



# Managed Services

On-Demand support and a continual service improvement plan to maintain your analytical competitive edge.



## On-Demand Incident Management

Amadeus Software provides On-Demand support and assistance when short notice is required to tackle business critical issues with your SAS platform. Tailored support between four service levels.

Critical Business Processes

Automated Batch Processes

End User Enquiries



## Scheduled Maintenance

Scheduled Maintenance provides continual service improvement through defined initiatives and incremental improvements. We work to better understand the profile, use and changing behaviour from your server view and end user perspective.

Continual Service Improvement

Application Performance Management

Platform Performance Management



## Cloud Services

For businesses looking to host their data analytics in the cloud Amadeus provides cloud services such as AWS and Microsoft to help your business to grow. Amadeus offers different service levels to reflect your organisation's internal requirements and challenges.

Results as a Service

Software as a Service

Platform as a Service

Crown Commercial Service Supplier



Customer Intelligence Specialisation in SAS\*



Analytic Modernisation Specialisation in SAS\*



Data Management Competency in SAS\*



Visualisation Competency in SAS\*

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