SAS Technical Support

Paul Scheenaart and Christian Wolf

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Technical Support Account Manager

Christian Wolf - TSAM

Paul Scheenaart - TSAM

Chris & Paul have 25 years of combined SAS experience at SAS Technical Support (TS). They have been working with SAS 9.4, SAS Viya 3.x, SAS Viya 4 on all known Platforms.
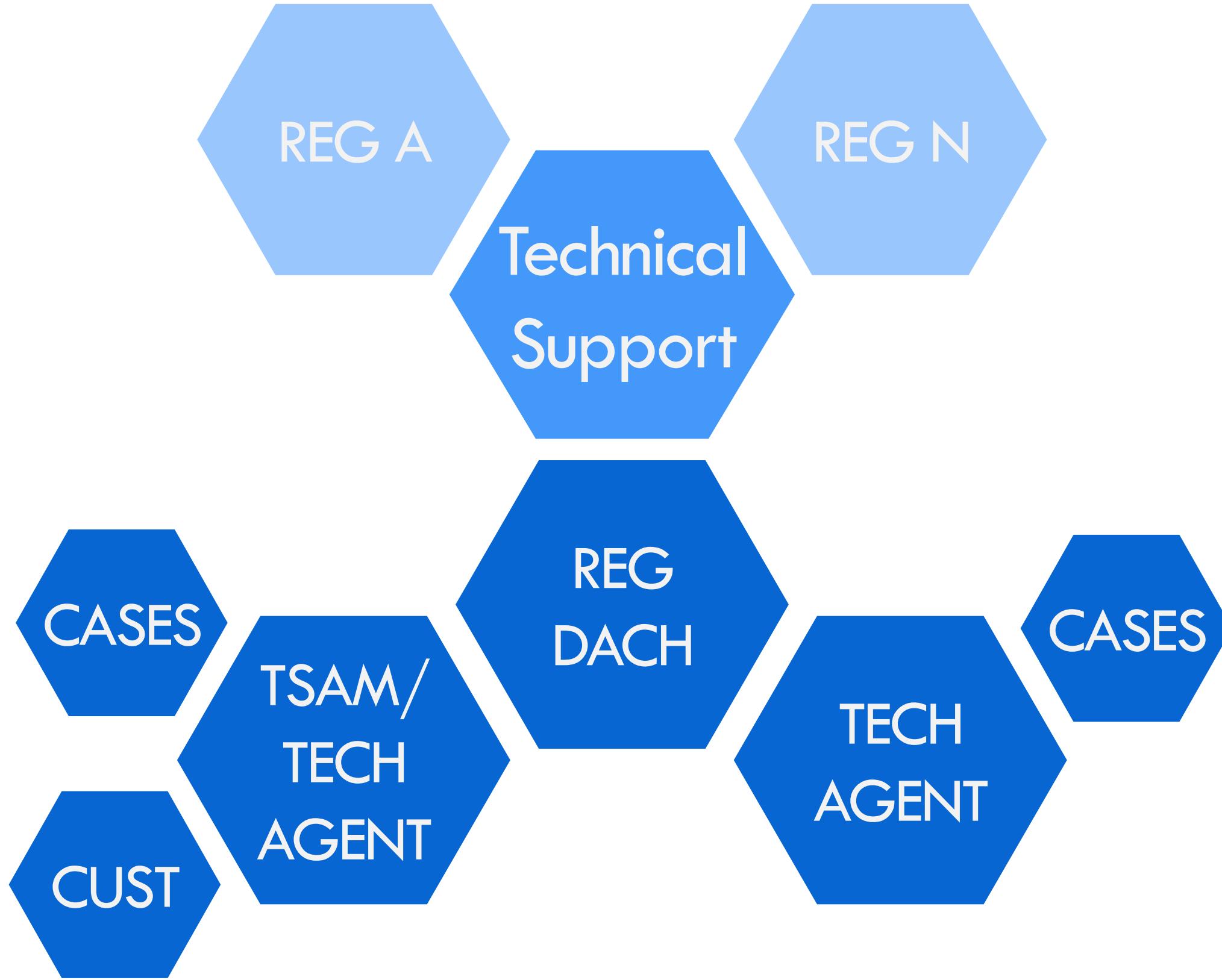
Paul & Chris have worked as TS Viya* spearheads in the DACH region.

