

Sage Fixed Assets Managed Services



Available through Sage Expert Services Team (SES), Sage Fixed Assets managed services provide customers access to a dedicated team of product experts, including project managers and implementation consultants, who ensure their software remains at peak performance throughout the year.

Benefits of Managed Services

Regular software upgrades:

SES updates the customer's base templates with the latest version of the Sage Fixed Assets software, resulting in reduced project durations and quicker go-lives for existing products and add-on solutions. Test environments are easily deployed upon request and there are no limits to how many upgrades are performed. All software updates and patches released during the period of the managed service agreement are applied by the SES team.

Advance notification of updates:

SES provides release documentation in advance of any software upgrades and applies the updates to customer machines with a minimum of five business days advance notice. All Sage software updates are applied during non-peak business hours (5:30 p.m. ET – 9:30 p.m. ET) and customers can opt-out of a proposed software update by providing a minimum of 48 hours' notice to SES.

New versions of SAP Crystal Reports and modifications to custom reports:

SES updates the applicable servers allocated to the customer when new versions of SAP Crystal Reports are available in accordance with supported versions of Sage Fixed Assets. SES also assists in determining whether modifications to Sage Fixed Asset-related custom reports are required. If applicable, the customer can engage SES to perform the modifications outright or provide guidance and support to the customer as they complete the required changes.

Gain peace of mind knowing your Sage Fixed Assets software is in expert hands with Sage Fixed Assets Managed Services. To learn more about Sage Fixed Assets Managed Services offerings, [call 1-800-368-2405](tel:1-800-368-2405).