

Sage Pro ERP Support



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EXECUTIVE SUMMARY

Thank you for taking the time to consider the options for your Sage Pro ERP software. As you are aware, Sage will be retiring Sage Pro on March 31, 2014. There will no longer be sales of Sage Pro, maintenance releases or technical support from Sage after that date.

As we have previously stated, we will continue to support Sage Pro and have put together a support plan to ensure that we will be able to sustain support for you and Sage Pro, despite the lack of future sales. This proposal documents SGEN, L.L.C d/b/a Software Generation (“SGEN”) recommendations and proposed solution. It addresses current needs, but should you wish to consider a platform capable of supporting future growth, we would be happy to research other ERP products that would fit your needs.

We have designed the support program to allow you to continue running Sage Pro at maximum performance, within the limits of technology changes.

Enclosed is an explanation of the program that outlines our plans to keep you operating as you desire. We hope you will agree that the support program we have designed has a great deal of value and is worthwhile, should you wish to continue with Sage Pro.

Again, thank you again for allowing Software Generation to serve your business needs. Please contact us at any time with your questions.

Sincerely,
Stephen G. Morin, CPA, CDP

Software Generation - Support Plan Overview. Sage Pro ERP.



Sage will end support for Sage Pro ERP on March 31, 2014 but software Generation is committed to preserving your Sage investment into the future. The sustainability of your Sage Pro ERP product is a keystone in this commitment. This includes ongoing support for its predecessors "ACCPAC Pro Series", "SBT Pro Series", and SBT Vision Point.

The Support Plan Includes

- Limited telephone & remote support for basic issues and questions.
- Discounted hourly rate for all other services (\$50.00 off the \$ 225.00 per hour rate).
- Access to an exclusive priority toll-free telephone support line
- No remote access charges for use of web connection services.
- Guaranteed 4 hour response time to your support inquiries (M-F 9:30AM to 5:30PM ET).
- Access to our Sage Pro enhancements library of developed programs and patches.
- Access to our online training and "how to" videos and support documents library.
- Priority support over other clients without a Software Assurance agreement. Calls will be handled on a first come, first served basis, with special consideration to mission-critical issues.
- Discounted access to basic hardware or network support on Sage Pro on supported operating systems.
- Access to support for Virtualization Services at discounted rate (excludes conversion or installation).
- Annual remote system review and report to ensure your system is operating correctly and to review any issues with the system including performance, errors and anomalies (requires remote access).



- Free services include the annual maintenance review in accordance with our review checklist. The customer must provide remote access.
- For those not on Support Services, prepaid emergency services will be available at our published emergency rate. Access to other services is not available.

What's Not Included?

- Data repair.
- All on-site consulting services.
- Non-Sage Pro application support
- Implementation (i.e., modules, new companies, etc.)
- Upgrades to new versions including Installation of Sage patches and changes
- Training or retraining of staff or consultants via phone or remotely
- Modifications including new customizations, reports, data drillers, custom financial statements or integrations to other products
- Correction to issues uncovered in our annual site review
- Installation of enhancement library items or changes for compatibility with your environment
- Support for outside consultants who may be working on your system (i.e. network vendors, programmers, etc.)
- Sage Pro Server Migrations whether onsite or remote are not included
- Reprogramming or corrections of anomalies or issues discovered in the Sage Pro Programs



Other Important Points

1. This Agreement does NOT replace, nor is it included in the Software Subscription Plan provided by Sage Software.
2. To qualify, customers must have formal Sage Pro training (formal ATC, on-site or at least 6 months experience with Sage Pro and agreement to have users review the online video's), on a

- Sage Software supported version of Sage Pro as well as high speed Internet access. SGEN always recommends that our clients are running the most current version of the software at all
3. SGEN must be the “Reseller of Record” on file with Sage Software in order to enter into this Agreement. SGEN may waive this requirement with associated vendors who are “sharing” support of clients.
 4. Software Generation reserves the right to cancel this agreement for any reason, with or without cause, with a 30 day notice to customer.
 5. After the initial response, depending on the nature of the problem, follow-up research may be required and could cause the situation to be resolved beyond the 4 hour time frame.
 6. Anomalies or "bugs" in the software that require support are not covered.
 7. Prior to requesting technical support, SGEN recommends that the client creates an adequate backup of all related computer data. SGEN is not responsible for data loss due to inadequate or missing backups.
 8. When requested, SGEN is available to provide support on non-covered issues at a reduced rate.
 9. This telephone support agreement is non-refundable.
 10. SGEN must have a user login and full rights to the Sage Pro system.
 11. Client must be in good financial standing with SGEN. All invoices must be paid within given terms.
 12. In the event you have any 3rd party enhancements, some issues may need to be referred directly to the Developer and are dependent on the Developer’s support policies.
 13. SGEN support analysts will make every reasonable attempt to find answers to your questions and solutions to your problems. However, we cannot guarantee that all defects will be fixed by Sage Software or that all of your questions or issues will be resolved. Our support plan and services are provided “as is”, and there are no other warranties regarding such services, expressed or implied.
 14. SGEN may, at it’s sole discretion, may void and refund remaining balance of contract if client attempts to perform their own upgrades, install modules unassisted or continues to operate their Sage Pro system on an unsupported Sage Software or hardware version.
 15. All persons calling in for support must be an authorized contact as indicated below.

Authorized Support Access

Contact Names	Title	Phone Number	Email Address

SUPPORT AGREEMENT ACCEPTANCE

This agreement shall continue for one year from purchase date and provides for limited telephone and remote support from SGEN for your Sage Pro ERP software solution. This Agreement is not effective until paid in advance and is **NOT** automatically renewable. Approximately 60 days prior to expiration, SGEN will provide you with terms & conditions for renewal.

Solution Offering	Price
Sage Pro ERP – limited telephone support	\$
Total Solution Investment*	\$

*plus applicable sales tax

By signature below, both parties acknowledge that they have read, understood and accepted this proposal. Agreed and Accepted by:

	Signature	
	Print Name	
	Company	
	Title	
	Date	

Payment by Credit Card

Credit Card #	Name on Card	Exp Date	Email Address
Credit Card Billing Address			
Phone Number		Check one:	<input type="checkbox"/> AMX <input type="checkbox"/> MC <input type="checkbox"/> VISA

Signature _____

Payment by Check

	Check Number #	
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