

SAS® Elite Support

Approachable. Knowledgeable. Reliable.



Move your business forward, faster.

- Receive support that's tailored to your needs.
- Accelerate your team's knowledge by learning from SAS experts.
- Get greater value from your SAS investment.
- Boost efficiency by keeping SAS up and running.
- Benefit from 40 years of proven SAS support practices.
- Experience a level of expertise only SAS can deliver.

Overview

When you need personalized and proactive support - the kind that's designed to work with your business at every phase - consider taking advantage of SAS Elite Support. It's available to our largest customers to ensure the highest level of collaboration and response to any issue or question.

SAS Elite Support combines the collaboration of our Technical Support, Consulting, and Education teams with direct ties to SAS R&D.

By taking advantage of the highest level of support, you can:

- Maximize the effectiveness and ROI of SAS software across your enterprise.
- 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.

Benefits

SAS® Elite Support customers get all the benefits of SAS Premium Support, plus:

- **An assigned technical support account manager (TSAM)** will provide and coordinate technical assistance in addition to long-term planning and focus. Our goal is to help you identify potential problems and mitigate risks.
- **Major incident management** that includes a team of SAS experts that works with you to determine the best action for resolving an incident quickly.
- **Consulting support service hours** that let you tap into a wide range of support and implementation services delivered by experienced SAS consultants. You'll receive a specified number of consulting hours as part of your SAS Elite Support agreement.
- **Educational resources**, including unlimited access to e-courses and discounted SAS Training Points. Educational experts will help you choose courses to increase your organization's knowledge and confidence.
- **Out-of-hours planned support** comes standard with SAS Elite Support. We'll help you plan and support system upgrades and maintenance activities at the optimal time for your business, during or outside of SAS' weekday business hours.

Standard Support for Your Business Needs

- Telephone and email support.
- Access to support resources on support.sas.com.
- Support for executable modules and hot fixes.

Premium Support When Your Needs Demand More

- Enhanced service level agreement.
- Assigned technical support account manager (TSAM).
- Premium support workshops.
- Regular status reports.
- Access to a range of additional support services.

Elite Support When You Need the Highest Level of Support

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

To learn more about SAS Elite Support, visit sas.com/contact and connect with us via your channel of choice - phone, web, social or chat.

