

SAS Viya Cloud Analytics and Managed Service

Prepared for:

G Cloud 15

Introduction

Katalyze Data is certified and experienced consultants can provide a comprehensive portfolio of SAS analytics and business solutions. This ranges from the design, implementation, on-going managed service support, hosting and training.

This provides customers with:

- A cloud hosted analytics platform based on the latest SAS Viya software
- Managed Services that support your users to get the very best from the platform

This allows customers to focus on their business goals without the concern of hardware and software maintenance and support.

Detailed Description

Katalyze Data's' SAS analytics environment includes the following:

- Appropriate delivery approach including agile and other project management methodologies
- Understanding of the organisations strategic objectives and advise on the most appropriate platform from a business value and cost perspective
- Initial consultations to develop in in-depth understanding of requirements and scope
- Provision of SAS software licences
- Configuration of cloud computing platform (e.g. Azure, Google Cloud, AWS)
- Configuration of SAS analytical software
- On-going incident management
- On-going platform maintenance and feature updates
- Proactive monitoring, alerts and regular updates
- On-demand support allocation

You can also benefit from additional Katalyze Data's services including:

- Consultancy
- Training across both SAS and integrated open source technologies such as R and Python

- Graduate Programme - We hire STEM graduates with a propensity to be successful data scientists. After an intensive 3-month Data Science training programme, we place them with our clients for 9 months. Then most are hired permanently by the client.

Katalyze Data can put together a package of services to suit your needs with as much or as little involvement as you want.

Initial consultations to define requirements and scope

The first step in any engagement is to gain a clear understanding of your requirements. Katalyze Data will identify and assess your needs and recommend the most appropriate cloud vendor, server architecture and software solutions to meet those requirements.

Provision of SAS software licences

Katalyze Data are a SAS reseller partner and can manage software licensing and renewals for SAS software. The following SAS software is included:

- SAS Viya software (Analytics Pro)
- SAS Viya Workbench
- SAS Viya Advanced
- SAS Viya Enterprise
- SAS Viya Programming

Other software bundles are available on request including SAS 9.

Configuration of cloud computing platform

Katalyze Data will usually recommend one of the three major cloud vendors (Azure, Google Cloud Platform or AWS) based on the specific requirements, however other cloud vendors can be supported. Cloud infrastructure will be provisioned and configured ready for software deployment.

Configuration of SAS Analytical software

The licensed software will be deployed to the cloud environment, tested and documented before handover to the client.

Ongoing incident management

Katalyze Data continually monitor the cloud environment. Issues are immediately escalated to the Katalyze Data's support team to investigate and resolve. Katalyze Data also assess the health of the cloud vendor core services so that all incidents are managed and communicated via our incident management system.

On-going platform maintenance and feature updates

Katalyze Data will continually maintain both the cloud platform and SAS software through an agreed CI/CD approach. This will include:

- System update change control process for quick roll back
- OS patches for critical and security updates
- SAS Software update releases for new features and critical issue resolution
- Quarterly Managed Services review of Analytics Platform and Cloud Environment overview

Proactive monitoring, alerts and regular updates

Detailed monitoring of compute, storage, network and session resources are continually polled via a cloud native monitoring solution. Performance thresholds are set to alert Katalyze Data will support if there are any breaches to performance or other infrastructure concerns.

A quarterly summary of the software platform and service health provides our customers with a concise overview the entire analytics platform. All incidents and requests are detailed in the quarterly review document for total transparency of our ongoing proactive management.

On-demand support allocation to assist with the platform and software

An allocation of support time is included to provide resource to the analytic platform users. This is expended in 15-minute increments and can be used for any of the following:

- Software assistance (including coding, or application use)
- Ad-hoc changes to the cloud platform such as
 - User session configuration
 - Data source provision
 - New connectivity requests
 - Infrastructure performance upgrades
 - Opensource integrations to enable R and Python code to run on Viya CAS

- Access to Katalyze Data's 30 years of experience

Security

Katalyze Data configure your platform with the highest security standards, adhering to best industry practices. Policies such as the Principle of Minimum Privilege, data sanitation and data encryption (at rest and in transit) are implemented as standard. Automated security scanning, monitoring and alerting are deployed on all Katalyze Data cloud environments.

Backups and Recovery

Katalyze Data will recommend a Backup and Recovery Plan that meets your needs. This plan will take account of factors such as Recovery Point Objective, Recovery Time Objectives and retention period.

Katalyze Data SAS Analytics Pro Propositions

Katalyze Data offer three options:

- Fixed price
- Pay-As-You-Go (PAYG)
- Bespoke

Fixed Price:

A simple predictable model intended to provide surety of cost.

- Fixed price for initial setup
- Software and standard Managed Services offerings charged annually
- A fixed monthly charge for compute services based on defined (fixed) cloud resources for compute capacity and usage estimates based on expected data transfer volumes.
 - Fixed resources are:
 - Instance type
 - CPUs
 - RAM
 - Storage
 - Reserved Public IP Addresses
 - Dedicated website domain name purchase (1 year) (optional)
 - Cloud Hosted DNS (optional)
 - Cloud support levels (optional)
 - Estimated resources are:
 - Data transfer ingress & egress rate per GB (details vary by vendor)
 - Virtual Private Network (VPN) Usage
 - Network and access audit logs
 - Monitoring and dashboards
 - DNS queries and usage (Cost per query)

- Usage based Cloud Services
 - Security scanning
 - Configuration management
 - Serverless functions
- Estimated resources for compute services are subject to a Fair Use policy (i.e. resource usage should not significantly exceed the resources agreed in the estimate). Additional costs may be incurred if exceeding these limits.

