



Sage BusinessVision Accounting

Sage Business Care Plans

Sage Business Care: Our focus is your success.

There's no better way to protect and extend your software investment than with a Sage Business Care support plan. We deliver value to your organization by helping you reduce the time, resources, effort, and cost of operating your Sage solution. As trusted advisors, Sage takes the time to get to know you and we never stop looking for ways to improve your software. We'll help you understand how your solution improves business efficiency and ensure that you learn from every interaction with us. You'll also benefit from user-driven product enhancements that keep you competitive. With Sage Business Care, you'll receive expert, professional assistance when you need it.

Receive fast, professional care

Sage Business Care plans provide outstanding software assurance for your business and your Sage BusinessVision software. Simply select the plan (Gold, Silver, or Bronze) that best suits your business needs. You'll gain access to software version upgrades, service pack updates, and when you add the Payroll Update Plan, tax table updates for Canadian Payroll module customers.

The most comprehensive plan available is the Gold plan. This plan offers unlimited toll-free phone support,⁴ as well as unlimited access to Tech Tuesday and Business Building Sage Business Care Workshops. The Silver plan offers a limited number of toll-free telephone support cases and Sage Business Care Workshops.³ And the Bronze plan is ideal for companies that use their business partner exclusively for support and training, allowing them all available software version upgrades and service updates.

And for Canadian customers using Sage BusinessVision Payroll, a Payroll Update Plan (PUP)² service is also available. It provides Canadian payroll tax updates so you can handle payroll in-house and helps make sure your payroll system is in compliance. With this service, you can manage the critical tasks of processing payroll tax withholding and reporting quickly, accurately, and easily—for a fraction of the price of an outside payroll service.

As a leading provider of business management software, Sage is deeply committed to ensuring your total satisfaction through world-class products and services.

SAGE BUSINESS CARE: A QUICK LOOK

Sage Business Care plans are designed to protect your investment and are essential for every customer.

Gold Plan: This is the total maintenance and support solution if you rely on Sage BusinessVision to help you run your business. You'll have an unlimited number of support calls with our technical support staff using a toll-free phone number, a 15% discount¹ on additional products, as well as *unlimited* access to available Sage Business Care Workshops and support tools.

Silver Plan: In addition to the benefits in the Bronze Plan, you'll also get access to five Sage Business Care Workshops and five support calls.³

Bronze Plan: At a minimum, a basic plan is essential for every Sage BusinessVision customer. The Bronze plan includes software upgrades and service pack updates to ensure your software is running at peak performance.

Payroll Update Plan: For Canadian customers using Sage BusinessVision Payroll, a Payroll Update Plan (PUP)² provides payroll tax updates and any necessary supporting files so you can handle payroll in-house and help make sure your payroll system is in compliance.

To purchase or renew your plan, just call 1-800-642-7693, option 1, then option 2. Or outside the U.S. and Canada, please call 1-604-207-3582.



Sage Business Care Plans

Sage BusinessVision offers three annual plans designed with the most frequently requested service options in mind. All plans include software version upgrades, service pack updates, and by adding a Payroll Update Plan,² you also get all necessary tax updates. By selecting a higher level plan, you can get fast answers directly from our support team and additional Sage Business Care Workshop options, as well as a 15% discount¹ on additional product purchases.

Now get more from your Sage BusinessVision maintenance and support plan with:

- **Sage Business Care Workshops** (up to five sessions with Silver plan; unlimited with Gold plan³)—Keep up with the latest technology and services Sage has to offer through online learning courses.
 - **Tech Tuesday**—You'll meet and interact with speakers, consultants, and product experts who can help you get the information you need to get the most out of your Sage BusinessVision software.
 - **Business-Building**—Attend webcasts designed to provide insight into various areas of interest across your business. General business topics include concepts such as business tactics when entering an economic slump and how to get the most out of your technology investment. Specific functional topics are designed to interest everyone within a specific functional area. For example, human resource topics cover areas such as hiring top-level talent and implementing and managing a performance management system.
- **Support Calls** (up to five calls with Silver plan; unlimited with Gold plan³)—Whether you have a question, wonder if your Sage BusinessVision system can help you with a business opportunity you are facing, or need help with an error code, our support team can answer your questions.

**Contact your
Sage BusinessVision
Partner, or call
1-800-642-7693,
option 1,
then option 2.**

Payroll Update Plan (PUP)

For customers using Sage BusinessVision Payroll, a Payroll Update Plan (PUP) is also available. It provides Canadian payroll tax updates so you can handle payroll in-house and make sure your payroll system is in compliance. With this service, you can manage the critical tasks of processing payroll tax withholding and reporting quickly, accurately, and easily—for a fraction of the price of an outside payroll service.

Feature	Bronze Plan	Silver Plan	Gold Plan
Version upgrades	●	●	●
Service pack updates	●	●	●
Toll-free support phone number	●	●	●
Telephone product assistance		5	●
Tech Tuesday Sage Business Care Workshops		up to 5 ³	●
Business-Building Sage Business Care Workshops		up to 5 ³	●
Payroll tax table updates ²	Available w/PUP ²	Available w/PUP ²	Available w/PUP ²
15% discount on additional Sage BusinessVision products ¹			●

●●● Included

¹ Discount available only for software license purchases from the same Sage product line made 120 days or more after Customer's initial software license purchase.

² Payroll option only available in Canada

³ For the Silver Plan, a total of five Support Calls, and a combination of up to five Tech Tuesday and/or Business Building Sage Business Care Workshops may be used each year.

⁴ Support Specialists reserve the right to limit calls to one hour or one incident.