

Sage Business Care Gold

Optimal value and outstanding support services



Sage HRMS software assurance and support plans maximize your software investment by giving you an impressive selection of practical benefits. You get unlimited access to technical expertise, educational opportunities, and product upgrades and enhancements, plus 24/7 access to the Sage HRMS online Knowledgebase for answers to your questions any time. With the Sage Business Care Gold plan, you know your system is in competent hands—and your business is positioned to focus on greater profitability.

- Software upgrades and enhancements
- Unlimited telephone and online support (Monday through Friday, 9 a.m. to 8 p.m. ET)
- Live Chat (Monday through Friday, 9 a.m. to 8 p.m. ET)
- Sage Knowledgebase 24/7 access
- Quarterly tax updates¹
- Unlimited access to web-based Anytime Learning courses and year-end training
- 50% discount on all other training available through Sage University
- Access to a Sage HRMS dedicated support team
- Annual system check
- Access to Sage Employer Resources
- Access to My Workforce Analyzer²
- 20% discount on additional Sage HRMS products³
- On-demand appointments
- 40% discount on Aatrix packages pricing
- Private tutor session

Receive fast, professional care

Sage Business Care Gold provides optimal value and outstanding support services for your business and your Sage HRMS software, and this translates into peace of mind for you. You receive in product notification about software upgrades and product enhancements. When you need immediate information to help keep your software running smoothly, you can peruse the Sage HRMS online Knowledgebase any time. If you use Sage HRMS Payroll, you also receive quarterly payroll tax updates.

Sage Business Care Gold 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, you have access to a Sage HRMS dedicated support team. You may join web-based Anytime Learning classes and year-end training at no additional charge, and all other training is discounted 50%. Plus, you can take advantage of special discounts on Aatrix packages pricing. In addition, you have access

to several benefits only available to customers on the Gold plan, including an annual system check, on-demand appointments, and private tutor sessions with top-tier analysts. Log on to Sage Employer Resources—the award-winning, online 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 and My Workforce Analyzer²—a tool that allows you to track the information needed for 1094-C and 1095-C reporting and monitor your employees' hours of service so you can make informed decisions about healthcare and the requirements of the ACA.

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 Gold plan benefits

With the Gold plan, you receive many benefits that maximize the value of your software and take you a step further in your product knowledge. Get more from your Sage HRMS software assurance and support plan with these important benefits:

Anytime Learning courses

Get up to speed on tasks and processes, such as creating custom reports, adding a new hire, changing an employee's job and pay, and assigning and returning an employee from a leave of absence. You can review these convenient, online courses as many times as you want to, at any time of day. The recorded lessons enable you to pause, rewind, and fast forward—so you can fit them into even the busiest schedule. Visit [Sage University](#) to find training.

Sage Business Care online

Instantly download the latest product updates or search the [Sage Knowledgebase](#) 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. Use [Live Chat](#), log on to the [Sage Customer Portal](#) to create and manage your cases online, or visit [Sage City](#) for help any time you need it.

Annual system check

Discuss best practices and workflow and ensure that your company is taking advantage of everything Sage HRMS has to offer. This one-on-one analysis provides a comprehensive review of all facets and procedures within your Sage HRMS products. Request your Annual System Check Audit Form by telling us which product you use and emailing PremiumSupport.EmployerSolutions@Sage.com. Then, return the completed form by email and [schedule an appointment](#).

On-demand appointments

[Schedule an appointment](#) to review a technical issue or revisit a previous support ticket. A top-tier customer support analyst will contact you at your convenience.

Private tutor session

Expand your knowledge of Sage HRMS products, features, and functionality. Ideal for new or experienced users who wish to learn more about new reporting requirements or add-on modules, [schedule an appointment](#), and during this session, a customer support analyst will guide you through any task or process you choose.

Sage Employer Resources

Stay up to date on best practices with this one-of-a-kind library at your fingertips. 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. Take a video tour of the Sage Employer Resources portal at: [SageEmployerResources.com](#)

My Workforce Analyzer²

Track the information needed for 1094-C and 1095-C reporting and monitor your employees' hours of service so you can make informed decisions about healthcare and the requirements of the ACA. Visit [MyWorkforceAnalyzer.com](#) to learn more.

For more info, visit [SageHRMS.com](#) or contact us at **866-271-6050**.

¹ For Sage HRMS Payroll customers.

² My Workforce Analyzer is licensed under and is subject to the terms and conditions of customer's end user license agreement for the Sage HRMS or Sage Abra Suite software, as applicable, except that the offer to receive My Workforce Analyzer as part of a Sage Business Care Gold plan is contingent upon purchasing an annual Sage Business Care Gold plan. Accordingly, if a license for My Workforce Analyzer is acquired through a Sage Business Care Gold plan and the Sage Business Care Gold plan is terminated (by downgrading to Silver or not renewing it), the customer will be charged a license fee for My Workforce Analyzer and the then-current annual maintenance fee for My Workforce Analyzer. The annual maintenance for My Workforce Analyzer will be renewable in accordance with the customer's subsequent Sage Business Care plan renewals.

³ Discount applies to future purchases of Sage-owned HRMS products, users, seats, and migration purchases only (for Sage HRMS, Sage HRMS Payroll, Sage Employee Self Service, Sage Benefits Enrollment, and Sage HRMS Train). Discount does not apply to initial product purchase. This discount may not be combined with any other offers.