

Service Information Summary

\$2,950 SAS Administration and Support Service - Single Server Environment

Information about the service

Description of the Service

This service provides SAS Administration and Support services for a single-server SAS Office Analytics or SAS Visual Analytics environment. The service is available globally and provided remotely by Selerity staff based in Australia.

What's Included
SAS Environment Monitoring
SAS Service Monitoring
Online Service Monitoring Dashboard
Secure Online Knowledge Base
Regular SAS Environment Health Checks
Regular SAS Environment Maintenance
SAS User and Group management
SAS Deployment Backup management
SAS Configuration Management
Applying SAS License updates
Technical Support
Liaising with SAS Technical Support

Monitoring

Selerity use the Datadog monitoring service, and will configure your SAS environment to report metrics and events to this cloud service. This requires the installation of an Agent on your SAS server, and the ability for your SAS server to communicate securely with endpoints in the *.datadoghq.com domain over the internet using TCP port 443. If this is not possible then the SAS Environment Monitoring, SAS Service Monitoring, Online Environment Dashboard and Online Service Monitoring Dashboard components will not be provided.

Alarms

Selerity will configure a default set of Alarms based on our monitoring that are designed to catch potential problems before they manifest into issues that affect usage of your SAS Environment. These Alarms will create a Ticket in our Help Desk system for us to action. Our default set of Alarms can be extended, within reason, should you wish. As this feature depends on the Datadog cloud monitoring service, if that cannot be provided then this component also cannot be provided.

Online help desk and knowledge base

Selerity provide an online Help Desk and Knowledge Base which is accessible at <https://support.selerity.com.au>. Security is controlled by the domain of your business email address, and users must self-register using the URL above. Knowledge Base documents will be made available in a secure area of the online Knowledge Base and will be accessible to all staff with the same email domain unless Selerity is specifically advised otherwise. Technical Support tickets may be raised by logging in to the Selerity Support site at the above URL, or by emailing support@selerity.com.au. The volume of Technical Support requests is not specifically limited, but is provided by Selerity on a best-effort basis and under the understanding that this service is not designed to replace the unlimited support provided by the SAS Institute.

Minimum Term

This service is available on a 12 month contract.

The minimum total cost is **\$35,400** excluding GST on a 12 month contract.

Things you will be charged extra for*
Reconfiguration of your SAS Environment
Supporting Environment customisations
Upgrading your SAS Environment
Application of Hot Fixes
Applying SAS Maintenance updates (e.g. going from M4 to M5)
Disaster Recovery
Online Environment Performance Dashboard
<small>*Customers with an active SAS Administration and Support Service package receive 25% off our standard consulting rates. This list is not exhaustive.</small>

Access

In order to provide speedy and efficient service to you Selerity require remote access to your SAS environment. The choice of how this remote access is provided is up to you. With many customers already having a VPN solution in place this is easy. For customers that do not have an established remote access solution we will deploy our LMI Hamachi VPN. If remote access is not possible then we will be unable to provide any of the hands-on components of this service.

Checks, maintenance and hot fixes

Selerity undertake regular remote work on your SAS Environment to ensure that it remains available for your use. This includes System Checks, Maintenance tasks and the application of SAS Hot Fixes. The timing of these tasks are co-ordinated with you, and usually done outside business hours to make sure your regular routine is not interrupted. All tasks undertaken by Selerity are done by certified SAS Administrators and fully documented in a Ticket that is available for your review.

SAS administration

Selerity look after all your regular SAS Administration tasks including:

- user management
- group management
- metadata management
- security support
- backup management
- EMI Framework (audit) management
- license updates

Requests are made using the Selerity Help Desk and undertaken by certified SAS Administrators.

Technical support

This service provides email and web based Technical Support for questions, issues or advice on the Administration and running of your SAS Environment. If there are any issues you have raised directly with SAS Technical Support, we can also assist and liaise with SAS on your behalf should they request items such as log files or server configuration files.

Security

Security is of the utmost importance to us, and when providing this service we only access your environment using secure methods approved by you, and only when needed. All tasks done on your environment are fully documented in our ticketing system and available to you for review at all times. We have strict internal policies on security to ensure that both yours and our systems remain secure.

Information about pricing

Currency

This service is available globally and charged in Australian Dollars. All prices mentioned in this document are in Australian Dollars.

Minimum monthly charge

Within Australia: \$3,245 per month including GST.

Outside Australia: \$2,950 per month, Tax free.

Payment terms

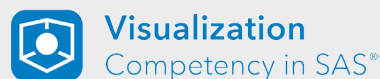
You will be invoiced Monthly, in advance, for this service. Payment is due 14 days from date of invoice.

Credit card processing fee

Payment by credit card will incur a 2% surcharge.

Late payment fee

If you don't pay your invoice by its due date we may charge you a late fee.



Accelerating SAS Success