

Service Information Summary

On Demand SAS Support Service

Information about the service

Description of the Service

This service provides on demand SAS Administration and Support services for one or more SAS environments. The service is available globally and provided remotely by Selerity staff.

What's Included
SAS Administration Support
SAS Development Support
SAS Programming Support
Access to our Certified SAS Specialists
Access to our Microsoft, RedHat and Linux Administration Specialists

Conditions
Work is done at your request
Hours can be used 8:30am to 5:30pm, Monday to Friday excluding public holidays
Your Yealy hours will be reduced each month by your allocated Monthly hours
Unused Monthly hours are not carried over

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. At your request, we can create custom Knowledge Base documents which will be made available in a secure area of your online Help Desk. 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 Support requests available to you is determined by the Package you have signed up for.

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 can deploy our LMI Hamachi VPN. If remote access is not possible then we will be unable to provide any hands-on support services.

SAS administration

All tasks undertaken by Selerity are done by certified SAS Administrators and fully documented in a Ticket that is available for your review.

Selerity can support all your SAS Administration tasks including:

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

Minimum Term

This service is available on a 12 month contract.

Our standard packages offer 480, 240, 120 or 60 hours over 12 months, but other options are available.

Our standard packages include the following:

Hours		Pricing ex. GST		
Yearly	Monthly	Yearly	Monthly	Excess/hour
480	40	\$62,400	\$6,800	\$130
240	20	\$37,440	\$3,900	\$156
120	10	\$21,840	\$2,200	\$182
60	5	\$12,480	\$1,200	\$208

Customer's pre-paying yearly enjoy the following benefits:

- Discounted price of up to 25% compared to paying monthly
- Ability to go over their monthly time allocation by borrowing up to 10% of their next month's hourly allocation.

Any hours used over and above the monthly allocation (or the monthly allocation + 10% for yearly customers) will be invoiced monthly in arrears at the Excess rate shown above.

Technical support

This service provides email, web and phone based Technical Support for questions, issues or advice on all aspects 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.

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 (60h Package)

Within Australia: \$1,320 per month including GST.

Outside Australia: \$1,200 per month, Tax free.

Payment terms

You will be invoiced 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.

