

SAS® Premium 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 use SAS software for enterprisewide or critical business needs, you want a higher level of support. That's why we offer an enhanced tier of technical support services, collaboration and responsiveness. SAS Premium Support gives you a closer, more interactive relationship with SAS - one that's guided by a technical support account manager who will be your personal partner and coordinator within SAS Technical Support.

By taking advantage of this increased level of support, you can:

- Protect the value of your SAS investment.
- Mitigate operational risk to your SAS platform.
- Reduce unplanned outages, while maximizing uptime and business outcomes.
- Minimize business disruption.
- Spend less time on service calls and more time providing business value.

Benefits

SAS® Premium Support gives all the benefits of Standard Support, plus:

- **A technical support account manager (TSAM)** who will take time to learn about your environment and organizational needs while proactively managing and prioritizing your technical issues. Team members will have access to your TSAM for strategic technical advice, guidance and best practices designed with your specific needs in mind.
- **An enhanced service level agreement (SLA)** that will result in faster response times based on your TSAM's personal coordination of SAS resources. The TSAM will act as your direct advocate to help you quickly navigate SAS experts for problem escalation and faster results.
- **Proactive technical advice** based on guidance from your TSAM. Your TSAM can offer better support for your organization by having a stronger understanding of your account needs using a more proactive, collaborative approach.
- **Regularly scheduled meetings** where you can discuss 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.
- **Workshops** designed for your needs and concerns. 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.
- **Regular status reports** on your technical support activity. You'll benefit by gaining insights through your account-specific information to help you manage your stakeholders more effectively.

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

Additional Services

Customize your SAS Premium Support agreement by adding optional services, which are available at an additional cost.

Optional services may include:

Out-of-hours planned support: Support for your team during 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.

Post-live hypercare: Support the go-live process with aligned SAS support personnel to ensure a smooth transition from project delivery into business as usual.

SAS administration services: Provides skilled SAS administrators to help support your platform with daily SAS administration tasks and establish best practices with your support team; available on-site or as a remote service.

SAS center of excellence services:

Expert services to help you design and deliver an effective SAS support model. Focused on establishing best practices for SAS support processes, identifying clear roles and responsibilities, and the SAS skills required to support your business and IT stakeholders.

Subject matter expert (SME) residency services: Provides SAS experts to augment your team. Facilitate learning and promote rapid results when used to supplement your current staff or fill skill gaps.

Environmental health checks: The SAS server health check service ensures your server is working optimally through a series of in-depth diagnostic tests to identify any potential issues or bottlenecks. Detailed report recommendations provided.

Tuning and optimization services: Ensure your storage is optimally configured; identify potential performance issues; and plan upgrades to storage before issues occur.

Environment replication: SAS may be able to create and maintain a logical replica of the SAS specific elements of your environment to assist with rapid problem diagnosis based on deployment.

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

