

## **[sas.answers @ Holland Numerics] - A dedicated confidential premium SAS help desk service**

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### **How will the [sas.answers @ Holland Numerics] service help you?**

- You will receive expert advice and skills transfer on SAS<sup>®</sup> software.
- As a subscriber you can send your questions either:
  1. via the web interface using the button below:
  2. or directly via email to [sas.answers@hollandnumerics.com](mailto:sas.answers@hollandnumerics.com).
- Answers to your questions about the software will be returned to subscribers by email within 48 hours.

### **SAS software experience available for you @ Holland Numerics Limited:**

Experience accumulated since 1981 from SAS software version 79.6 to SAS software version 9.4, using:

- Windows PC
- Windows Server
- UNIX (including Solaris 10 64-bit), Linux
- MVS, OS/390, z/OS
- VAX/VMS, OpenVMS
- OS/2

Detailed answers can be supplied to you for your questions about the following SAS software components:

- Base SAS software (including macros, PROC SQL, PROC REPORT, PROC TABULATE, SAS ODBC Driver, DDE, Output Delivery System, ODS Graphics)
- SAS/ACCESS<sup>®</sup> software (including DB2, Oracle, ODBC, PC File Formats/PC Files, Teradata)
- SAS/GRAPH<sup>®</sup> software (including Output Delivery System)
- SAS/STAT<sup>®</sup> software
- Enterprise Guide<sup>™</sup> software (all versions up to 8.3)
- SAS Studio<sup>™</sup> software (all versions up to 3.82)

General answers can be supplied to you for your questions about the following SAS software components:

- SAS<sup>®</sup> Integration Technologies (including BI Server)
- SAS/ETS<sup>®</sup> software

- SAS/AF<sup>®</sup> software (including Frame, OLE)
- SAS/CONNECT<sup>®</sup> software
- Web Report, DI, IML, Forecast Studio<sup>™</sup> software
- Enterprise Reporter<sup>™</sup> software
- Enterprise Miner<sup>™</sup> software
- IT Service Vision<sup>™</sup> software
- SAS/EIS<sup>®</sup> software
- SAS/FSP<sup>®</sup> software
- SAS/IML<sup>®</sup> software
- SAS/INSIGHT<sup>®</sup> software
- SAS/IntrNet<sup>™</sup> software
- SAS/MDDB<sup>®</sup> server
- SAS/SHARE<sup>®</sup> software

### **Your agreement:**

- You will pay £720 including taxes for your questions to be answered for 1 calendar month from the day your payment is received.
- You can specify up to 5 of your email addresses that can be used to send your questions, either directly or via the web site to [sas.answers@hollandnumerics.com](mailto:sas.answers@hollandnumerics.com), but these must all be specified with your order to make sure your specified users can all start using the service immediately.
- Each of your questions should normally require no more than 1/2 hour to answer.
- Only 1 question from you in any of your emails is recommended, which ensures that the answers to all of your questions are never delayed unnecessarily.
- No limit is currently in force on how many of your questions can be asked in 1 calendar month.
- Your answer will be sent back to whichever of your email addresses was used to send your question.
- No data processing can be carried out for you. However, you can send a small sample dataset (<50kb) attached to your questions emailed directly, although not to your questions emailed via the web site.
- Every effort will be made to send an answer to your question back to you within 48 hours of receipt of that question.
- Unfortunately, Holland Numerics Limited cannot accept responsibility for any problem caused by the implementation or operation of your code that you have not thoroughly tested and approved.

## You can also subscribe now with PayPal:

### Options:

1. **Monthly subscription - [sas.answers @ Holland Numerics] monthly subscription = £720.00, including taxes:**

Please register from 1 to 5 of your email addresses using this service below, separated



by commas or spaces:

2. **Single question - [sas.answers @ Holland Numerics] single question payment = £72.00, including taxes:**

Please type your SAS-related question here (max 200 characters):

Please remember to type your email address below to receive an answer to your question. You will also be emailed if more information is

required to answer your SAS-related question: ??@???.??



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