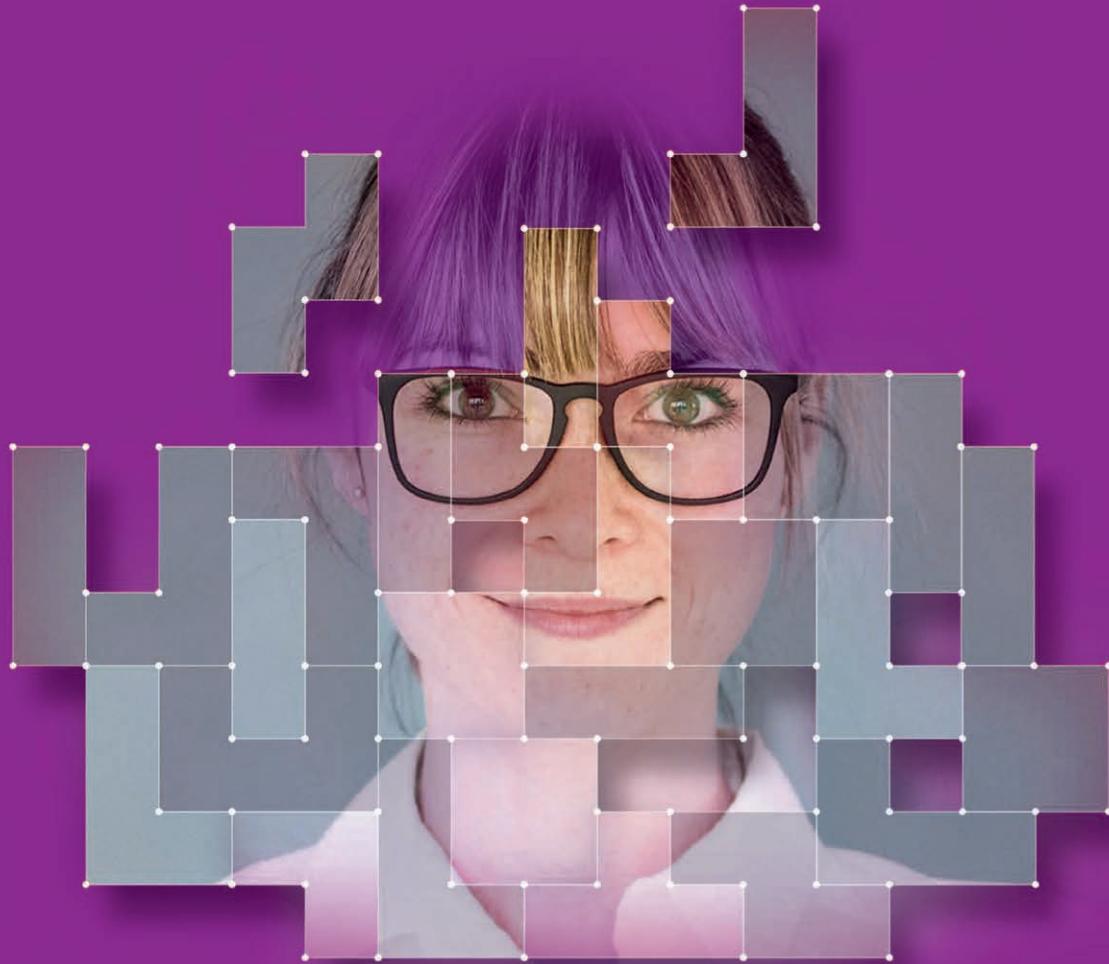
How to do it?

We'll assess your current status to develop a plan that suits your needs. Then we'll develop and deliver a learning program that engages your staff and provides practical application to your business. The program can evolve with your changing business needs.

Key benefits

- Take full advantage of the SAS software
- Maximize individual and team performance and productivity
- Build a strong, self-sufficient SAS user community
- Promote ongoing growth in analytical skills throughout the organization
- Improve employee retention and engagement
- Attract the best talents

Support services



Standard support for software licences

Reference no. SUS-01

Why do it?

Customer service is as important to the smooth running of your business operations as the software itself. Our customers experience world-class support services.

How to do it?

Included with your software licence standard support services:

- Phone and email support for technical issues and questions
- Access to resources on our customer support site (support.sas.com)
- Hot fix downloads that give you quick access to important software updates

Key benefits

SAS® standard support:

- Delivers proven high-quality support services
- Helps you improve your SAS skills by connecting you with technical support engineers and statisticians trained in the latest SAS skills and methods.

Premium support

Reference no. SUS-02

Why do it?

When you use our software enterprise-wide or to meet critical business needs, you require a higher level of support. Combine our core premium support services with a range of premium support options to create a premium support package tailored to meet your evolving support needs.

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

Key benefits

SAS Premium Support gives you a closer more interactive relationship with SAS. By taking advantage of this increased level of support, you will:

- Protect the value of your SAS investment
- Receive enhanced support to address your evolving needs
- Maximize uptime and outcomes, so you can spend more time focused on providing value to your business

Premium support – customized

Reference no. SUS-03

SAS® also provides a range of fee-based support services tailored to meet a variety of customer needs.

Customized support services include a technical support account manager and any combination of additional services that work best for you.

Note that enhanced SLAs are only available as part of a premium support package and are not available under customized support.

Why do it ?

These services are a great entry point to our enhanced support services and are suitable for customers who may need a short-term enhanced support engagement focussed on specific areas but do not require the additional benefits of enhanced response time SLAs.

Customized support combines the benefits of a technical support account manager with any combination of the following additional services that work best for you.

On-site support

Provides you with additional on-site support expertise to assist you with complex issues or to plug short term skills gaps in your support capability.

Can also be used to provide 1-1 knowledge transfer and coaching on SAS support methods and best practice.

Out of hours support

This service can assist with SAS maintenance and support activities outside of normal business hours in order to minimize disruption to your business users.

SAS server health check

Be confident that your system is running as efficiently and effectively as possible. Ensure your critical SAS applications are properly resourced.

SAS administration service

To ensure that your support team can benefit from the presence of experienced SAS administrators.

This service can be used to augment your team and support your SAS environment whilst transferring knowledge and best practice to drive levels of self-sufficiency. SAS tuning and optimization service minimize the likelihood of performance problems by ensuring your storage system is optimized for SAS usage.

For more information, please contact your SAS engagement manager
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