

Sage Enterprise Suite — Customer Support Services

Support Plans

■ Bronze Support Plan

Entry-level plan for customers who rely on their Sage Enterprise Suite reseller for support.

■ Silver Support Plan

Intermediate plan for customers who require direct interaction with the Sage Enterprise support team on a regular basis.

■ Gold Support Plan

The total support solution for customers who demand a high degree of interaction with the Sage Enterprise Suite support team.



Receive Timely, Professional Support

As the world's largest provider of business management software, Sage is deeply committed to ensuring total customer satisfaction through both world-class products and superior support services. In fact, at Sage Software, our dedication to providing the very finest in customer support services has earned us the STAR (Software Technical Assistance Recognition) Award over the past three consecutive years in various categories, including national online support excellence in 1999.

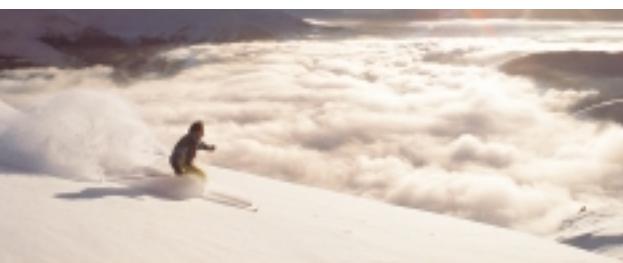
Your accounting and business management system is the cornerstone of your business, and essential to your success. Sage Enterprise ClientCare Support Plans give you the technical expertise you need to keep your system running smoothly. We offer three levels of annual ClientCare Support Plans that are designed with your most frequently requested service options in mind. These plans offer you the peace of mind that your system and business can continue to grow and prosper. This means you can easily get timely answers to any technical questions you may have — and raise your business performance to new heights.

These support plans provide outstanding maintenance and product support for Sage Enterprise and Sage Enterprise Customization tools customers. You have the flexibility of choosing a support plan (Gold, Silver or Bronze) that best suits your needs. The plans allow you to obtain fast, convenient access to Sage Software's online customer support services, our support team, incremental maintenance releases, and periodic product upgrades. We strongly recommend that you select one of our annual support plans to ensure that you always receive timely, professional support that can keep your operations flowing efficiently.

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Sage Enterprise Suite of Modules:

General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Financial Reporting, Web Reports, Fixed Assets, Multicurrency Management, Advanced Allocations, Consolidations, Advanced Budgeting, Purchase Order, Sales Order, eCustomer, Inventory Management, Inventory Replenishment, Human Resources, Manager and Employee Roles, Payroll, Customizer, Application Framework, Module Source Code



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Sage Enterprise ClientCare Support Plans *Sage Enterprise Suite customers can choose from three comprehensive plans. The ClientCare program provides:*

- Support Plans with a choice of support levels
- Sage Online Customer Services (SOCS)
- Incremental maintenance releases
- Periodic product upgrades

All Sage Enterprise Suite customers are advised to invest in a Gold support plan for their first year. ClientCare support plans keep you current with the latest upgrades and enhancements. After the first year, we encourage you to renew your support plan on an annual basis.

Sage Online Customer Services is a regularly updated resource with the latest product support information. Our Web site also provides descriptions of the support plans offered by third party applications.

Bronze Support Plan *The ClientCare Bronze plan is ideal for customers who require upgrades and enhancements, and plan to rely on their Sage Enterprise resellers for support.*

- Benefit from unlimited access to Sage's Online Customer Services' technical database for the latest product and technical information, installation tips, product release facts, and more
- Obtain technical and product bulletins automatically via e-mail
- Receive maintenance releases throughout the year
- Get product upgrades free of charge

Silver Support Plan *The Silver support plan is excellent for customers who demand frequent, direct interaction with the Sage Enterprise support team.*

- Enjoy all the benefits of the Bronze support plan as described above
- Make use of unlimited fax, e-mail and telephone support within the first 90 days of Sage Enterprise ownership, ensuring total support throughout the critical implementation phase
- Receive responses to 20 additional cases* (may be submitted by telephone, e-mail or fax) after the first 90 days of the initial year

- Order additional case packs in five-case or 10-case increments as needed
- Designate two authorized personnel as points of contact with Sage Software to ensure the most effective use of your 20 cases provided by the Silver support plan

Gold Support Plan *If your Sage Enterprise applications are mission-critical, and you require a high degree of interaction with the Sage Enterprise support team, the Gold support plan provides the complete solution.*

- Enjoy all the benefits of the Bronze and Silver support plans as described above
- Take advantage of unlimited priority support via fax, e-mail and telephone
- Obtain a response time of one working hour (from initial report of issue) from your Sage Enterprise support team
- Designate up to three points of contact who are authorized to log cases with the Sage Enterprise support team
- Profit from careful monitoring of your account and call activity by an assigned technical account monitor (TAM)

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

PLEASE NOTE: Support for products and customizations created by third-party developers can be obtained through those individual developers. Sage Software does not provide support for third-party products. Support for Microsoft Windows NT operating systems and networking protocols, as well as the Microsoft SQL Server database, is available through Microsoft Corporation.

Sage Enterprise Suite support plans can be purchased by calling toll free 877-541-1679.

56 Technology Drive • Irvine, CA 92618-2301 • 800-854-3415
www.us.sage.com

