

## Sage Business Care Plans



### **Sage Business Care: Our focus is your success**

There's no better way to protect and extend your software investment than with a Sage Business Care support plan. We deliver value to your organization by helping you reduce the time, resources, effort, and cost of operating your Sage solution. As trusted advisors, Sage takes the time to get to know you and we never stop looking for ways to improve your software. We'll help you understand how your solution improves business efficiency and ensure that you learn from every interaction with us. You'll also benefit from user-driven product enhancements that keep you competitive. With Sage Business Care, you'll receive expert, professional assistance when you need it.

### **Receive fast, professional care**

Sage Business Care plans provide outstanding software assurance for your business and your Sage Fixed Assets software. Simply select the plan (Gold or Silver) that best suits your organization's needs. You'll gain access to software version upgrades and stay up to date industry regulations.

The most comprehensive plan available is the Gold plan. This plan offers unlimited toll-free phone support—including priority access to telephone assistance from the Sage Fixed Assets Customer Support team—as well as unlimited access to Sage Fixed Assets Anytime Learning online training (a great way to ensure you're getting the most out of your software). The Silver plan also offers toll-free telephone support as well as discounts on training.

As a leading provider of business management software, Sage is deeply committed to ensuring your total satisfaction through world-class products and services. Read on to learn more about the many services available with each plan.

### **Software updates**

Keep your Sage Fixed Assets software up-to-date with the latest time-saving feature enhancements, while staying current with the latest industry regulations. Whether you're concerned about U.S. or Canadian tax laws, GAAP, or GASB, Sage constantly monitors all of the important legislation to help you stay up to date with the latest regulations.

### **Customer support**

Get expert advice and technical assistance from the Sage Fixed Assets Customer Support professionals by phone, email, or live chat session during regular business hours. In addition, for non-critical concerns, customers can submit a questions through the Customer Portal or email for a response the next business day. Or, get 24-hours-a-day support from our online knowledgebase.

### **Annual system check**

The Sage Business Care Gold plan goes beyond support to help ensure your system is optimized and protected with an annual review of your fixed assets data, back-up and security plans, as well as feature usage. In addition, we will offer advice on saving time, improving data security, and planning for future growth to help you get the most out of your software investment.

### **Sage Fixed Assets: A leader in fixed asset management**

#### **Sage Fixed Assets—Depreciation**

Enjoy simplified fixed asset tracking with comprehensive depreciation calculations including over 300,000 U.S. and Canadian regulations for businesses, governments, and nonprofits.

#### **Sage Fixed Assets—Tracking**

Conduct thorough physical inventories of your fixed assets with an easy graphical step-by-step process and state-of-the-art mobile devices.

#### **Sage Fixed Assets—Planning**

Take control of your fixed assets before they even become fixed assets with flexible management of capital budgeting and construction-in-progress projects.

#### **Sage Fixed Assets—Reporting**

Create an endless variety of custom reports, including charts, graphs, and advanced formatting options.

#### **Sage Fixed Assets—Services**

Get up and running quickly with customized inventory and professional services as well as expert, hands-on training.

# Sage Fixed Assets

## Training

Get unlimited access to Sage Fixed Assets Anytime Learning with the Gold plan or take advantage of a 10% discount with the Silver plan. Our online instruction offers everything from the basics of depreciation to detailed solution instruction.

## Discounts

Take advantage of discounts on the Sage Summit customer conference where you can interact with other industry professionals like yourself.

## Sage Business Care Plan comparison

Feature	Silver plan	Gold plan
<b>Software assurance</b>		
Software version updates	•	•
Legislative and regulatory updates	•	•
Annual system check		•
<b>Technical expertise</b>		
Online and email case submission	•	•
24-hour online access to our expert knowledgebase	•	•
Unlimited access to toll-free telephone customer support	•	•
Unlimited live chat customer support	•	•
Priority access to customer support		•
Access to most senior customer support analyst available		•
<b>Product training</b>		
Sage Summit customer conference	\$100 off each registration*	\$200 off each registration*
Sage Fixed Assets Anytime Learning online training	10% discount	Unlimited access
Sage Fixed Assets regional or virtual classroom training discounts		20% discount

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800.761.3037 acutedata.com

\*Limit 1 discount per customer regardless of the number of Sage Business Care contracts purchased

For more info, visit: [www.SageFixedAssets.com](http://www.SageFixedAssets.com)  
or contact us at 800-368-2405