



PROVIDING THE BEST SUPPORT FOR YOUR MAS 500 ACCOUNTING SYSTEM

Blytheco, LLC and Sage are deeply committed to ensuring total customer satisfaction through world-class products and support services. We want to make sure that you are aware of all options available to you in obtaining support for your Sage accounting system.

SUPPORT AVAILABLE FROM BLYTHECO

Blytheco provides telephone, web, modem and onsite support for all Sage software, hardware, network and Microsoft products, which is chargeable on an hourly basis. We have a dispatcher answering incoming support calls Monday – Friday from 8:00am EST to 5:00pm PST. Blytheco has two different pricing structures in place for our support clients.

Sage Reseller of Record Clients

If Blytheco is listed as your Reseller of Record with Sage and your Sage accounting system is within 1 release of the most current version, you will be billed based upon a published discounted consultant’s hourly rate.

Non-Reseller of Record and Non-Current Clients

If Blytheco is not listed as your Reseller of Record with Sage and/or your Sage accounting system is not current, you will be billed at a higher non-discounted rate.

The above differentiation is to reward clients who use Blytheco as their primary support organization. Also, resolutions are more available and support is more effective for current releases. Thus, Blytheco rewards clients that maintain their Maintenance Plans and Support Plans and are using software versions released within the last 18 months.

Services from Blytheco

Phone/Web/Modem Support (hourly basis)	Custom Programs & Enhancements
On-Site Support	Upgrade Installation
Customization Support	Hardware/Operating System Support
Prior Version Support	Training – On-Site
Extended Support Hours	Training – ATC Classroom
Business Practices Consulting	Forms/Report Design
Implementation	Data Import/Export

Together, both Sage and Blytheco create a solid team to suit your needs, as your company continues to grow and face new challenges.

Blytheco support is billed on a semi-monthly basis. Each invoice represents services performed by Blytheco employees through the billing period. Each invoice will include the date of service, individual performing the work, service description, additional comments, number of hours, hourly rate, and total amount billed for all work performed. These invoices will include billings for travel time, on-site support and training, phone support, modem support, pickup and delivery, installation, set-up, consultation, research, duplication of problems, custom programming, system design and system testing.



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SAGE SOFTWARE MAINTENANCE & SUPPORT PLAN OPTIONS

Sage Software offers three types of annual ClientCare Plans designed to fit your business needs.

Subscription Plan (Bronze) – Software Maintenance Plan

By maintaining a current Subscription plan you will maximize your investment in Sage software (you automatically received plan membership for one year with your initial software purchase). Most customers find that gaining access to the award-winning Sage Software Online Services, one component of the plan, is worth the competitive price of renewal alone. Although this plan does not provide phone support, it gives you peace of mind with numerous benefits including:

Upgrades to your current modules as they are released. You will always have the latest, most current version of MAS 500

Product enhancements from Sage's development team. Take advantage of additions and enhancements that make your job easier.

ONLINE SERVICES

Sage Software Online Services (SSOS)

As a ClientCare member you will have unlimited, 24-hour-a-day access to SSOS, Sage's online support services. This valuable section on Sage's Web site contains the very same knowledgebase used by their in-house software analysts while providing phone support and is updated on an ongoing basis. SSOS also boasts:

SageTalk Discussion Forums – These online discussion groups join customers with Sage support staff and other Sage customers. You can get valuable ideas and tips on how to make better use of your Sage software.

Chat – Interact one-on-one with other Sage customers and discuss ways to expand your Sage software and further improve its power.

Proactive e-mail notifications – Sign up for their e-mail service and you'll receive technical bulletins, program updates and product fixes that will help maintain the reliability and efficiency of your software.

Product update downloads – With an active ClientCare Plan, you'll also be able to download product updates, further increasing the value and power of your software.



SAGE PHONE SUPPORT PLANS

Sage offers two phone support plans that will put you in direct contact with one of their technical experts. Best of all, in almost every case involving a new issue, you'll receive immediate assistance from a qualified software support analyst. To purchase a phone support plan you must have a current Subscription plan. The phone support plans are:

Sage Silver Phone Support Plan

The Silver Plan provides base-level phone support. We recommend the Silver Plan for existing customers who have some experience working with their Sage system, who place moderate demands on their ERP system, and who desire backup when their Sage MAS 500 consultant is unavailable.

