



Sage PFW ERP: ClientCare Plan

Sage PFW ClientCare maximizes your software investment by giving you access to technical expertise, automatic version upgrades and regular service pack updates, along with real-time learning courses.

Unlimited Toll-Free Telephone Support. Enjoy speedy, in-depth responses from Sage PFW technical experts. Plus, in addition to using a toll-free number (available to U.S. customers only), you also have the option of submitting cases by e-mail or fax.

Automatic Version Upgrades and Regular Service Pack Updates. Technological enhancements are added regularly to increase the robust functionality of your original Sage PFW investment. These time-saving, productivity-boosting features are implemented based on suggestions from customers just like you. By keeping your software up to date with the latest version upgrades and service pack updates, you can be confident knowing your solution is operating at peak performance with data reliability and security.

Access to Sage Online. Sage Online is a Web-based technical resource, available 24/7, providing full access to the same troubleshooting and support knowledgebase that Sage technical analysts use. You can get support documents, troubleshooting templates, user manuals, installation guides, and year-end tips, as well as technical bulletins for Sage PFW.

Option to Acquire New Modules as Your Business Grows or When You Need to Automate New Processes within Your Organization. Sage offers a broad selection of add-on modules to meet the changing needs of your business. With a current ClientCare plan, you can add what you need when you need it.

Unlimited Tech Tuesday Realtime Learning Courses. Keep up with the latest technology and services Sage has to offer through online Learning Courses. You'll meet and interact with speakers, consultants, and product experts who can help you get the information you need to get the most out of your Sage PFW software. View the calendar of events and register online at: www.sageu.com

Unlimited Business-Building Realtime Learning Courses. These Webcasts are designed to provide insight into various functional areas across your business.

Two Private Tutor Sessions. These personalized, interactive online training sessions are designed to meet your specific training requirements. Created expressly for your company, Private Tutor sessions are an easy way to get started with a new module or become better versed at utilizing functions you use regularly.

To start — or renew —
your ClientCare plan,
call 888-928-8989
or send an e-mail to
sagepfwclientcare@sage.com

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