

KNOW THE DIFFERENCE

Business Care Support:

- * Common Installation Assistance
- * Basic Setup & Configuration
- * Basic Guidance how to import/Export
- * Standard Reporting Support
- * How to Perform Product Task
- * Troubleshooting Product Connectivity

Advanced Support Services

- * Data Rebuilds
- * Expedited Data Repair (24 hours)
- * 3rd Party Conversions
- * Custom Forms & Reports
- * Custom Import/Export Templates
- * Custom Financials (50 US ONLY)
- * Intelligence Reporting Modifications

Helpful KB Articles.

Support Services Info:

- 88319: Sage 50 CA Advance Support Services

Data Repair/Conversion Reference Guide:

- 12555: INTERNAL Data Repair Policies and Procedures

Download Articles

- 85831: Download Sage 50 CA 2018 Full Product

Year End Articles

- 80000: Sage Year-End Resources

Professional Services

.Focused Primarily on Mid-Market/ ERP

- * Product Install, Set-up, Configuration
- * Install of Add-On Products/Features
- * Database Services
- * Product Customizations
- * Custom Report Creation
- * Integration with Sage Products

Additional Information.



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SAGE 50 CA ADVANCED SUPPORT SERVICES



SERVICES EVERY
CUSTOMER CAN USE

Internal Use Only

DATA SERVICES

Data Conversions

- Data conversion from previous versions of Sage 50 (Simply Accounting) to current supported version.

Data Corrections

- Foreign Currency
- Fiscal/Calendar Year Adjustments
 - Advance to next available year
 - Rollback year
 - Edit year-end

Expedited Services

- 24 hour turnaround service for data services.

COMING SOON...

Custom Forms

- Creation of custom forms within the limitations of Sage 50

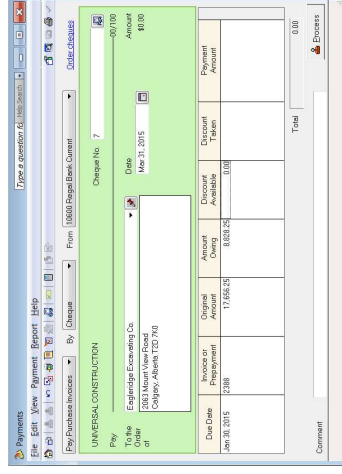
Forms include:

1. PR Checks
2. AP Checks
3. AR Invoices
4. AR Purchase Orders

Examples of customization options include:

1. Adding logos
2. Adding/Relocating fields

More details to come....



Benefits

With Data Services Customer can rest assured that:

1. Their data is in prime condition and error free.
2. Data 10 years old & older can be converted.
3. Minimum down time with 24 hour expedited service.

With custom forms customers will have:

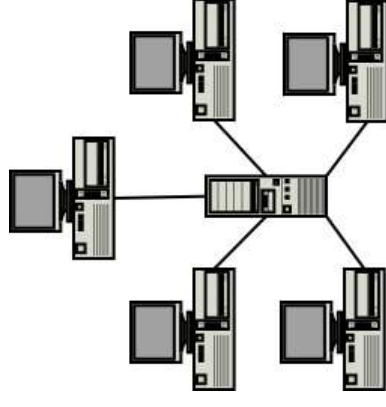
1. More robust form options
2. Professional unique checks and forms.
3. Flexibility to see only the data they want to see.

INSTALL ON-BOARDING

Installation On-Boarding

Scheduled step by step assistance installing Sage 50 CA. Benefits include:

- Scheduled installations to limit down time.
- Experienced Sage resource to perform the complete install.



With Install On-Boarding customer can count on:

1. Sage 50 is installed correctly.
2. Data being accessible from all workstations.
3. After hours assistance
4. 1 dedicated resource to perform the complete install.