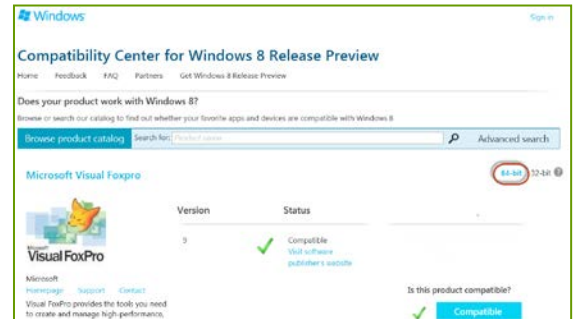# Sage Pro ERP
Software Assurance

Software Generation is committed to preserving your investment in Sage products into the future. The sustainability of your Sage Pro ERP product is a keystone in this commitment.

Sage will end support for Sage Pro ERP on March 31, 2014. That will not mean the software will stop running and we are committed to supporting your software until you are ready to migrate.

This includes ongoing support for its predecessors "ACCPAC Pro Series", "SBT Pro Series", and SBT Vision Point.
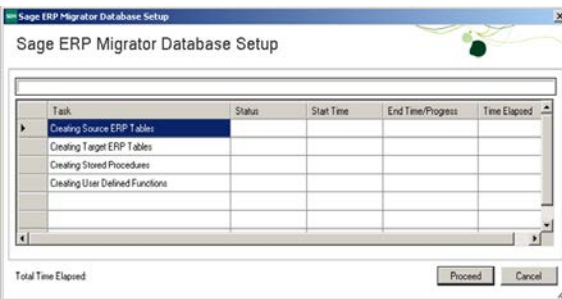
Operating System Support

The current version of Sage Pro runs on Microsoft Visual Foxpro 9.0 and is supported on current Microsoft operating systems including Windows 7 and Windows 8. This includes compatibility with 64 bit version as illustrated.

Microsoft Visual Foxpro 9.0 will be supported on all Microsoft operating systems released through at least January 2015. It should run well into the future on these releases.

Earlier versions of Foxpro are not officially supported by Microsoft but might run fine. If they do not, there are alternatives that will enable them to be supported including virtualization on newer windows platforms.

Conversion Services

When the time is right to convert to another Sage product or a completely foreign product we will be glad to help.
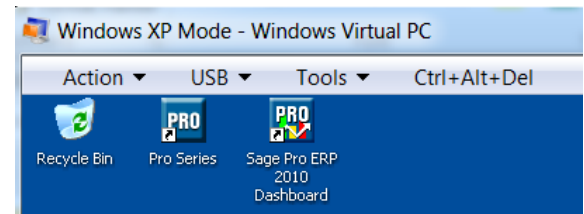
We are certified on the Sage ERP Migrator and have experience with migrations to Sage 300 (formerly known as ACCPAC). The Migrator is a very versatile tool and can be configured to help with migrations to other platforms including Sage X3. Sage continues to enhance the tool to automatically handle new conversion.

Virtualization

Virtualization is a technology where a virtual computer can be created on another computer operating system. A common example is the Windows XP mode for Windows 7 in this image.

Virtualization can keep older versions of Sage Pro running such as Sage Pro 7.3 with SQL 2000 database on a virtualized Windows 2003 server on a physical 2008 server.

Virtualization cannot bring new system dependent features to the software, but it can extend the life of older version.

Enhancements

We will continue to make enhancements available on older version of Sage Pro ERP as we develop them. Recently we launched a project to add SMTP email support to version 7.7 of Sage Pro for compatibility with web based email services. Enhancements that we have developed that are available include:

- Visual Order Picking Priority System
- PO management
- The POP up / Outlook reminder
- Payroll rapid entry
- GL Account changer (licensed)
- EFT AP Stub email enhancement.

Other enhancement will be made available as they are developed.

Maintenance

In order to keep your Sage software running as efficiently and reliably as possible, Software Generation offers a maintenance review and scheduled maintenance. Ask to review the checklist of items we check to be sure things are running right.

Priority Support

The same access to our online support options is available for your older Sage software.

Programming Services

We will continue to offer programming services as we do now. Sage Pro is a source code product and it can be changed to meet future business needs.

Payroll

Third party payroll support. When Sage discontinues payroll support we will work to continue support.

Training and Support Documents

Our training material and support documents on our web site will continue to be available to those on support.

Premier Support Services

Premier support service, except for free phone support, will be provided to all existing clients currently covered by Sage Pro Customer Care free of charge through the end of support date from Sage. It is available to all other customers at annual fees starting at $ 2,500.00.

Included in the fee is access to the above services and a preferred hourly rate discount of $ 25.00 an hour. Free services include the annual maintenance review in accordance with our review checklist. The customer must provide access for us to do this review remotely.

For those not on Legacy Support Services prepaid emergency services will be available at our published emergency rate. Access to other services listed her is only available under this plan.