

# Sage Business Care

## Detailed reference guide (U.S.)

### Sage Business Care service plans

Sage Business Care offers three different service plans, so you can select the level of support assistance you require. Our Sage Business Care plans include enhancements and software alerts to keep your system running at peak performance. Now it is easier than ever for you to get the support you need to improve your product knowledge, run your business more efficiently, and get the most from your investment in Sage software.

**Our goal is to continually increase the value of the Sage Business Care plans by adding new features and add-on solutions to the packages.**

With these plans, you'll benefit from the enhanced value and ensure you have the:

- Support you need to make the most of your software investment.
- Tools your business requires to run efficiently and thrive.
- Added value through ongoing enhancements to product and service bundles.
- Confidence that your software is current with the latest hardware and software your company is using.

### Sage Business Care Silver

The Silver plan provides the most economical option for receiving software assurance and technical support from our customer support center. You'll receive access to our 24/7 knowledgebase, Sage City peer-to-peer community, up to five phone or chat support sessions annually, one use of Sage Intelligence Reporting Manager, Sage CRM, access to My Workforce Analyzer,\* and more.

\*Available with Sage 300c Advanced or Complete product bundles only.

### Sage Business Care Gold

The Gold plan provides all the benefits of the Silver plan, plus an unlimited number of customer support sessions, upgrade planning assistance, and unlimited Anytime Learning Courses. Additionally, one use of the Sage Intelligence Reporting Designer module, Sage CRM, Sage Inventory Advisor Basics,\* and access to My Workforce Analyzer\*\* is included. Other benefits included are savings for Sage University Realtime Learning, Sage Checks and Forms, and Sage Summit conference registration as well as a processing discount for Sage Payment Solutions.

\*Company license up to \$5 million in inventory (available with Advanced or Complete product bundles only).

\*\*Available with Advanced or Complete product bundles only.

### Sage Business Care Platinum

The Platinum plan is the best option for providing maximum coverage for your business. You'll receive all Silver and Gold plan benefits, plus an unlimited number of Premium\* customer support sessions. Additionally, three uses of the Sage Intelligence W-2s Designer module, one use of Sage Inventory Advisor Basics,\*\* and access to My Workforce Advisor\*\*\* are included. Other benefits are greater savings for Realtime Learning, Checks and Forms, and Sage Summit conference registration as well as the most significant processing discount for Sage Payment Solutions.

\* Provides you the ability to schedule your support calls with one of our dedicated Platinum support team members after a two-minute hold time.

\*\*Company license more than \$5 million in inventory (available with Advanced or Complete product bundles only).

\*\*\*Available with Advanced or Complete product bundles only.

	Silver	Gold	Platinum	
Services	Critical product updates	✓	✓	✓
	Version upgrades and enhancements	✓	✓	✓
	24/7 knowledgebase	✓	✓	✓
	Sage City peer-to-peer community help	✓	✓	✓
	Phone and chat support cases	5 cases	Unlimited	Unlimited/ Premium <sup>1</sup> support
	Upgrade planning assistance		✓	✓
	Sage University Anytime Learning courses	\$	Unlimited	Unlimited
	Appointment scheduling			✓
	Proactive support contacts			✓
	Add-on solutions	Sage Intelligence Reporting	1 user (Report Manager)	1 user (Report Manager) + Designer module
Sage Inventory Advisor Basics			Company license up to \$5M in inventory <sup>2</sup>	Company license more than \$5M in inventory <sup>2</sup>
My Workforce Analyzer		✓ <sup>2</sup>	✓ <sup>2</sup>	✓ <sup>2</sup>
Sage CRM		1 user	1 user	3 users
Sage Payroll Services		Free W-2s <sup>3</sup>	Free W-2s <sup>3</sup>	10% discount, free W-2s <sup>3</sup>
Sage Time		\$100 off <sup>4</sup>	\$200 off <sup>4</sup>	\$300 off <sup>4</sup>
Sage Payment Solutions		\$250/ annual credits <sup>5</sup> PCI fee waived <sup>4</sup>	\$500/ annual credits <sup>5</sup> PCI fee waived <sup>4</sup>	\$800/ annual credits <sup>5</sup> PCI fee waived <sup>4</sup>
Payments integration and activation support				
Discounts	Sage Summit conference registration		\$200 credit	\$500 credit
	Annual discounts on checks and forms		50 free checks	\$50 off Max Protection Checks
	Sage University Realtime training		20% credit	30% credit

1 Premium customer support sessions give you the ability to schedule your support calls with one of our dedicated Platinum support team members after a two-minute hold time.

