§SaS
**Professional
Services**

SAS® HOTFIX REVIEW

The application of appropriate hotfixes can be time-consuming for your IT department, and late or ineffective use can cause system issues and a decline in service for your users.

The SAS® Hotfix Review takes advantage of our consultants' expertise to ensure all required hotfixes are applied quickly and effectively.

Service description

During a SAS Hotfix Review our experts will conduct a detailed assessment of your current level of hotfixes applied to your SAS deployment both on the server and client side. This may include a site visit.

Following this assessment we will write a detailed report describing which hotfixes you should apply. This will detail which hotfixes are essential and which are less critical, but required to bring the software to the latest levels.

Optionally, we will offer to carry out these recommendations at your site and document our actions.

Service activities

Over the course of the project, SAS consultants will:

- Conduct a detailed assessment of your level of hotfixing across your SAS deployment. This may involve a site visit

- Produce a detailed report describing which hotfixes you should apply, and which are essential or just advisable

- Optionally, apply these hotfixes for you at your site and detail our actions in a report.

Service deliverables

Once the project is completed, SAS consultants will provide you with a detailed hotfix recommendations document and, if required, another report describing how we implemented these recommendations at your site.

■ Key Benefits

- **Improve User Productivity:**
Applying the latest hotfixes will improve performance and your users' productivity.

- **Reduce Calls to Your Internal Helpdesk:** We will deliver a robust environment for use reducing the need for helpdesk investigation.

- **Free Up Your IT Department:** Deploy your IT resources more effectively by letting our experts deal with the time-consuming issue of hotfixing.

**THE
POWER
TO KNOW®**

Estimated duration

Duration may vary in line with your particular requirements, the number of departments using SAS, the location of client sites, the sophistication of your analytic and IT environments.

Estimated price

Price depends upon various factors: level of effort, required skills or expertise, market demands and business strategy. Contact your SAS Account Manager to determine the estimated price and duration of this service, and for more information about related services. All travel and expenses are additional.

■ The SAS Advantage

We understand and can apply SAS technology better than anyone else. Our development expertise spans three decades, and our experience with customers around the world is unrivalled. You can rest assured that with every engagement, our methodologies and best practices will deliver tangible results for your organisation.

Now, with the SAS Hotfix Review you can ensure all required hotfixes are applied quickly and effectively.

■ Please contact us for details

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