Customer Loyalty Team: Support you can count on
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Our customers have been—and will always be—our priority.

We want to express our gratitude for your partnership with SAS. You are the reason for our success as a company and why we constantly strive to innovate and offer the best service and products. This is why we created the Customer Loyalty Team. "Our ultimate mission is to help you realize the full value of the investments you have made with us, and to continue to strengthen our partnership by actively listening to and acting on your feedback."

Stacy Hobson
Director of Customer Loyalty
SAS

Our pledge to you is more than words. We mean what we say.

We will:

Advocate
We are here to get things done—answer questions, resolve issues, help you realize opportunities.

Connect
We support your relationships within SAS, help you create partnerships in the user community and connect you with the right resources.

Empower
We help you get the most from your software investment.

We're committed to:

Collaboration
Your ideas and challenges fuel our innovation. We will listen and work as a team.

Relationships
Building a long-lasting community is vital to us. We are partners for the long run.

Value
Technology can be difficult to keep pace with. We will ensure you have the latest software and know the best opportunities available.
The value of our partnership extends far beyond software.

“Whether it is coordinating efforts to find the right resource to solve an issue, educating the user base, or keeping us informed of new SAS offerings, the Customer Loyalty Team helps us make better use of our SAS investment.”

Valence Health

SAS is with you throughout the entire customer journey, maintaining outstanding levels of support and customer satisfaction.

Account Development
Through consistent and dedicated communication from our team, you’ll always be in the know on how SAS can add value to your organization.

Implementation
We simplify the implementation process by assisting you along the way to determine which resources you need based on the specifics of each project.

Support and Services
We can help you adopt and migrate to new software releases and keep you informed about new features and options. We provide support for account-specific events, either on-site or virtual.

Account Maintenance
Whether you’re a new SAS® user or a seasoned one, we’re here to help. Questions, concerns, ideas, challenges, new needs—whatever comes along, the Customer Loyalty Team will see to it that you’re happy with the outcome.
Let us introduce you to all the support and services available.

From on-site learning sessions to user conferences, there are many ways to take advantage of continuous SAS support—and even more reasons why you should.

Knowledge Exchange Sessions
One- to two-hour Web-based or on-site learning that showcases an area of technology specific to your organization’s needs. Customers can take advantage of post-implementation training, information about new software releases and the chance to share relevant content in a safe environment.

Workshops
Half- or full-day on-site learning focused on a topic of interest relevant to your SAS software that will bridge the gap between education and application, boost productivity and improve performance.
Usage Surveys
Evaluate your usage of and relationship with SAS on your journey, identify any gaps or needs with software and training, and discuss current software and any associated future road maps.

Communities.sas.com
Access this online forum anytime, anywhere to get the information you need about SAS. Connect, collaborate and share insights with the SAS community on software updates, programming, data analysis and deployment issues.

In-House Users Groups
A community composed of users within a single organization from one site or branches of the same organization. SAS users can discuss confidential topics and data usage, learn about new SAS products and services and exchange ideas with others in your organization.

Local and Regional Users Groups
Both of these group types provide a means for SAS software users to explore ways of using SAS software and participate in activities of mutual interest. Local users groups are intended for SAS users from different organizations within a specific geographic area, such as a city, county or state. Regional users groups exist within a defined geographic area and hold annual, multiple-day conferences. They may also provide outreach and services to local groups within the region.

International Users Group
SAS Global Forum is an education-focused and energy-packed conference – created by SAS users, for SAS users. Featuring attendees from all over the globe and across industries, this annual event attracts more than 4,000 SAS users and offers hundreds of presentations, expert-led courses and hands-on workshops.
Don’t take our word for it.

Our customers speak volumes about our support and services.

“Our SAS liaison actively proposed and arranged an on-site SAS 9.2 knowledge exchange session to assist our SAS users transitioning from SAS 9.1.3 to SAS 9.2.”

Regeneron

“The topics they covered in the workshop were very beneficial to our data team. I believe some of the data analysts were able to tweak their SAS code between sessions based on suggestions from the group, and we saw instant improvements.”

Health Integrity

“During the break, I went back to my desk to try one of the techniques I learned during the workshop and had immediate performance improvement!”

State government agency

“With all of the support provided by SAS’ Customer Loyalty organization, our Qualex In-House SAS Users Group has become a central part of training and professional development for our consultants. The speakers, books and all of the perks that come with being an officially registered in-house SAS users group have truly been a blessing.”

Qualex

“I would like to share with you my sincere appreciation and gratitude for your reaching out and reminding me of the importance of community. We now have three fledgling IHUG groups that will allow the users to form stronger, interdepartmental SAS bonds with like-minded colleagues. I am sure our ongoing partnership will help us to continue to deliver world-class analytic solutions.”

Large retail chain
Resources Within Reach

The Customer Loyalty Team can guide you to SAS resources to assist you as quickly as you need them.
Your success is our business.

“While our company has grown, our mission of adding value to our customers and being central to their success through our software remains the same.”

Jim Goodnight
Chief Executive Officer
SAS

Hands-on support. Expertise on demand.

• SAS customer account executives have an average of 15 years in the organization, coming from customer-facing roles such as sales, publications, market research, marketing and education.

• Our systems engineers average 20 years at SAS, supporting our customers in pre-sales, consulting and training roles.

“Our customer account executive has been very responsive. She helped with several time-sensitive challenges such as coordinating groups within SAS to resolve issues from licensing to packaging for deployments needed for health authority submissions.”

Otsuka
Innovation is at the heart of what we do.

We listen to our customers to understand their needs. Then we give our employees the freedom to explore new ideas and ways to address those needs.

We have enjoyed steady growth every year since our inception, but one thing remains unchanged: our longstanding commitment to helping customers transform how their businesses work and sustain a culture of fact-based decision making.

The guiding principles that launched this company in 1976 are still the foundation of our growth and success:

- Commitment to our customers.
- Appreciation of and dedication to employees.
- Adherence to the highest standards of quality and performance for our software.

Continual innovation that creates lasting value.

It’s our promise to maintain these principles both in the year ahead and beyond, as we continue to give our customers The Power to Know®.
Whether it’s training, education, community building or problem solving, you’ll have a dedicated Customer Loyalty Team member to answer your questions, be your advocate and connect you to a wealth of SAS resources.

Numbers you can count on.

91 of the top 100 companies on the Fortune Global 500® list use SAS.

70,000+ business, government and university sites in 139 countries.

13,739 employees across more than 400 offices.

25% of revenue invested into R&D (2013).

$3.02 billion in revenue (2013).

No.2 on Fortune 100 Best Companies to Work For list in 2014; finished in the top three for last five years, including No. 1 in 2010 and 2011.
Let’s get started. We’re here to help.

Learn More
Explore the wide variety of support and service resources available to you.

- support.sas.com/resourcekit
- support.sas.com/customerloyalty

Contact Us
Have questions? Send us an email at customerloyalty@sas.com.