

Service Information Summary

Holiday Special - SAS On Demand Services



Description of the Service

Over the coming months your staff may be looking to take time off to enjoy the holiday season. With Selerity's Holiday Offer for our On Demand Service you can reward your staff without worrying about your SAS environment!

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
Must be purchased between 1 Nov 2021 and 31 Jan 2022
Hours expire 60 days after purchase.

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

Special Offer Period

This service is available for purchase between 1st November 2021 and 31st January 2022.

Our Holiday packages include the following:

2021/2022 Holiday Rates		
Hours	Pricing ex. GST	Excess/hour
40	\$7,200	\$130
20	\$4,100	\$156
10	\$2,300	\$182
5	\$1,200	\$208

- Any hours used over and above your allocation (after customer approval) will be invoiced in arrears at the Excess rate shown above.
- New customers taking advantage of this offer can receive a 5% discount off our standard SAS On Demand Services if purchased within 2 months of this service expiring.
- Any new customers can also enjoy a 10% discount on any official SAS training course (valid for Australia and New Zealand only, excluding the Business Knowledge Series) purchased from Selerity during this service.

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 charge (5h Package)

Within Australia: \$1,320 including GST.

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

Payment terms

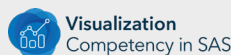
You will be invoiced in advance for this service. Payment is due 14 days from date of invoice.

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.



Accelerating SAS Success