



Sage BusinessWorks Accounting

Receive fast, professional support

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 designed with the most frequently requested service options in mind. You get peace of mind knowing your system and business can continue to grow smoothly and prosper into the future with timely answers to your technical questions and the ability to achieve peak performance.

Three plan options available

ClientCare plans provide outstanding maintenance and product support for 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 Software Online, our award-winning online support knowledgebase (www.sagesoftwareonline.com), our world-class phone support team, automatic technology system upgrades, incremental software maintenance releases, and tax table updates for Payroll module customers.

The most comprehensive plan available is the Gold plan, a total support solution for companies that desire maximum interaction with the award-winning Sage support team. This plan offers unlimited, toll-free phone support, e-Learning, and Business Building Webcasts, 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 limited support, allowing them all available service upgrades with limited service 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 support 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.

SUPPORT PLANS—A QUICK LOOK

Bronze Plan: This software maintenance plan is designed to protect your investment and is essential for every customer. The plan includes automatic software upgrades, tax table updates for your payroll system, and unlimited access to award-winning online support services. The Bronze Plan also includes two points to be used toward your choice of Webcasts, support calls, or a combination of these valuable learning and support tools.

Silver Plan: In addition to everything that comes with the Bronze Plan, the Silver Plan gives you discounts on training as well as ten points to be used toward your choice of Webcasts, support calls, up to two Private Tutor sessions, or a combination of these valuable learning and support tools.

Gold Plan: This is the total 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 tutoring sessions, as well as unlimited access to available learning and support tools.

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

Sage BusinessWorks Support Plans

Your accounting system is the cornerstone of your business, and essential to your success. Sage ClientCare Plans provide you with the technical expertise you need to keep your accounting system running smoothly. Sage offers three annual ClientCare Plans that are 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 annual maintenance and feature upgrades, discounts on compatible checks and forms, incremental service pack updates, and tax and 1099 updates. By upgrading to a higher level support plan, you will get fast answers directly from our award-winning support team and additional training options, helping you to protect your investment while keeping your system running smoothly.

Now get more from your Sage BusinessWorks support plan with:

- **Live eLearning Webcasts** (1 point each; unlimited with Gold plan*)—These training Webcasts will help you learn how to get the most from BusinessWorks as well as show you how to use the latest enhancements.
- **Business Building Webcasts** (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*)—Personalized, interactive online training sessions designed to meet your specific training requirements.
- **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)	●	●	●
Annual maintenance and feature upgrades	●	●	●
Enhanced tax reporting	●	●	●
Discounts on compatible checks and forms purchases	●	●	●
Service pack updates	●	●	●
Discounts in training at participating locations		●	●
Toll-free telephone support			●
Access to a toll-free exclusive priority number			●
Private Tutor sessions			2
Unlimited e-Learning Webcasts			●
Unlimited Business Building Webcasts			●
Unlimited e-Support			●
*Annual points included with plan purchase	2	10	unlimited

Sage BusinessWorks Bronze Plan

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

- Maintenance and feature 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 with the most recent features and integrations.
- Unlimited access to Sage Online, our award-winning online support system, the same knowledgebase the Sage support analysts use. This access includes the Sage BusinessWorks Knowledgebase, a comprehensive, searchable online technical resource library that contains valuable software tips, tricks, and troubleshooting advice.
- 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, program updates, and product fixes that will help maintain the reliability and efficiency of your software.
- eFiling of state and federal tax forms and payments¹
- Two annual points, which can be used for any of the following:
 - Live eLearning Webcasts (one point each)
 - Business Building Webcasts (one point each)
 - Support Calls (one point each)

Sage BusinessWorks Silver Plan

This base-level plan is ideal if you're familiar with Sage BusinessWorks. 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:

- Toll-free Support Calls (one point each)
- Live eLearning Webcasts (one point each)
- Business Building Webcasts (one point each)
- Private Tutor (three points each, up to two sessions)

Sage BusinessWorks Gold Plan

This is the total support solution if you demand the highest degree of interaction with the Sage support team and place heavy demands on your accounting system. In addition to everything that comes with the Bronze Plan, the Gold Plan offers:

- Unlimited toll-free Support Calls
- Access to a toll-free exclusive priority number
- Two Private Tutor sessions
- Unlimited Live eLearning Webcasts
- Unlimited Business Building Webcasts
- Unlimited e-Support

**Contact your
Sage BusinessWorks
Partner, e-mail Sage directly,
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.