

# Is Your Sage Cover up for Renewal? - A Fresh Approach to Supporting Sage 50 Accounts



Sage Support		Sage Cover
<p><b><u>Typical Example:</u></b></p> <p>Sage 50 Professional - Two Companies - Multiple Users Annual Sage Cover Renewal- £560 plus Vat a saving of £240 plus Vat on the equivalent Annual Sage Cover</p>	<p><b>Cost</b></p>	<p><b><u>Typical Example:</u></b></p> <p>Sage 50 Professional - Two Companies - Multiple Users Annual Sage Cover Renewal- £800 plus Vat</p>
<p><b><u>Usage</u></b></p> <p>Our support fee is based on current usage as opposed to licence details. We often find companies have purchased additional companies or users in Sage 50 but are no longer using them due to internal changes. Without the need to relinquish this functionality on your licence we will only charge based on elements currently in use.</p>	<p><b>Cost Basis</b></p>	<p><b><u>Licence</u></b></p> <p>Sage support Fee is based upon the actual licence details and therefore supplement the annual fee by £140 for any additional users and £140 for multiple companies.</p>
<p>Professional Link will address all issues via the telephone and where required will then use the secure industry standard support tool LogMeln Rescue. Our engineers will then be able to see and resolve first hand any issues encountered.</p>	<p><b>Support Technology</b></p>	<p>Sage primarily use telephone support but may occasionally ask for the backup of your data to be sent into them by email.</p>
<p>Yes - Every year Sage bring out a new version of Sage 50. As a part of your Sage support contract, Professional Link will, without charge, offer to visit your premises and demonstrate the new version and enhancements so that you are able to assess exactly the impact that the new features may have on your business and enable you to make a more informed cost / benefit business decision on upgrading.</p>	<p><b>Site Visit</b></p>	<p>No - Sage rely purely on Telesales techniques to ask end users to upgrade to new versions of their software and then rely on the customer or reseller channel to install the software.</p>
<p>Yes- Professional Link can offer upgrade training and installation for each new version which would be chargeable at our standard hourly rate.</p>	<p><b>Upgrade Installation &amp; Training</b></p>	<p>Sage do provide end user installation or training on the new features contained within the new annual release.</p>
<p>Yes- Initial minimum 6 month contract, extendable on a monthly basis with termination on providing at least 30 days written notice.</p>	<p><b>Monthly Contract</b></p>	<p>No - Sage issue all contracts on an annual basis. They may however offer payment terms by monthly direct debit.</p>