

SAS SUPPORT

AND MANAGED ENVIRONMENT SERVICES



**Now, it's Easy and Affordable
to provide your SAS Users with a Reliable
and High Performing Environment!**

SAS Support and Managed Environment Services

Now make it **Easy and Affordable** to provide your SAS Users with a **Reliable and High performing Environment**.

Denologix, a Toronto based Premier SAS Service's supplier offers a wide variety SAS Support Services and Managed Environments to suit your current and future requirements.

Our Multi-tier Support approach ensures that our Customers have the best coverage possible. Our tailored Support Tiers ensure that customers are completely covered for all of their SAS support needs.



PROVIDING



Maximum system up-time



A High Performing optimized environment



Reduced IT backlog



Governance & Incident Management



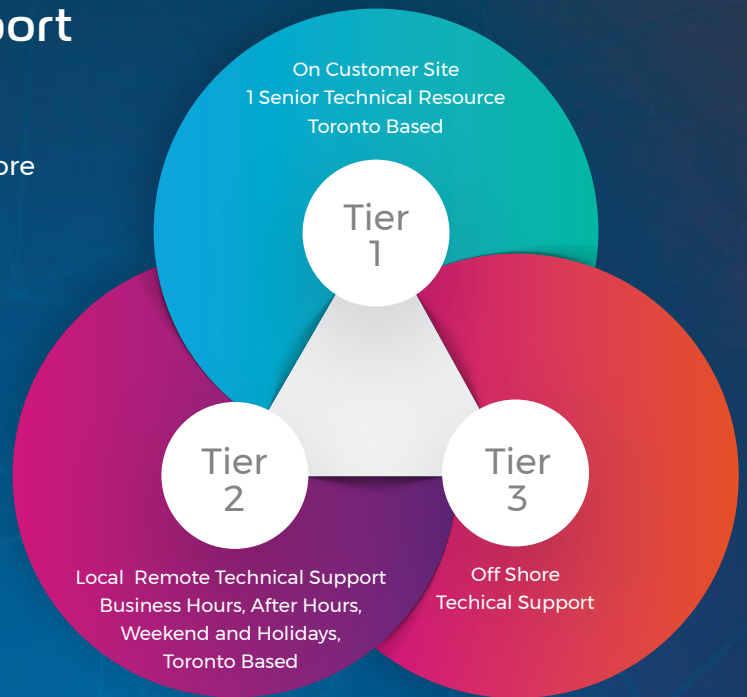
Mentoring of Technical Staff



Total Environment Administration - Security

Denologix Tiered SAS Support Services

- On Site, Local Remote Support, and Offshore remote support
- Full Coverage of all your Daily and Critical Operating Needs
- Providing a Reliable Optimized SAS Environment
- Best Practice Upgrades, Mentoring, Security and Integration
- Single Point of Contact for all SAS requirements



Support Levels

Level of Support - Tiers	Benefit
On-Site Technical and Program management staff as required.	<p>Providing Effective and Efficient Governance, Management, and Support for :</p> <ul style="list-style-type: none"> - Incident Management - Preventative Maintenance Improvement - Perfective Maintenance - Adaptive Maintenance Planning and Scheduling <p>Overall SLA Management, Monitoring, and Reporting</p> <p>Single Point of Accountability for Platform Vendor Partner Management, i.e.: SAS Canada & SAS Global Support Services</p>
Local Remote Support	Problem response to provide compliance with critical Problem resolution as per SLA
Off-Shore Remote Support	24/7 Un-Interrupted service as per SLA

In addition to our SAS support Services we provided Full environment management for On-Site- Cloud Based, or Remote private Servers

Value & Benefits



Our full SAS Support Services are available for Small, Medium and Large Environments. No matter how simple or complex, we have the expertise to ensure success.



Costs are based on Environment and Support requirements. Short and Long term engagements are available. Our pricing is competitive, and in many cases provides improved value over current costs.



Drive improved business results and productivity, through a reliable optimized SAS environment.



Denologix Leadership and our long-term partnership with SAS provides Customers a One-Stop SAS support solution.

