



# Sage BusinessWorks Accounting

## Sage Business Care Plans

### Sage Business Care: Our focus is your success.

There's no better way to protect and extend your software investment than with a Sage Business Care support plan. We deliver value to your organization by helping you reduce the time, resources, effort, and cost of operating your Sage solution.

As trusted advisors, Sage takes the time to get to know you and we never stop looking for ways to improve your software. We'll help you understand how your solution improves business efficiency and ensure that you learn from every interaction with us. You'll also benefit from user-driven product enhancements that keep you competitive.

With Sage Business Care, you'll receive expert, professional assistance when you need it—whether by accessing our world-class phone support, 24/7 online knowledgebase, or our extensive network of business partners, and authorized training centers.

### Fast, Professional Care Gives You Peace of Mind

Sage Business Care plans automatically renew<sup>1</sup> to provide outstanding software assurance for your business and your Sage BusinessWorks software. Simply select the plan (Gold, Silver, or Bronze) that best suits your business needs. You'll gain access to software version upgrades, service pack updates, and Enhanced Tax Reporting.

The most comprehensive plan available is the Gold Plan. This plan offers unlimited access<sup>2</sup> to telephone, email, and chat support, as well as unlimited access to Tech Thursday and Business-Building Workshops, in addition to two Private Tutor Sessions per year. The Silver Plan offers a limited number of support cases and Sage Business Care Workshops. And the Bronze plan is designed for companies that use their business partner exclusively for support and training, allowing you access to all available software version upgrades and service pack updates.

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: A QUICK LOOK

Sage Business Care plans are designed to protect your investment and are essential for every customer.

- **Gold Plan:** This is the maintenance and support solution if you rely on Sage BusinessWorks to help you run your business. In addition to software upgrades and service pack updates, you'll have an unlimited number of support cases with our technical support staff, a 15% discount on additional products, two annual Private Tutor sessions, as well as *unlimited* access to available Sage Business Care Workshops and support tools.
- **Silver Plan:** In addition to software upgrades and service pack updates, you'll also get access to five Sage Business Care Workshops, and five support cases.
- **Bronze Plan:** At a minimum, a basic plan is essential for every Sage Business Care customer. The Bronze plan includes software upgrades and service pack updates to ensure your software is running at peak performance.

**Payroll Tax Update Service:** For customers on an active Sage Business Care Plan using Sage BusinessWorks Payroll, the Sage BusinessWorks Payroll Tax Update Service is included and provides payroll tax updates and necessary supporting files for U.S. customers so you can handle payroll in-house and ensure your payroll system is in compliance.

In addition, you'll have access to Sage BusinessWorks Enhanced Tax Reporting to streamline your tax filing process and save you money by automatically populating more than 250 federal and state payroll tax forms using your Sage BusinessWorks data. Just edit, print, and sign—or, for an additional fee, eFile!<sup>5</sup> Forms include 941, 940, 4-up W-2s, W-3, state tax forms, new hire reports, and more. Enhanced 1099 reporting also produces 1099 Miscellaneous forms. And, best of all, Sage BusinessWorks customers who maintain a current Sage Business Care plan may eFile their Federal W-2 forms with Aatrix for no additional charge!



## Sage Business Care Plans

Sage BusinessWorks offers three annual automatically renewing plans designed with the most frequently requested service options in mind. By selecting a higher-level plan, you can get fast answers directly from our support team and additional Sage Business Care Workshop options, as well as a 15% discount<sup>4</sup> on additional product purchases.

### Get more with your Sage Business Care, including:

- Sage Business Care Workshops** (five sessions with the Silver Plan;<sup>3</sup> unlimited access with the Gold Plan). Keep up with the latest technology and services Sage has to offer through online learning courses.
  - Tech Thursday.** You'll meet and interact with speakers, consultants, and product experts who can help you get the information you need to get the most out of your Sage BusinessWorks software.
  - Business-Building.** Attend webcasts designed to provide insight into various areas of interest across your business. General business topics cover a range of relevant concepts such as successful business tactics during an economic slump, and how to maximize the value of your technology investment. Specific functional topics are designed to convey practical expertise to everyone within your business.
- Support Cases** (two support cases with Bronze Plan; five support cases with Silver Plan; unlimited with Gold Plan). Whether you have a question, wonder if your Sage BusinessWorks system can help you with a prospective business opportunity, or need help with an error code, our product assistance team can answer your questions.
- Private Tutor** (two sessions with the Gold Plan; discounted sessions available for purchase with all plans). Personalized, interactive online training sessions designed to meet your specific training requirements. Created expressly for your company, Private Tutor sessions are an easy way to get started with a new module or become better versed with functions you use regularly.



Feature	Bronze Plan	Silver Plan	Gold Plan
Software assurance with automatic version upgrades	●	●	●
Service pack updates	●	●	●
Discounts on Checks and Forms	●	●	●
Access to the Knowledgebase	●	●	●
Training discounts	●	●	●
Proactive email notification	●	●	●
Toll-free support phone number	●	●	●
Support Cases (Phone/Chat/Email)	2 cases	5 cases	●
Tech Thursday Sage Business Care Workshops		5 sessions <sup>3</sup>	●
Business-Building Sage Business Care Workshops		5 sessions <sup>3</sup>	●
Private Tutor			up to 2 sessions
Discount on Purchasing Private Tutor Sessions	●	●	●
Priority phone access			●
15% discount on additional Sage BusinessWorks products <sup>4</sup>			●
Access to Enhanced Tax Reporting with eFiling	● <sup>5</sup>	● <sup>5</sup>	● <sup>5</sup>
Tax Table Updates	●	●	●

Included

1 To ensure continuous service, your Sage Business Care plan is an automatically renewing plan and subsequent years will be automatically billed to the same credit card each year on the anniversary date of your purchase at the then current rate after notifying you 30 days in advance of your anniversary date. You may terminate the plan with at least seven calendar days' notice prior to your renewal date and not be charged for the renewal. Upon initial enrollment, first-time Sage BusinessWorks customers may cancel their Sage Business Care plan within 30 days of purchase for a full refund of the purchase price, less any rebates received. Any shipping and handling charges are not refundable.

2 Support Analysts reserve the right to limit calls to one hour or one incident per call.

3 For the Silver Plan, a total of five support calls, and a combination of up to five Tech Thursday and/or Business-Building Sage Business Care Workshops, may be used each year.

4 Discount available only for software license purchases from the same Sage product line made 120 days or more after Customer's initial software license purchase.

5 Additional fee for eFiling. Visit [www.Aatrix.com/Sage-BusinessWorks](http://www.Aatrix.com/Sage-BusinessWorks).

