



Sage BusinessVision Accounting Sage Business Care Plans

Sage BusinessVision Accounting maintenance and support plans maximize your software investment by giving you access to technical expertise, version upgrades and service pack updates, along with online training courses. With three levels of annual plans—plus the option of payroll updates—designed with the most frequently requested service options, you get peace of mind knowing your system and business can continue to grow and prosper into the future.

Receive fast, professional care

Sage Business Care plans provide outstanding maintenance and support for your business and your Sage BusinessVision software. Simply select the plan (Bronze, Silver, or Gold) that best suits your business needs. You'll gain fast, convenient access to the Sage Knowledgebase, our world-class phone support team, software version upgrades, service pack updates, and when you add the Payroll Update Plan, tax table updates for Payroll module customers.

The most comprehensive plan available is the Gold plan. This plan offers unlimited toll-free phone support, as well as Tech Tuesday and Business Building Courses. The Silver plan offers a limited number of toll-free telephone support cases and Realtime Learning courses. 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 customers using Sage BusinessVision Payroll, a Payroll Update Plan (PUP) service is also available. It provides Canadian or U.S. 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.

As a leading provider of business management software, Sage is deeply committed to ensuring your total satisfaction through world-class products and services. As a result of our efforts, Sage has achieved Support Center Practices (SCP) certification for nine consecutive years and was inducted into the Software Technical Assistance Recognition (STAR) Hall of Fame by the Service & Support Professional Association (SSPA)—further evidence of our commitment to you, our valued customers.

SAGE BUSINESS CARE: A QUICK LOOK

Sage Business Care plans are designed to protect your investment and are essential for every customer. All three plans include software version upgrades, service pack updates, and unlimited access to the online Sage Knowledgebase.

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

Silver Plan: In addition to the benefits in the Bronze Plan, you'll also get access to five Realtime Learning Courses and five support calls.

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% discount on additional products, as well as *unlimited* access to available Realtime Learning Courses and support tools.

Payroll Update Plan: For customers using Sage BusinessVision Payroll, a Payroll Update Plan (PUP) provides payroll tax updates and any necessary supporting files for Canadian and U.S. customers so you can handle payroll in-house and 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 unlimited access to the Sage Online Knowledgebase. In addition, you receive software version upgrades, service pack updates, and by adding a Payroll Update Plan, you also get all necessary tax updates. By selecting a higher level plan, you can get fast answers directly from our award-winning support team and additional Realtime Learning options, as well as a 15% discount on additional product purchases.

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

- **Realtime Learning Courses** (up to five with Silver plan; unlimited with Gold plan*)—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 Courses**—Webcasts designed to provide insight into various functional areas across your business.
- **Support Calls** (up to five with Silver plan; unlimited with Gold plan*)—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 award-winning support team can answer your questions.

Feature	Bronze Plan	Silver Plan	Gold Plan
Access to the online Knowledgebase	●	●	●
Version upgrades	●	●	●
Service pack updates	●	●	●
Toll-free support phone number	●	●	●
Telephone support		5	●
Tech Tuesday Realtime Learning Courses		up to 5*	●
Business-Building Realtime Learning Courses		up to 5*	●
Tax table updates	Available w/PUP	Available w/PUP	Available w/PUP
15% discount on additional products			●

* For the Silver Plan, a total of five Support Calls, and a combination of up to five Tech Tuesday and/or Business Building Realtime Learning Courses may be used each year.

●●● Included

Sage Business Care Bronze Plan

At a minimum, a basic plan is essential for every Sage BusinessVision customer. The Bronze Plan provides discounts, upgrades and updates to your accounting system, plus access to the online Knowledgebase.

- **Software version upgrades and regular service pack updates.** Technological enhancements are added regularly to increase the robust functionality of your original SageBusinessVision investment. These time-saving, productivity-boosting features are implemented based on suggestions from customers just like you. By keeping your software up to date with the latest version upgrades and service pack updates, you can be confident knowing your solution is operating at peak performance with data reliability and security.
- **Access to the Sage Knowledgebase.** The Knowledgebase is a Web-based technical resource, available 24/7, providing full access to the same troubleshooting and support knowledgebase that Sage technical analysts use.

Sage Business Care Silver Plan

In addition to everything that comes with the Bronze Plan, the Silver Plan offers your choice of up to five Support Calls and five Realtime Learning courses:

Realtime Learning includes:

- Business-Building Courses
- Tech Tuesday Courses

Sage Business Care Gold Plan

This is the must-have solution if you rely on Sage BusinessVision to help you run your business. In addition to everything that comes with the Silver Plan, the Gold Plan offers:

- Unlimited Tech Tuesday Courses
- Unlimited Business-Building Courses
- Unlimited toll-free Telephone Support Calls

Payroll Update Plan (PUP)

For customers using Sage BusinessVision Payroll, a Payroll Update Plan (PUP) is also available. It provides Canadian or U.S. 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.

Note: Plans are renewable through Sage or your Sage business partner. Other terms and conditions may apply.

Contact your
Sage BusinessVision Partner,
or call 1-800-642-7693, option 1,
then option 2. Or outside the
U.S. and Canada, please call
1-604-207-3582.

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