2 Available with Advanced or Complete product bundles only.

3 Discounts apply to first year only.

4 Discounts apply to setup fees.

5 Per year for the length of the contract.

**Disclaimer:** New Sage Payment Solutions customers only with a signed three-year merchant agreement. One credit per account. Credit can only be applied toward processing and transaction fees.

\$ = Call for pricing.

## Sage Business Care includes many support options from peer help and training to phone support and planning assistance

### **Sage City peer-to-peer help**

Available 24/7, this online community is your gateway to many Sage resources. Visit Sage City to ask questions and share product experiences, tips, tricks, and suggestions with colleagues and product experts and find out what's new with your product by browsing blogs, videos, and more.

### **Chat**

Have a quick question? Chat in real time with our support team directly from your computer for a quick answer with a Sage software expert.

### **Premium phone support**

Receive our highest level of care, which provides you the ability to schedule your support calls with one of our dedicated Platinum support team members after a two-minute hold time.

### **Upgrade planning assistance**

Led by a support team member, you can discuss prework assignments with your business partner and ensure everything is in place before proceeding with your system upgrade.

### **Sage University Anytime Learning courses**

Anytime Learning courses are self-paced, on-demand, recorded sessions that are available whenever you are! They provide an innovative way to learn new product features or to reinforce concepts. They're also ideal to acquaint new hires with basic software skills and train your staff in remote offices.

### **Appointment scheduling**

As a benefit of your Sage Business Care Platinum plan, you have the ability to schedule your support calls with one of our dedicated Platinum support team members using our online scheduling tool.

### **Proactive support contacts**

Putting you, the customer, first! A Sage support representative will proactively reach out to check in and ensure everything is running smoothly with your system.

## Enjoy these connected solutions and services with your Sage Business Care plan:

### **Sage Intelligence Reporting**

Sage Intelligence Reporting empowers you to quickly and easily obtain the information required for improved operations and reporting across your entire business. Using the familiar look and feel of Microsoft Excel®, it lets you quickly and effectively analyze Sage data. Effortlessly create real-time automated and preformatted reports with up-to-date, accurate, and meaningful information. Sage Intelligence Reporting allows you to spend more time focusing on analysis and interpretation and less time pulling the data together.

### **Sage Inventory Advisor Basics**

Sage Inventory Advisor Basics is an intelligent inventory planning tool designed for distributors and retailers. It provides the ability to quickly create optimal purchase recommendations, helping

you easily identify what to buy and when, based on accurately generated forecasts. Improved visibility and smarter purchasing means stock-outs are minimized and excess stock is reduced.

### **My Workforce Analyzer**

My Workforce Analyzer helps track the information you need for 1094-C and 1095-C reporting and for monitoring your employees' hours of service so you can make informed decisions about healthcare and the requirements of the Affordable Care Act. It uses data from your company to address specific questions and concerns, produce online dashboards, generate required forms, and help keep you compliant well ahead of deadlines so you can avoid stress and penalties.

### **Sage CRM**

Sage CRM helps with greater visibility, efficiency, and insight of your customers across your entire business. Close sales faster, target your marketing efforts, and make every customer interaction count.

### **Sage Payment Solutions**

This complete payment processing system is built in for real-time cash-flow visibility, so you get paid faster and simplify the back office. Whether you accept credit card payments on invoices, online, or over the phone, all payments autopopulate in AR cash receipts. No fuss, and manual entry is eliminated.

### **Sage Time**

Automate timekeeping and scheduling tasks for more accurate payroll processing. Keeping careful track of employee attendance and productivity can have a big impact on the bottom line. With Sage Time, you're able to eliminate the traditional time clock and introduce manager and employee self-service.

### **Sage Payroll Services**

Sage Payroll Services takes an unparalleled approach, giving you a simple and secure way to manage key payroll functions. Sage Payroll Essentials includes unlimited processing, tax filing, and direct deposit—at one low monthly price. And with Sage Payroll Full Service, you gain full access to payroll experts.

## Get discounts on these valuable resources and services:

### **Sage Summit**

Sage Summit is THE event to learn, network, and connect with other business owners like you—focusing on helping you grow your business.

### **Sage University Realtime Training**

Realtime Learning courses are online, instructor led, and scheduled for a specific date and time. All you need are a computer, phone, and Internet connection. Some courses offer a virtual hands-on lab. Everything happens live, so you can ask questions and interact with other participants and the instructor.

### **Sage Checks and Forms**

Sage Checks and Forms are guaranteed 100% compatible with your Sage software. No formatting. No misprints. Just enter your data and print! Best of all, your check orders include fraud monitoring, stolen document recovery, and identity restoration assistance.

**For more information, contact us at: 1-888-336-4038**