Sage 100

ERP

Sage Business Care

Our focus is your success.

The support you deserve from a company you can trust.

Successful businesses have one thing in common: They are prepared for the unexpected. That means being ready to respond to challenges as quickly as possible—or better yet, avoid them entirely.

Sage is committed to your success. With Sage Business Care—our software assurance and support program— Sage provides the upgrades, personalized service, and value you need to protect and extend the value of your Sage 100 ERP (formerly Sage ERP MAS 90 and 200) solutions. As your trusted advisor, we'll show you how to get more from Sage 100 ERP than you ever thought possible.

By maintaining an annual Sage Business Care plan, you'll benefit from:

- Continuous improvement with regular updates to help you boost competitiveness.
- Fast, accurate responses and solutions to software issues and other technical challenges.
- Reduced total cost of ownership.
- Minimized business risk and improved business value.

There's no better way to protect and extend your software investment than through a Sage Business Care service plan. We deliver value to your organization by helping you reduce the time, resources, effort, and cost of operating your Sage 100 ERP solution.

Sage is the number-one[1] provider of accounting and ERP solutions for small and midsized businesses.

Carmen Nuñez-Olivera

Coilhose Pneumatics
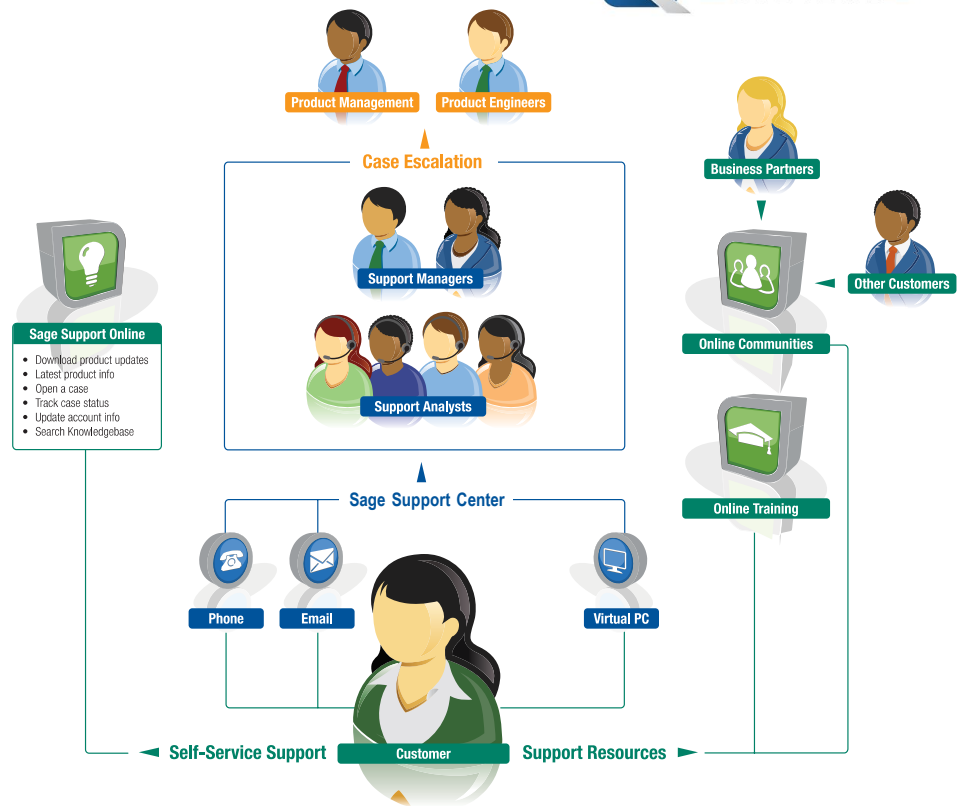
Sage 100 ERP Customer

Choosing the right plan is easy.

We offer two Sage Business Care plans to ensure you get the right level of support for your business.

Plan	Best for:	What you get:
Silver ●	Businesses requiring a low-cost option for receiving personalized support from our award-winning call centers. This plan can complement support that might be provided by a Business Partner.	– Product enhancements and critical updates. – Version upgrades. – 24x7 access to the online support knowledgebase. – Access to the Sage support team for five (5) support cases annually, with the option to purchase additional cases if needed.
Gold ●	The most comprehensive Sage 100 ERP support plans; recommended for businesses that desire unlimited support at the highest priority level because Sage 100 ERP are considered mission-critical applications.	All the benefits of the Silver plan, plus: – Unlimited number of support cases. – Front-of-the-line access to a phone analyst. – Extended support hours. – Upgrade planning assistance. – Unlimited Anytime Learning courses.

