



SAGE BUSINESS CARE PLANS - ACCPAC

GOLD PLAN (Pricing is 25% of total SRP):

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase – 24x7 access
- Unlimited support cases via phone, chat, or Internet
- Priority Access – move to the front of the phone queue (New!)
- Extended support hours – 5:00 am to 8:00 pm Pacific Time during normal business days (New!)
- Remote desktop support
- Upgrade Planning Assistance (New!)
- Unlimited Anytime Learning recorded online training courses
- 20% cost savings on classroom or real-time training
- 15% cost savings off the purchase of additional modules or users* (New!)
- \$200 cost savings per person registered for the Sage Summit conference (New!)
- Multi-year subscription cost savings (up to 15%)
- Payroll tax updates included

* Software cost savings applies to purchases of Sage ERP Accpac modules and users, and excludes third party products and other Sage solutions. Cannot be combined with any other offers or promotions.

SILVER PLAN (Pricing is 20% of total SRP):

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase – 24x7 access
- Five (5) support cases via phone, chat, or Internet
- Option to purchase additional 5 support cases for \$995
- Remote desktop support
- 10% cost savings on Anytime Learning online training courses
- \$100 cost savings per person registered for the Sage Summit conference (New!)
- Multi-year subscription cost savings (up to 15%)
- Optional Payroll tax updates \$395

BRONZE PLAN (Pricing is 18% of total SRP):

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase – 24x7 access
- Multi-year subscription cost savings (up to 15%)
- Optional Payroll tax updates \$395

Standard support hours are 6:00 am to 5:00 pm Pacific time.

Upgrade Planning Assistance – Gold plan only

Sage support analysts assist you and your authorized Sage business partner during planning for your initial implementation and upgrades. This service is complete with a review of upgrade planning and system requirements, identification of third-party considerations, customization 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.