



Sage 500 ERP Business Care



New options. New features. New pricing.

Sage 500 ERP 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 world-class 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 ERP 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



	Silver	Gold	Platinum	
Support	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 no charge instance	2 no charge instances
	Upgrade planning assistance	N/A	✓	✓
Connected	Sage Intelligence	4 users (Report Manager) ¹ + Designer module	4 users (Report Manager) ¹ + Designer module, + Connector	4 users (Report Manager) ¹ +2 users (Report Viewer), + Designer module, +Connector
	Aatrix 1099 Service	Fed eFile	Fed & State eFile	Complete eFile
	Sage Payment Solutions ²	Promotional credit ³ Payments integration & activation support	Promotional credit ³ Payments integration & activation support	Promotional credit ³ Payments integration & activation support
Disc.	Annual discounts on checks and forms	30% discount	40% discount	50% discount
	Sage University Realtime Training ⁴	20% discount	30% 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 ERP 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 ERP 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.

¹Additional charges beyond four users.

²Subject to approval and to Sage Payment Solutions terms and conditions. Additional fees, internet access, and credit card required.

³Use Promo Code "SPS-500biz". Promotion starts 2/20/2017 and ends 9/30/2018. To qualify, you must comply with the following terms: Sign up by 9/30/2017. Offer available to new Sage Payment Solutions customers only. Open a new merchant account with Sage ("Merchant Account") and Sage will apply a one-time credit to your Merchant Account based on your monthly processing volume with your previous merchant service provider as set forth in the chart below ("Credit"). The maximum Credit you are eligible to receive is \$1,000. To receive the Credit: (i) you must provide your three (3) most recent merchant account statements detailing your average monthly processing volume ("Processing Volume"); (ii) your Processing Volume must equal one of the amounts in the chart below; and (iii) you must process at least one transaction through your Merchant Account within 30 days of approval. Your credit will be determined based on your Processing Volume as set forth below. If you don't have any prior Processing Volume, your Processing Volume will be set at less than \$5,000. Sage will apply the Credit to your Merchant Account 30 days following your first transaction. The Credit will be applied in four (4) equal installments over four (4) consecutive months. The Credit has no cash value. Sage may discontinue the Credit payments if you terminate your Merchant Account. This offer is valid only for the opening of one (1) new Merchant Account and cannot be used in conjunction with any other offer. Offer not available for mobile merchant accounts. AVERAGE MONTHLY PROCESSING VOLUME CREDIT: \$150,000+=\$1,000 credit, \$100,000 to \$149,999 = \$800 credit, and \$60,000 to \$99,999 = \$500 credit. Subject to approval and to Sage Payment Solutions terms and conditions. Additional fees, internet access, and credit card required.

⁴Realtime training is not currently offered for Sage 500 ERP. This discount is available only on your first "in the family" solution course.