

ClientCare

Reliable service and support that's right for you.

At Sage Software, we take pride in providing our customers with a wide choice of world-class support and service plans. Our ClientCare offerings detailed here cover the Sage Accpac ERP and Sage Pro ERP families of products, as well as Sage Accpac Options. Whether you prefer an all-inclusive subscription plan, an à la carte solution, or a mix of both, you're sure to find the right fit with Sage Software ClientCare.

Software Assurance

Maximize your software investment by keeping that software up to date – effortlessly and cost-effectively. The Software Assurance plan includes free software upgrades and access to Knowledgebase, a technical reference library, as well as online account access and a quarterly e-newsletter.

Customer Support

Get the security, confidence, and peace of mind that come from knowing that when your business partner is unavailable, you've got someone to call. Our customer support offerings provide technical resolution services over the telephone in both à la carte and subscription formats.

Priority Software Support – Includes one year of unlimited toll-free calls to a customer support line for troubleshooting and problem resolution on most technical cases. If you wish to purchase this plan, you must also maintain Software Assurance for the products you choose to cover.

Customer Support OnDemand – Issue-level support provides problem resolution by telephone at a per-incident charge. An OnDemand 5-pack includes problem resolution for five incidents.

Payroll Update Plan

The Payroll Update Plan (PUP) is crucial for customers who need assurance that their payroll system is in compliance with state/provincial and federal payroll tax changes. Our payroll tax updates and magnetic media software help ensure that your business can handle the critical tasks of processing payroll tax withholding and reporting quickly, accurately, and easily – for a fraction of the cost of manual payroll tax calculations or an outside payroll service.

Terms and Conditions:

- Priority Software Support coverage must be purchased for all products in a family: i.e. if you have Sage Accpac and Sage Insight, you must purchase coverage for both products, or neither.
- You must maintain Software Assurance coverage at 18% of SRP to be eligible to add Priority Software Support.
- Fees are non-refundable.
- Fees are per installation.
- Source code-modified products are not eligible for Priority Software Support coverage. For specific policy details, please review our customer support policy at www.accpac.com/support/technical_support.asp



Program specifications and requirements are subject to change without notice.

Information contained in this document supersedes any previously published information about these products and services.

One year of Software Assurance is required on full-product purchases.

Sage Accpac ERP

Sage Accpac is a comprehensive, award-winning enterprise resource planning (ERP) solution that helps businesses of all sizes and specialties maximize productivity and gain business intelligence.

Object-oriented, multitiered architecture

Choose the database, deployment options, user interface, and operating system that work best for you.

Total scalability

Easily upgrade from one edition to the next as your business requirements expand.

Advanced functionality

Enjoy a robust suite of modules and features right out of the box.

Industry-specific solutions

Extend your investment with a range of industry-specific applications.

Investment protection

Save time and money as you move up through the product editions with a value-added protection plan and built-in conversion tools.



Sage Accpac

- 100 ERP
- 200 ERP
- 500 ERP

Modules

- System Manager
- General Ledger
- Accounts Receivable
- Accounts Payable
- Payroll (U.S. and Canadian)
- Inventory Control
- Order Entry
- Purchase Orders
- Project and Job Costing
- Multicurrency
- Transaction Analysis and Optional Field Creator
- National Accounts Management
- Process Server
- GL Consolidations
- GL Security
- Intercompany Transactions

Sage Pro ERP

Sage Pro is an award-winning accounting and manufacturing solution that adapts to your business requirements and expands with you as you grow.

Full Source Code Availability

Create your perfect system with the option to modify the code.

Unlimited Customization

Tailor the look and feel of your system with user-defined options, customizable toolbars, and the Customization Manager module.

Automated workflow

Stay on top of key information with ProAlerts, which automatically searches for critical events that you define.

Powerful drill-down capabilities

Create unlimited custom reports with DataDriller technology.

Advanced messaging

Generate faxes, invoices, e-mails and other documents from any Sage Pro report.

Sophisticated manufacturing

Manage your manufacturing and distribution operations with a full suite of integrated modules.



Sage Pro

- 100 ERP
- 200 ERP

Modules

- System Manager
- General Ledger
- Accounts Receivable
- Accounts Payable
- Inventory Control
- Order Entry
- Purchase Orders
- U.S. Payroll
- EFT Direct Payroll
- Customization Manager
- Job Cost
- Project Accounting
- Multicurrency
- Customer Connect
- Bills of Lading
- Serial Tracking¹
- Lot Tracking¹
- Bills of Material
- Production Entry
- Work Orders
- Shop Control
- ProAlert
- Message Master
- Intercompany Transactions²
- Credit Card Processing

¹Included in Sage Pro 200 ERP Inventory Control and optional with Sage Pro 100 ERP.

²Compatible with Sage Pro 200 ERP only.

End-to-End Business Management Applications

Sage Accpac CRM

Sage Accpac CRM is an award-winning, wireless, Internet-based suite of applications that provides enterprise-wide access to vital customer, partner, and prospect information anytime, anywhere.

www.accpac.com/crm

Sagecrm.com

Sagecrm.com is a comprehensive hosted CRM solution that gives sales, marketing, and customer care professionals access to critical data in real time.

www.sagecrm.com

ACCPAC HR Series

ACCPAC HR Series is a powerful, cost-effective, and easy-to-use HR management solution that helps companies effectively collect, manage, calculate, and report on all employee data.

www.accpac.com/hr

Sage Accpac WMS

Sage Accpac WMS automates materials-handling processes by integrating advanced radio-frequency and barcoding technologies with core warehousing operations.

www.accpac.com/wms

Sage Accpac Insight

Sage Accpac Insight is an enterprise-wide reporting, budgeting, and consolidations tool for managing critical data and improving decision-making.

www.accpac.com/insight



Sage Accpac ePOS

Sage Accpac ePOS is a comprehensive point-of-sale solution that features an intuitive Web-based interface ideal for fast-paced, high-volume, multi-site retail operations.

www.accpac.com/pos



Sage Accpac Exchange

Sage Accpac Exchange is a secure, electronic data interchange (EDI) solution that integrates back-office accounting, Internet trading, and the global EDI network.

www.accpac.com/edi



ACCPAC eTransact

ACCPAC eTransact is a complete Web store creation and management solution that features flexible deployment options and out-of-the-box integration with Sage Accpac accounting systems.

www.accpac.com/etransact