



**CT GLOBAL SOLUTIONS™**  
Make Every Decision Count™



# Post-Go-Live Support for SAS Solutions





# Post-Implementation Support

## 1.1 Introduction

SAS and CT Global Solutions offer a wide range of support contracts to ensure customer success. Support contracts vary by solution, client requirements, available client resources and anticipated changes to the solution scope and scale. Changes to scale and scope include but are not limited to potential mergers and acquisitions; new product introductions; new supplier categories; new promotion types; sales and delivery channels; and the location of warehouses and distribution centres.

## 1.2 Support Organization

For all types of support, CT Global Solutions maintains a uniform and consistent management and delivery engagement model. For each support option, CT Global provides a dedicated Engagement Director who maintains client communications and serves as the point of escalation and mitigation of any risk. A dedicated Project Manager stays in contact with support personnel, manages support work elements and ensures responsiveness and adherence to SLAs. The Project Manager also prepares regular status reports and maintains close communication with client project manager and/or user groups (business and technical). If required, the Project Manager prepares periodic reports that document issues raised, response time, resolution time and details. The following types of support personnel are deployed, depending on the option and type of support:

- ◆ Engagement Director
- ◆ Project Manager
- ◆ Subject Matter Expert (SME) / Solution Specialist
- ◆ Senior Technical Lead
- ◆ Technical Consultant
- ◆ Senior Functional Lead
- ◆ Functional Consultant
- ◆ Data Integration Specialist
- ◆ Senior Architect
- ◆ Platform Administration Specialist
- ◆ Solution Installation & Configuration Specialist

For typical support contracts, the CT Global team works with SAS Technical Support as needed. Typically, the client raises technical support tickets with SAS Tech Support and copies CT Global so that open support track items are monitored. CT Global Solutions typically interacts with dedicated SAS



Tech Support personnel for open tickets and offers suggestions for resolution and ensure necessary action items are also undertaken on the client solution side.

For ease of communication and tracking of support action items, CT Global maintains a dedicated support email for all communications as well as for copying on SAS Tech Support communications. For example, clients may use a dedicated email such as *yourname\_support@ctglobalsolutions.com*, which is distributed to the CT Global direct support team (including Engagement Director and Project Manager) as well as a broader team of CT Global Operations Managers and senior management.

## 1.3 Support Options

The following Options are available:

### 1.3.1 Option 1: Initial Solution Handoff

Support is provided for required system performance monitoring for 1 additional month after go-live date. During this period, any required actions are taken to improve system performance metrics and meeting emerging business and technical users. During this period, training and knowledge transfer may be provided to additional business and technical users who were not previously identified. During this period, 24X7 support is possible, delivered through a hybrid team based in USA and India. The key objective of the post go-live support is to ensure the solution is working as planned and ends with a successful hand-off to the client team for ongoing solution operation and system maintenance.

### 1.3.2 Option 2: Extended Solution Handoff

Extended support is provided to ensure system performance and address required actions for meeting requirements for 3 additional months after go-live date. During this period, any required actions are taken to improve system performance metrics and meeting emerging business and technical users. Training and knowledge transfer may be provided to additional business and technical users who were not previously identified. The additional 2 months (compared to Option 1 above) are utilized to not only continue support but also to accommodate anticipated requirements such as integration of new data sets, new products / SKUs, suppliers, segments, organizational changes, etc. During this period, 24X7 support is possible in the first month and 8X5 support in the last two months. A hybrid USA and India based team is utilized.

### 1.3.3 Option 3: Software Maintenance & Platform Administration



Support is provided to both client technical and business users. Option 3 support contracts are typically offered for 1 year, which may be renewed by client as needed. Support includes user maintenance including adding new users / user types, along with resolution of user access or other related reporting issues. Support covers application of all SAS software issues such as hot fixes, updates, etc. Support also covers updates to non-SAS software elements such as Windows server, OS – however, such support elements are typically identified in advance and included in the scope of the support contract. Platform Administration services are provided with CT Global architects and platform administrators ensuring SAS platform and solution availability, stability, and performance. Typical SLAs for this option provide 24X7 for platform administration. Hot fixes and updates are typically scheduled quarterly. Other support issues, for example those related to user maintenance SLAs provide 24-hour response and 1-week resolution time. Option 3 support is also offered without platform administration in certain cases where clients utilize their own resources or when a cloud hosting is used (with platform administration services included). Typically, a USA based team is utilized by CT Global with an option to use India resources for platform administration.

### 1.3.4 Option 4: Processing, Reporting & Analysis

Support for running solution and reporting is provided in instances where clients choose to outsource solution runs and maintenance. Such support contracts require articulation and documentation of specific roles and responsibilities for CT Global and client personnel and SLAs for different support elements, which run from 8X5 to 24X7. A hybrid USA & India team is typically utilized.

### 1.3.5 Option 5: Software Upgrades

Support may be needed for clients when SAS issues a new version of the solution as an upgrade option. CT Global support provides counsel with best practices for migration and ensures a seamless and successful in-place migration. Support elements include installation, configuration, and validation. SLAs provided depend on the project plan and implementation schedule. A USA team is typically utilized.