Paul & Chris have worked for different Premium Support customers as TSAM and providing Admin Support over the past few years.

Both have a degree in business informatics and are happy to support you as TSAM's.

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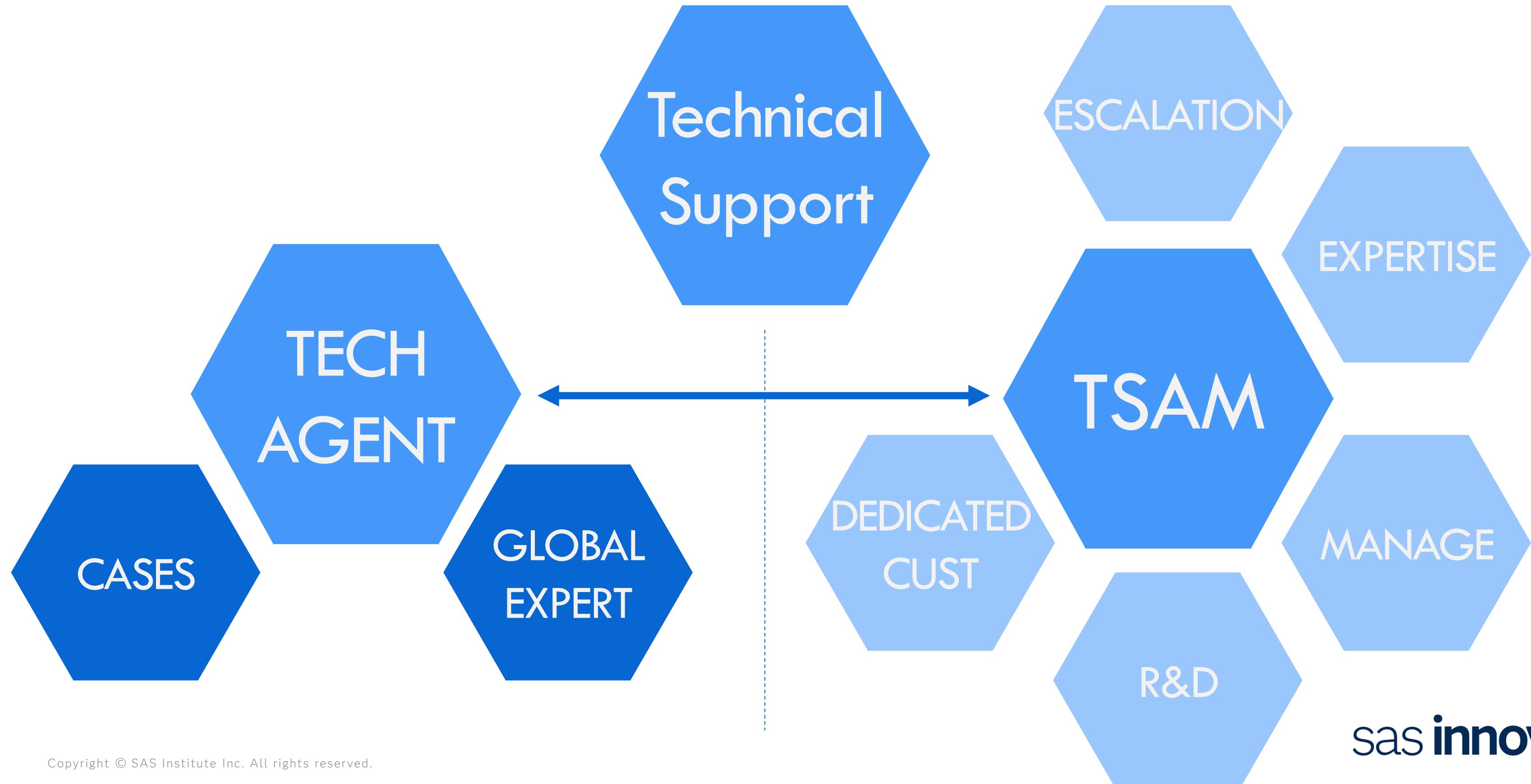
SAS Technical Support | REORGANIZATION
Before March 2024

