



## ClientCare

### Receive Fast, Professional Support

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

Your Sage BusinessWorks Accounting system is the cornerstone of your business, and is essential to your success. Sage BusinessWorks ClientCare plans maximize your software investment by giving you access to the technical expertise you need to keep your system running smoothly. We offer three levels of annual ClientCare plans that are designed with your most frequently requested service options in mind. You get peace of mind knowing that your system and business can continue to smoothly grow and prosper into the future with timely answers to your technical questions and the ability to achieve peak performance.

ClientCare plans provide outstanding maintenance and product support for your Sage BusinessWorks software. Simply choose a plan (Subscription, Silver Phone Support, or Gold Phone Support) that best suits your business needs. You'll gain fast, convenient access to Sage Software Online, our award-winning online support knowledgebase ([www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)), our world-class phone support team (Gold and Silver plans only), automatic technology system upgrades, incremental software maintenance releases, and tax table updates (Payroll module only). We strongly recommend that you select one of our annual Gold or Silver Phone Support plans to ensure that you always receive fast, professional technical phone or e-mail support. In doing so, you'll sustain an efficient flow of your operations and make certain that you get the most value from your software.

## SUPPORT PLANS

### Subscription Plan

This software maintenance plan is designed to protect your investment and is essential for every customer. The plan includes automatic software upgrades and updates and tax table updates for your accounting system, as well as unlimited access to award-winning online support services. The Subscription Plan does not include phone or e-mail support.

### Silver PHONE Support Plan

This base-level plan is ideal if you're familiar with Sage BusinessWorks, or desire backup support when your business partner is unavailable.

### Gold PHONE Support Plan

The total support solution if you demand a high degree of interaction with the award-winning Sage Software support team. You'll have an unlimited number of high-priority calls with our technical support staff.

**To purchase or renew Sage BusinessWorks ClientCare plans, call 800-447-5700**



## Sage BusinessWorks Support Plans

Choose from three affordable plans. All plans include unlimited access to the award-winning Sage Software Online knowledgebase, which is regularly updated with the latest product support information. In addition, you will receive automatic technology upgrade releases, incremental maintenance releases, and tax table updates. By upgrading to a Gold or Silver phone support plan, you will get fast answers directly from our support team, helping you protect your investment and keeping your system running smoothly.

### Subscription Plan

When you invested in Sage BusinessWorks software, you selected a powerful and convenient accounting solution that expands as your business grows. Maximize your investment by renewing your annual ClientCare Plan. The Subscription Plan provides you with the following benefits:

- Upgrades to your current modules as they are released. These upgrades offer significant new functionality so you always have the most current version of Sage BusinessWorks.
- Maintenance releases, which provide product updates, fixes, and minor enhancements that help maintain the reliability and performance of your software.
- Unlimited access to the award-winning Sage Software Online support system, the same knowledgebase the Sage Software support analysts use. The system provides 24-7 access to solutions for thousands of common and not-so-common technical questions. Sage Software Online also helps prevent software difficulties before they happen by providing the latest product and technical bulletins, installation tips, troubleshooting hints, and product release information.
- SageTalk online discussion forums, which join customers with Sage Software support staff. Get valuable ideas and tips on how to make better use of your software.
- Proactive e-mail notifications. Register your e-mail address, and you'll receive technical bulletins, program updates, and product fixes that will help maintain the reliability and efficiency of your software.
- Enhanced Tax and 1099 Reporting. Streamline your tax filing process and save money by automatically populating more than 250 federal and state payroll tax forms using the data in your Sage BusinessWorks solution. Just edit, print, and sign! 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.
- New eFiling Option!\* Wish you could eFile your state and federal tax forms and payments? Now you can, starting with v7! For more details, visit: [www.aatrix.com/sagebusinessworks](http://www.aatrix.com/sagebusinessworks)

*\*Available from within your Sage BusinessWorks software, this service is provided by Aatrix eFile Service and additional fees apply.*

- Tax table updates. Make sure your tax tables and payroll calculators are always up to date (Payroll module only).

- 20% discount on Sage BusinessWorks-compatible checks and other business forms.

*This plan does not include access to the Sage Software technical support staff by e-mail, phone, or fax.*

### Gold Phone Support Plan

By upgrading to the Gold Plan, you will be equipped with the premier support solution. You'll enjoy friendly, personalized phone support from experts who understand Sage BusinessWorks inside and out, with up-to-the-minute, intimate knowledge of the products and issues. We recommend the Gold Plan if you place heavy demands on your accounting system.

The Gold Plan provides you with all the benefits of the Subscription Plan, plus:

- Expert telephone, e-mail, and fax assistance for an unlimited number of cases.
- Exclusive priority toll-free telephone service.
- 25% discount on Sage BusinessWorks-compatible checks and other business forms.\*
- 15% discount on Sage BusinessWorks training at Sage facilities and participating authorized training centers.

### Silver Phone Support Plan

The Silver Plan provides base-level phone support. We recommend the Silver Plan if you have some experience working with your Sage BusinessWorks system, place moderate demands on it, and desire backup when your business partner is unavailable.

The Silver Plan provides you with all the benefits of the Subscription Plan, plus:

- Expert telephone, e-mail, and fax assistance for 10 cases per year.
- 25% discount on Sage BusinessWorks-compatible checks and other business forms.\*
- Toll-free telephone service.

#### PLEASE NOTE:

- ClientCare plans are renewable through Sage Software or your Sage Software business partner.
- Other terms and conditions may apply.

For details, visit: [www.sagesoftware.com/clientcare](http://www.sagesoftware.com/clientcare)

*\*Subsequent checks and forms purchases will receive a 20% discount.*



End-to-end solutions. Expert advice.  
Ongoing support. That's Sage 360°.

Sage Software supports the needs, challenges, and dreams of 2.8 million small and mid-sized business customers in North America through easy-to-use, scalable and customizable software and services. Sage Software is a subsidiary of The Sage Group plc, a leading international supplier of business management software and services formed in 1981 and listed on the London Stock Exchange since 1989.

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software  
*Your business in mind.*