

SAS Support The way it should be Cost-Effective. Dedicated. Flexible.

Maintaining a world-class BI platform takes world-class talent – but it doesn't have to be costly. ZenGuard™ provides cost-effective access to expert SAS support professionals for a fraction of the cost of hiring resources internally. Our flexible service plans and contract terms let you tailor your savings with the right plan – now that's the way it should be.

The same support team every time.

With two US-based team members assigned to your business, you get the continuity you need to hit the ground running with each and every support call. But, support shouldn't be solely reactive. Our teams build relationships that allow us to provide proactive support that drives continuous system performance improvement.

Your ZenGuard™ team can help you:



- Identify performance bottlenecks & root system problems
- Detect issues before they cause system downtime
- Understand performance data for trend analysis and capacity planning

Comprehensive services keep you up and running.*

ZenGuard™ offers a range of services that can be tailored to meet your exact business needs. We provide daily support, as well as on-going maintenance that ensures your platform and applications are positioned for future growth.

Services include:



- System maintenance
- System troubleshooting
- ETL support
- General report support
- Best practice advice

\$103,000



Salary= \$100,000/yr
Training= \$3,000/yr
Total= \$103,000/yr



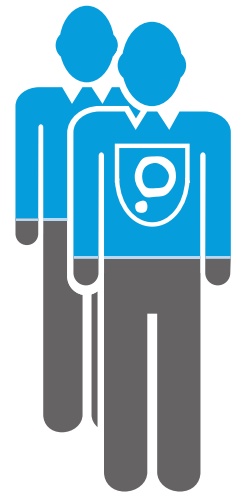
1 full-time SAS
admin on staff

VS

\$47,400*

You Save
>50%

*Cost based on an annual
25 hour/month service plan.



2 ZenGuard
support professionals

Flexible Services For every budget

You can count on us.

We're part of your team. We work collaboratively with your IT department and business users to ensure you're getting the most out of your SAS investment.

We love solving problems, even the most challenging ones. We're tenacious, and we'll work till your problem gets solved.

We're responsive. We're there when you need us through remote access, or on-site for more complex issues.

We're expert. Our support team members know SAS inside and out because they worked and trained there. Associates average 15-25 years SAS experience.

"ZenGuard™ keeps our customers systems up and running. When my customers subscribe to ZenGuard I know they are in good hands."

– Pat Doherty, Project Manager, SAS



"Having a dedicated team makes all the difference. Our ZenGuard™ team knows our systems, are highly responsive and easy to work with. We would be hard pressed to hire this level of SAS expertise internally."

– Jim Finn, ERP Systems Manager at ODEC



PLAN DETAILS:



Every plan includes two dedicated support professionals.



ZenGuard™ support contracts are available in 6 or 12 month terms.



Choose from support during standard hours, after hours or 24/7*.

Monthly Support Hours	Cost Per Month**
Up to 15 Support Hours	\$2,625.00
Up to 25 Support Hours	\$3,950.00
Up to 50 Support Hours	\$6,850.00
Up to 75 Support Hours	\$9,750.00

* Standard support hours from 8:00 am – 8:00pm, M-F. After hours support available by appointment only.

**Other fees include:

- A contract initiation fee of \$3,000.00 for set up and an initial consultation.
- Overage fees when hours exceed plan terms.
- Up to 5% annual increase may be applied to any plan.

Contact us to get started.

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