SAS Technical Support | REORGANIZATION
Beginning March 2024
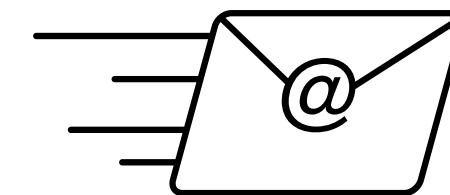
Contact Support

Phone	Mail	Chat	Web
06221/ 415-200	support@sas.com	Chat	CSM - Customer Support
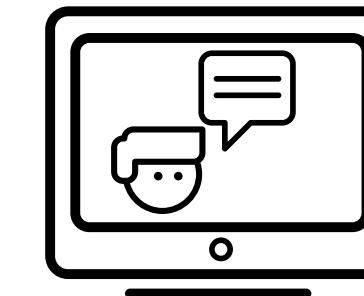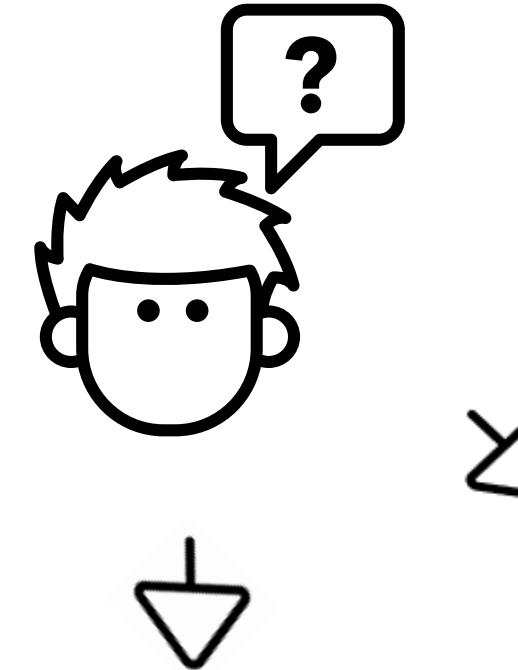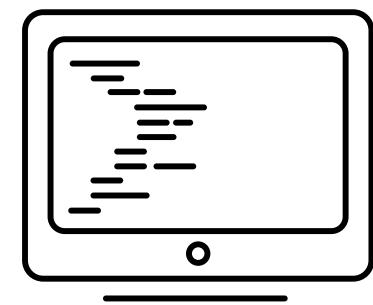
~~sas@service-now.com~~ > SAS internal IT

