

Life Sciences Analytic Platform Support



Business Need

Our client was looking for a partner that could support their SAS® Analytic Platform running on Linux including integrated data technologies such as Netezza, Oracle, and SAP Hana. In addition, automation and rapid problem resolution was an important goal to decrease overall support costs and improve user satisfaction. In summary, our client needed a high level of analytic platform expertise delivered in a fixed cost managed service with flexibility to contract or grow based on their business and technical needs.

Key Client Challenges

- *Non-dedicated internal resources prepared to solve problems when they occur*
- *Lack of expertise across the whole technology stack resulting in slower than desired resolution time*
- *Less than fulltime resource needs that vary over time but needing to keep full-time staff onboard*
- *No consistent level of support response and focus on technical improvements to reduce platform problems*
- *Back-up resources not available to ensure coverage redundancy*



Solution

STS provided a standard high quality support model that was then customized to meet our client's needs:

- Capacity based support model with flexibility to change over time
- Customized Support – addition of job monitoring and automation, and the ability to install and support future technologies such as SAP Hana
- Expert Resources, Standard Support Tools integrated with client support processes
- 3 Resources trained in supporting client system for full resource back-up support
- Work reporting and transparency

Resulting Value Added

- *Increased technical support response*
- *Locked-in support costs with part-time model*
- *Full platform technical support and expertise*

Service Model Description

Service Management

Service Management is focused on managing the delivery of services, including coordinating administration support personnel, service communications, service reporting, procedural activity, and contractual activity. The STS Service Manager (SM) manages the overall service to our Customer, manages STS Support Personnel and staffing requirements, and provides ongoing service management. The purpose of the service management activity is to provide management, technical direction, control of Support Personnel and to provide a framework for planning, communications, and reporting to our customer.

Support Services

Our Administration and Support Team under direction of the SM monitor will perform the services for your analytics platform. These services are essentially the ongoing tasks associated with monitoring the effectiveness and performance of the environment; upgrade support, data connectivity/quality concerns, security, and system connectivity. This includes resolving and working administration and support related Service Requests sent into our team via email or phone. We then log the request in our cloud based ticketing system and immediately perform or schedule the work for a later time. When contracting with your organization, we will jointly develop and agree to the primary list of activities to create a clear framework of the scope of support. We recognize that at times technical issues may come up that are outside our scope. As an extension to your organization you can rest assured that we will help you address any challenges that arise to help you stay up and running.