



# Professional Services



# What's inside

Professional Services from SAS	3
SAS in a snapshot	4
Why should you use SAS Professional Services?	5
Technical design authority	10
Technical project management	11
Provisioning services	12
Network engineering	13
Managed infrastructure	14
Physical infrastructure	15
Application services	16
Service Relationship Manager	17
Technical Relationship Manager	18
Advanced analytics	19



# Professional Services from SAS

## Our Professional Services give you genuine confidence and peace of mind.

Our services help you set the project scope, design and dependencies, and get your project delivered right first time. They give you peace of mind that your design is right, your deployment will run smoothly and your solution will perform.

They're also a major contributor to completion on time and on budget, and to our 100% advocacy.

## Undertaking your project

A technology project undertaken for the first time in an organisation won't be informed by the experience gained after it. With interdependencies not known at the outset, projects are often under-scoped by up to 40% and don't anticipate the on-going support required.

## The SAS effect

Our Professional Services are technical, people-based services that wrap around our Managed Services Portfolio to help you produce a cohesive design that engineers-out risk and delivers the best possible end user experience.

Our people provide advice based on the experience of more than 60,000 ICT projects in the corporate mid-market.

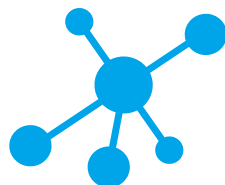
Their recommendations draw on experience from over 25 years running networks, 15 years designing and implementing server infrastructure, and 15 years developing applications.

With us you're in safe, experienced hands.





# SAS in a snapshot



We consult, design, deploy and support the networks, infrastructure and applications on which our customers run their businesses around the world.



We make customers more successful through world class service and a competitive edge, with ultra-fast network deployment in days and maximum application performance through monitoring the entire application path.



We achieve this service by building innovative technologies on an integrated platform, with robust processes, motivated staff, and quality partnerships. We strive to delight customers and are proud of 100% advocacy and multiple awards.



We monitor 18,000 devices across 65 countries and underpin £130m of contracts. Our services are so well regarded that they are used to power the managed services solutions for several major ICT brands.

Why should  
you use SAS  
Professional  
Services?

