



## SAGE BUSINESS CARE PLANS – SAGE ERP MAS 90 AND 200

January 2011

### **GOLD PLAN:**

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase – 24x7 access
- Unlimited support cases via phone or Internet
- Priority Access – move to the front of the phone queue
- Extended support hours – 5:00 am to 8:00 pm Pacific Time during normal business days (New!)
- Remote desktop support
- Upgrade Planning Assistance (New!)
- Unlimited Anytime Learning recorded online training courses
- 20% cost savings on Realtime training
- 15% cost savings off the purchase of additional modules or users\* (New!)
- \$200 cost savings per person registered for the Sage Summit conference (New!)
- Multi-year subscription cost savings (up to 15%)
- Tax updates included

\* Software cost savings applies to purchases of Sage ERP MAS 90 and 200 modules and users, and excludes third party products and other Sage solutions. Cannot be combined with any other offers or promotions.

### **SILVER PLAN:**

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase – 24x7 access
- Five (5) support cases via phone or Internet
- Option to purchase additional 5 support cases for \$995
- Remote desktop support
- 10% cost savings on Anytime Learning online training courses
- \$100 cost savings per person registered for the Sage Summit conference (New!)
- Multi-year subscription cost savings (up to 15%)
- Tax updates included

### **BRONZE PLAN:**

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase – 24x7 access
- Multi-year subscription cost savings (up to 15%)
- Tax updates included

Standard support hours are 6:00 am to 5:00 pm Pacific time.

### **Upgrade Planning Assistance – Gold plan only**

Sage support analysts assist you and your authorized Sage business partner during planning for your initial implementation and upgrades. This service is complete with a review of upgrade planning and system requirements, identification of third-party considerations, customization considerations, and troubleshooting.

\* Upgrade Planning Assistance is for planning purposes, and excludes customization, report writing, data conversion, and training. Must be coordinated and scheduled in advance with Sage. Sage reserves the right to limit the number of hours.