

SAS® Remote Managed Software and Services

Maximize uptime and minimize administrative overhead



You need to keep your solution running to allow your users to use the technology to its fullest potential. Many organizations struggle to define and meet service levels - and keep up with demands for an efficient and effective 24/7 infrastructure. It's a challenge to meet system administration and incident management requirements while facing budget pressures, critical project deadlines and a shortage of skilled resources.

Yet in today's economy, organizations must make wise investments in systems and technology. You need solutions that provide the most value for the cost and are flexible enough to grow with the organization.

So how do you select a management solution that meets both your current and future needs without breaking the budget? By choosing SAS and including SAS Remote Managed Software and Services.

Key Benefits

- **Improve system uptime and problem resolution.** SAS Remote Managed Software and Services use the same standards and best practices employed by SAS to manage your applications. This can complement the skill sets of your IT management staff to help create a more reliable infrastructure - meaning more uptime for end users.
- **Expertise.** SAS Remote Managed Software and Services give you the right application managed by the right expert to administer the solution. You get the data warehousing foundation and the business analytics - the total solution - all in one package.

- **Communication.** Get a single point of contact for customer liaison and project management. SAS Remote Managed Software and Services provide the ultimate accountability for the end-to-end solution.
- **Industry-ready solutions for fast implementation.** SAS Remote Managed Software and Services can deploy your solution based on your requirements and deploy turnkey solutions based on our history of deploying SAS solutions for our customer base. Take advantage of our service and get your SAS solution running faster, with customizations you require.

What do SAS® Remote Managed Software and Services offer?

- SAS Remote Managed Software and Services use the standards and best practices from SAS to supplement your in-house IT staff. You can identify and resolve issues fast - letting your IT group focus on core business priorities.

Why are SAS® Remote Managed Software and Services important?

- SAS Remote Managed Software and Services allow you to use SAS solutions without the requirement and overhead to manage it. You have access to a team of SAS certified professionals who can troubleshoot and optimize a mission-critical environment.

Who are SAS® Remote Managed Software and Services intended for?

- SAS Remote Managed Software and Services are intended for SAS customers with applications where data and system requirements prohibit users from taking advantage of the Enterprise Hosting offering. SAS Remote Managed Software and Services extend the same quality of service for a customer-hosted SAS solution.

Service Overview

SAS Remote Managed Software and Services provide a value-added service that improves the management capabilities of your SAS solutions. SAS has broad experience and a proven track record in managing solutions. SAS Remote Managed Software and Services not only give you continuous access to the skills and experience you need, but also provide access to SAS' extended network of professional and support services experts worldwide. By applying ITIL standards and SAS best practices, SAS Remote Managed Software and Services help you achieve service performance baselines and obtain high availability for your SAS solution.

Built on the principles of co-management and out-tasking for routine and administrative activities, SAS Remote Managed Software and Services empower your in-house staff to anticipate, identify and resolve issues accurately, efficiently and cost-effectively. This frees up your IT cycles, allowing you to focus more on core business priorities.

Active monitoring. A team of experts actively monitors a customer's SAS platform from the SAS operations center 24/7, responding to events and incidents and taking the lead in co-managing its

customer's SAS platform and SAS solutions. Customers retain access and control and receive the added benefits of SAS' customer support, best practices and issue resolution processes.

Team of experts. SAS Remote Managed Software and Services offer a team of SAS system administrators, database administrators, information technology experts and certified Project Management Professionals to assist administration, monitoring, incident resolution, reactive problem management, service-level management, standard changes and optimization for several SAS solutions. SAS customers can use these resources along with their own IT staffs in tandem with SAS customer support for general assistance. SAS Professional Services can be used for customizations beyond the operational management provided by SAS Remote Managed Software and Services.

Award-winning SAS support. SAS' enterprise-class support provides the necessary foundation for you to successfully run your solution. Solutions are made available 24/7, with a 99 percent uptime guarantee in a state-of-the-art, secure environment that ensures business continuity.

Benefits

- Operational support – 24/7 available.
- Application support – hotfixes, licenses, updates, migrations.
- Database administration and optimization.
- SAS administration – install, maintain and troubleshoot.
- Incident management – corrective action, resolution.
- Proactive event management – identify problems before they occur.
- Recommendations based on performance and capacity.
- Security best practices.
- Compliance certified.

About SAS

SAS is the leader in analytics. Through innovative analytics, business intelligence and data management software and services, SAS helps customers at more than 83,000 sites make better decisions faster. Since 1976 SAS has been giving customers around the world THE POWER TO KNOW®.

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