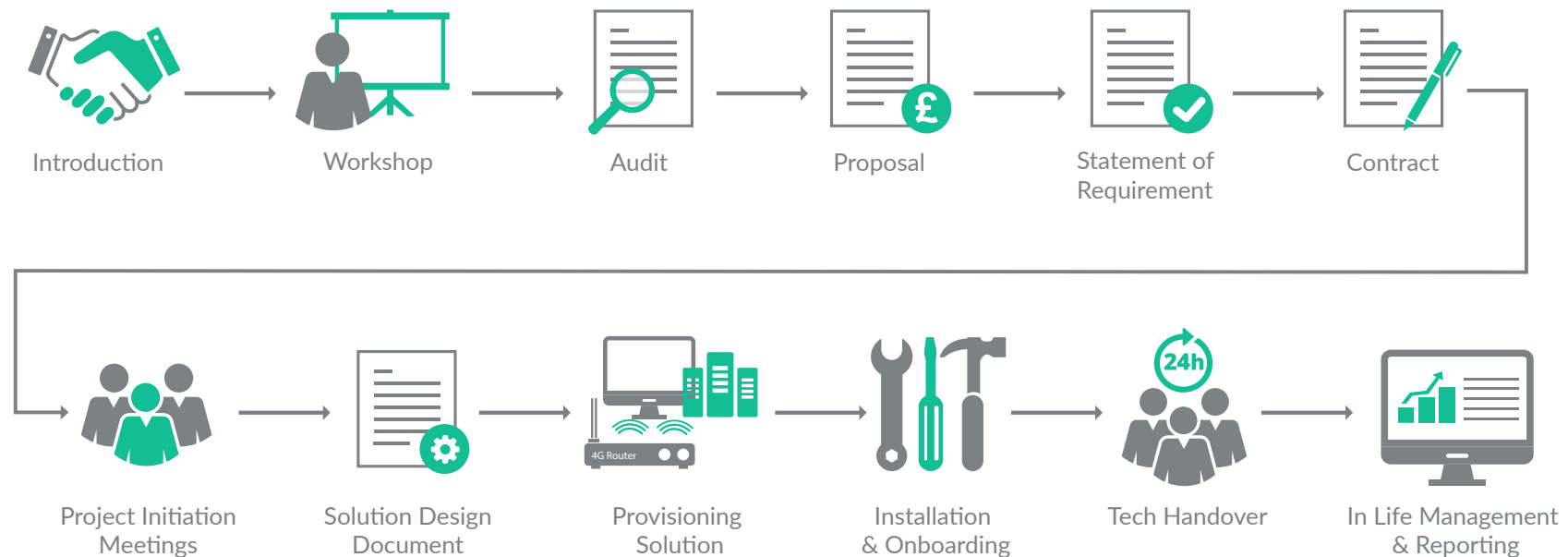


# We deliver right first time

We've developed a best in class process to consult, design, deploy and support - and have resourced it with the best expertise available. This guarantees that you get precisely the network you need, delivered right first time.

The requirements of your network are often unclear without auditing and analysing your planned applications. Deploying your network then requires a blend of planning and technical skills.

We've developed a detailed, rigorous engagement process and have codified it for repeatability. This gives you a Statement of Requirements you can trust, right-first-time deployment and fewer problems in-life.



# We're credible

We've been running for over 25 years and have 100% advocacy across hundreds of customers. We're also used by some of the best technology partners in the industry and are regularly awarded for our efforts.

What's more, we're accredited to all major quality standards.

**ISO 9001**  
PROCESS

**ISO 27001**  
SECURITY STANDARDS

**ISO 22301**  
BUSINESS CONTINUITY

**OHSAS18001**  
HEALTH & SAFETY

**PRINCE2**  
PROJECT MANAGEMENT

**ITIL**  
BEST PRACTICE



Business Partner of the Year  
2011, 2012, 2013 and 2014



Global Partner  
of the Year 2014



Gold - App DEV; GOLD - OEM;  
SILVER - Cloud Platform



100% Score in Customer  
Satisfaction Survey 2014



Best Companies 2013,  
2014 & 2015



Franchisee  
of the Year 2014



From Angola to Argentina, Sweden to Singapore, Mexico to Monaco, Papua New Guinea to Peru...

65 COUNTRIES

# We're easy to do business with

We think you'll like working with SAS. We offer a flexible, complete, responsive service and we like to make things easy for our customers.

We're easy to do business with and invest to ensure this improves year after year. We aim to keep bureaucracy to a minimum, whether that's pricing, ordering, progress updates or billing.

We have flexible terms and conditions. For example, we can offer co-terminus terms for all your sites and we make adding, removing and changing sites simple.

We install networks around the globe, and because we ensure that the whole network complies with a global standard (even if third parties are used), support is simplified, issues reduced and availability maximised.

We can simplify your support with a complete service covering network, infrastructure and applications, including security, hosting and connection to cloud services.



What  
Professional  
Services do  
we offer?



# Technical design authority

**Our Technical Design service helps you to scope a solution that fully meets the needs of your business. We help you shape your technical architecture, infrastructure, applications, and your carrier and vendor selection.**

Most technology migrations are under-scoped by 30-40%, which creates a variety of risks.

Legacy WAN, LAN, servers and applications - often developed in isolation with sub-optimal configuration and no global standards - struggle to support new technology and applications. Long lead times mean that it's often too late once problems are found.

It's risky to make assumptions, which is why we don't. Our Technical Design Audit identifies your current and proposed infrastructure and the dependencies between them, and then provides confidence with clear options to get from where you are to where you want to be.



