



**SAGE MAS 90    SAGE MAS 200**

**CLIENTCARE**

**SUPPORT PLANS**

■ Subscription Plan

This software maintenance plan is designed to protect your investment and is essential for every customer. The plan includes automatic software updates and upgrades, tax table updates for your accounting system, as well as unlimited access to award-winning online support services. It does not include phone support.

■ Silver Support Plan

This base-level phone support plan is ideal if you're familiar with Sage MAS 90 or 200, or desire backup support when your Sage MAS 90 or 200 consultant is unavailable.

■ Gold Support Plan

The total support solution for customers who demand a high degree of interaction with the award-winning Sage Software support services team.

*To purchase or renew Sage MAS 90 or 200 ClientCare Plans, call 888-924-8989.*



**Receive Fast, Professional Support**

As the world's largest provider of business management software, Sage Software is deeply committed to ensuring total customer satisfaction through world-class products and support services. Our dedication to providing the very best in customer support services has earned us the prestigious STAR (Software Technical Assistance Recognition) award for five consecutive years in various categories, including back-to-back honors for Sustained Performance. We are also ranked among the top one percent of all support organizations in the world by the Support Center Practices Program—further evidence of our commitment to our valued customers.

Your accounting and business management system is the cornerstone of your business and is essential to your success. ClientCare Support Plans for Sage MAS 90 and Sage MAS 200 ERP systems give you access to the technical expertise you need to keep your system running smoothly and gain maximum return on your investment. We offer three levels of annual ClientCare Plans that are designed with your most frequently requested service options in mind. These plans offer you peace of mind knowing that your system and business can continue to grow and prosper together. With ClientCare Plans, you get timely answers to your technical questions, help raise the performance of your software to new heights, and increase your productivity.

Sage Software ClientCare Plans provide outstanding maintenance and product support for Sage MAS 90 and 200 customers. You have the flexibility to choose the support plan (Subscription, Silver, or Gold) that best suits your needs. Support plans allow you to obtain fast, convenient access to the award-winning Sage Software Online knowledgebase, our world-class phone support team (for Silver and Gold plans only), incremental product maintenance releases, product upgrades, and tax table updates. We strongly recommend that you select one of our annual Silver or Gold phone support plans to ensure that you always receive fast, professional support. In doing so, you'll keep your operations flowing effectively and ensure that you get the most value from your software.

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### Award-Winning Support Services

- *SCP Certification (1998–2002) — Considered the technology industry's benchmark for quality, it represents the height of customer service and support. Ranks our support capabilities in the industry's top one percent.*
- *WebSTAR Award for Sage Software Online (2001, 2002) — Excellence in the delivery of customer support and service over the World Wide Web.*
- *STAR (Software Technical Assistance Recognition) Awards (1998–2002) — Recognizes superior performance in the delivery of technical support to customers.*
- *SSPA STAR Award Hall of Fame Inductee — Reserved for companies that have earned STAR awards for five consecutive years. Only nine other software companies have earned this distinction.*

## Sage MAS 90 and 200 Support Plans

You can choose from three affordable plans. The Subscription Plan includes unlimited access to the award-winning Sage Software Online Web site, updated regularly with the latest product support information. In addition, you receive incremental maintenance releases, periodic product upgrades, and tax table updates. By adding a Gold or Silver phone support plan to the Subscription Plan, you will get fast answers directly from our support team, helping you maximize your software investment and keep your system running smoothly. A current ClientCare plan is required to purchase new modules or add users, so we encourage you to renew your plan annually.

### Subscription Plan

When you invested in a Sage Software business system, you made a significant decision. You selected a powerful and convenient solution that expands as your business grows. One of the best ways to get the most from your investment is to renew your Subscription Plan annually. New Sage MAS 90 and 200 customers automatically receive Subscription Plan membership for one year.