[1]Source: IDC, December 2009.

![KLEAR SYSTEMS]

Product Updates and Enhancements Ⓢ Ⓖ

Each year, Sage makes a significant investment in research and development to innovate and extend Sage 100 ERP so our customers can continuously improve their businesses. When you subscribe to a Sage Business Care plan, you ensure your software is up to date by receiving product releases that incorporate all the latest productivity enhancements and security features. Plus you get access to critical updates, product fixes, and patches over the term of your plan, as well as tax updates.

24x7 Access to the Sage 100 ERP Online Knowledgebase Ⓢ Ⓖ

Sage 100 ERP customers receive unlimited 24x7 access to the same problem-solving information used by Sage support centers. The online Knowledgebase provides fast, searchable access to a comprehensive support database. Use the answers in the Knowledgebase to prepare for upgrades, avoid known issues, access troubleshooting tips, solve challenges, leverage best practices, and minimize disruptions to your business.

Award-Winning Customer Support Ⓢ Ⓖ

Sage provides the expert guidance you need to harness the full capability of your Sage 100 ERP solutions. As trusted advisors, we take the time to get to know you. We help show you how your solution can improve business efficiency. Our Customer Support team provides swift responses for everything from basic fixes and error messages to technically complex issues beyond the experience of your IT department. When you choose a Gold plan, you benefit from an unlimited number of support cases, extended hours, and your calls are placed in the front of the queue.

Collaborative Web 2.0 Tools and Technologies Ⓢ Ⓖ

Knowledge exchange is an important part of the Sage support philosophy. Our goal is to ensure you learn from every interaction you have with us. We invest in the latest support technologies to ensure that knowledge exchange is as smooth and as beneficial to you as possible. For example, when you call our support centers, you can receive remote desktop support, which means the analyst you're talking to sees what you see—enabling him or her to more accurately diagnose the issue and walk you through a solution. Other tools you may find handy include web-based communities and message boards, and notifications through various social networking websites.

Upgrade Planning Assistance* Ⓖ

When you choose the Gold plan, Sage support analysts assist you and your authorized Sage business partner during the planning phase of your initial implementation and upgrades. This service includes providing you with best practice tips, review of system requirements, third-party compatibility considerations, pre- and post-upgrade recommendations, and troubleshooting.

*Upgrade Planning Assistance is for planning purposes, and excludes customization, report writing, data conversion, and training. Must be coordinated and scheduled in advance with Sage. Sage reserves the right to limit the number of hours.

Committed to excellence every step of the way.

At Sage, we believe software support isn't just about making technology run better. That's only scratching the surface. We designed our Sage Business Care program to help make your company more successful and more agile. We are committed to helping you get more out of Sage 100 ERP.

Our emphasis on support is backed up by resources. Worldwide, more than 40 percent of our people work in technical support, customer service, and training roles, and we answer on average 39,000 calls from our customers every working day. As quickly as things change in today's global economy, there's peace of mind in knowing that your investment in Sage 100 ERP is backed by an organization with financial stability and a reliable record of supporting customers even through periods of economic instability.

Let us become one of your trusted business partners. Subscribe to or renew your Sage Business Care plan today.

Sage Business Care—At a Glance

	Silver	Gold
Software		
Product Updates	Product Updates and Enhancements	
Tax Updates	Included	Included
Support Services		
Self-Service Support	Unlimited Online Knowledgebase Access	
Expert Support and Guidance	Customer Support (five cases)	Customer Support (unlimited cases)
	Remote Desktop Support	
	Software Usage Advice	
		Priority Response (front of phone queue)
		Extended Support Hours (5 a.m. to 8 p.m. PT)
		Upgrade Planning Assistance
Other Features		
Sage Summit Cost Savings**	$100	$200
Training	10% Cost Savings On Anytime Learning	Anytime Learning Courses (unlimited)
		20% Cost Savings On Real-time Training
Software Cost Savings*		15%

* Software cost savings applies to purchases of Sage 100 ERP modules and users only, excludes third-party products, and may not be combined with any other discount programs or offers.

**Sage Summit cost savings is per registration and may not be combined with any other offer or discount.

KLEAR SYSTEMS

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Note: Sage Business Care plans are renewable through Sage or your Sage business partner. Other terms and conditions may apply.

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