“Many projects are initially under-scoped by up to **40%**”

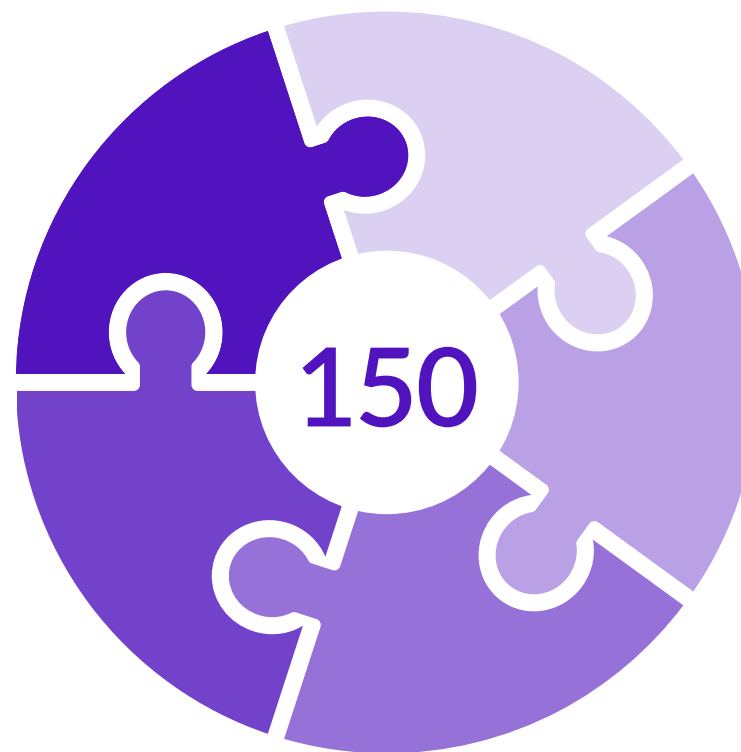
# Technical project management

Complex solution installations are prone to problems, delays and budget creep. Our Technical Project Management service anticipates, avoids and mitigates issues, to help you deliver to time, to budget and to specification.

Our Technical Project Managers co-ordinate resources and activities to deliver your solution. They're Prince II certified, technically qualified and very experienced.

Their insight helps ensure that your project is properly specified and scheduled, while their experience and customer focus ensures that you get a great experience.

The success of our deliveries is one of the reasons why we're recommended by so many of our customers.



“To fully manage a router requires 150 pieces of metadata to be captured during the install.”



“ The average WAN circuit has around 60 steps to co-ordinate. ”

# Provisioning services

Provisioning Services Management is a complete procurement, administration and support service for installing WAN, internet and voice services in the UK and internationally.

The provision of a WAN circuit is complex, with around 60 steps to co-ordinate and with huge scope for delay and miscommunication.

Circuit provisioning has one of the greatest impacts on any installation (especially with multiple carriers) so we manage it accordingly.

Our experienced Provision Managers are engaged from the first initiation meeting. From the outset, they proactively drive your project forward, check every step and they never assume anything.

Thanks to this, they help keep the core elements of your delivery on track.

# Network engineering

**We use proven people, processes and systems to take the disruption and risk out of installing your WAN.**

Installing a WAN requires skilled resource at every site, so minimising disruption and risk requires processes, systems and deep experience. We achieve this through a tried and tested approach:

- The SAS Network Engineering service deploys your WAN. A standard configuration is customised from the design and statement of works for your network and applications.
- Hardware is assembled, configured and tested before being brought to site, to minimise disruption.
- The on-site engineer works with the commissioning team to establish connection and conduct multiple user acceptance and performance tests, before labelling, photographing, documenting and passing the site for acceptance and into support.

## **A trusted, experienced service**

SAS is trusted by major customers and service providers to deploy their networks.

An experienced lead engineer owns every deployment, backed by CCNA on-site, and CCNP and CCIE commissioning team engineers.

Our huge experience in telecoms, servers, devices and applications minimises commissioning problems. We design human error out using rigorous processes, standard configurations and systems support.

For complex or sensitive deployments we can pre-build the network in the lab and conduct a pilot installation before rolling out.





# Managed infrastructure

We can help you deliver successful change projects, manage your infrastructure and resource your IT team.

Businesses face many challenges resourcing change and managing their infrastructure. They may have insufficient skills for a particular project, or not enough resource on site.

Their infrastructure may have outgrown their comms room, or they need help moving to cloud based applications.

