

Brochure

# Sage Business Care

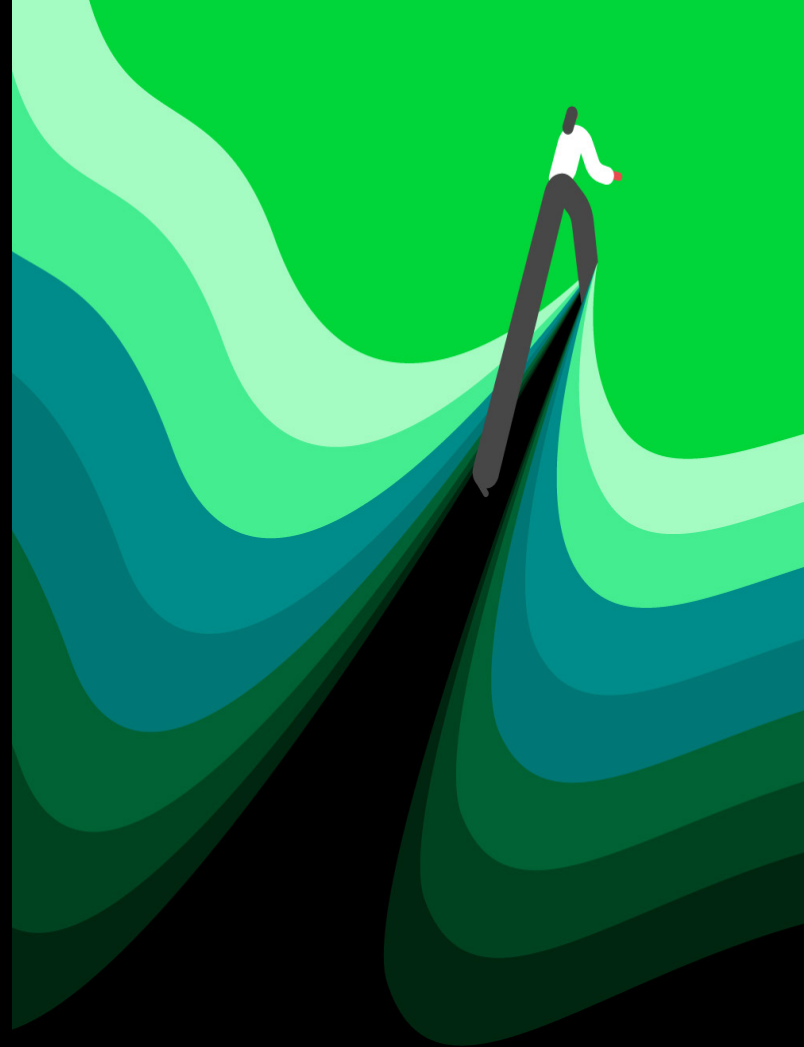
**Existing version of Sage  
HRMS**

Maximize your software investment  
by giving you an impressive  
selection of practical benefits.

Sage HRMS software assurance and support plans maximize your software investment by giving you an impressive selection of practical benefits. You'll have unlimited access to technical expertise, educational opportunities, and product upgrades and enhancements<sup>1</sup>, plus 24/7 access to the Sage HRMS online Knowledgebase. With two annual Sage Business Care plan options to choose from, you'll know your system is in competent hands — and your business is positioned to focus on greater profitability:

## **Silver plan**

At a minimum, a basic plan is essential for every Sage HRMS customer. The Silver plan provides unlimited cases for technical assistance, Live Chat assistance, plus software upgrades and enhancements — including quarterly tax and legislative updates — to boost your productivity. Keeping your software up to date in this way gives you the confidence of knowing your solution is operating at the optimal level.



Choose the Gold plan to take advantage of many benefits that maximize the value of your software and take you a step further in your product knowledge. For instance, web-based Anytime Learning courses and year-end training are available at no additional cost. Take 50% off all other training, 40% off Aatrix packages pricing, and 20% off additional products<sup>2</sup>. Also significant for Gold plan members is access to My Workforce Analyzer<sup>3</sup> and schedule an appointment to revise technical issues, have a private tutor session and more.