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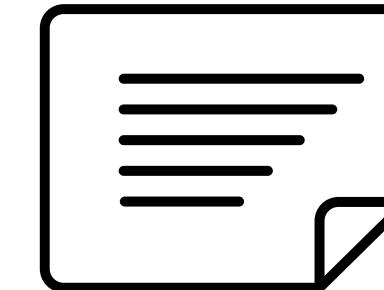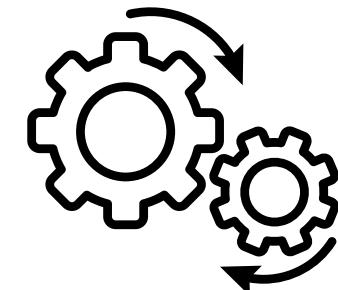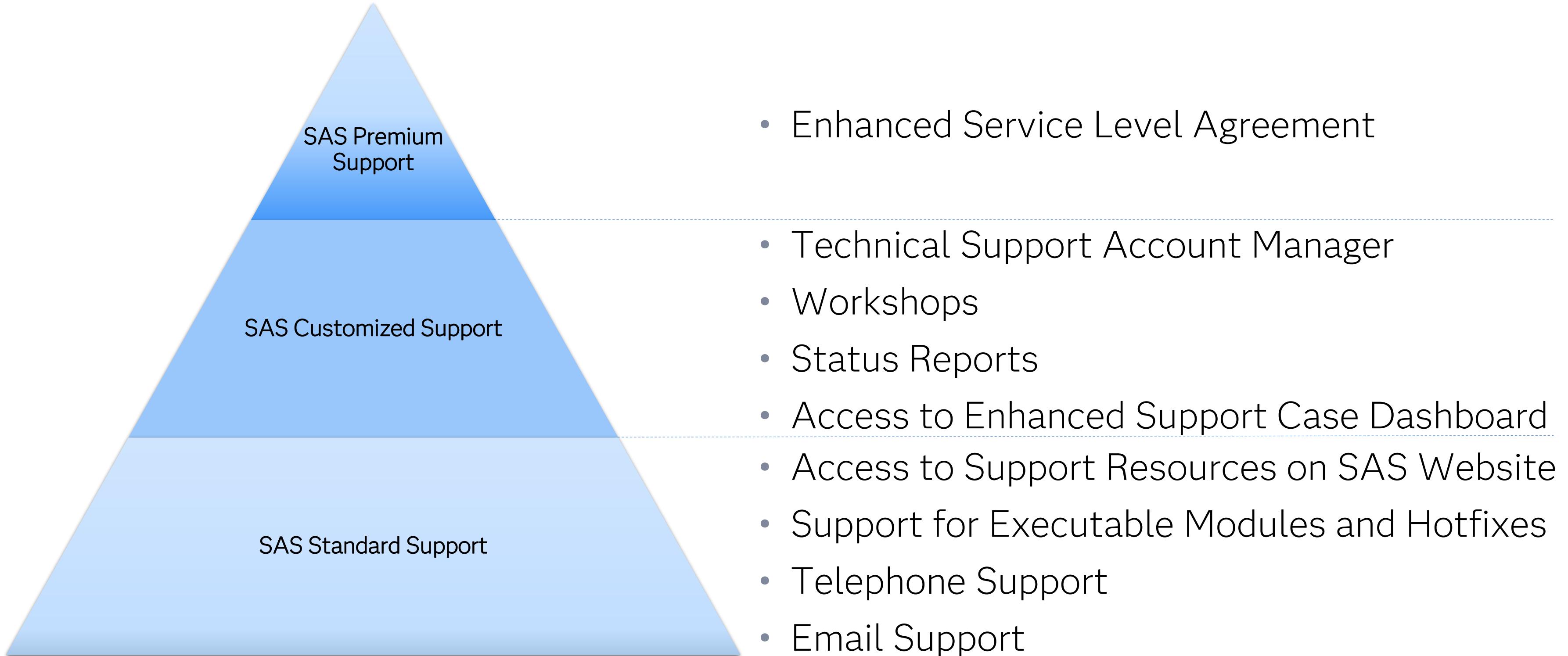
SAS Enhanced Support Services

SAS Premium Support

SAS Customized Support

SAS Standard Support

- Enhanced Service Level Agreement

- Technical Support Account Manager
- Workshops
- Status Reports
- Access to Enhanced Support Case Dashboard
- Access to Support Resources on SAS Website
- Support for Executable Modules and Hotfixes
- Telephone Support
- Email Support

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SAS Premium Support | Overview

What:

- ADDITIONAL TO STANDARD SUPPORT
- **DEDICATED TECHNICAL SUPPORT ACCOUNT MANAGER**
- **ENHANCED SERVICE LEVELS**
- **PROACTIVE SUPPORT MODEL**
- FOCUSED ON SAS PLATFORM POST LIVE SUPPORT & PREVENTATIVE MAINTENANCE ACTIVITIES
- STATUS REPORTING
- FIXED DURATION, >= 12 MONTHS

