Sage Business Care

Sage 100

Get the support you deserve
from a company you can trust.

Sage is committed to your success. With Sage Business Care, you'll gain increased value through add-on products and packaged services. Sage provides the upgrades, personalized service, and value you need to protect and extend the value of your Sage solutions.

There's no better way to protect and extend your software investment than through a Sage Business Care service plan. We deliver value to your organization by helping you reduce the time, resources, effort, and cost of operating your Sage solution.

- Value-added solutions to help manage more of your business.

- Continuous improvement with regular software updates to help you boost competitiveness.

- Fast, accurate responses and solutions to software issues and other technical challenges.

- Access to learning resources to ensure that teams can make the most of their Business Management Software.

Benefits

1. The support you need to make the most of your software investment

2. The tools your business requires to run efficiently and thrive

3. Added value through ongoing enhancements to product and service bundles.

4. Confidence that your software is current with the latest hardware and software your company is using

5. Ongoing access to educational resources in support of continuous improvement

Benefits from Sage Business Care bundles, solutions, and services

Product updates and enhancements

Each year, Sage makes a significant investment in research and development to update and extend Sage products so our customers can continuously improve their businesses. When you subscribe to a Sage Business Care plan, you ensure your software is up to date by receiving product releases that incorporate all the latest productivity enhancements, software and hardware compatibility updates, and security features. Plus you get access to critical updates, product fixes, and patches over the term of your plan.

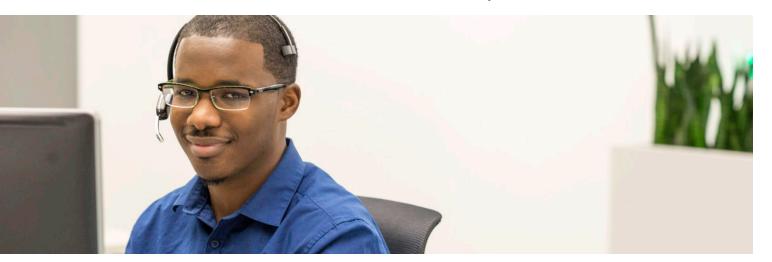**24x7 access to the Sage Knowledgebase**

Sage customers receive unlimited 24x7 access to the same problem-solving information used by Sage support centers. The online Knowledgebase provides fast, searchable access to a comprehensive support database. Use the answers in the Knowledgebase to prepare for upgrades, avoid known issues, access troubleshooting tips, solve challenges, leverage best practices, and minimize disruptions to your business.

Award-winning customer support

Sage provides the expert guidance you need to harness the full capability of your Sage solutions. Our customer support team provides swift responses for everything from basic fixes and error messages to technically complex issues beyond the experience of your IT department. Sage Business Care offers three different service plans so you can select the level of support assistance you require and the plan that's right for you!

Collaborative web tools and technologies

Knowledge exchange is an important part of the Sage support philosophy. Our goal is to ensure you learn from every interaction you have with us. We invest in the latest support technologies to ensure that knowledge exchange is as smooth and as beneficial to you as possible. For example, when you call our support centers, you can receive remote desktop support, which means the analyst you're talking to sees what you see—enabling him or her to more accurately diagnose the issue and walk you through a solution. Other tools you may find handy include web-based communities such as Sage City, which provides the ability to network and have access to other professionals in businesses similar to yours.

Committed to excellence every step of the way

At Sage, we believe software support isn't just about making technology run better. That's only scratching the surface. We designed our Sage Business Care program to help make your company more successful and more agile. We are committed to helping you get more out of your Sage solution. Our emphasis is on support. Worldwide, more than 40 percent of our people work in technical support, customer service, and training roles. As quickly as things change in today's global economy, there's peace of mind in knowing that your investment in Sage is backed by an organization with financial stability and a reliable record of supporting customers. Subscribe, renew, or upgrade your Sage Business Care plan today.

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Available Business Care Plans

Silver plan

- Product enhancements and critical updates
- Version upgrades and enhancements
- 24x7 access to the online support knowledgebase
- Sage City peer-to-peer community help
- Access to the Sage support team for five (5) support cases annually
- 1 user of Sage Intelligence Reporting (Report Manager + Designer Module)
- 1 user for Sage CRM
- Included licenses for DSD / Scanforce Multi-Bin Basics *

Gold plan

- All the benefits of the Silver plan
- Unlimited number of support cases
- Unlimited Anytime Learning courses
- 20% Savings on Instructor-led Training

Platinum plan

- All the benefits of the Gold plan
- 2 additional users for Sage Intelligence Reporting (Report Manager + Designer Module)
- 2 additional users for Sage CRM
- 30% savings on Instructor-led Training

* Available for Sage 100 subscription customers only

About Sage

Sage is the global market leader for technology that helps businesses of all sizes manage everything from money to people – whether they're a start-up, scale-up or enterprise. We do this through Sage Business Cloud - the one and only business management solution that customers will ever need, comprising Accounting, Financials, Sage Intacct, Enterprise Management, People & Payroll and Payments & Banking.

Our mission is to free business builders from the burden of admin, so they can spend more time doing what they love – and we do that every day for three million customers across 23 countries, through our 13000 colleagues and a network of accountants and partners. We are committed to doing business the right way, and giving back to our communities through Sage Foundation.

For more info, visit: **https://www.sage.com/en-us/products/sage-business-care**
or contact us at: **1-888-721-8989 (U.S./Canada)**