

Sage ERP Accpac



Sage Business Care  
Our focus is your success.

sage

## 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 ERP Accpac solution. As your trusted advisor, we'll show you how to get more from Sage ERP Accpac than you ever thought possible.

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

- Continuous improvement with regular updates to help you improve 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 ERP solution.

Sage is the number-one<sup>1</sup> provider of accounting and ERP solutions for small and midsized businesses.

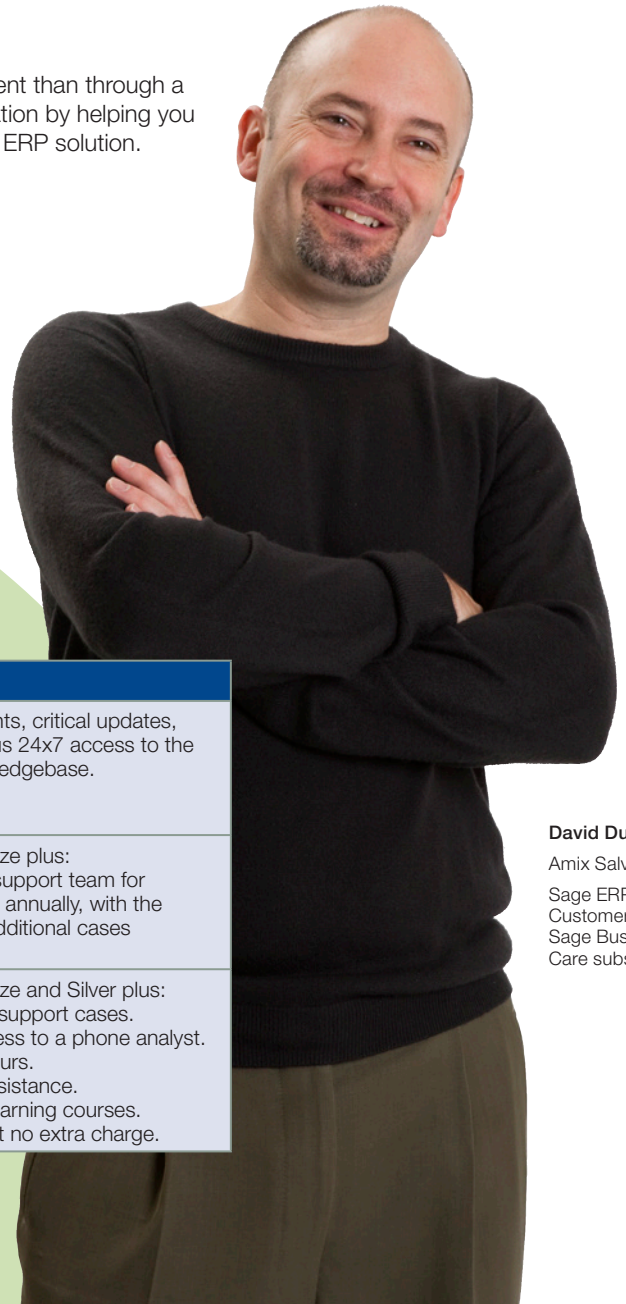
### Choosing the right plan is easy.

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

Plan	Best for:	What you get:
<b>Bronze</b> ●	Businesses with a sizable in-house technology staff capable of supporting Sage ERP Accpac without outside assistance from Sage's technical support team.	- Product enhancements, critical updates, version upgrades, plus 24x7 access to the online support Knowledgebase.
<b>Silver</b> ●	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.	All the benefits of Bronze plus: - Access to the Sage support team for five (5) support cases annually, with the option to purchase additional cases if needed.
<b>Gold</b> ●	The most comprehensive Sage ERP Accpac support plan; recommended for businesses that desire unlimited support at the highest priority because Sage ERP Accpac is considered a mission-critical application.	All the benefits of Bronze and Silver 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. - Payroll tax updates at no extra charge.

To purchase or renew your Sage Business Care plan, call 866-709-2436.