Sage Gold Phone Support Plan

By upgrading to the Gold Plan, you will be equipped with the premiere support solution. In addition to having unlimited access to Sage Software Online and all the other Subscription Plan benefits, you'll enjoy friendly, personalized phone support from experts who understand Sage MAS 500 inside and out. These experts have in-depth knowledge of all Sage MAS 500 products, giving you the security of knowing there's someone to focus on your technical questions while you focus on growing your business. We recommend the Gold Plan for customers who place heavy demands on their accounting systems.

Sage Phone Support Plans have been carefully structured to provide the highest quality of support.

Services from Sage ClientCare Plans

Product/Service Description	Subscription Plan	Silver Plan	Gold Plan
Maintenance Releases	X	X	X
Product Upgrades & Enhancements	X	X	X
On-Line Support Knowledge System	X	X	X
AP 1099 Tax Form Updates	X	X	X
Telephone and E-mail Support		X	X
Installation Support		X	X
Priority Access to a Support Analyst			X

It is important to note that Sage only supports its own software on the current releases. Hardware, Operating System issues, custom modifications and enhancements or non-current version support will be referred back to Blytheco for hourly support.

Sage Phone Support Plans are "Phone Help Desk Support" only. They do not know your business nor do they understand accounting principles. They are software support technicians. Thus, it is important to continue your relationship with Blytheco. Blytheco provides the full array of products and consulting services that ensure you get the most from your accounting software. Services such as system consulting, on-site support, accounting experience, application training, implementation and consultation are provided directly through us.

If you are on a Sage telephone support plan and they are unable to provide a solution to your issue, contact Blytheco to schedule an onsite visit. We will be receiving daily call reports and will also be proactively contacting you to see if you need further assistance.

Support Dispatch: (877) 411-2339
Sage Support Plans: (800) 425-9843, extension 2500



MAS 500 TELEPHONE SUPPORT PLANS

Blytheco strongly recommends that **ALL** of our clients annually renew their Bronze Subscription Plan with Sage. The benefits you receive are:

Subscription Plan **16% of Product List Price**

Access our online support knowledge system 24/7 for solutions to thousands of common and not-so-common technical issues. This is the same knowledgebase that Sage's internal software analysts use.

Prevent software difficulties before they happen by receiving the latest product and technical bulletins, installation tips, trouble shooting hints, and product release information.

Get involved with SageTalk online forums, online discussion groups that join customers with Sage support staff. You'll receive valuable ideas and tips to make better use of your Sage software.

Interact one-on-one with other Sage customers and discuss ways to expand your Sage software and further improve its power.

Sign up for our proactive e-mail service and you'll receive technical bulletins, program updates and product fixes that will help maintain the reliability and efficiency of your software.

Silver Support Plan **20% of Product List Price**

All of the benefits of the *Subscription Plan*, **plus**

Expert telephone, e-mail and fax assistance for an unlimited number of cases within the first 90 days of Sage MAS 500 ownership, ensuring total support throughout the implementation phase.

An additional 20 cases (submitted by phone, fax or e-mail) after the first 90 days of the initial year.

Up to two support contacts to ensure the most effective use of your 20 cases.

Toll-free telephone service.

Gold Support Plan **30% of Product List Price**

All of the benefits of the *Subscription Plan*, **plus**

Expert telephone, e-mail and fax assistance for an unlimited number of cases.

Exclusive toll-free telephone service.

Up to three support contacts that are authorized to log cases with the Sage MAS 500 support team.

If Sage is unable to solve your problem via telephone, please contact us so we can schedule a consultant to come onsite immediately. We will also receive daily reports from Sage notifying us of calls you have placed. We will contact you if your issue has remained unresolved.

Any onsite, phone or modem services provided by Blytheco are not included in the above plans and will be billable at our standard hourly rates.

Contact our Sales Team at (800) 425-9843, extension 2500 to purchase a plan today!