The SAS Managed Infrastructure service can help you to resource change projects, and your ongoing infrastructure support. We have multiple capabilities across server, desktop, directory, email, database and data centre.

Typical projects include moving from a comms room to a fully managed data centre solution using VMware, moving from Microsoft Exchange to Office 365, directory projects and server installations.

We provide permanent or regularly-scheduled staff to act as your local IT team wherever you have limited resource or want to reduce cost.

## End to end visibility

Our monitoring and management system allows us to see all of your infrastructure, your WAN and your applications, so that we can rapidly diagnose and fix issues.

This, for example, means we can recognise that a performance bottleneck is caused by a desktop PC that is streaming video or has a virus.

We have highly trained staff, accredited to Microsoft, HP, Cisco and other vendors.



# Physical infrastructure

We can provide the skills and resource to deliver your cabling, wireless, comms room and office move projects.

Physical infrastructure is the critical underpinning for IT, but much of the work involves periodic change projects and maintenance so few businesses retain the wide-ranging skills required.

The SAS Physical Infrastructure service complements our managed services and your IT staff. Its purpose is to design, deploy and maintain infrastructure for your building or project.

Typical projects include working with fit-out contractors to cable a new office, surveying, designing and deploying complex wireless infrastructure, building new comms rooms, refurbishing and tidying old ones, moving servers to the data centre, and planning and executing office IT moves.

## Why us?

SAS is a trusted expert with the skills, resource and scale to give you peace of mind.

- We install for banks, national coffee chains, councils and national hotel chains.
- We have surveyed and installed nearly 20,000 access points in thousands of buildings, from simple installations to hotels with hundreds of access points.
- We provided cabling and wireless for the 2012 Olympic Park and we continue to provide the installations for one of the UK's largest national Wifi services.
- We have installed over 12,000km of cable and we typically provide over 3,000 hours, out of hours, to IT teams each year.



Wifi Access  
Points



Cabling



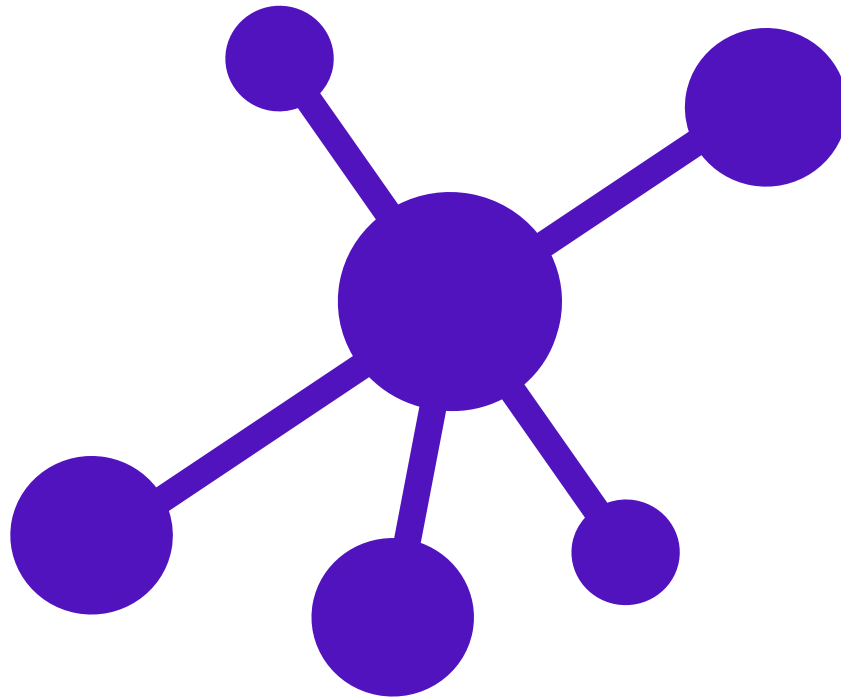
Comms  
Room  
Services



Comms  
Room  
Tidying



Office IT  
Moves



“**31%** of Mid-Market Businesses suspect they may have problems with the performance and stability of their applications.”

