



SAS[®] Software Information Pack

Everything you need to know about getting started,
gaining access to freely available learning resources and
to help you stay in touch.





Welcome to your SAS journey

Dear SAS customer

I am delighted to welcome you to SAS and to assure you that we are here to help you on every step of the way, from getting started with your software to reaping all the benefits it has to offer.

We want to make your experience with SAS as positive and productive as possible, and the first step is to provide you with this Information Pack, which covers the first three most important stages of your journey with us and provides you with additional information on how to stay informed:

- 1. Working with SAS:** How to find the information you need to download, install and configure your software.
- 2. Support and assistance:** The people and resources that will help you throughout your journey with SAS.
- 3. SAS Customer Loyalty:** You have started using the software - what next?
- 4. Freely available SAS resources:** SAS Communities, SAS Talks, SAS University Edition.

Your account team is here to help you drive maximum value from your SAS® software investment. Please do not hesitate to contact them with any questions.

Best regards

Charles Senabuyla
Vice President - UK & Ireland



Getting started



1. Your software agreement

The software you've licensed will be listed in your software supplement. Your Account Manager or your Customer Loyalty Executive will be happy to talk you through the capabilities of this software.



2. Deploying your Software

2a. Software deployment on customer site

Your Installation Representative will receive a Software Order Email (SOE) from SAS Commercial & Legal, commercial.legal@sas.com. The SOE will provide:

- Full details of your SAS Software Package
- Your order number
- Where to download your software and the space required
- Temporary license keys (SETINITs) to unlock and install the software
- Your Tech Support Site Number, which you'll need to log support calls
- Your unique Contracts Site Number, which you'll need when speaking to the Commercial & Legal Team.

2b. Cloud deployment

For our customers that chose to deploy the software within a cloud environment, you will receive an email from SAS providing you with your account and access details.

TIP: If you can't find your SOE, please visit: support.sas.com/adminservices-SID and ask us to re-send it.

Important Information about your SETINIT

The initial SETINIT is a temporary license key that allows you to install and use the software while your initial license fees are being processed. Once payment has cleared, your Installation Representative will be sent a Renewal Order Email (ROE) containing an updated SETINIT that will give access to the software for one year. SAS will send a new SETINIT annually on receipt of license renewal fees. It's therefore very important to keep us informed of any changes to personnel responsible for installation, renewal quotations or invoices.



3. Downloading your software

If you decide to download the software yourself, your Software Order Email (SOE) explains how to download the SAS Deployment Wizard, which is the application used to download your SAS Software Package from the SAS Software Depot where it is stored.

If you have any questions during this process, please contact Customer Support on: [0845 402 9907 \(UK\)](tel:08454029907) or [01850 923323 \(Ireland\)](tel:01850923323).



4. Installing and configuring your software

Our dedicated SAS Professional Services team can take care of downloading, installing and configuring your software for you. If you choose this option then you will be contacted in due course to set up a site visit and discuss any preparations you can do.

However, if you want to install and configure the software yourself, everything you need to know can be found in the SAS® Deployment Wizard and SAS® Deployment Manager 9.4 User Guide: support.sas.com/documentation/installcenter/en/ikdeploywizug/66034/PDF/default/user.pdf

Please follow the relevant wizard and user guides for the products you have licensed.

The SAS Deployment Wizard is used to download and install your software. The SAS Deployment Manager is used post-installation to configure certain products, apply 'hot fixes' (software updates), and other administration tasks.

Further information can be found at the Install Center: support.sas.com/documentation/installcenter/



5. Renewing your software license

On the anniversary of the software being licensed, a fee is due for the continued use of the software. In order to provide ample time for your Finance team to make this payment, SAS will issue a Pre-renewal Notice, 120 days prior to that renewal date. The description of the licensed software and renewal dates are confirmed in that document. It also confirms whom within your company will receive the invoice and the software licence keys.

Following the Pre-renewal Notice, you will be sent an Invoice. Once that has been paid, new software licence keys will be issued, together with instructions on how to apply these to the software.

