



SAGE MAS 500

CLIENTCARE SERVICES

CLIENTCARE PLANS

■ Gold Support Plan

The total support solution for customers who want a high degree of interaction with the Sage MAS 500 support team.

■ Silver Support Plan

Intermediate plan for customers who require direct interaction with the Sage MAS 500 support team on an occasional basis.

■ Subscription Plan

Entry-level plan for customers who do not require phone support from Sage Software, but wish to receive software updates.

SAGE MAS 500 SOLUTIONS

- CRM and E-business
- Financials and Project Accounting
- Distribution and Manufacturing
- Human Resources and Payroll
- Customization



Receive Timely, Professional Support

Your business management system is the foundation of your business and is essential to your success. As with any foundation, small problems can become large problems very quickly if left alone. Key employee turnover, hardware or environmental failure, new business requirements, and more, can all cause disruption to your business, ultimately hitting your bottom line. Sage MAS 500 ERP ClientCare plans give you the reassurance and support that only a team of experts can bring, allowing you to focus on running your business, not your enterprise software.

Depending on the plan purchased, Sage Software provides a combination of fast, convenient access to our Sage Software Online technical database, our support team, incremental maintenance releases, and periodic product upgrades. These ongoing benefits ensure that your system and your business operate at maximum efficiency.

As a leading provider of business management solutions, Sage Software is deeply committed to delivering world-class products and superior support services. In fact, our dedication to providing the very finest in customer support services has earned us the STAR (Software Technical Assistance Recognition) Award from the Software and Support Professionals Association (SSPA) over the past five consecutive years, placing Sage Software in the SSPA Hall of Fame. The Sage Software Mid-Market Division, located in Irvine, California, received the Support Center Practices Certification from 1999-2003.



Sage MAS 500

ClientCare Services

"[Sage Software's support team] has always gotten back to us very quickly. [Our ClientCare Plan] is worth every penny."

Dan Alaniz, Vice President of Information Systems
United Way of Metropolitan Dallas

Subscription Plan

The Subscription Plan is a basic plan for customers who require only upgrades, enhancements, and online research facilities.

- Extend your software license to cover maintenance releases and product upgrades, if released during the covered period.
- Gain unlimited access to Sage Software Online technical database for the latest product and technical information, installation tips, and product release facts.
- Obtain periodic technical and product bulletins by e-mail.
- Receive automatic maintenance releases throughout the coverage period.
- Receive product upgrades to your purchased modules that allow you to benefit from feature enhancements.

Silver Support Plan

The Silver Support Plan is designed for customers who want the flexibility to occasionally contact the award-winning Sage Software support team with specific issues.

- Enjoy all the benefits of the Subscription Plan as described above.
- Gain unlimited fax, e-mail, and telephone support within the first 90 days of Sage MAS 500 ownership, ensuring total support throughout the critical implementation phase.
- Receive responses to 20 additional cases* per year. Cases may be submitted by telephone, e-mail, or fax.
- Purchase additional case packs in five-case or 10-case increments as needed.
- Designate up to two points of contact who are authorized to log cases with the Sage MAS 500 support team.

Gold Support Plan

The Gold Support Plan provides complete reassurance for customers wishing to benefit from the award-winning Sage Software support team on a regular basis.

- Enjoy all the benefits of the Silver Support Plan.
- Take advantage of unlimited priority support by fax, e-mail, and telephone.
- Obtain a response time of one working hour (from initial report of issue) from your Sage MAS 500 support team.
- Designate up to three points of contact who are authorized to log cases with the Sage MAS 500 support team.
- Add more support contacts for a fee, as needed.

*A "case" is defined as a single support issue or question the customer directs to Sage MAS 500 support, using the telephone, e-mail, or fax. If the question requires multiple calls to resolve, it will count as only one case. However, a call, e-mail, or fax containing questions on five separate issues will count as five separate cases.

PLEASE NOTE:

- Support for products and customizations created by third-party developers must be obtained through those individual developers.
- Support for Microsoft operating systems and networking protocols, as well as the Microsoft family of SQL databases, is not covered by these plans, but is available through Microsoft Corporation or your Sage Software business partner.
- Plans are purchased for a one- or two-year period. If coverage lapses, a penalty fee will be assessed for reinstatement.

Sage MAS 500 support plans can be purchased by calling toll free 877-541-1679.