## Application services

We are an applications business as well as a networking and an infrastructure business. We can audit, build, test and migrate applications, but since we manage the full application path we can optimise the performance of all your applications.

Managing applications is complex yet critical. A new app might need functionality and load testing. An existing app might need migration from a legacy to a new platform.

But all applications need on-going monitoring of end user experience and optimisation of performance: especially when moving to Cloud delivery.

SAS is an experienced application business with a broad suite of services. Since we're also a network and infrastructure business, we can see the entire application path to isolate and address performance issues.

We have over 15 years of application experience with well-known organisations such as EDF and G4S.



# Services Relationship Manager

**We can provide an expert named resource to help you make changes to your network, services and applications, and plan for the future.**

Businesses inevitably make changes to their networks as their IT evolves, requiring engagement with the carriers, vendors and third parties that interface with the network. They also need to review performance, identify issues, and plan changes.

SAS can provide a Service Relationship Manager (SRM) to become part of your team. They will have strong relationships with the major carriers and SAS service teams, and an enviable track record of breaking through the carrier delays that often frustrate progress.

They will bring insight and experience to your IT team as it optimises your IT estate, reviews service and plans for the future. They will assist with carrier billing issues and managing third parties in problem resolution.

They will also become an external corporate knowledge base, which is extremely valuable for business continuity.





# Technical Relationship Manager

We can provide an expert named technical resource to help you document and design your network and IT infrastructure.

Businesses require technical skills to maintain and evolve their network with confidence. They need to maintain network diagrams and documentation about their infrastructure, and undertake technical design to evolve their WAN, LAN, Wireless LAN and IT infrastructure.

SAS can provide a Technical Relationship Manager (TRM) to become part of your team and help you to do this. They will have strong networking, switching and routing background, and will benefit from the pooled knowledge and experience of the thousands of networking and IT projects that SAS undertakes each year.

They will bring technical insight, experience and confidence to your IT team as it evolves your IT and can act as your Technical Design Authority for all of the infrastructure supported by SAS. They will also become an external corporate knowledge base, which is extremely valuable for business continuity.



# Advanced analytics

We provide the most advanced analytics in the industry to help identify and fix network and application performance issues, and plan for the future.

Businesses face a constant stream of problems and performance issues across their infrastructure (many of which are hard to evaluate), and an ongoing need to plan for the future.

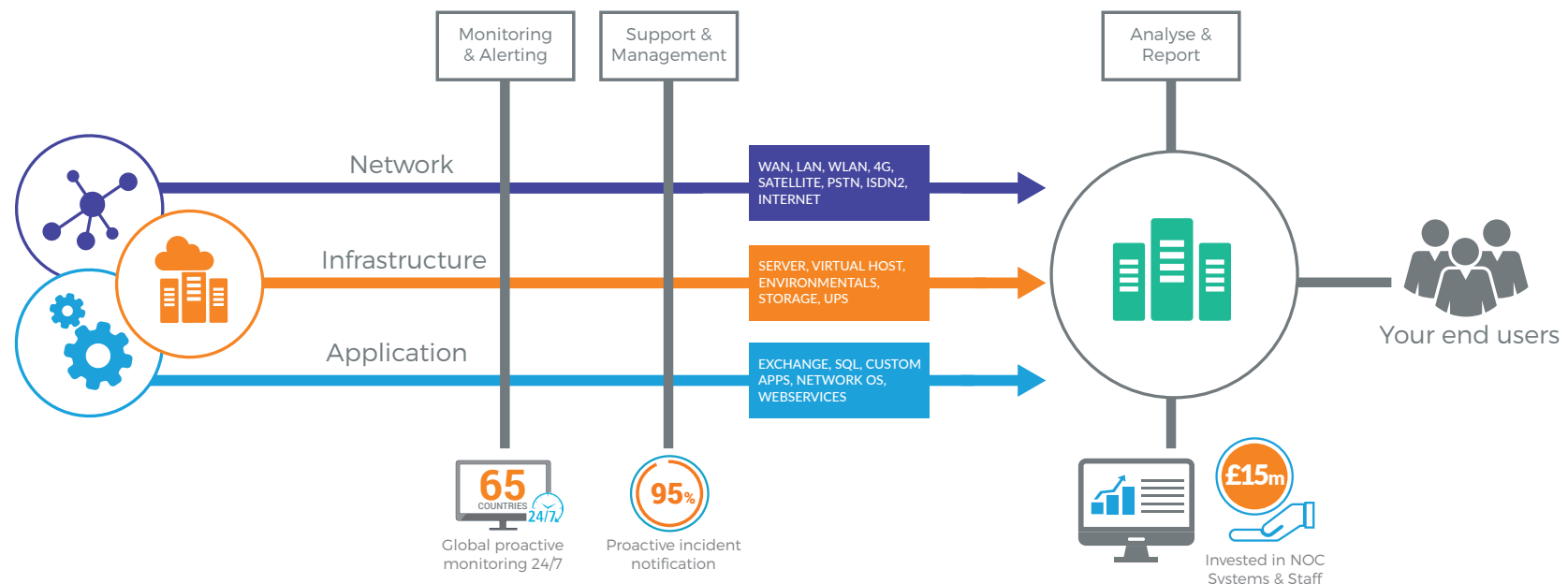
Dealing with this requires detailed information that spans the whole application path (network, infrastructure and applications), presented clearly, in context and with historical trend.

