



## Business Analytics



# COMSYS SAS e-Support Service

## OVERVIEW

IT organizations spend significant time and resources providing training and support to SAS developers. This is especially true for developers that are new to SAS. COMSYS provides SAS consulting services to a wide variety of industries utilizing best practices and repeatable processes nationwide. COMSYS SAS e-Support is designed to enable our clients to:

- get SAS developers trained and productive more quickly.
- increase the efficiency and accuracy of deliverables from their SAS developers because of knowledge sharing with COMSYS SAS e-Support personnel.
- obtain customized e-training rapidly for one SAS developer or a team of SAS developers.

## BUSINESS PROBLEM

In order to stay competitive, businesses need employees to have access to the best resources available to learn new technologies. COMSYS SAS e-Support is designed to support developers that are new to SAS technology by assisting via phone, e-mail and/or web desktop sharing.

Traditionally, organizations have had rather limited delivery options for SAS resource training such as:

- Traveling to attend traditional classroom training
- Participating in generic e-learning modules
- Bringing in an instructor to provide onsite training

These options are usually effective but have the following weaknesses:

- May incur significant travel costs
- Training may not be customized enough to provide relevant examples
- Schedules are difficult to work around for the instructor and class participants

## BUSINESS SOLUTION

By signing up for COMSYS SAS e-Support, customers can take advantage of responsive and relevant SAS support. This support includes but is not limited to solutions such as a group e-training sessions using actual data and business problems in the following areas:

- Introduction to SAS
- SAS Macro
- SAS ODS Reporting
- SAS Business Intelligence Platform
- SAS Data Step
- SAS SQL
- SAS/Access to PC File Formats
- e-Code Review

The COMSYS SAS e-Support service offering is great for jump starting developers that are new to SAS, adding bandwidth to your SAS development team for code review or strengthening the knowledge of your SAS development team in a focused area.

Do business. **We're IT.**