



Sage North America
6561 Irvine Center Drive
Irvine, CA 92618

Dear valued Sage PFW ERP customer,

We at Sage strive to keep our customers informed well in advance of any changes to the status and life expectancy of Sage products. We are reaching out to you in regard to your **Sage PFW ERP** software which will be retired **effective March 31, 2014**. Until that date, Sage will continue to provide maintenance updates, technical support, and other Sage Business Care services for your Sage PFW software as long as you remain on a current Sage Business Care plan. If you are not currently on a Sage Business Care plan, please contact us immediately to enroll.

Sage PFW was written using the Microsoft Visual Basic programming language. Microsoft ended support for Visual Basic in 2008. With no support or development from Microsoft, adding features and integration points for Sage PFW ERP has become increasingly difficult. Sage has been supporting Sage PFW as long as feasible but has ultimately concluded that Sage PFW will not be able to meet the future needs of our customers and has decided to retire the Sage PFW software. We are encouraged that this will not impact many of our customers who have already switched to our other mid-market ERP solutions.

Sage remains deeply committed to your success, and being on supported software is critical to the success and operation of your business. To assist you in making this transition as painless as possible, we are offering a number of alternatives for your switch to a newer solution through trade-in options. Just call your Sage authorized business partner, contact your customer account manager directly at 888-760-0947, or visit www.sagepfw.com/PFWretirement to learn more about alternative options and support service availability.

Thank you for choosing Sage to help you run your business. Over the coming weeks and months you will receive additional information from us on how we can help find the best Sage solution to meet your ongoing business needs and help you grow. We look forward to continuing to serve you and helping you transition to one of our mid-market ERP solutions with powerful functionality and cutting-edge technology to springboard your business to the next level.

Kind regards,

A handwritten signature in black ink that reads "Sam".

Sam Hunter
SVP and General Manager
Sage North America