SAS® Support Services

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.

Why was SAS ranked the No. 1 technology vendor for overall customer satisfaction and loyalty?

Because we approach everything we do from the customer's perspective: Why spend your time troubleshooting software problems when you can use your software to solve business problems? Our full range of SAS Support Services allows you to take advantage of the technology and how it can be used to accomplish important business goals.

SAS Support Services help you:

- Stay on the leading edge of innovation.
- Move your business forward.
- Increase revenue.
- Keep your customers coming back for more.

Whatever your goals, we work with you to tailor support services to meet your immediate and long-range objectives.

As your investment in SAS grows, our services adapt. We want to ensure you continually get the most from your SAS investment – from a business and IT perspective.

SAS Support Services reflect the combined knowledge of SAS experts from many different disciplines – technical support, research and development, consulting, documentation, education and more – so you get the most well-informed answers based on our collective experiences.

Standard Support

We believe customer service is as important as the software itself. And that if you invest in the highest-quality software, you should receive unparalleled service. That's why we have world-class support services.

Standard Support services include:

- **Phone or 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.

Unlike other technology vendors, SAS not only delivers proven support, but also helps improve your SAS skills. How? By connecting you with technical support engineers and statisticians trained in the latest SAS skills and methods. We also take a holistic approach to customer care. That means our technical support professionals work closely with software developers, consultants, training personnel and others to provide you with the best answers – and learn from your questions.

We're here to:

- **Provide direction on SAS software capabilities.** You can stay focused on your business.

- **Identify and solve technical issues.** You'll get results from your SAS software quickly.

- **Respond quickly.** You'll know – within one business day – that we're working on resolving your problem.

- **Extend your support with online resources.** You can improve your SAS skills and share insights with others.

- **Listen to you.** We want to continually improve our products and services based on your feedback.

Premium Support

When you use our software enterprise-wide or for critical business needs, you require a higher level of support. So we offer an enhanced tier of standard 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 and receive enhanced support to address your evolving needs. You'll also maximize uptime and outcomes, so you can spend more time focused on providing value to your business.

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

- **Direct access to your 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.

- **Faster response times** based on your TSAM's personal coordination of resources and faster, more frequent responses from SAS engineers.

- **Proactive technical advice** based on guidance from your TSAM.

- **Regularly scheduled meetings** with your TSAM where you can discuss key projects, issues and plans.

- **Workshops** designed for your needs.

- **Regular status reports** on your Technical Support activity.

Additional optional services may be available. For instance, **out-of-hours planned support** helps you prepare for interruptions, upgrades and maintenance seven days a week.

Elite Support

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 who need to ensure the highest level of collaboration and response to any issue or question.

Elite Support gives you all the benefits of Premium Support, plus:

- **A business adviser** who represents the cornerstone of your Elite Support. This person works with you to design a comprehensive analytics strategy that encompasses business goals, ongoing and emerging company initiatives, the role of analytics technology, and a strategy road map for implementation and achieving objectives.

- **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.

- **Educational resources** including unlimited access to e-courses and discounted SAS Training Points.

- **Out-of-hours planned support** comes standard with the Elite Support option.

Contact our technical support at **1-800-727-0025** or visit **support.sas.com/techsup**.
To learn more about Premium and Elite Support, visit **sas.com/contact** and connect with us via your channel of choice – phone, web, social or chat.

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