If the details of the individuals mentioned in the Pre-renewal Notice have changed or are incorrect, please notify SAS immediately; if any of the details in the Pre-renewal Notice are incorrect, this may delay payment of invoices and issue of the licence keys, which could prevent continued use of the software.

Further information and summary of frequently asked questions can be found at: http://www.sas.com/en_gb/support/CustomLicencing.html





Support and assistance

We want to make every step of your SAS journey as easy as possible. We have dedicated SAS experts and resources to assist you along the way, our dedicated SAS Professional Services team can take care of downloading, installing and configuring your software for you and help you get the most out of your software.

Customer Support Team

Customer Support is available to answer any questions you have, whether you're just getting started and need help activating your license key or installing your software, or have been using the software for some time. You can contact us in several ways:

Log an issue at: support.sas.com/ctx/supportform/createForm and we'll route you to the best specialist to handle your request.

If you need help activating your license key or installing your software, you can find answers at: sas.com/en_gb/support/CustomerLicensing.html

Alternatively, you can contact us on **0845 402 9907 (UK)** or **01850 923323 (Ireland)**

NB: You'll need to provide us with the following information, which can be found on your Software Order Email (SEO): Site Number + SAS Software Release.

TIP: If you can't find your SOE, please visit support.sas.com/adminservices-SID and ask us to re-send the information.

How to stay current about SAS hot fixes

SAS releases regular updates to software products in the form of hot fixes and maintenance releases. Hot fixes are SAS' timely response to customer-reported problems, as well as a way to deliver occasional security-related updates that can affect any software product. Use this space on the SAS community to stay informed about the latest hot fixes to SAS software. You can subscribe to e-mail notifications, RSS feed, or take advantage of simple search tricks to find just the updates you need for your SAS products: <https://communities.sas.com/t5/SAS-Hot-Fix-Announcements/bg-p/hf>



SAS Consulting Services

https://www.sas.com/en_gb/software/consulting.html

SAS consulting experts provide leadership, guidance and support to enable you to efficiently capture, store and exploit data using SAS technology. Our expert services range from upgrades through to full life cycle implementation projects. We work with your staff and partners to help you quickly adopt new products and solutions, to realise the value of your investment in our technology.

SAS® Education and Learning

SAS Education provides learning pathways to suit the company's and the individual's needs. A full programme of scheduled events is delivered throughout the UK via our training centres. However, training can also be delivered on-site at the customer's site and can be tailored to suit the needs of the learners.

On-line learning is also available and is just a click away - [sas.com/en_gb/training/home.html](https://www.sas.com/en_gb/training/home.html)

Commercial and Legal Department

If you have any questions around invoicing, license keys, upgrades, changes to contact details, etc, please visit: [sas.com/en_gb/support/CustomerLicensing.html](https://www.sas.com/en_gb/support/CustomerLicensing.html) alternatively if you cannot find the answer on the self-service web page please contact the team via email at: commercial.legal@sas.com





Skills Development

As well as supporting our many business users through their career path, SAS UK & I has refocused and re-energised its Academic Programmes and have created dedicated portals to help provide easy access to - teaching resources, access to software, student learning materials and enable our customers to advertise job opportunities to recruit graduates directly from universities.

- **SAS® Academic Programme - bridging the gap between academia and business**
The SAS Academic Programme provides a comprehensive portfolio of software and services for university teaching and research. With data science rapidly establishing itself as a part of universities' core curriculums, SAS is in great demand because it provides students with employable data science skills. For more information about the programme content: sas.com/en_gb/academic/overview.html#curriculum-resources
- **SAS® University Edition (now available to all SAS learners - commercial and academia)**
The new SAS University Edition is a no-cost use of SAS foundational technologies, ideal for data and statistical analysis in teaching, research and self-paced learning. Available via quick download from the web, SAS University Edition is offered to learners worldwide for use on PCs or Macs. For more information, please visit: sas.com/en_us/software/university-edition.html
- **SAS® /UCL Big Data Skills Portal**
SAS, in conjunction with University College London, has created a portal where students from UCL and many other leading university students can register their CV's and where businesses can also register job opportunities requiring SAS skills. The portal offers you a 'no charge' route to find aspiring analytical and data science talent and allows you to advertise placements and entry-level job opportunities. It can also allow you to contact graduate students for special short-term projects, and longer term ones in the case of PhDs. See: www.business.bigdataskillsportal.com

