

# Managed Analytic Platform Support

Expertise When You Need It - Fast SAS® Support and Administration



*Reduce overall SAS Support costs and administrative response time by leveraging our highly-experienced SAS experts as an extension to your organization in a managed service!*

*Standardized Services that can be customized to meet your specific needs*

## Administration Activities:

- Schedule a monthly maintenance window during off peak hours to:
  - Ensure integrity and security of SAS® Programs and adherence to standards
  - Configure logging options for optimization/performance
  - Plan and apply Maintenance patches in coordination operations during non-peak hours
  - Apply critical hotfixes and those indicated as necessary to resolve pertinent SAS® Tracks
- Review Windows logs for Events/Warnings/Failures related to SAS®
- Ensure regular full backups of the metadata server are consistently taking place
- Check disk storage space to ensure there are no I/O issues due to % full
- Proactively monitor the system resources to ensure optimal performance
- Add/delete users, ACTs, Databases/Libs/Schemas, and change permissions for users
- Create new metadata repositories and promote metadata objects or groups of objects
- Open and work SAS® Tracks for troubleshooting performance or coding issues with the affected user



## Application Support Activities:

- Application Coding
  - SAS® Coding, Modeling, Application Development and Deployment
  - SAS® Code migrations to new versions
- Lunch and Learn Sessions for Users:
  - “How-to”
  - Best Practices
  - New Features



## Our Services Ensure Proactivity

- Ensure minimum downtime and a high performing environment thru monitoring and administration
- Help your users with best practices and educate them on how to fully leverage SAS® capabilities
- Take control of your Admin and Support costs by capturing, measuring, and reporting results
- Leverage the right SAS® Partner

## **How it Works: A Flexible and Cost Effective Subscription Based Model**

- Customized to meet your environment and budget
- Pay for capacity of hours monthly that you can change over time, you define the hours of support
- Call in number and cloud based ticketing system for users and IT professionals to communicate with our experts
- Provided Remotely to minimize cost

**CALL US FOR MORE INFORMATION**