

## Sage Business Care

Getting the most out of your investment



### Sage Business Care: a quick look

#### 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.

#### Silver plan

At a minimum, a basic plan is essential for every Sage HRMS customer. The Silver plan provides unlimited support, Live Chat assistance, plus software upgrades and enhancements—including quarterly tax 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.

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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, 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.

### Receive fast, professional care

Sage Business Care plans provide outstanding support services for your business and your Sage HRMS software. And this translates into peace of mind for you. Whether you choose the Gold or Silver plan, you'll receive automatic access to software upgrades and product enhancements. When you need immediate information to help keep your software running smoothly, you can peruse the Sage HRMS online Knowledgebase anytime. And you'll also receive quarterly payroll tax updates. Just select the plan that best

suits your business needs. The Gold plan is ideal for those who want optimal value from their Sage HRMS software. The Silver plan offers a more limited set of options but is still essential for customers who need a basic level of support.

As a leading provider of business management software, Sage is deeply committed to ensuring your total satisfaction through world-class products and services.

## Sage Business Care plans

Sage HRMS offers two annual plans designed with the most frequently requested service options in mind. Get unlimited support, Live Chat assistance, plus software upgrades and enhancements—including quarterly tax updates.<sup>1</sup> 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.

### Sage Business Care online

Instantly download the latest product updates or visit 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 cases, or visit [Sage City](#) for help any time you need it.

To purchase or renew your Sage Business Care plan, call 800-898-8208.

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 the comprehensive [Sage Employer Resources](#) portal and [My Workforce Analyzer](#).<sup>3</sup>

Benefit	Gold plan	Silver plan
Software upgrades and enhancements	✓	✓
Unlimited telephone and online support (Monday through Friday, 9 a.m. to 8 p.m. ET)	✓	✓
Live Chat (Monday through Friday, 9 a.m. to 8 p.m. ET)	✓	✓
Sage Knowledgebase 24/7 access	✓	✓
Quarterly tax updates <sup>1</sup>	✓	✓
Access to a Sage HRMS dedicated support team	✓	✓
Discount on web-based Anytime Learning courses and year-end training	Unlimited access	10% discount
Discount on all other training, including product certifications through Sage University	50% discount	
Annual system check to improve the performance of your products	✓	
Access to Sage Employer Resources, an online database of essential HR content	✓	
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	✓	

For more info, visit [SageHRMS.com](#) or contact us at **866-271-6050**.

<sup>1</sup> For Sage HRMS Payroll customers.

<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, Sage Benefits Enrollment, and Sage HRMS Training). Discount does not apply to initial product purchase. This discount may not be combined with any other offers.

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