Should you wish to learn more about the Academic Programme or are seeking to build relationships with universities producing, SAS-skilled graduates please contact your SAS Academic Programme Manager - Geoffrey.Taylor@sas.com



SAS Customer Loyalty team

- **Our mission** is to ensure all SAS customers obtain the maximum benefits from their investment in SAS.
- **Our purpose** is to provide customers with the best possible customer experience throughout any stage of engagement with SAS.
- **Our goal** is to develop long lasting and beneficial relationships by providing nurturing, learning and adoption programs.
- **Our responsibility** is to you our customer.

Engaging with Customer Loyalty

As long standing employees of SAS, we have the knowledge and reach to help you get a speedy resolution to your request. Whether you are looking how better to enable your users to need focus on an existing support track or have ideas of services you would like included in your engagement, we are here to connect you with the right resource. Contact your Customer Loyalty Executive or any member of the team to discuss the many options available to you: loyalty@sas.com

Usage Surveys

Your Customer Loyalty team will spend time with your users to understand their usage of SAS, what analytical processes are they applying, is the SAS platform able to satisfy the workload requested from it, are the correct skills being applied. From the derived responses we can identify areas for improvements make recommendations on how you can gain greater benefits from all aspects of your resources.

SAS Champions with your organisation

Your customer Loyalty team can work with individuals within your SAS user community to help provide them with the tools to become an 'in-house' centre of excellence resource. With the support of SAS Customer Loyalty team these individuals can look to organise and lead in house user groups, help set standards for analytical processes and best practises.

SAS UK & Ireland User Groups

www.sas.com/en_gb/customer-loyalty/user-groups.html

User groups are held all over the UK and Ireland and cover SAS® Enterprise Guide®, Machine Learning, SAS® Enterprise Miner™, SAS® Data Management, SAS® Platform Administration, Data Visualisation - though other topics can be covered on request.

SAS® Free Tutorials

www.support.sas.com/training/tutorial/index.html

Check out the new online collection of free SAS tutorial videos. These 3-10 minute videos cover everything from SAS® Studio to SAS® Visual Analytics and for customers just getting started there is a "New to SAS" video explaining how to get going with programming and analytics.

SAS UK Webinars

www.sas.com/en_gb/webinars/webinar-listing-page.html

From this portal you will be able to access webinars that cover a variety of topics, Discovery Webinars - Aimed at people looking to expand their knowledge of real business issues. SAS User Webinars - mainly aimed at users of SAS software. Education Webinars - feature hints and tips and help you build your SAS skills.

SAS® Global Communities

www.sas.com/en_gb/webinars/webinar-listing-page.html

SAS Communities are forums covering a wide range of topics from deployment tips to customer successes. Stay on top of the latest products and features; have the opportunity to discuss topics relevant to your market sector with peers and SAS professionals; input ideas to software development.

SAS Ask the Expert

www.support.sas.com/training/askexpert.html

As experts will hold live events presenting a variety of topics. For the opportunity to ask a specific question, you can register to participate in the live sessions. You can also view previously recorded sessions on-demand at your own convenience to get in-depth information about a particular topic.

SAS Product Documentation

www.support.sas.com/en/product-resources.html

SAS® University Edition (now available to all SAS learners – commercial and academia)

www.sas.com/en_us/software/university-edition.html

The new SAS University Edition is a no-cost use of SAS foundational technologies, ideal for data and statistical analysis in teaching, research and self-paced learning. Available via quick download from the web, SAS University Edition is offered to learners worldwide for use on PCs or Macs.

SAS® Events

www.sas.com/en_gb/events.html

We run global and regional events throughout the year, giving SAS users the opportunity to learn, network and share their experiences. From our annual SAS Global Forum to local events and dinners, we look forward to seeing you and keeping you up-to-date with the best SAS has to offer.



Connect with SAS



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