

# SAS Managed Services

## What is it?

SAS Managed Services is our solution that facilitates the management and maintenance of your organisation's SAS system, so that you may concentrate more on your critical business functions. We provide complete relief from the day-to-day maintenance and support of your SAS environment.

## For whom is it?

Many organisations look for ways to alleviate their daily IT activities and to focus on their business missions. With the introduction of new technologies and new forms of communication, IT and support teams need to collaborate even more closely to continue to support the existing IT infrastructure. This is often expensive and complex.

### **Our clients face many challenges**

*Providing a stable environment for business users*

*Increasing operational costs and maintenance burden*

*Meeting the ever changing requests from the organization*

*Complying with new legislation and regulations, such as GDPR, Basel I-III, Solvency II and GxP*

*Limited expertise to properly manage and support the SAS products internally*

## What is included?

OCS Consulting offers a guarantee on the continuity of your SAS environment. It's a bit like having a service agreement on a new car, a regular maintenance programme to ensure mobility. Just as most drivers are simply not mechanics, most SAS users are not SAS administrators. That is where our solution comes in. The guarantees that we stand for are recorded in SLAs and, should things go wrong, we will respond within the agreed time.

The most important features of our promise to you are:

- ◇ Continuity and stability of your SAS environment;
- ◇ A dedicated and competent service team that is available during office hours;
- ◇ Resolving disruptions is included in our service. After all, there is a mutual interest in limiting these to a bare minimum;
- ◇ A Single Point of Contact to SAS;
- ◇ With our personal engagement, we position ourselves as part of your organisation.

*“The management of our business-critical systems in SAS is knowledge-intensive. Often there are continuity risks due to the dependence on certain people. Through our partnership with OCS Consulting, we can guarantee specialist expertise and knowledge sharing. This allows us to concentrate, as much as possible, on the business return of our analytics platform,” says Marco Zanting, Manager IT&C Application Services at de Volksbank.*

## What additional options are there?

In addition to the basic agreement we can supply further services on request.

- ◇ Implementation of authorisation management and security.
- ◇ Version management of the SAS software.
- ◇ Support outside of office hours.
- ◇ Assistance with release management.
- ◇ Functional support by certified consultants.

***Let us know how we can help you too!***

OCS Consulting is the only SAS Gold Partner in the Netherlands that offers a solution for SAS Managed Services. If you want to know more about our offering, please contact Kenneth Blokland, Team Lead SAS Managed Services, for an informal discussion about the possibilities for your organisation.

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### About us

OCS Consulting is an international IT consultancy with offices in the Netherlands, Belgium, the United Kingdom and Switzerland. Our Dutch office is our SAS centre of excellence. With specialised services for data management, business intelligence, data science and SAS managed services, we support clients in many business sectors.