### 1.3.6 Option 6: Solution Modernization

Over time, as client requirements evolve and the solution requires modernization and enhancements, CT Global offers recommendations for modernization that incorporate industry and solution design best practices, as well as for reporting and analysis. Modernization programs also utilize the power and value of latest software features and functionality that enhance and leverage the business value of the solution. This support option includes assessment, design recommendations with a road map and project implementation plan. A hybrid USA & India team is typically utilized.



## 1.4 SAS Technical Support

Support provided by CT Global Solutions is complemented by SAS Technical Support, which is included as part of the SAS software licensing contract with the client. While clients may raise SAS Tech Support tickets, CT Global recommends being copied on all such communications in cases where a CT Global Support contract is in effect.

## 1.5 Support Use Cases

Support Use Cases



### Global Engine Manufacturer

Risk Pricing Solution for Service Contracts

### Post-Go-Live Support

Negotiation of price & terms occurs across the globe & around the clock regardless of time zone.

*Support was mission critical with over \$100 billion of revenue run through the solution*

- ◆ Service level: 24X7 follow the sun support
- ◆ Support provided by two teams
  - US
  - India
- ◆ Average time to close tickets: 4 hours
- ◆ Staffing from US and India
- ◆ Options include:
  - Fixed price
  - Flexible calendar and scope
  - SLA's
  - Platform, technical and/or solution support
  - Server tuning, patches etc.
  - Coordinate with SAS Tech Support



## US Based Regional Bank

Global Profit and Cost Reporting Solution

### Post-Go-Live Support

A regional bank wanted to focus on its core business and contracted with CT Global Solutions to ensure smooth uninterrupted operation of its solution.

*Outsourcing support to CT Global is a popular cost-effective option for clients*

- ◆ Staffing from US
- ◆ 8X5 support with flexible calendar
- ◆ Average time to close tickets: 24 Hours
- ◆ Options include:
  - User maintenance and access resolution
  - Reporting issues resolution
  - Application of SAS Hot fixes each Quarter
  - Remote VPN connection
  - Coordinate with SAS Tech Support



## Large International Global Fund

Global Profit and Cost Reporting Solution

### Post-Go-Live Support

Support for the SAS CPM cost modeling process, including technical support, upgrades, revisions to the cost model, and maintenance of ETL processes to maintain existing functionality and capabilities.

*Support was critical to maintaining global management cost reporting*

- ◆ Staffing from US
- ◆ Fixed Price Contract
- ◆ 8X5 support
- ◆ Technical Support for the SAS 9.4 Intelligence Platform and SAS CPM
- ◆ Average time to close tickets: 24 Hours
- ◆ Ad hoc technical support:
  - Keep existing model objects running
  - Resolve process issues for model inputs & data
- ◆ Make minor changes to ETL processes and model to resolve issues for existing functionality
- ◆ Diagnose and correct unallocated expenses



## Large Aerospace Company

Financial Modeling & Forecasting

### Post-Go-Live Support

CT Global implemented a replacement for a very complex forecasting plan and was contracted for providing support.

#### *10 years of continuous support for this client*

- ◆ Staffing from US with Fixed Price Contract
- ◆ 16X5 support, including weekends if needed
- ◆ Technical Support for the SAS 9.4 Intelligence Platform and SAS FM Solution
- ◆ General server / system maintenance & monitoring of system
- ◆ Installation of SAS hot fixes / patches
- ◆ Technical Liaison to SAS Development and Infrastructure teams
- ◆ IT support activities, e.g., security update to servers, general maintenance activities, etc.
- ◆ Submission and disposition of SAS Support Tickets
- ◆ Average time to close tickets: 24 Hours
- ◆ One new application release or maintenance upgrade every two years

## 1.6 Summary

No matter what the size or complexity of the solution, CT Global Solutions has a track record of delivering support at the levels needed to match customer requirements.

The table below summarizes the different options of support with key support elements and SLAs.



Option	Duration	Type of Support	Key Support Elements	SLA
Option 1	1 month	Initial Solution Handoff	Solution performance monitoring; resolution of user issues; minor enhancements; training additional business & technical users.	8X5 to 24X7/Follow-the-Sun
Option 2	3 months	Extended Solution Handoff	Resolution of user issues; solution changes such as adding new products, segments, organizational changes, etc.;	8X5 to 24/7/follow-the-sun
Option 3	1 year	Software Maintenance & Platform Administration	<i>User Maintenance; performance monitoring; application of SAS hot fixes; updates to non-SAS software such as Windows server OS.</i>	Hot fixes scheduled Quarterly. 8X5 to 24X7 for Platform Administration.
Option 4	1 year	Processing, Reporting & Analysis	Outsourced monthly, weekly, or daily solution runs plus reporting and analysis	8X5 to 24X7/follow-the-sun
Option 5	1 month	SAS Software Upgrades	Upgrade to latest software including installation, migration, configuration and validation.	As per project plan & implementation schedule.
Option 6	TBD	Solution Modernization	Modernization of solution to adapt to new business goals and technology, to use new SAS functionality, and create a more efficient process	As per project plan & implementation schedule