

# Sage Business Care: Sage 100 and Sage 300

Our focus is your success: Get the support you deserve from a company you can trust.

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 solutions.

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

- Continuous improvement with regular software updates to help you boost competitiveness.
- Fast, accurate responses and solutions to software issues and other technical challenges.
- Value-added solutions to help manage more of your business.
- Discounts on support, services, events, and other resources.
- Minimized business risk.

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 solution.

## Product updates and enhancements

Each year, Sage makes a significant investment in research and development to update and extend Sage products 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, software and hardware compatibility updates, and security features. Plus you get access to critical updates, product fixes, and patches over the term of your plan.

## 24x7 access to the Sage Knowledgebase

Sage 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 solutions. 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. Sage Business Care offers three different service plans so you can select the level of support assistance you require and the plan that's right for you!

## Silver plan benefits

- Product enhancements and critical updates
- Version upgrades
- Access to the Sage support team for five (5) support cases annually
- 24x7 access to the online support knowledgebase
- 1 use of Sage Intelligence Report Manager and Sage CRM
- Discounts on Sage Time, Sage Payment Solutions, and Sage Payroll Solutions (U.S. only)

## Gold plan benefits

- All the benefits of the Silver plan
- Unlimited number of support cases
- Unlimited Anytime Learning courses
- Upgrade planning assistance
- 1 use of Sage Intelligence, Designer module
- Discounts on Sage Time, Sage Payment Solutions, and Sage Payroll Services (U.S. only)
- Discounts up to 30% on Realtime Learning, Sage Checks and Forms, and Sage Summit conference registration

## Platinum plan benefits

- All the benefits of the Silver and Gold plans
- Unlimited number of premium support cases
- 2 additional uses of Sage Intelligence and Sage CRM
- Discounts up to 50% on Realtime Learning, Sage Checks and Forms, and Sage Summit conference registration

### Collaborative web 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.

### 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 your Sage solution. Our emphasis is on support. Worldwide, more than 40 percent of our people work in technical support, customer service, and training roles. As quickly as things change in today's global economy, there's peace of mind in knowing that your investment in Sage is backed by an organization with financial stability and a reliable record of supporting customers. Subscribe, renew, or upgrade your Sage Business Care plan today.

### For more information, please contact us:

**Sage 100: 1-888-721-8989 (U.S./Canada)**

**Sage 300: 1-888-878-7675 (Canada)**

**Sage 300: 1-888-336-4038 (U.S.)**

### About Sage

Sage energizes the success of businesses and their communities around the world through the use of smart technology and the imagination of our people. Sage has reimagined business and brings energy, experience, and technology to inspire our customers to fulfill their dreams. We work with a thriving community of entrepreneurs, business owners, tradespeople, accountants, partners, and developers who drive the global economy. Sage is a FTSE 100 company with 14,000 employees in 24 countries. For more information, visit [www.sage.com](http://www.sage.com).

Follow Sage North America on Facebook, [Facebook.com/Sage](https://www.facebook.com/Sage), and Twitter, [Twitter.com/SageNAmerica](https://twitter.com/SageNAmerica).

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For more information, visit [Sage.com](http://Sage.com).