## Years of experience

SAS has invested ten years and more than £15m in developing industry leading monitoring and management systems for its Network Operations Centre. We now have unparalleled granularity of detail across network, infrastructure and applications.

This information is available to our engineers and customers through our portal, to support dialogue and aid rapid trouble-shooting.

It is fed into a monthly quality of service report for all of our managed accounts, and to our advanced reporting module to allow our service and technical managers to assist you with long term planning.



# About SAS

## We help IT teams become heroes

At SAS, we design, deploy and support the networks, infrastructure and applications on which our customers run their businesses around the world.

With over 28 years' experience as a Managed Service Provider, we take our Professional Services seriously, providing you with an award-winning end-to-end service that's bespoke to your requirements and capable of providing the connectivity you need, wherever you are.



### Be a delivery hero

Get your sites running seamlessly. Our extensive experience of auditing, building and delivering projects ensures your applications perform to the maximum.



### Be an application hero

Be accountable for end-to-end user experience and trace problems fast. Our platform improves application performance by monitoring the entire path.



### Be an all-round hero

Never get a call about a problem that you're not already aware of and getting fixed. We flag 95% of issues protectively and fix 75% on the first call.

# SAS in 60 seconds

CELEBRATING **28** YEARS  
1989-2017

CONVERGENCE  
EXPERIENCE



ISO9001 • ISO27001  
OHSAS18001 •



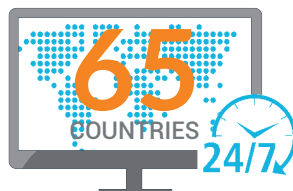
>25k ELEMENTS  
PROACTIVELY MONITORED 24/7



YEAR-ON-YEAR  
GROWTH



CUSTOMER  
ADVOCACY



GLOBAL PROACTIVE  
MONITORING 24/7



PROACTIVE INCIDENT  
IDENTIFICATION

**FTSE**  
250

A-LIST FTSE 250  
ENTERPRISE CUSTOMERS

**best**  
COMPANY

< 2% STAFF  
TURNOVER



INVESTED IN NOC  
SYSTEMS & STAFF



CUSTOMER  
RENEWAL RATE

**CISCO**  
MICROSOFT • BT  
HP • VMWARE  
SYMANTEC  
CERTIFIED



“ When we had a problem with an IP VPN circuit, SAS provided us with a bonded 4G WAN circuit within a couple of days. It was reliable and fast, and the service we had from SAS was faultless. I wouldn't hesitate to recommend them. ”

*Paul Messenger  
Persimmon Homes*

SAS Global Communications Ltd  
SAS House, Blackhouse Road, Colgate,  
Horsham RH13 6HS

(+44) 01293 229 219   sales@sas.co.uk   www.sas.co.uk

