



SAGE BUSINESS CARE PLANS - SAGE ERP X3

March 2011

GOLD PLAN:

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase - 24x7 access
- Unlimited support cases via web/email with direct phone support available for high priority cases
- Priority Response Time – case submissions are routed directly to Sr. Support Analyst for handling
- Extended support hours - 5:00 am to 6:00 pm Pacific Time during normal business days (New!)
- Remote desktop support
- Upgrade Planning Assistance (New!)
- Unlimited Anytime Learning recorded online training courses
- 20% cost savings on Real-time training
- \$200 cost savings per person registered for the Sage Summit conference (New!)
- Multi-year subscription cost savings (up to 15%)
- Tax updates included

SILVER PLAN:

- Product version upgrades and enhancements
- Unlimited Online Knowledgebase - 24x7 access
- Five (5) support cases via web/email with direct phone support available for high priority cases
- Option to purchase additional 5 support cases for \$995
- Remote desktop support
- 10% cost savings on Anytime Learning online training courses
- \$100 cost savings per person registered for the Sage Summit conference (New!)
- Multi-year subscription cost savings (up to 15%)
- Tax updates included

Standard support hours are 6:00 am to 4:00 pm Pacific Time.

BRONZE PLAN: - Not Available

Upgrade Planning Assistance - Gold plan only

Sage support analysts assist you and your authorized Sage business partner during planning for your initial implementation and upgrades. This service is complete with a review of upgrade planning and system requirements, identification of third-party considerations, customization considerations, and troubleshooting.

* Upgrade Planning Assistance is for planning purposes, and excludes customization, report writing, data conversion, and training. Must be coordinated and scheduled in advance with Sage. Sage reserves the right to limit the number of hours.