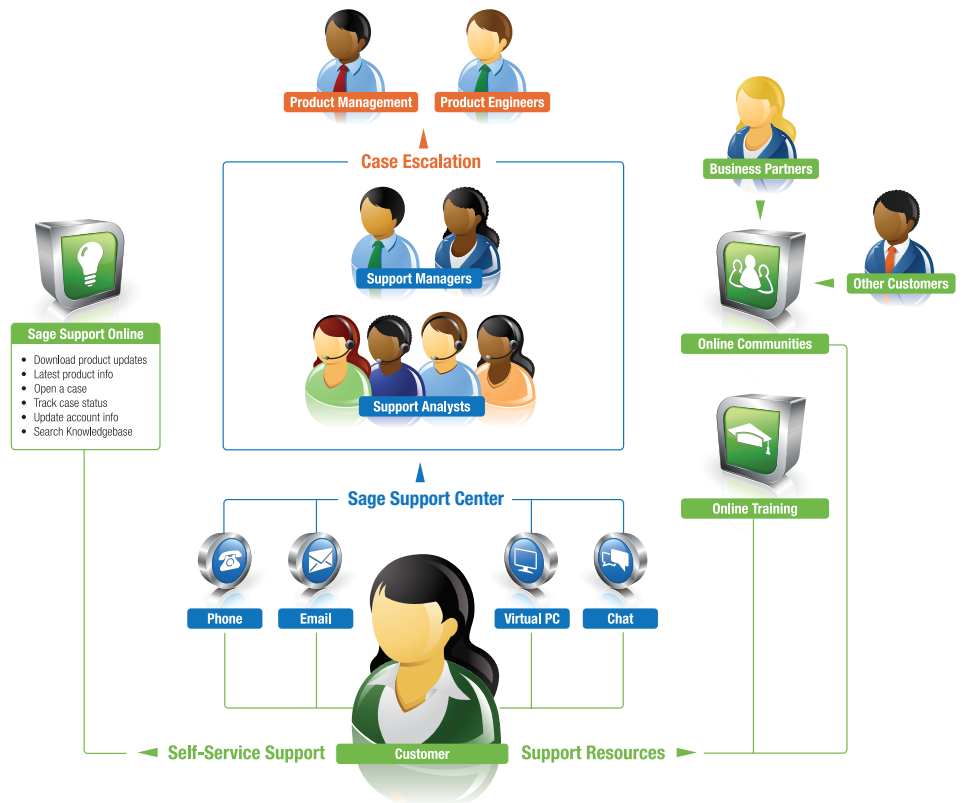
<sup>1</sup> Source: IDC, December 2009.



**David Dungey**  
Amix Salvage  
Sage ERP Accpac  
Customer and  
Sage Business  
Care subscriber

## Product Updates and Enhancements B S G

Each year, Sage makes a significant investment in research and development to innovate and extend Sage ERP Accpac 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 with the additional purchase of a Payroll Update Plan (included with Gold).



## 24x7 Access to the Sage ERP Accpac Online Knowledgebase B S G

All Sage ERP Accpac customers receive unlimited 24x7 access to the same problem-solving information used by Sage call 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 S G

Sage provides the expert guidance you need to harness the full capability of your Sage ERP Accpac solution. As trusted advisors, we take the time to get to know you and ensure you learn from every interaction with us. We'll 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 S G

Knowledge exchange is an important part of Sage's 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, with a Silver or Gold plan, 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 online chat, web-based communities and message boards, and notifications through various social networking websites.

## Upgrade Planning Assistance\* G

When you choose the Gold plan, Sage support analysts assist you and your authorized Sage business partner during your initial implementation and during upgrades. This service includes a review of upgrade planning and system requirements, identification of third-party considerations, 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.

## Sage Business Care — At a Glance

	Bronze ◊	Silver ◊	Gold ◊
<b>Tools and Content</b>			
<b>Software Assurance</b>	Product Updates and Enhancements		
<b>Support Services</b>			
<b>Self-Service Support</b>	Unlimited Online Knowledgebase Access		
<b>Expert Support and Guidance</b>		Customer Support (5 cases)	Customer Support (unlimited cases)
		Live Online Chat	
		Remote Desktop Support	
		Software Usage Advice	
			Priority Response (front of phone queue)
			Extended support hours (5am to 8pm PT)
			Upgrade Planning Assistance
<b>Other Features</b>			
<b>Payroll Updates</b>	\$395/yr	\$395/yr	Included
<b>Sage Summit Cost Savings**</b>		\$100	\$200
<b>Training</b>		10% Cost Savings On Anytime Learning	Anytime Learning Courses (unlimited)
			20% Cost Savings On Realtime Training
<b>Software Cost Savings*</b>			15%

\* Software cost savings applies to purchases of Sage ERP Accpac 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.

## 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 ERP Accpac than you ever thought possible.

Our emphasis on support is backed up by resources. Worldwide, more than 40% 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 ERP Accpac 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. Consider subscribing to or renewing your Sage Business Care plan today.

### Contact Us

To subscribe or get more details

Call: 866-709-2436

Visit: [www.SageAccpac.com/Support](http://www.SageAccpac.com/Support)

For support

Call: 1-800-253-1372 (Customers within the U.S. and Canada)

1-604-207-3601 (Outside North America)

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



### Sage ERP Accpac

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