

# Sage ACT!

## Protect your business-critical investment with Sage Business Care



There's no better way to protect and extend your Sage ACT! investment than through a Sage Business Care plan. We deliver value to your business by helping you minimize the time, resources, and cost of using your Sage ACT! solution. We'll show you how your solution can improve business efficiency and ensure you learn from every interaction with us. And you'll benefit from user-driven product enhancements that keep you competitive.

### Flexible options to meet your business needs:

**Sage Business Care Gold:** When you count on Sage solutions for business-critical operations, taking chances isn't an option. The Sage Business Care Gold plan provides access to the latest software versions and updates,<sup>1</sup> support coverage, and training discounts. You'll benefit from support features like unlimited chat/email and phone support with guaranteed four hour callback.<sup>2</sup> Plus, get 24/7 access to the Knowledgebase. This plan also includes a 50% discount on Sage ACT! Anytime Learning courses.<sup>3</sup>

**Sage Business Care Silver:** Get the latest software versions and updates,<sup>1</sup> five incidents of phone and chat/email support per company,<sup>2</sup> and 24/7 access to the Knowledgebase. This plan also includes a 50% discount on Sage ACT! Anytime Learning courses.<sup>3</sup>

**Sage Business Care Bronze:** This plan offers upgrade assurance (version upgrades and updates<sup>1</sup>) as well as 24/7 access to the Knowledgebase. It also includes a 50% discount on Sage ACT! Anytime Learning courses.<sup>3</sup> (Customer Support is not included.)

**Sage Business Care Basic:** The Basic plan offers three incidents of phone and chat/email support per company<sup>2</sup> and 24/7 access to the Knowledgebase.

Benefits	Sage Business Care Bronze	Sage Business Care Silver	Sage Business Care Gold
Upgrade Assurance (Version Upgrades <sup>1</sup> )	✓	✓	✓
Service Release Updates	✓	✓	✓
Toll-Free Telephone Customer Support		5 incidents <sup>2</sup>	Unlimited <sup>2</sup>
Voice Customer Support		✓	✓
Voice Message Support (Guaranteed Response of Four Business Hours)			✓
Advanced Level Customer Support			✓
Remote Desktop		✓	✓
Live Chat <sup>2</sup>		5 incidents <sup>2</sup>	Unlimited <sup>2</sup>
Access to Online Knowledgebase	✓	✓	✓
50% Off Sage ACT! Anytime Learning Courses <sup>3</sup>	✓	✓	✓
Multi-year Discounts		✓	✓

Features	Value	Benefits
Customer Support	<ul style="list-style-type: none"> <li>Assistance with technical issues via phone and live chat/email from our Sage ACT! support analysts</li> <li>Wide range of support issues covered, from answering how-to questions to advanced troubleshooting</li> <li>Remote diagnostic capabilities that allow support analysts to link directly to your system to experience and diagnose issues firsthand</li> </ul>	<ul style="list-style-type: none"> <li>Resolve issues and questions quickly so you can get back to business</li> <li>Minimize costs and resources required to run your software</li> <li>Learn from every interaction</li> </ul>
Software Assurance	<ul style="list-style-type: none"> <li>The latest software version<sup>2</sup></li> <li>User-driven product enhancements</li> <li>Product fixes and patches</li> </ul>	<ul style="list-style-type: none"> <li>Ensure your solution is up-to-date and secure</li> <li>Minimize system disruption and down time</li> </ul>
Online Self-Service Web Support	<ul style="list-style-type: none"> <li>Information that answers many inquiries, 24/7</li> <li>Knowledgebase of articles ranging from options for resolving issues to specific information for roles from administrators to end users</li> <li>Technical documentation, guides, and other downloadable resources</li> </ul>	<ul style="list-style-type: none"> <li>Resolve common challenges quickly through self-service resources</li> <li>Access helpful information whenever you need it</li> </ul>

To purchase Sage Business Care, call 866-903-0006 or contact your Sage ACT! Certified Consultant.<sup>4</sup>

1 Provides access to the latest upgrades and updates for your Sage ACT! software released during your enrollment. Sage Business Care is not required for continuous access to product updates for supported versions.

2 Phone support and live chat are offered 8:30 a.m. to 8:30 p.m. ET Monday through Friday. Sage Business Care Gold plan offers an unlimited number of incidents of telephone and chat customer support; Sage Business Care Silver plan offers five incidents of combined telephone and chat customer support per company; and Sage Business Care Basic plan offers three incidents of combined telephone and chat customer support per company. For Sage Business Care Silver and Basic customers who need additional cases, the price is \$20 per case.

3 Offer cannot be combined with other promotions or discounts. The discount is off MSRP.

4 Certified Consultants are third-party vendors. Sage and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors.

**Note:** 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 thirty (30) days in advance of your anniversary date. Renewal is not required for continuous access to product updates for supported versions. 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 ACT! 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. Sage Business Care is purchased per user.

**About Sage ACT!**

Sage ACT! makes it easy for you to have meaningful conversations with customers by giving you an organized view of the people you do business with. Like the millions of individuals in small businesses and sales teams who use Sage ACT!, you'll always be prepared with recent emails, meeting notes, task reminders, and social media profiles, because all of these details live in one place. You can even use Sage ACT! like a sales and marketing assistant to get the right leads, send striking marketing campaigns, and track your overall performance. The bottom line, Sage ACT! takes care of the administrative stuff so you can focus on building long-lasting, profitable business relationships.

