

**Service Information Summary**

## SAS Administration and Support Service



**Information about the service**

**Description of the Service**

This service provides SAS Administration and Support services for your SAS 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
Real-time 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

**Minimum Term**

This service is available on a 12 month contract.

The minimum total cost is **\$41,400<sup>1</sup>** excluding GST on a 12 month contract.

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 from their next month's hourly allocation.

Things you will be charged extra for*
Reconfiguration of your SAS Environment
Supporting Environment customisations
Upgrading your SAS Environment
Exceeding your allocated Support hours
Applying SAS Maintenance updates (e.g. going from M6 to M7)
Disaster Recovery
Online Environment Performance Dashboard

\*Customers with an active SAS Administration and Support Service package receive 25% off our standard consulting rates. This list is not exhaustive.

**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. Support tickets may be raised by calling 1300 421 520, logging in to the Selerity Support site at the above URL, or by emailing support@selerity.com.au. 10 hours of Support are included. Hours used in excess of your allocation will be billed separately at a \$130 per hour + GST. You will be advised when you are approaching your limit and before any excess hours are consumed.

**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 own VPN software. 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. 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 phone, 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: \$3,795<sup>1</sup> per month including GST.

Outside Australia: \$3,450<sup>1</sup> per month, Tax free.

### Payment terms

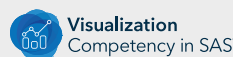
You will be invoiced Monthly, in advance, for this service. Payment is due 14 days from date of invoice.

### 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

1. Pricing is based on the version of SAS, number of hosts, environments and support hours required. Billing can be monthly or yearly.

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