



Sage BusinessWorks Accounting: ClientCare Plans

Sage BusinessWorks ClientCare plans maximize your software investment by giving you access to technical expertise, automatic version upgrades and regular service pack updates, along with online training courses. With three levels of annual ClientCare plans designed with the most frequently requested service options, you get peace of mind knowing your system and business can continue to grow smoothly and prosper into the future.

Receive fast, professional care

ClientCare plans provide outstanding maintenance and support for your business and your Sage BusinessWorks software. Simply select the plan (Bronze, Silver, or Gold) that best suits your business needs. You'll gain fast, convenient access to Sage Online (including our award winning online support knowledgebase), our world-class phone support team, automatic version upgrades, regular service pack updates, and tax table updates for Payroll module customers.

The most comprehensive plan available is the Gold plan. This plan offers unlimited toll-free phone support, Tech Thursday and Business Building Courses, along with two Private Tutor Sessions—personalized online training designed to meet your specific needs. The Silver plan offers a limited number of toll-free telephone support cases, Webcasts, and/or Private Tutor sessions. And the Bronze plan is ideal for companies requiring minimal support, allowing them all available version upgrades and service updates with limited support and training options.

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

CLIENTCARE: A QUICK LOOK

ClientCare plans are designed to protect your investment and are essential for every customer. All three plans include automatic version upgrades and regular service pack updates, tax table updates for your payroll system, and unlimited access to award-winning online support services.

Bronze Plan: A basic plan is essential for every Sage BusinessWorks customer. The Bronze Plan includes *two points* to be used toward your choice of Realtime Learning Courses, support calls, or a combination of these valuable learning and support tools.

Silver Plan: Get discounts on training as well as *ten points* to be used toward your choice of Realtime Learning Courses, support calls, up to two Private Tutor sessions, or a combination of these valuable learning and support tools.

Gold Plan: This is the total maintenance and support solution if you rely on Sage BusinessWorks to help you run your business. You'll have an unlimited number of high-priority calls with our technical support staff using a toll-free exclusive priority phone number, two Private Tutor sessions, as well as *unlimited access* to available Realtime Learning Courses and support tools.

**To purchase or renew your
Sage BusinessWorks ClientCare plan,
call 800-447-5700, Option 2.**



Sage BusinessWorks ClientCare Plans

Sage BusinessWorks offers three annual ClientCare Plans designed with the most frequently requested service options in mind.

All plans include unlimited access to the award-winning Sage Online Web site, which is updated regularly with all the latest product support information. In addition, you receive automatic version upgrades, regular service pack updates, discounts on compatible checks and forms, and tax and 1099 updates. By upgrading to a higher level ClientCare plan, you will also get fast answers directly from our award-winning support team and additional Realtime Learning options, helping you to protect your investment while keeping your system running smoothly.

Sage BusinessWorks ClientCare Plans now come with points, so you select the services that will benefit your company as needed.

Now get more from your Sage BusinessWorks support plan with:

- **Tech Thursday Realtime Learning Courses** (1 point each; unlimited with Gold plan*)—Keep up with the latest technology and services Sage has to offer through online Learning Courses. You'll meet and interact with speakers, consultants, and product experts who can help you get the information you need to get the most out of your Sage BusinessWorks software.
- **Business-Building Realtime Learning Courses** (1 point each; unlimited with Gold plan*)—Webcasts designed to provide insight into various functional areas across your business.
- **Private Tutor** (3 points each; take up to two sessions with the Silver plan*; two sessions are included with the Gold plan*; additional sessions available for purchase)—Personalized, interactive online training sessions designed to meet your specific training requirements. Created expressly for your company, Private Tutor sessions are an easy way to get started with a new module or become better versed at utilizing functions you use regularly.
- **Support Calls** (1 point each; unlimited with Gold plan*)—Whether you need help with an error code, want to know how to use a feature with the software, or wonder if your Sage BusinessWorks system can help you with a business opportunity you are facing, our award-winning support team can answer your questions.

Feature	Bronze Plan	Silver Plan	Gold Plan
Access to Sage Software Online (including the Knowledgebase)	●	●	●
Automatic version upgrades	●	●	●
Regular service pack updates	●	●	●
Enhanced tax reporting	●	●	●
Discounts on compatible checks and forms purchases	●	●	●
Toll-free support phone number	●	●	●
Telephone Support	○	○	●
Tech Thursday Realtime Learning Courses	○	○	●
Business-Building Realtime Learning Courses	○	○	●
e-Support	○	○	●
Training discounts at participating locations		●	●
Private Tutor sessions		○	●
Priority Phone Support Access			●
*Annual points included with plan purchase	2	10	unlimited

●●● Included

○●○ Points Required

Sage BusinessWorks Bronze Plan

A basic plan is essential for every Sage BusinessWorks customer. The Bronze Plan provides discounts, automatic upgrades and regular updates to your accounting system, plus access to Sage Online.

- **Automatic Version Upgrades and Regular Service Pack Updates.** Technological enhancements are added regularly to increase the robust functionality of your original Sage BusinessWorks investment. These time-saving, productivity-boosting features are implemented based on suggestions from customers just like you. By keeping your software up to date with the latest version upgrades and service pack updates, you can be confident knowing your solution is operating at peak performance with data reliability and security.
- **Access to Sage Online.** Sage Online is a Web-based technical resource, available 24/7, providing full access to the same troubleshooting and support knowledgebase that Sage technical analysts use. You can also get support documents, troubleshooting templates, user manuals, installation guides, and year-end tips, as well as technical bulletins for Sage BusinessWorks.
- **Discounts on Sage BusinessWorks-compatible checks and other business forms.**
- **Enhanced tax reporting.** Streamline your tax filing process and save money by automatically populating more than 250 federal and state payroll tax forms using your Sage BusinessWorks data. 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.
- **Proactive e-mail notifications.** Register your e-mail address, and you'll receive technical bulletins, and program updates.
- **eFiling** of state and federal tax forms and payments¹
- **Two annual points**, which can be used for any of the following:
 - Tech Thursday Courses (one point each)
 - Business-Building Courses (one point each)
 - Toll-Free Telephone Support Calls (one point each)

Sage BusinessWorks Silver Plan

In addition to everything that comes with the Bronze Plan, the Silver Plan offers training discounts at participating locations and ten annual points, which can be used for any of the following:

- Business-Building Courses (one point each)
- Toll-Free Telephone Support Calls (one point each)
- Tech Thursday Courses (one point each)
- Private Tutor (three points each, up to two sessions)

Sage BusinessWorks Gold Plan

This is the must-have solution if you rely on Sage BusinessWorks to help you run your business. In addition to everything that comes with the Silver Plan, the Gold Plan offers:

- Two Private Tutor sessions
- Unlimited Tech Thursday Courses
- Unlimited Business-Building Courses
- Unlimited toll-free Telephone Support Calls
- Access to a toll-free exclusive priority number
- Unlimited e-Support

**Contact your
Sage BusinessWorks Partner,
email: businessworkssales@sage.com,
or call the Sage BusinessWorks
ClientCare department at
800-447-5700 and
select option 2.**

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

¹Available from within Sage BusinessWorks (v7 and above). This service is provided by Aatrix eFile Service, and additional fees apply. A current ClientCare plan is required for eFiling. Visit www.aatrix.com/sagebusinessworks for more details.

2550 Warren Drive Rocklin, CA 95677 | 800-447-5700 option 2 | fax 877-604-8928

www.SageBusinessWorks.com | www.SageNorthAmerica.com

