

CASE STUDY

SAS® INSTITUTE AUSTRALIA



SAS® Institute Australia use Metacoda Plug-ins as part of their SAS platform support services

SAS Institute Australia provides technical expertise to their licensed customers in the Australia and New Zealand region. The team understands that their customers' success may depend on how effectively the site can put SAS technology to work – so their mission is to empower customers to achieve their business goals by providing the highest level of technical support. Since using Metacoda Security Plug-ins to assess and troubleshoot SAS security metadata for their customers, SAS Australia technical support staff have more efficiently and effectively resolved security related issues.

As part of their remote SAS administration services, SAS Australia technical support staff have found the Metacoda Plug-ins' very visual interface simplifies managing SAS metadata.

"It's invaluable to quickly see what SAS metadata objects a user has access to, and viewing the identity hierarchy is a great time saver. When it comes to auditing and documentation, it's a welcome relief when a busy administrator can easily identify and document the structure without having to navigate through multiple objects authorization tabs."

"The Metacoda Plug-ins are a powerful tool that should exist in every SAS administrator's toolkit", according to Angelena Jasny from SAS Australia technical support. The productivity benefits the technical support team achieves in being able to track down and resolve SAS security related issues using the Metacoda Plug-ins could have equated to several days effort, meaning they now have more time to resolve other time-critical issues.

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Business Issues

- Resolving SAS metadata security related issues in a timely manner.
- Remotely administer SAS metadata environments for customers.
- Need a way to simplify metadata management for new and inexperienced administrators.
- Being able to identify issues during and following migration.

Solution

Metacoda Plug-ins help SAS Institute Australia to:

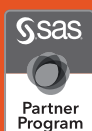
- identify and resolve SAS metadata security related issues quickly via point-and-click
- produce documentation for audit purposes easily and support ongoing comparisons
- easily review SAS metadata with a visual hierarchical display
- identify issues quickly via recommended practice and warning indicators.

Benefits

- Transparency on the entire SAS metadata security model via different perspectives.
- Capability to provide remote SAS administration services more efficiently and effectively.
- Time-savings through quick resolution of SAS metadata issues.
- Simplification of SAS metadata management through visualization.

Our customers demand the highest productivity from SAS customer technical support. Metacoda Plug-ins provide the SAS technical support team with a simple, seamless interface to understand the many relationships and permissions within the SAS metadata environment. Metacoda Plug-ins save a huge amount of time and effort in providing a clear, well presented view of SAS security metadata. It has become a tool that SAS technical support staff regularly use to resolve complex customer issues.

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