



# Sage 500 Business Care



## New options. New features. New pricing.

Sage 500 Business Care offers three different service plans so you can select the level of support assistance you require. Our Business Care plans include enhancements, software alerts to keep your system running at peak performance, and access to additional services. 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.

- Three new tier options provide the flexibility to choose just the right level of care.
- Features beyond the traditional provide added value for the same investment.
- New pricing structure delivers enhanced business care, beyond what's expected, at an affordable cost.

## Beyond the traditional

Traditional software business care may be thought of as just an insurance policy or access to a help desk as well as access to updates or fixes. Sage 500 Business Care Plans include many elements of traditional plans such as:

- Critical product updates
- Version upgrades and enhancements
- 24/7 access to the Sage knowledgebase
- Sage City peer-to-peer community help
- Support cases

However, the new Sage 500 Business Care Plans go beyond the traditional with added support benefits, connected services, business intelligence modules, and discounts. Additional support benefits include:

- Migration planning assistance
- Appointment scheduling
- Sage University Anytime Learning\*
- Data integrity assurance plus services\*
- Upgrade planning assistance\*

\*Available with Gold and Platinum Plans



## Sage 500 Business Care Plan Levels

		SILVER	GOLD	PLATINUM
Support Services	Critical product updates	√	√	√
	Version upgrades and enhancements	√	√	√
	24/7 Knowledgebase	√	√	√
	Sage City peer-to-peer community help	√	√	√
	Support cases	5	Unlimited	Unlimited
	Migration planning assistance	√	√	√
	Appointment scheduling	√	√	√
	Sage University Anytime Learning Courses	\$	Unlimited	Unlimited
	Data integrity assurance plus	\$	1 instance (no charge)	2 instances (no charge)
	Upgrade planning assistance	N/A	√	√
Connected Services	Sage Intelligence	4 users (Report Manager) <sup>1</sup> + Designer module	4 users (Report Manager) <sup>1</sup> + Designer module + Connector	4 users (Report Manager) <sup>1</sup> + 2 users (report viewer) + Designer module + Connector
	Annual discounts on checks and forms	30% discount	40% discount	50% discount

### Data integrity assurance "Plus"

The nature of complex database structures, intricate transactional calculations, and the inherent challenge of heavy traffic over what can be less than reliable distributed networks, all give rise to opportunities for occasional unanticipated data synchronization discrepancies. A discipline of timely reconciliation between sub-ledgers and the general ledger as well as periodic oversight such as cycle or physical counts are measures designed to monitor for just this type of anomaly. Sage 500 includes utilities designed to assist in addressing these issues, and our business care plans provide an added level of support should the need exceed the reach of the provided tools.

### Understanding the "Plus"

One of the advantages of Sage 500 as a business management solution is the strength and flexibility afforded due to the architecture built from the ground up on Microsoft SQL server technology. That very advantage however, can also prove to be problematic when one is not cognizant and cautious in approaching data management. A Microsoft SQL database is completely open to direct editing without regard to the business rules within a business management solution. Making a "simple change" directly in the database may correct one use case but have unintended impact on multiple other use cases as a result. Modifying a stored procedure may seem like a quick fix, but result in "breaking" multiple other processes. Business Care plans are not designed to address these instances. Nonetheless, in order to ensure customer success, premium plans offer assistance beyond the normal scope should there be a need for that "plus support" to get back on track.

1) Additional charges beyond four Sage Intelligence users.