The Subscription Plan provides the following benefits:

- Upgrades to your current modules as they are released. These upgrades offer significant new functionality, so you'll always have the most current version of Sage MAS 90 or 200.
- Maintenance releases from our development team. Take advantage of product updates, fixes, and minor enhancements that help maintain the reliability and performance of your software.
- Unlimited access to Sage Software Online, our award-winning online support system.
  - Sage Software Online contains the very same knowledgebase used by Sage Software technical support analysts. The system provides 24-7 access to solutions for thousands of common and not-so-common technical questions. In addition, Sage Software Online helps prevent software difficulties before they happen by posting the latest product and technical bulletins, installation tips, troubleshooting hints, and product release information.
  - SageTalk discussion forums. These online discussion groups provide you with valuable ideas and tips on how to make better use of your software.
  - Interact one-on-one with other Sage Software customers and discuss ways to expand your software and further improve its power.
  - Proactive e-mail notifications. The Subscription Plan e-mail service broadcasts technical bulletins, program updates, and product fixes that will help maintain the reliability and efficiency of your software.
  - Customer self-service options provide you with online access to review and update your company information, such as address, phone numbers, company contacts, and more.
- The *Technical Reference Support Guide* (TRSG) is now available at Sage Software Online. Regularly updated to coincide with major Sage MAS 90 and 200 upgrade releases, this online guide contains valuable information you can use throughout the year. It also includes a procedure checklist and frequently asked questions for year-end processing.
- Option to add integrated modules to your core system. Enable your system to grow and expand with your evolving business needs.
- Quarterly newsletter, for the latest Sage MAS 90 and 200 information.
- Tax table updates. Make sure your tax tables and payroll calculations are always up to date (Payroll module only).
- 10% discount on Sage MAS 90 and 200 compatible checks and forms.

The Subscription Plan does not include access to Sage Software technical support staff using e-mail, phone, or fax. Adding a Silver or Gold Plan provides this level of support.

## The Silver Plan

The Silver Plan, as an upgrade to your Subscription Plan, provides base-level phone support in addition to all of the benefits you receive from your Subscription Plan. We recommend the Silver Plan for existing customers who have some experience working with their software. If you place moderate demands on your business system, and you desire backup when your Sage MAS 90 or 200 authorized reseller is unavailable, then the Silver Plan may provide the best fit for your business.

The Silver Plan provides you with:

- Expert telephone support, e-mail, and fax assistance for an unlimited number of cases.
- Toll-free telephone service.
- Online access to your case history so you can verify the status of an open case and view a 13-month history of past cases, including analyst notes and resolutions.
- 15% discount on Sage MAS 90 and 200 compatible checks and forms.

## The Gold Plan

By adding the Gold Plan to your Subscription Plan, you will be equipped with the premier support solution. Much more than having unlimited access to Sage Software Online and all the other Subscription Plan benefits, you'll enjoy friendly, personalized phone support from experts who understand Sage MAS 90 and 200 inside and out. These experts have up-to-the-minute, intimate knowledge of all the products and issues. You get the security of knowing there's someone you can reach with answers to your technical questions—allowing you to devote more energy to your growing business. We recommend the Gold Plan for customers who place heavy demands on their business systems. An active Subscription Plan is required to purchase this phone support plan.

The Gold Plan provides you with:

- Expert telephone support, e-mail, and fax assistance for an unlimited number of cases.
- Exclusive priority toll-free telephone service.
- Online access to case history so you can verify the status of an open case and view a 13-month history of past cases, including analyst notes and resolutions.
- 15% discount on additional Sage MAS 90 or 200 modules (does not apply to third-party applications or additional users).
- 20% discount on Sage MAS 90 and 200 compatible checks and forms.
- 15% discount on Sage MAS 90 and 200 training at Sage Software corporate headquarters or participating authorized training centers.

### *Please Note:*

ClientCare Plans are renewable through either Sage Software or your authorized reseller.

Other terms and conditions may apply. For details, visit: [www.sagesoftware.com](http://www.sagesoftware.com)



*"Sage Software has always given us excellent support, which is one of the reasons we have remained with Sage MAS 200."*

Sharon Fiscus  
Director of Administrative Services  
Food Bank of the Rockies



## Sage MAS 90 and Sage MAS 200

ClientCare

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### About Sage Software

Sage Software offers leading business management software and services that support the needs, challenges, and dreams of more than 2.4 million small and mid-sized business customers in North America. Its parent company, The Sage Group plc (London: SGE.L), supports 4.5 million customers worldwide. For more than 25 years, Sage Software has delivered easy-to-use, scalable, and customizable software for accounting, customer relationship management, human resources, time tracking and the specialized needs of accounting practices and the construction, distribution, manufacturing, nonprofit, and real estate industries. For more information, please visit the Web site at [www.sagesoftware.com/moreinfo](http://www.sagesoftware.com/moreinfo) or call 866-308-2378.