



Focus on Exceptional Customer Service Earns Prestigious Support Center Practices (SCP) Certification for Sage Software Support Teams Across North America

Irvine, Calif. - September 26, 2006 - Sage Software announced today that multiple customer support teams for its small and mid-sized business (SMB) products and services have achieved new certification under the prestigious Support Center Practices (SCP) Certification program. Nine separate locations received certification after comprehensive, on-site audits confirmed that the support teams meet the requirements of the approximately 100 business elements defined in the SCP Program. SCP Certification quantifies the effectiveness of customer support based upon a stringent set of performance standards and represents best practices in the industry.

"Exemplary customer support plays a significant role in creating and preserving customer loyalty, and our primary customer service goal is consistently ensuring that they have a world-class experience," said Ron Vemi, president and CEO of Sage Software. "We are thrilled with the continued independent validation of SCP Certification that lets companies choosing our products and services know they will be cared for throughout their life as a Sage Software customer."

Several Sage Software support centers received SCP certification for the first time this year, while others have been certified annually for up to 9 years. Sage Software support centers that have achieved SCP certification include the Scottsdale, Arizona support center for Sage CRM SalesLogix; the Austin, Texas support center for Sage MIP Fund Accounting and Sage Fundraising solutions; the Richmond, British Columbia support center for Sage Accpac ERP and Sage Pro ERP; the Irvine, California support center for Sage MAS 90, Sage MAS 200, and Sage MAS 500 ERP and Sage PFW ERP; the Atlanta, Georgia support center for Peachtree by Sage and Timeslips by Sage; the Rocklin, California support center for BusinessWorks Accounting; the Beaverton, Oregon support center for Sage Timberline; and the St. Petersburg, Florida and Herndon, Virginia support centers for Specialized Business Solutions, representing Sage Abra HRMS, Sage Carpe Diem, Sage FAS Fixed Assets, and Sage TimeSheet solutions.

The SCP program evaluates approximately 100 support center practices in the areas of customer feedback, service delivery processes, service performance, employee development, total quality management and many other facets of operating a successful support center.

"I always receive excellent results from Sage Software's support team," said Joyce Gordy,

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senior accountant for Orlando, Fla.-based Invivo Corporation, a Sage FAS Fixed Assets customer. "The very knowledgeable technical analysts provide me with prompt resolutions whenever I am having a problem, so I can get on with my day. It feels good to know we're using the right solution."

SCP Certification, the internationally recognized standard created by a consortium of leading technology companies and Service Strategies Corporation define best practices for delivering world-class technology support. The program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality processes, and provides a clear focus on measurable results. SCP-certified organizations must demonstrate their continued commitment to high-performance standards through annual re-certification audits.

Sage Software is among the ranks of leading technology companies that have achieved SCP Certification. Currently, over two hundred organizations in more than 20 countries around the world are participating in the SCP program. These companies include industry leaders such as Lockheed Martin Incorporated, McKesson Corporation, Mentor Graphics Corporation, Network Appliance Incorporated, Nokia, and Xerox Corporation, among others.

About Support Center Practices (SCP) Certification

The Support Center Practices (SCP) Certification program defines best practices for delivering world-class technology support. The program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality processes and provides a clear focus on measurable results. The world's leading service and support providers use SCP Certification as a roadmap for service excellence and a measure of success. Service Strategies Corporation is responsible for administering the SCP Certification program and conducting on-site certification audits. For more information about SCP Certification, contact Service Strategies Corporation at (858) 674-4864, toll-free in North America (800) 552.3058, e-mail info@servicestrategies.com or visit www.spcertification.com.

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