SAS Premium Support
Elevating Your Support Experience

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Overview

When you use SAS software for enterprise wide or critical business needs, you may want a higher level of support. SAS Premium Support builds upon standard SAS Technical Support giving you a closer, more interactive relationship with SAS – one that's guided by a Technical Support Account Manager (TSAM) who is your personal partner within SAS Technical Support.

By taking advantage of this increased level of support, you will:
- Spend less time on technical support calls and more time focusing on your business value.
- Reduce unplanned outages, while maximizing uptime and business outcomes.
- Mitigate operational risk to your SAS platform.
- Minimize business disruption.
- Protect the value of your SAS investment.

Priority

Named Technical Support Account Manager (TSAM) serving as your main point of contact within SAS Technical Support. The TSAM will take time to learn about your environment and organizational needs while proactively managing and prioritizing your technical issues.

Enhanced Service Level Agreement (SLA) resulting in faster response times based on your TSAM's personal coordination of SAS resources. The TSAM acts as your direct advocate to help you quickly navigate SAS experts for problem escalation and faster results.

Faster resolution of issues providing expedited results. Instead of going through multiple layers of support or dealing with different agents, the TSAM will streamline the troubleshooting process and coordinate with the appropriate technical teams to resolve issues efficiently.

Personalized

Deep knowledge of your SAS Environment providing your TSAM with a full understanding of your SAS architecture, configuration, needs, history, and goals.

Regular status reports and meetings ensuring day to day proactive management and prioritization of SAS cases. SAS will also provide access to a self-service Case Dashboard enabling you to visualize and analyze case history.

Facilitate knowledge transfer and accelerate self-sufficiency providing timely skills knowledge transfer to accelerate self-sufficiency in helping you support the SAS environment in-house.

Proactive

Regularly scheduled meetings and workshops discussing key projects, issues, and plans. Your TSAM will develop a plan to support your critical projects, solutions portfolio, dependencies, and other IT and support infrastructure needs. The TSAM will provide strategic technical advice, guidance and best practices designed with your specific needs in mind. Workshop topics may include an overview of SAS online services, effective engagement with SAS Technical Support, problem investigation techniques, service planning and review meetings, as well as a range of other topics you can discuss with your TSAM.

Proactive risk mitigation and planning giving you strategic technical advice, guidance, and best practices designed with your specific needs in mind and working with you to identify and mitigate against current or future risks to your SAS platform. By understanding your environment and business usage, SAS can provide guidance regarding potential risks, assist with hotfix and maintenance planning, other general planning, and facilitating appropriate issue resolutions.

Support:	Standard	Premium
Enhanced Support Service Level Agreement (SLA)		✓
Technical Support Account Manager		✓
Premium Support Workshops		✓
Premium Support Status Reports and Meetings		✓
Access to Case Dashboard		✓
Telephone Support	✓	✓
Email Support	✓	✓
Access to support resources on SAS Customer Support Web Site	✓	✓
Support for Executable Modules and Hot Fixes	✓	✓

Optional Services

Non-Business hours planned support: Support for your team while you are performing planned maintenance activities on your production platforms, outside of normal business hours.

On-site/remote support: Provision of on-site or remote specialists with knowledge of your deployment, working closely with you to diagnose and resolve problems more effectively.