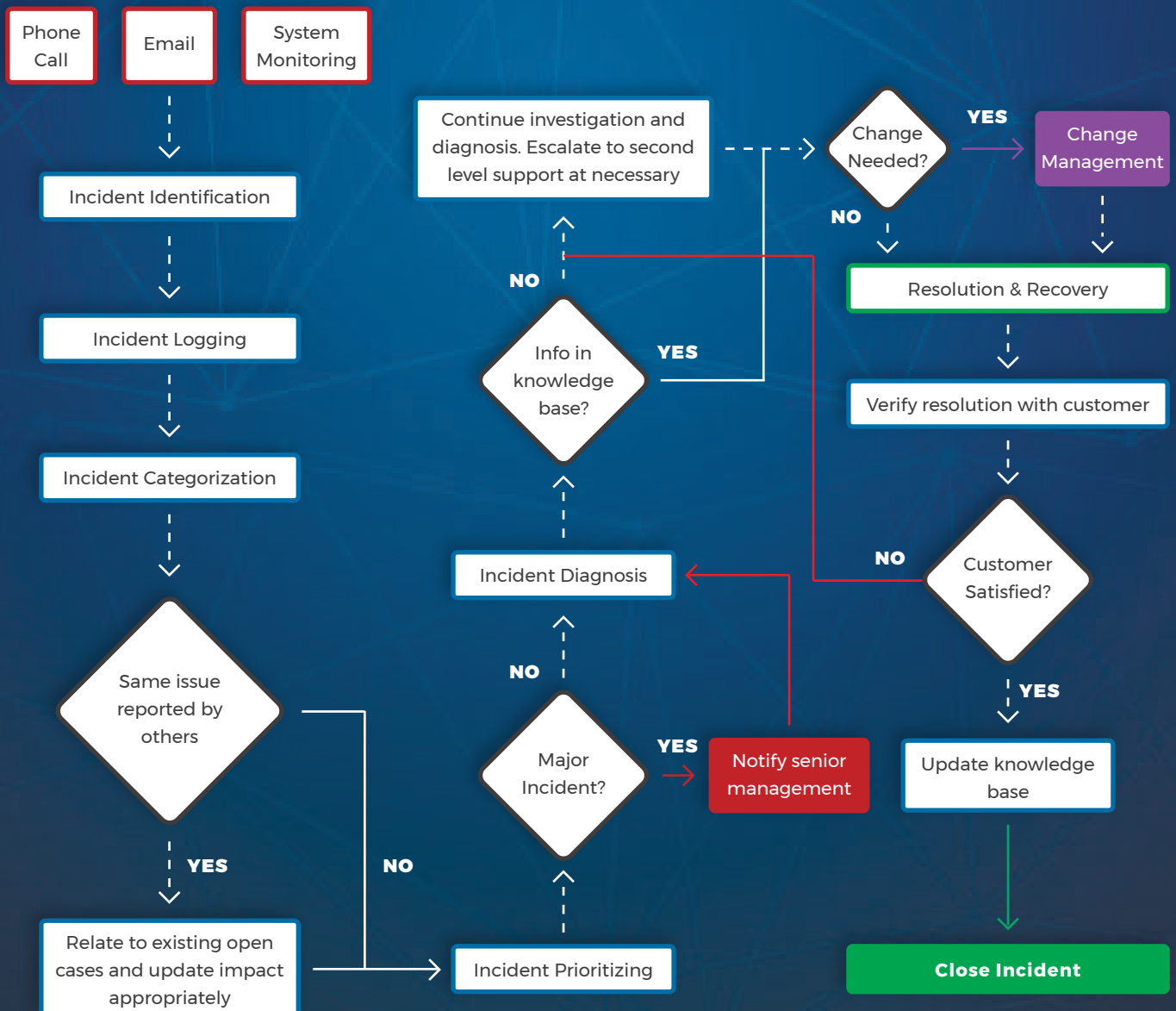


Denologix Support services are fully managed by our Governance framework, supported by our fully integrated incident and activity reporting system. Providing a continuous optimization framework.

Work Flow for Activity & Incident Management Governance

Denologix utilizes industry standards based tried and trusted methodology to manage incidents. The Denologix Management Framework is implemented within the Denologix Management Incident Workflow shown below.