## **Gold plan**

This is a premium plan that gives you the ideal combination of support, maintenance, and training to ensure your software is running at peak performance. Only the Gold plan includes the tools you need to make informed decisions about healthcare and the requirements of the ACA. With the Gold plan, you receive all the benefits of the Silver plan, plus additional benefits that maximize the value of your software and take you a step further in your product knowledge.

Sage

# Receive fast and professional care.

The existing version of Sage HRMS offers two annual plans designed with the most frequently requested service options in mind. Get unlimited cases for technical assistance, Live Chat assistance, plus software upgrades and enhancements — including quarterly tax and legislative updates. Other benefits of the basic plan include:

## Anytime Learning courses

Get up to speed on tasks and processes, such as creating custom reports, adding a new hire, changing an employee's job and pay, and assigning and returning an employee from a leave of absence. You can review these convenient, online courses as many times as you want to, at any time of day. The recorded lessons enable you to pause, rewind, and fast forward— so you can fit them into even the busiest schedule. Visit [Sage University](#) to find training.

## Online Support

Instantly download the latest product updates or search the [Sage Knowledgebase](#) to find out more about your software. You may also join a peer-to-peer discussion forum with other professionals to find out about new products, training workshops, and more. Use [Live Chat](#), log on to the [Sage Customer Portal](#) to create and manage your cases online, or visit [Sage City](#) for help any time you need it.

| Benefits   | Gold plan        | Silver plan  |
|--|------------------|--------------|
| Software upgrades and enhancements <sup>1</sup>                                | ✓                | ✓            |
| Unlimited cases for technical assistance                                       | ✓                | ✓            |
| Live Chat  | ✓                | ✓            |
| Sage Knowledgebase 24/7 access   | ✓                | ✓            |
| Quarterly tax and legislative updates  | ✓                | ✓            |
| Access to a Sage HRMS dedicated support team                                   | ✓                | ✓            |
| Discount on web-based Anytime Learning courses and year-end training           | Unlimited access | 40% discount |
| Discount on all other training available through Sage University               | 50% discount     |              |
| Annual system check to improve the performance of your products                | ✓                |              |
| Access to My Workforce Analyzer <sup>3</sup> for Affordable Care Act reporting | ✓                |              |
| Discount on additional Sage HRMS products <sup>2</sup>                         | 20% discount     |              |
| On-demand appointments scheduled at your convenience                           | ✓                |              |
| Discount on Aatrix packages pricing  | 40% discount     |              |
| Private tutor session to expand your knowledge of Sage HRMS                    | ✓                |              |

<sup>1</sup> New enhancements are only available in the premium version of Sage HRMS.

<sup>2</sup> Discount applies to future purchases of Sage-owned HRMS products, users, seats, and migration purchases only (for Sage HRMS, Sage HRMS Payroll, Sage Employee Self Service and Sage Benefits Enrollment). Discount does not apply to initial product purchase. This discount may not be combined with any other offers.

<sup>3</sup> My Workforce Analyzer is licensed under and is subject to the terms and conditions of customer's end user license agreement for the Sage HRMS, as applicable, except that the offer to receive My Workforce Analyzer as part of a Sage Business Care Gold plan is contingent upon purchasing an annual Sage Business Care Gold plan. Accordingly, if a license for My Workforce Analyzer is acquired through a Sage Business Care Gold plan and the Sage Business Care Gold plan is terminated (by downgrading to Silver or not renewing it), the customer will be charged a license fee for My Workforce Analyzer and the then-current annual maintenance fee for My Workforce Analyzer. The annual maintenance for My Workforce Analyzer will be renewable in accordance with the customer's subsequent Sage Business Care plan renewals.



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**Authorized Sage HRMS Partner**

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