



Sage MAS 500 Certified Support Plans

All Sage MAS 500 products require a maintenance and support program for the first year. This keeps your software current with all of the latest upgrades and enhancements, in addition to giving you phone access to Sage's support team. We strongly recommend that all of our clients annually renew their Basic Subscription Plan with Sage.

Bronze and Bronze Plus Plans

When you invested in Sage MAS ERP software, you chose a powerful and convenient accounting solution that expands functionality as your business grows. Customers on a Bronze plan will receive unlimited access to our Knowledge base via Sage Online. Phone support is not available with this plan. Plus plans include unlimited access to selected Sage MAS 500 Anytime Learning courses. Maximize your Sage investment with a Bronze or Bronze Plus Plan.

Silver and Silver Plus Support Plans

This plan is for the Sage MAS 500 customer who wants frequent interaction with our support team. You'll receive expert telephone assistance for 20 cases per year through a toll-free number. Plus plans include unlimited access to selected Sage MAS 500 Anytime Learning courses.

Gold Support Plan

This plan is for the Sage MAS 500 customer who places heavy demands on their ERP system and who requires priority-level support. You'll get unlimited telephone support, unlimited access to selected Sage MAS 500 Anytime Learning courses, and access to a special toll-free telephone number.

Plan Features	Bronze Plan	Bronze Plus	Silver Plan	Silver Plus Plan	Gold Plan
Upgrades and Enhancements	✓	✓	✓	✓	✓
AP 1099 Tax Form Updates	✓	✓	✓	✓	✓
Telephone and E-mail Support			20 Cases	20 Cases	Unlimited
Online Support Knowledge System	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Priority Access to a Support Analyst					✓
Classroom Training Discount (Irvine, CA)					15%
FREE Tech Tuesday Classes			✓	✓	✓
Anytime Learning		✓		✓	✓
Monthly Payment Option	✓	✓	✓	✓	✓

We make every effort to keep pricing updated. However, we can't guarantee accuracy. Please check with a consultant to confirm.

Questions about support plans? Contact us at **(949) 583-9500, ext. 2500** or by email: solutions@blytheco.com