

Sage continues to announce changes that will impact your business. Here is a recap of all of the changes announced in the past year.

Sage Phone Support.

As of November 1, 2011 Sage discontinued unlimited phone support to Competitive Strategies, Inc. (CSI) and all of its' business partners. Sage is now requiring that CSI and customers pay for each Sage phone support case. Customers have the option of purchasing unlimited phone support with a Gold subscription plan.

Certified Consultants.

As of November 1, 2011 Sage implemented a new Certified Consultant program which requires all business partners/consultants to be certified in order to call Sage for phone support. CSI is happy to report that our consultants all passed numerous exams and paid substantial additional fees to be fully Sage certified.

Product Name Change.

During the course of 2012, the product names everyone is used to seeing will be changed to place a bigger emphasis on the "Sage" brand. Here is the translation.

<u>Current Name</u>	<u>New Name</u>
Peachtree	Sage 50 – U.S. Edition
Peachtree Quantum	Sage 50 Quantum Accounting
MAS 90	Sage 100 Standard ERP
MAS 200	Sage 100 Advanced ERP
Accpac	Sage 300 ERP
MAS 500	Sage 500 ERP

On-line Access.

As of February 27, 2012 Sage will implement a new internal business management system. All content on the current www.sagesoftwareonline.com support site will become static. Customers will have access to a new Sage Customer Information Portal.

Business Care Plans.

As of March 1, 2012, Sage annual subscription plans will be reduced to only offer the Silver or Gold Plan. The Silver plan will increase to 21% of the SLP of the software with the Gold plan offered at 25% of the software SLP. Almost all of our customers are currently on the Bronze support plan which will no longer be available.

What does all this mean? What should we consider?

Based on all of the changes, CSI is making the following recommendations.

1. Silver Business Care Plan with Monthly Payment option. When your next business care renewal comes due, we recommend going to a monthly ACH payment option. This will better allocate the costs to each month and fall more in line with the changes in the industry to a monthly software subscription. Silver Business Care will allow you or CSI on your behalf, to call Sage on up to 5 cases per year.
2. Consider our Knowledge & Support Level Agreement (KSLA). Competitive Strategies has put together a fixed fee monthly support plan that includes local, first point of contact for all of your support needs. See the support page of our website for all of the items included in the KSLA. Each plan is priced based on the needs of your organization.

We look forward to continuing to provide the best local, personalized service available. Please contact us with questions or to further review the options available.

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