

# Protect your mission-critical investment with Sage Business Care



There's no better way to protect and extend your software investment than through a Sage Business Care plan. We deliver value to your organization by helping you minimize the time, resources, effort, and cost of operating your Sage solution. We'll help show you how your solution can improve business efficiency and ensure you learn from every interaction with us. And you'll benefit from user-driven product enhancements that keep you competitive.

## Flexible options to meet your business needs:

**Sage Business Care Gold:** When you count on Sage solutions for mission-critical operations, taking chances isn't an option. The Sage Business Care Gold plan provides access to the latest software versions and updates, support coverage, and training subscriptions. And you'll benefit from support features like unlimited support cases through phone and web with access to the most senior analysts available<sup>3</sup>, extended hours for five critical issue cases, and 24x7 access to online self-service knowledgebase.

**Sage Business Care Silver:** The Sage Business Care Silver plan provides the most economical option for receiving personalized customer support from our award-winning call centers. Get access to our expert support team for five support cases and 24x7 access to online self-service web support.

**Sage SalesLogix Cloud Subscription Benefits:** Sage SalesLogix Cloud subscription contains many of the Sage Business Care benefits, allowing businesses to access the latest software versions and updates, support coverage, and training subscriptions.

Benefit	Sage Business Care Silver	Sage Business Care Gold	Sage SalesLogix Cloud
Software Discounts <sup>2</sup>		10% Discount	
Access to Latest Software Versions and Updates	✓	✓	✓
Telephone and Web Case Support <sup>3</sup>	Five Cases	Unlimited	Unlimited
Remote Diagnostic Capabilities	✓	✓	✓
Extended Hours <sup>3</sup>		Five Critical Issue Cases	Via email for site outage only
Online Self-Service Knowledgebase	✓	✓	✓
Premium Case Queue		✓	
End User and Administrator Anytime Learning	10% Discount for Unlimited Users	100% Discount for Unlimited Users	Unlimited Users
Virtual Classroom Discount <sup>4</sup>		10% Discount	
Sage Summit Discounts	\$100 Discount	\$200 Discount	\$100 Discount

Features	Value	Benefits
Customer Support	<ul style="list-style-type: none"> <li>Assistance with technical issues via phone and web from our Sage SalesLogix certified analysts</li> <li>Wide range of support needs, from answering procedural questions to advanced troubleshooting</li> <li>Remote diagnostic capabilities that allow support analysts to link directly to your system to experience and diagnose issues firsthand</li> </ul>	<ul style="list-style-type: none"> <li>Resolve issues and questions quickly so you can get back to business</li> <li>Minimize costs and resources required to run your software</li> <li>Learn from every interaction</li> </ul>
Software Assurance	<ul style="list-style-type: none"> <li>Access to the latest software version</li> <li>User-driven product enhancements</li> <li>Product fixes and patches</li> </ul>	<ul style="list-style-type: none"> <li>Ensure your solution is up to date and secure</li> <li>Minimize system disruption and down time</li> </ul>
Online Self-Service Knowledgebase	<ul style="list-style-type: none"> <li>Immediate access to information that resolves many inquires, 24x7</li> <li>Web case support</li> <li>Knowledgebase articles ranging from how-tos, options for resolving issues, and specific information for roles from administrators to end users</li> <li>Technical documentation, guides, and other downloadable resources</li> </ul>	<ul style="list-style-type: none"> <li>Resolve common challenges quickly through self-service resources</li> <li>Access helpful information whenever you need it</li> </ul>
Training	<ul style="list-style-type: none"> <li>Virtual Classroom courses combine the interaction of online, instructor-led sessions with the convenience of Internet-based recorded training</li> <li>An Anytime Learning subscription gives you access to a large repository of short training videos available whenever and wherever you are</li> <li>User conference</li> </ul>	<ul style="list-style-type: none"> <li>Improve efficiency and productivity</li> <li>Learn how to get more out of your software</li> <li>Optimize the total value of your software investment</li> <li>Train staff without travel costs or time out of the office</li> </ul>

To purchase Sage Business Care, contact your Sage Business Partner<sup>1</sup> or call: **866-674-5588**

<sup>1</sup> Business Partners are third-party vendors. Sage and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors.

<sup>2</sup> Offer cannot be combined with other promotions or discounts. 10% discount is based off of MSRP. The offer excludes maintenance and support, Sage KnowledgeSync, Sage SalesLogix Advanced Analytics, Sage SalesLogix E-marketing, Professional Services, and any training classes.

<sup>3</sup> Sage Customer Support Analysts are available to assist you during support operating hours (9 a.m. to 8 p.m. ET, Monday through Friday, excluding holidays). Gold plan customers receive emergency phone assistance for five critical cases after operating hours.

<sup>4</sup> Virtual Classroom discount excludes developer's courses.

### About Sage SalesLogix

Sage SalesLogix provides a complete view of customer interactions across departments—providing information and insights for better planning, managing, and forecasting. Your teams will have the tools to increase sales, reach more profitable customers, enhance the customer experience, and anticipate customer needs. Sage SalesLogix offers flexible access, deployment, and payment options to address business requirements.

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