



## Sage Business Care Reference Guide

Sage Business Care offers three different service plans so you can select the level of support assistance you require. 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.

### Sage Business Care: Silver Plan

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:

- Sage's 24/7 knowledgebase
- Sage City peer-to-peer community access
- Up to five phone or chat support sessions annually with Sage Support
- One license of Sage Intelligence Report Manager (includes Designer module)
- One license of Sage CRM
- A discount on payments processing with Sage Payment Solutions

### Sage Business Care: Gold Plan

The Gold Plan option provides **all Silver Plan benefits**, plus:

- Unlimited number of customer support sessions with Sage Support
- Upgrade planning assistance
- Unlimited Sage University Anytime Learning Courses
- A discount on payments processing with Sage Time and Sage Payroll Solutions (U.S. only)

Other benefits include up to 20% discounts on Sage University Realtime Learning and Sage Summit conference registration.

### Sage Business Care: Platinum Plan

The Platinum Plan is the best option for providing maximum coverage for your business. You'll receive **all Silver and Gold Plan benefits**, plus:

- Two additional licenses of:
  - Sage Intelligence Report Manager (plus the Designer module)
  - Sage CRM
- Deeper discounts on payments processing with Sage Time and Sage Payroll Solutions (U.S. only)

Other benefits include up to 30% discounts on Realtime Learning and Sage Summit Conference registration.

		Silver	Gold	Platinum
Support	Critical product updates	✓	✓	✓
	Version upgrades and enhancements	✓	✓	✓
	24/7 knowledgebase	✓	✓	✓
	Sage City peer-to-peer community help	✓	✓	✓
	Support cases (phone & chat)	5 cases	Unlimited	Unlimited
	Appointment scheduling			✓
	Sage University Anytime Learning courses		Unlimited	Unlimited
	Sage University Realtime training		20% credit	30% credit
Connected Services	Sage Intelligence (Report Manager + Designer)	1 user	1 user	3 users
	Sage Inventory Advisor Basics		Company license up to \$5M in inventory <small>Advanced &amp; Complete bundles only</small>	Company license up to \$5M in inventory <small>Advanced &amp; Complete bundles only</small>
	Sage CRM	1 user	1 user	3 users
	Sage Payroll Services (U.S. Only)	Free W-2s *	5% discount + Free W-2s *	10% discount + Free W-2s *
	Sage Time	\$100 off	\$200 off	\$300 off
	DSD / Scanforce Multi-Bin Basics ***	✓	✓	✓

\* Discounts apply to first year only    \*\* Discounts apply to setup fees    \*\*\* Sage 100cloud only

## Business Care Benefits: Explained

### Sage City peer-to-peer

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 Support

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

### 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 the dedicated Platinum support team members using an online scheduling tool.

### **Sage Intelligence**

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

### **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 auto-populate 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.

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Any further questions? Contact your customer success manager to discuss the best Business Care Plan for you.