Denologix Incident Management Workflow



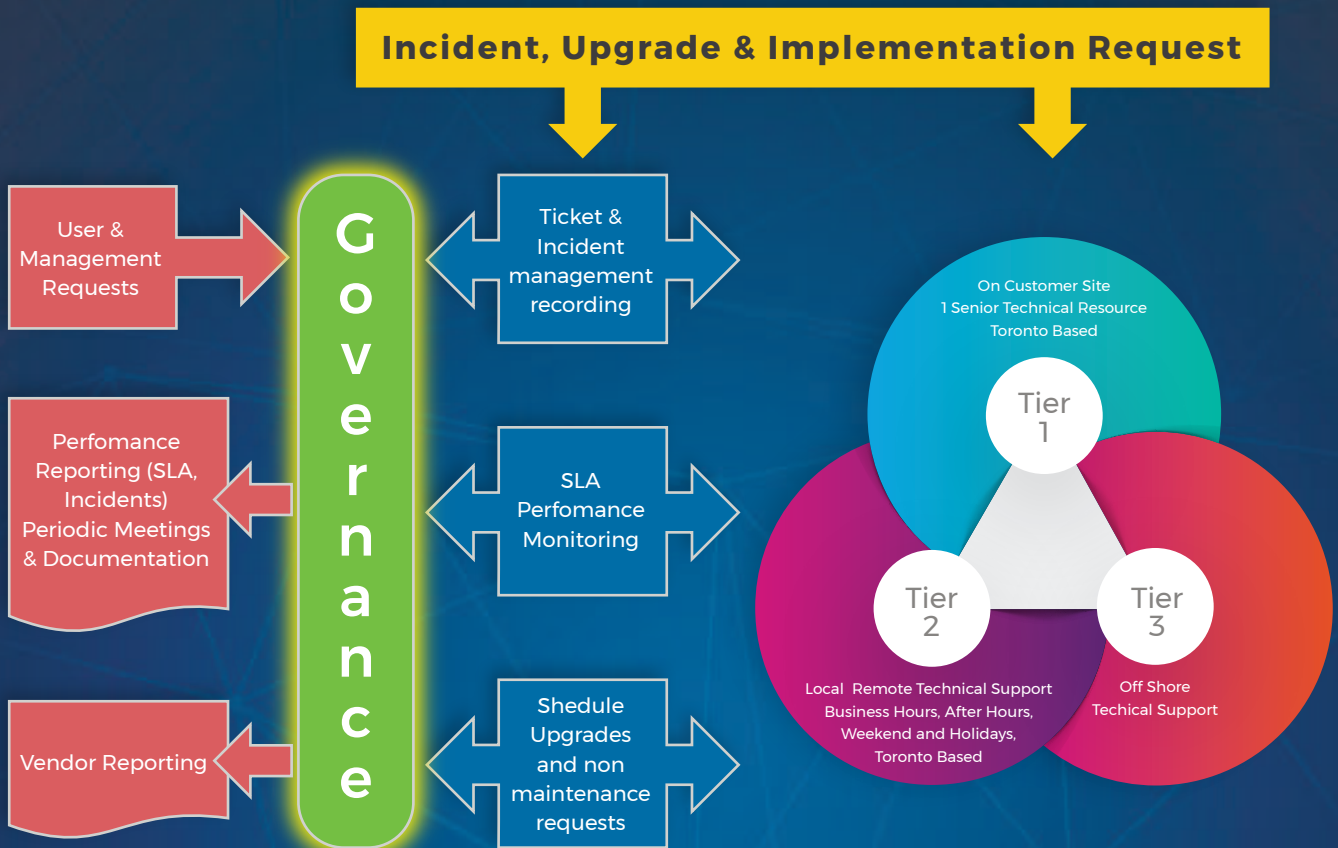
THE DENOLOGIX INCIDENT MANAGEMENT WORKFLOW INCLUDES THE FOLLOWING ACTIVITIES:

- **Incident identification:** an incident is an unplanned interruption to or quality reduction of service. Incident identification can be the result of a user reporting issue by phone or email or as a result of the continuous system monitoring. The Denologix service desk will provide a first line single point of contact for the users.
- **Incident logging:** The Denologix Service Desk will log the incident in the issue tracking system and generate a ticket number.
- **Incident categorization:** Categorization involves assigning a category and at least one subcategory to the incident. This action serves several purposes:
 1. It allows the service desk to sort and model incidents based on their categories and subcategories.
 2. It allows some issues to be automatically prioritized. For example, an incident might be categorized as “network” with a sub-category of “network outage”. This categorization would, in some organizations, be considered a high-priority incident that requires a major incident response.
 3. Provides accurate incident tracking. When incidents are categorized, patterns emerge. It’s easy to quantify how often certain incidents come up and point to trends that require training or problem management.
- **Relating and linking incidents:** This step allows the team to identify if the incident was wide spread and is affecting multiple users and leading to multiple reports being created. Relating these reports and updating the impact to the system helps the team identify the priority level of the incident.
- **Incident prioritization:** An incident’s priority is determined by its impact on users and on the business and its urgency. If the incident is a major incident then management is notified.
- **Incident response:**
 1. Initial diagnosis: This occurs when the user describes his or her problem and answers troubleshooting questions and review internal knowledge bases.
 2. Investigation and Diagnosis: This is the troubleshooting process in which hypothesis are confirmed and the problem is diagnosed. Once the diagnosis is made the solution is applied such as restarting services, changing software settings, applying a software patch, or requesting new hardware. Escalation, as necessary, to level 2 or advanced support can happen in this stage.
 3. Incident resolution: This is when the support team confirms that the user’s service has been restored to the required SLA level. and the users has tested that it is working to their satisfaction.
 4. Incident closure: At this point, the incident is considered closed and the incident process ends.
- **Communication with the user community throughout the life of the incident.**
- **An incident resolution can require a change to systems or workflow which will trigger a change management process.**
- **Once a solution is applied successfully then the knowledge based is updated to document the solution.**

CONTINUOUS ENVIRONMENT IMPROVEMENT

Denologix Approach


Continuous Improvement Program



Contact us to find out more about how our SAS Support Services can Benefit you!

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 denologix.com

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