

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. 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—whether by accessing our world-class support, 24/7 online resources, or our extensive network of business partners.

Fast, professional care gives you peace of mind

Sage offers three annual plans designed with the most frequently requested service options in mind. Simply select the plan (Gold, Silver, or Bronze) that best suits your business needs. Sage Business Care plans can also be set up to automatically renew¹ to provide outstanding software assurance for subsequent years. You'll gain access to software version upgrades, service pack updates, and payroll tax tables. And, as a leading provider of business management software, Sage is deeply committed to ensuring your total satisfaction through world-class products and services.

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. In addition to software version upgrades and enhancements, you'll have an unlimited number of support cases with our technical support staff.

Payroll Tax Update Service: For customers on an active Sage Business Care plan using Sage BusinessWorks Accounting Payroll, the Sage BusinessWorks Payroll Tax Update Service is included and provides payroll tax updates and necessary supporting files for U.S. customers so you can handle payroll in-house and ensure your payroll system is in compliance.

Sage Business Care plan options for Sage BusinessWorks	Bronze	Silver	Gold
Critical product updates	✓	✓	✓
Version upgrades and enhancements	✓	✓	✓
24/7 access to Sage Knowledgebase	✓	✓	✓
24/7 access to Sage City online community	✓	✓	✓
BWAccess	✓	✓	✓
Annual discounts on checks and forms	✓	✓	✓
Support chat/phone support ²	2 cases	5 cases	Unlimited
Access to enhanced tax reporting with e-filing ³	✓	✓	✓
Payroll tax table updates	✓	✓	✓

In addition, you'll have access to Sage BusinessWorks Enhanced Tax Reporting to streamline your tax filing process and save you money by automatically populating more than 250 federal and state payroll tax forms using your Sage BusinessWorks data. Just edit, print, and sign—or, for an additional fee, e-file!³ Forms include 941, 940, 4-up W-2s, W-3, state tax forms, new hire reports, and more. Enhanced 1099 reporting also produces 1099 Miscellaneous forms.

Purchase or renew today

To get your plan, just give us a call at 800-447-5700.

¹ To ensure continuous service, you can elect to have your Sage Business Care plan automatically renew, and subsequent years will be automatically billed to the same credit card each year on the anniversary date of your purchase at the then-current rate after notifying you 30 days in advance of your anniversary date. You may terminate the plan with at least ten calendar days' notice prior to your renewal date and not be charged for the renewal. Upon initial enrollment, first time Sage BusinessWorks customers may cancel their Sage Business Care plan within 30 days for a full refund of the purchase price, less any rebates received.

² Support analysts reserve the right to limit calls to one hour or one incident per call.

³ Additional fee for e-filing. Visit: www.aatrix.com/sagebusinessworks