

SAS REMOTE ADMINISTRATION

Trusted Resource for Performance and Reliability

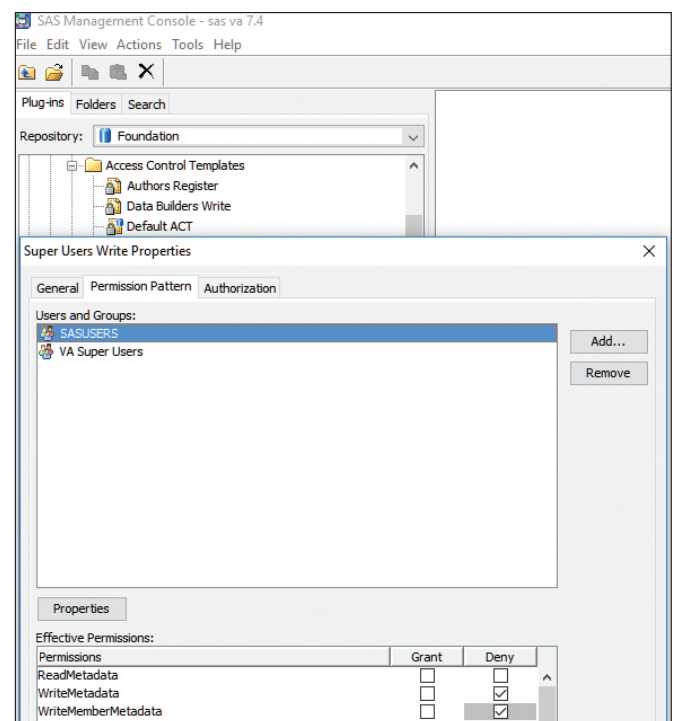
Clients depend on 89 Degrees' SAS Customer Intelligence expertise for assessing, recommending, managing, and optimizing their mission-critical marketing operations. Our remote administration services ensures adoption of best practices for performance and reliability, always-on monitoring and rapid incident resolution. Clients also benefit from ongoing wellness checks, performance reporting, and improvement recommendations – all at a lower annual cost than a full-time, in-house resource.

KEY SERVICES INCLUDE

- Proactive Maintenance
- Performance Monitoring
- Technical Support
- Incident Management
- Metadata Management

BENEFITS

- Lower annual costs and increased business continuity
- Initial system audit ensures adoption of best practices for performance and reliability
- Always-on monitoring and rapid incident resolution
- Ongoing wellness checks and performance reporting with improvement recommendations



Managing SAS security templates.

PROACTIVE MAINTENANCE

- Manage the SAS license renewals and updates process
- Clean-up and manage system logs
- Start/Stop of SAS services when needed

PERFORMANCE MONITORING

- Monitor Production systems
- Tuning activities to help improve performance
- Monitor resource utilization by SAS programs

INCIDENT MANAGEMENT

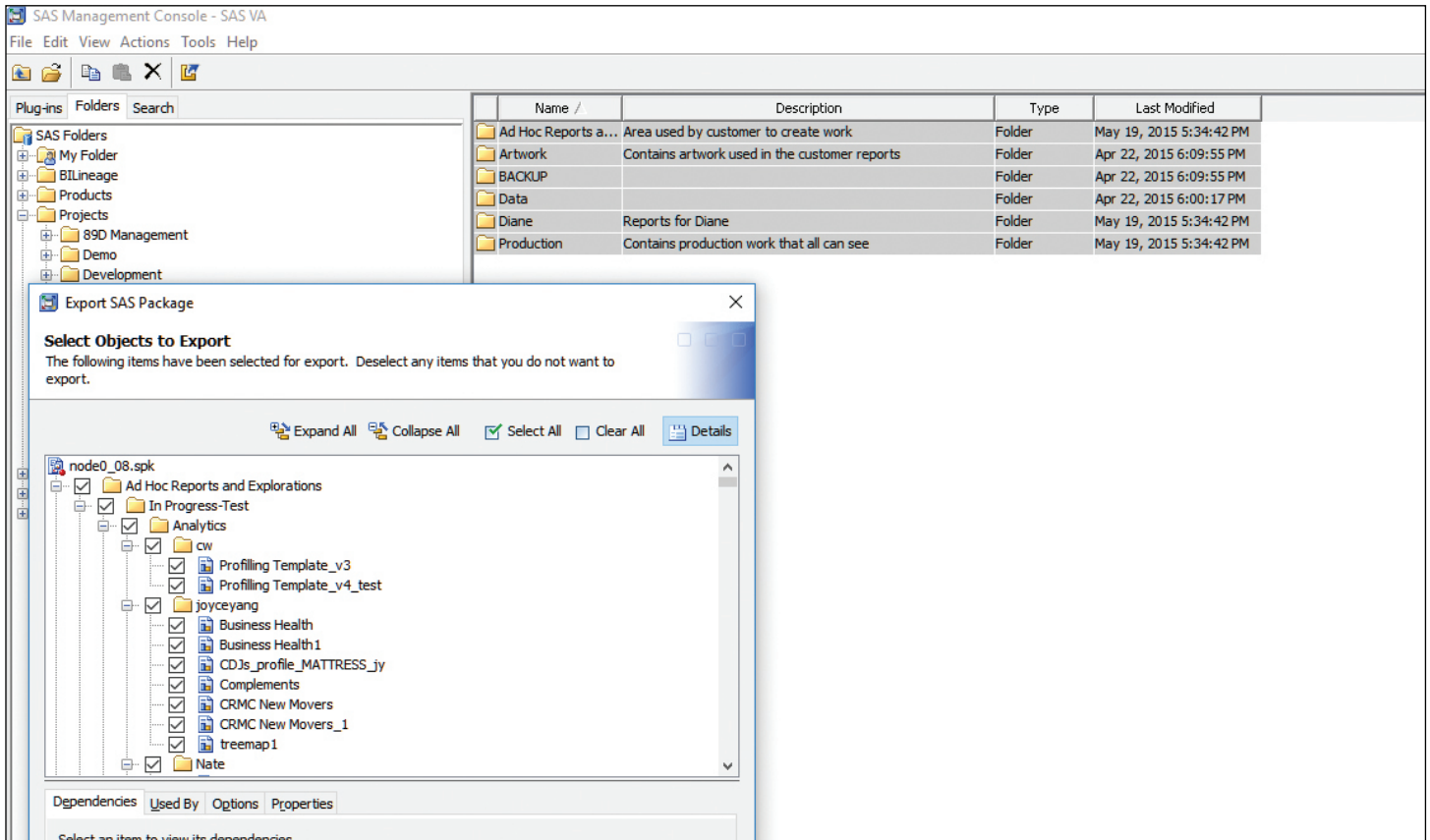
- Triage reported issues and work to implement resolution
- Prepare Root Cause Analysis reports for Sev 1 and Sev 2 issues in a standard template
- Utilize preferred application for issue tracking & reporting

TECHNICAL SUPPORT

- Allocation of skilled SAS Administrators, located in the U.S.
- End user support during required business hours or optional 24/7

METADATA MANAGEMENT

- Manage end user permissions
- Apply metadata updates as requested



Promotion of SAS components from test environments to production environments.