

# Sage Abra HRMS

## Sage Business Care

Sage Abra HRMS software assurance and support plans maximize your software investment by giving you an impressive selection of practical benefits. You'll have unlimited access to technical expertise, educational opportunities, and product upgrades and enhancements, plus 24/7 access to the Sage Abra online Knowledgebase. With two annual Sage Business Care Plan options to choose from, you'll know your system is in competent hands—and your business is positioned to focus on greater profitability.

### Receive fast, professional care

Sage Business Care plans provide outstanding support services for your business and your Sage Abra software. And this translates into peace of mind for you. Whether it's our Gold or Silver Plan, you'll receive automatic access to software upgrades and product enhancements. When you need immediate information to help keep your software running smoothly, you can peruse the Sage Abra online Knowledgebase any time. And, you'll also receive quarterly payroll tax updates. Just select the plan that best suits your business needs.

The most comprehensive plan available is the Gold Plan. This plan is ideal for those who want optimal value from their Sage Abra solution. The Silver Plan offers a more limited set of options, but is still essential for customers who need a basic level of support.

As a leading provider of business management software, Sage is deeply committed to ensuring your total satisfaction through world-class products and services.

### SAGE BUSINESS CARE: A QUICK LOOK

**Silver Plan:** The Silver Plan provides fundamental benefits that are essential for any Sage Abra user. You may avail yourself of unlimited support by telephone or online, and live chat during business hours. You'll be able to enroll in Anytime Learning courses at a discount, and be eligible for registration savings for Sage Summit.

**Gold Plan:** This is a comprehensive plan that gives you the ideal combination of support, maintenance, and training to ensure your software is running at peak performance. With the Gold Plan, our top-tier support staff is at your disposal by phone and online. You may join special webcasts and web-based Anytime Learning classes at no additional charge, and all other training is discounted 20%. Plus, you can take advantage of special discounts on the annual Sage Summit customer conference. In addition, you'll have free access to Sage Employer Resources—the award-winning, online resources library that lets you tap into thousands of pages of human resources and benefits-related content and tools to help your HR department run more strategically and efficiently.

To purchase or renew your plan,  
just call **800-898-8208**.



## Sage Business Care Plans

Sage Abra offers two annual plans designed with the most frequently requested service options in mind. Now get more from your Sage Abra software assurance and support plan with:

- Anytime Learning Courses.** (Included in Gold Plan; available at a 10% discount in Silver Plan) Get up to speed on functional topics ranging from hiring top talent to implementing a performance management system.
- Sage SupportPlus Online.** (Gold and Silver Plans) Instantly download the latest product updates, or visit the Technical Library to find out more about your software. You may also join a peer-to-peer discussion forum with other professionals to find out about new products, training workshops, and more.
- Sage Employer Resources.** (Gold Plan only) This is an online database filled with hundreds of downloadable forms and posters, HIPAA and FMLA benefits and COBRA information, and other essential content designed to empower human resources managers to make more astute business decisions. Stay up to date on best practices with this one-of-a-kind library at your fingertips. Take a video tour of the Sage Employer Resources portal at [www.SageEmployerResources.com/Abra](http://www.SageEmployerResources.com/Abra).

### Sage Business Care Silver Plan ●

At a minimum, a basic plan is essential for every Sage Abra customer. The Silver Plan provides unlimited support, live chat assistance, plus software upgrades and enhancements—including quarterly tax updates—to boost your productivity. Keeping your software up to date in this way gives you the confidence of knowing your solution is operating at peak performance with secure, reliable data. Also included in the Silver Plan is a 10% discount on web-based Anytime Learning, and \$100 off each registration to the insightful Sage Summit customer conference held annually.

### Sage Business Care Gold Plan ●

In the Gold Plan, you'll receive all the benefits of the Silver Plan, plus additional benefits that maximize the value of your software and take you a step further in your product knowledge. For instance, web-based Anytime Learning is available without limitation, and "insider" advice to enhance the usability of Sage Abra comes your way through live, quarterly webcasts. You'll get \$200 off each registration to the annual Sage Summit customer conference and 15% off additional products.\* Most significant for Gold Plan members is free access to the comprehensive Sage Employer Resources library.

**Note:** Plans are renewable through Sage or your Sage business partner. Other terms and conditions may apply.

Benefit	Silver Plan	Gold Plan
Software upgrades and enhancements	●	●
Unlimited expert toll-free telephone and online support	●	●
<b>New</b> Live chat (Monday through Friday, 9:00 a.m. to 5:00 p.m., ET)	●	●
Sage Knowledgebase 24/7 access	●	●
Quarterly tax updates (Payroll)	●	●
<b>New</b> Sage Summit conference savings (per registrant)	\$100 off	\$200 off
<b>New</b> Discount on web-based Anytime Learning courses	10% Discount	Unlimited
Discount on all other training		20% Discount
Quarterly support tips and tricks live webcast		●
Priority access to a Sage Abra dedicated support team		●
Free annual system check		●
Free access to Sage Employer Resources		●
Discount on additional products*		15% Discount



\*Discount applies to Sage-owned products, users, seats, and migration purchases only. Discount does not apply to initial product purchase.

