

Sage Abra

Sage Abra SupportPlus

Get the most value out of your Sage Abra HRMS solution with quality customer support—only available as part of an Abra SupportPlus membership. With Abra SupportPlus, you're entitled to an array of privileges that will help you become proficient with Sage Abra and keep your software running smoothly. Access unlimited, toll-free telephone technical support for prompt, friendly resolution to your software issues and questions, or visit SupportPlus Online for 24/7 self-service access to our Web-based Solution Center and knowledgebase. Additionally, you'll receive automatic system enhancements and maintenance updates as soon as they're available, and conveniently download all quarterly and year-end tax table updates directly from our Web site.

In addition to the range of services you'll receive as part of your Abra SupportPlus plan, you can be assured that the support you receive is among the best in the industry. The Sage Abra support team has earned the distinction of being Support Centers Practices (SCP) certified, the technology support industry's

leading certification program. This rigorous audit process ensures that the Sage Abra customer support team has established top-notch support procedures, practices, and customer service levels. In addition to this recognition, many of the Sage customer support personnel are Certified Payroll Professionals (CPP) and Professionals in Human Resources (PHR), providing you with the most knowledgeable staff for your HRMS software technical needs.

From developing innovative products to award-winning customer support, Sage is dedicated to surpassing your expectations. Our software is supported by a nationwide network of Certified Business Partners who are your resource for implementation, training, service, and support.

BENEFITS

- **SCP-Certified Technical Support**
The Sage Abra technical support team has earned the prestigious Support Centers Practices certification, an international designation that defines best practices for delivering world-class technology support
- **Expert Customer Support**
Many of our support representatives are Certified Payroll Professionals (CPP) and Professionals in Human Resources (PHR), providing you with knowledgeable insight into your HRMS needs.
- **Toll-free Telephone Support**
Receive fast, responsive telephone support, Monday through Friday, from 8 a.m. to 8 p.m. Eastern Time. Wait times average less than two minutes.
- **Updates and Enhancements**
Rapid delivery of new product releases and enhancements ensures you have the most updated version of your Sage Abra software solution.
- **Tax Table Updates**
Keep your Sage Abra Payroll software up-to-date automatically with downloadable quarterly and year-end tax updates.
- **SupportPlus Online**
Log into this online resource 24/7 to access the self-service Solution Center, view call history, download product updates, join in discussion forums, and get the latest product information.



FEATURES

SCP-Certified Technical Support	The Sage Abra technical support team has earned the prestigious Support Centers Practices certification, an international designation that defines best practices for delivering world-class technology support. The SCP program is a comprehensive audit of support procedures, practices, service levels to customers, and all internal development processes.
Expert Customer Support	Be assured you're receiving expert assistance from our experienced support staff. Many of our support representatives are Professionals in Human Resources (PHR) and are certified by the American Payroll Association as Certified Payroll Professionals (CPP), providing you with more knowledgeable answers to your HR and payroll-related questions.
SupportPlus Online	Abra SupportPlus members can access this online resource 24/7 through the Sage Web site. View your call history, instantly download product updates, join in discussion forums with other professionals, and get the latest product information.
Abra Solution Center	The Abra Solution Center, located on the SupportPlus Web site, enables you to directly access a wide range of Abra technical information. This comprehensive, self-service tool allows you to enter a description of your desired topic or issue and pull up helpful solutions, using the same knowledgebase accessed by our customer support representatives.
Convenient Electronic Services	In addition to telephone support, you can also send technical questions and backup documentation to Customer Support via e-mail or fax. A Technical Support Representative will respond promptly with the information you need.
Free Newsletters	Receive a free subscription to AbraTalk, the e-mail newsletter exclusively for Abra SupportPlus members. Get the latest industry and product news, plus tips for getting more out of your software. You can also subscribe to TechFlash, an e-mail newsletter that highlights useful technical and product information, such as troubleshooting tips, answers to frequently asked questions, and other technical topics.
Special Discounts	Receive special product discounts and promotions as part of your Abra SupportPlus membership, and be the first to hear about new product offerings in special e-mail and direct mail communications.



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