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SAS Premium Support | Overview

Why

- MAXIMISE VALUE FROM YOUR SAS ESTATE
- **MINIMISE OPERATIONAL RISK**
- **INCREASE SYSTEM STABILITY & UP TIME**
- PROVIDE CONTINUITY OF UNDERSTANDING
- **LEVERAGE SAS EXPERTISE, BEST PRACTICE & EXPERIENCE**
- INCREASED USER ADOPTION AND SATISFACTION
- **ENHANCED DIAGNOSIS & RESOLUTION**

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SAS Premium Support | Overview

How
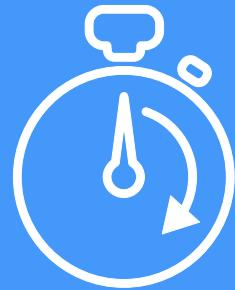
- EMPOWER YOU TO BECOME SELF SUFFICIENT
- **ANTICIPATE YOUR NEEDS & DELIVER STRATEGIC ADVICE**
- **FLEXIBLE DELIVERY OF A RANGE OF SUPPORT SERVICES ALIGNED WITH YOUR BUSINESS, IT STRATEGY AND VISION**
- **DEFINE ESCALATION PATH & PROACTIVE ISSUES MANAGEMENT**
- **SHARE BEST PRACTICES**
- ASSIGNED SAS ADVOCATE & ALIGNED TECHNICAL SUPPORT RESOURCES

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Technical Support Services Comparison

Support:	Standard	Premium
Enhanced Support Service Level Agreement (SLA)		✓
Technical Support Account Manager		✓
Premium Support Workshops		✓
Premium Support Status Reports and Meetings		✓
Access to Case Dashboard		✓
Telephone Support	✓	✓
Email Support	✓	✓
Access to support resources on SAS Customer Support Web Site	✓	✓

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Premium Support Benefits
Minimizing Risk – Maximizing Value

Reactive Value

- Reduced Issue Impact & Severity
- Faster Response Times
- Named Technical Support Account Manager
- Business Context for Issues
- Understanding the customer's environment
- Priority Treatment of Issues
- Escalation Management
- Co-ordinated support responses