Significant changes in the use of resources may result in changes to the monthly compute services fee

PAYG

The flexibility of cloud computing managed by Katalyze Data

- Fixed price for initial setup
- Software and standard Managed Services offerings charged annually
- The cloud resources are delivered using on-demand instances
- Resources usage is charged to the customer monthly based on their actual consumption
- The allocated resources can be adjusted as often as the customer likes
 - Katalyze Data will call off the time needed to manage the instances from the Managed Services on-demand support allocation
- Customers need to be mindful of their usage – monitoring can be put in place to raise alerts when limits are reached

Bespoke

Custom configuration to meet more complex or dynamic needs

- Fixed price for initial setup
- Software and standard Managed Services offerings charged annually
- Katalyze Data design a bespoke combination of options to provide maximum value and flexibility to the customer
- More complex needs can be satisfied

Feature Comparison Chart

Features	Fixed	PAYG	Bespoke
Initial set up	One-off	One-off	One-off
SAS software	Included Invoiced annually	Included Invoiced annually	Included Invoiced annually
Katalyze Data Managed Services	Included Invoiced annually	Included Invoiced annually	Included Invoiced annually
Incident management	Included	Included	Included
On-demand support	Included	Included	Included
Platform maintenance	Included	Included	Included

Features	Fixed	PAYG	Bespoke
Compute resource	Invoiced monthly	Invoiced monthly	Invoiced monthly or 1yr / 3yr upfront
Compute resource costs	Fixed*	Variable depending on usage	Bespoke could include both fixed and variable components
Changes to compute resources	Require updates to contract where costs are revised	Changed on request	Bespoke could include both fixed and variable components

* Consumption base services such as data transfer are subject to a Fair Use policy if agreed quotas are exceeded.

Katalyze Data Managed Services

Katalyze Data provide Managed Services to support and improve your SAS analytical environment. These services provide all the help, planning and support you need to get the best from your SAS analytics.

On-demand Incident Management:

Katalyze Data provide on-demand support and assistance when short notice is required to tackle business-critical issues with your analytics platform.

Scheduled Maintenance

Scheduled maintenance provides continual service improvement through defined initiatives and incremental improvements. This includes the delivery of Katalyze Data Managed Services solutions which encompass platform housekeeping, performance monitoring, capacity management and platform availability.

Integration

Katalyze Data are used to working with other third-party organisations who may be involved with, for example, management of cloud hosted services, infrastructure, network engineers and DBA's. Our teams are able to bridge the gap between the business users and their requirements and issues and IT functions.

Roadmap Planning and Service Reviews

Katalyze Data will help the organisation define a strategic roadmap for their SAS platform which encompasses business objectives and priorities, the latest developments with SAS software (including SAS software product roadmaps) and scheduled maintenance activities.

From a contract governance perspective, Katalyze Data also recommend monthly service review meetings. These are led by the Technical account manager and involve:

- A review of the most recently issued status report and scheduled maintenance report which summarises the health of the platform and Katalyze Data's recommendations
- A review of contract utilisation
- A review of the roadmap and any new projects, initiatives or tasks that need to be planned

Support Team

- Katalyze Data Managed Services are delivered through a dedicated support team, based in the UK.
- A Technical Account Manager is assigned to provide leadership and oversight for the team whilst also acting as the primary point of contact.
- The team is typically comprised of Platform Engineers, Solution Specialists and members of our centralised Managed Services Team (first line support).
- Our Solution Specialists have expertise that span SAS technologies and solutions including Fraud, Risk and Marketing Automation.

Support Coverage

- On-Demand Incident Management is provided during business working days; this may be varied by prior arrangement where necessary.
- The business working day is between 09:00 and 17:00, covering weekdays except for bank holidays, public holidays, and the days between Christmas and New Year.
- Out of hours support is otherwise available for planned tasks including platform maintenance.

Other Katalyze Data services

Katalyze Data can provide additional service to support customers with their analytics platform. These include:

Consultancy

Katalyze Data provide consultancy services ranging from high level strategic advice through to complete project delivery. This includes:

- Analytics platform design, deployment and migration.
- Data strategy
- Business intelligence and visualization
- Business analytics
- Data science
- Data engineering
- AI Advisory & PoC

Training

Katalyze Data provide a comprehensive SAS and open source (e.g. R and Python) training curriculum that can be delivered remotely or at your offices.

Next Generation Data Talent

Katalyze Data can provide certified graduates who have passed an intensive three-month training programme. This programme provides rigorous technical training and hands-on experience, equipping participants with the skills needed to drive meaningful business impact. Companies can leverage this exclusive scheme to access fresh talent with cutting-edge capabilities:

- **Fresh Perspectives** – Infuse your team with new energy, innovative ideas, and a data-driven mindset.
- **Expertise Across Platforms** – Specialised training in SAS, R, Microsoft Azure, Power BI, and Python, tailored to enterprise needs.
- **Strategic Placement Duration** – A **9-month** placement designed for maximum impact and seamless integration.
- **Cost-Effective Talent Solution** – Access top-tier data professionals with **no recruitment fees**.
- **Cutting-Edge Solutions** – Benefit from the latest industry methodologies and best practices.

- **Industry-Ready Professionals** – Our rigorous training ensures they can contribute from day one.
- **Reduced Onboarding Overhead** – Minimise training time and costs with talent that is fully prepared to integrate into your systems and workflows.



Unlock the power of your data