

# Sage Timberline Office



## Service Plans

Subscribing to a service plan enhances the value of your software, keeps everything updated, and helps you become more proficient when using your Sage Timberline Office software.

All subscribers to an annual service plan receive a wide range of benefits beginning with access to our Technical Support Knowledgebase for answers to technical issues and important maintenance releases of your software. When improvements, updates, fixes, and government-mandated tax changes are near release, we'll contact you to let you know they're on their way.

Subscribing to a service plan enhances the value of your software. You'll keep everything updated and gain inside knowledge to help you become more efficient with your Sage Timberline Office software and keep it running as smoothly as possible. We offer three service plan levels that are designed to match your unique needs.

### BasicCare Plan

The BasicCare plan provides you with the technical expertise you need to keep your system running smoothly via a self-service approach using Sage online resources, including the Technical Support Knowledgebase. Renew your plan on an annual basis to ensure that you remain current with the latest operating platforms and technological advances.

### EssentialCare Plan

This plan is for customers who are looking for unlimited phone, fax, and Web site support. Special features include registration discounts to Sage Summit and Anytime Learning subscription.

### PremierCare Plan

The PremierCare plan is for customers who are looking for a high degree of interaction with our support team. You'll receive unlimited phone, fax, and Web site support with an assigned account manager. Additionally, you'll get one free registration to Sage Summit and discounts for other registrants in your company. You'll also receive one free subscription to Anytime Learning, plus discounts on additional subscriptions.

### Software Support

Our Support Center responds quickly to customer inquiries received via our toll-free number and client extranet. This is a tradition that first received international attention in 2000, when the Software Support Professionals Association (SSPA) awarded Sage Timberline Office the prestigious STAR Award for the most improved software support organization of the year. Sixteen months later, Sage became the first software company serving the construction or real estate markets to earn the Support Center Practices (SCP) Certification for Excellence. Awarded by San Diego-based Service Strategies Corporation, SCP Certification is determined by audits that measure a company's effectiveness against 11 major criteria, including overall commitment to support, level of customer satisfaction and average response times. While the accreditation puts Sage in a class of only 100 companies worldwide, to you it means that you can depend on consistent, ready access to have your questions or issues resolved.

## BENEFITS

- Receive access to support in a variety of ways include the web and our Technical Support Knowledgebase for answers to your questions 24/7
- Protect your software investment by keeping everything current (including updates, fixes and government mandated tax changes)
- Get a service plan that meets your specific needs. One size does not necessarily fit all

## Technical Support Knowledgebase

Access the Technical Support Knowledgebase 24 hours a day, seven days a week for solutions and answers to 4,800 topics as well as software alerts, notices, release guides, and year-end information. This is the same online tool that our support staff uses when responding to calls from service plan customers.

## Sage Timberline office Service Plans

Support and Software Maintenance	BasicCare	EssentialCare	PremierCare
Maintenance releases, updates, enhancements	■	■	■
Unlimited Support requests by phone, fax, and Web		■	■
Technical Support Knowledgebase and online resources	■	■	■
Software alerts and notices	■	■	■
One-hour response guarantee for follow-up calls for any escalated issues			■
Customer account manager			■
Replacement of applications CD	■	■	■
Vantage Point customer newsletter	■	■	■

To learn more about service plans please visit [http://www.sagecre.com/support\\_and\\_services/timberline\\_office/service\\_plans](http://www.sagecre.com/support_and_services/timberline_office/service_plans) or call 800-858-7098