Proactive Value
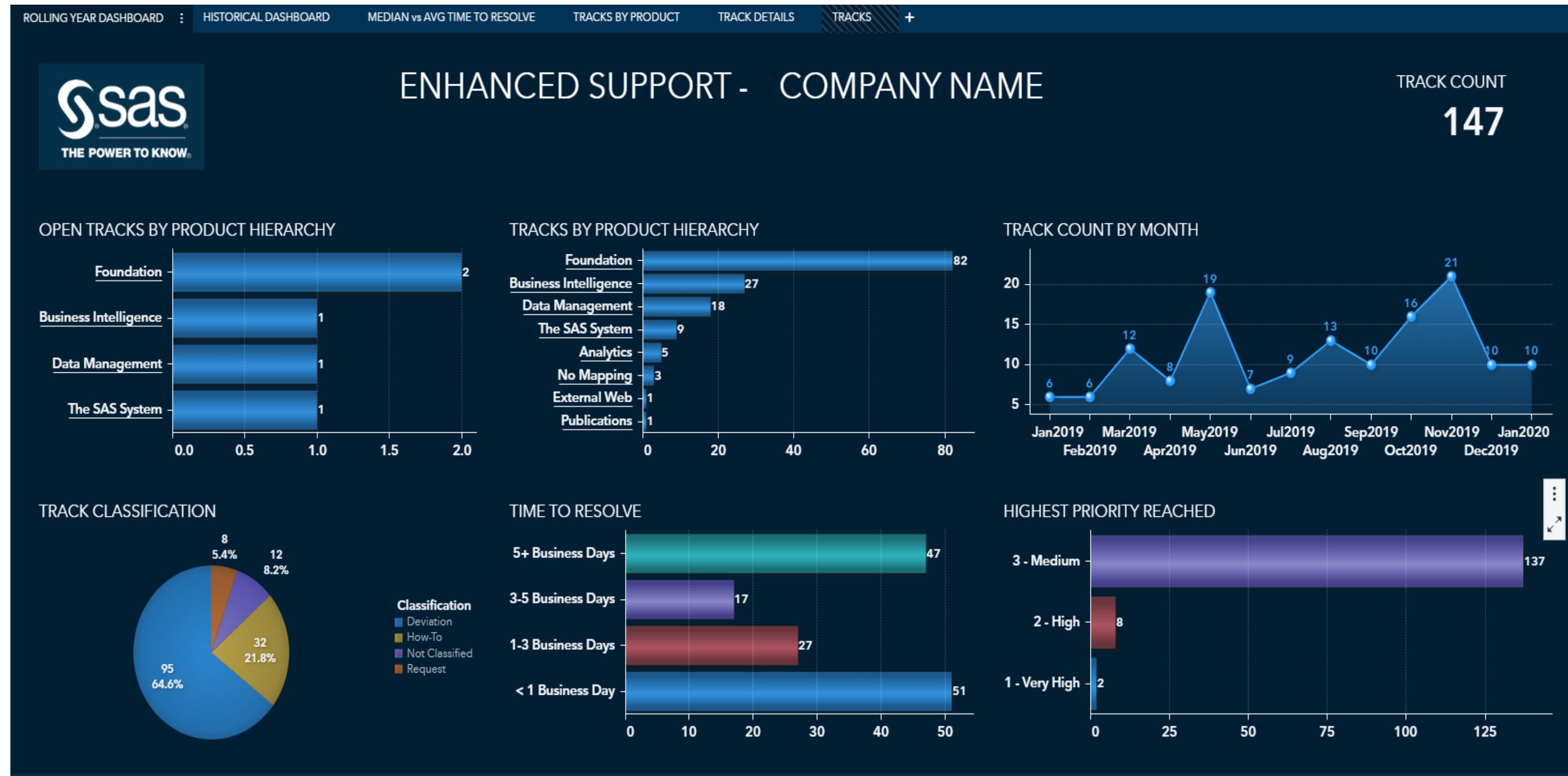
- Platform Risk Mitigation
- Improved Stability
- Improved Business Service Provision
- SAS Technical Leadership, Advice & Guidance
- SAS Support Model Definition
- Embedding SAS Best Practice Support Methods
- Platform Improvement Recommendations
- Maintenance Planning & Out Of Hours Support
- Support Resource Co-ordination
- Access to Experts
- Flexibility (Jointly Agreed & Aligned Priorities)
- Budgetary Certainty

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Technical Support Response Time SLAs

Severity Level	Condition	Premium Support		Standard Support	
		Initial Follow Up	Frequency of Updates	Initial Follow Up	Frequency of Updates
1	A critical SAS production system is down or does not function at all, and there is no circumvention for the problem; a significant number of users are affected, and a production business system is inoperable.	1 hour*	As agreed upon	2 hours	Every Day
2	A component of SAS technology is not performing, creating a significant operational impact.	2 business hours	Every business day	4 business hours	Every 2 business days
3	A component of SAS technology is not performing as documented. There are unexpected results. Problems can be circumvented. There is moderate or minor operational impact.	8 business hours	Every 2 business days	1 business day	Every 3 business days
4	Questions pertain to usage or clarification of documentation.	8 business hours	Every 5 business days	1 business day	Every 10 business days
5	Customer offers suggestions or requests for new product features and enhancements.	8 business hours	Every 15 business days	1 business day	Every 30 business days

* Support outside of normal business hours is available for Production Environments with Severity 1 issues.

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SAS Enhanced Support Dashboard

SAS Enhanced Support customers can access the dashboard to explore and visualize their own support activity

THANK YOU!

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