



Discover • Design • Deploy • Deliver

Are you currently using an older “unsupported” version of Sage Timberline Office or Sage Master Builder?

Are you struggling to justify the costs of a Sage Support and Maintenance plan during these tough economic times?

Do you need access to Sage Certified Consultants who can help resolve problems, teach you “how to,” write custom business reports or train/retrain employees?

If you answered yes to any of these questions then the Strategies Group Client Care may be just what you're looking for!



Strategies Group CLIENT CARE

What is Strategies Group Client Care? (SGCC)

Strategies Group Client Care is an alternative Sage Timberline Office and Sage Master Builder support plan for clients who are “Off Plan” with Sage or those who have elected NOT to purchase a Sage Maintenance and Support plan.

Why would I choose SGCC over a Sage Support and Maintenance Plan?

Strategies Group strongly encourages all of our clients to invest in a current Sage Service plan subscription. We understand however that some companies will elect not to do so. Since Sage does not offer support unless you are “on-plan” this leaves many clients without affordable and qualified support for their core business software.

Do I need to be using a certain version of Sage Software to take advantage of SGCC?

No! Whether you are on a current and supported version or an older non supported (up to 5 years old and older) we can help! In addition to your Sage products, the SGCC plan supports most related 3rd party products and can help with Microsoft software related problems as well.

What qualifies Strategies Group to provide this type of Support Plan?

Strategies Group is a Sage preferred business partner and only utilizes Certified Sage Consultants to provide assistance to our clients. Our certified consultants have logged hundreds of hours assisting clients just like you with Sage and related third party software.

Why Should I Consider Strategies Group Client Care?

- You are pleased with your current software version and are not concerned about upgrading or obtaining enhancements.
- You can receive Support for Sage Timberline Office or Sage Master Builder without having to pay hefty up front Sage support prices.
- You are currently on an older “unsupported” version but you need support.
- You can purchase “just enough” support with the Pay-As-You-Go option.
- Priority support is available with a low monthly subscription fee.
- Because SGCC is staffed by experienced Sage Certified Consultants, not just trained Help Desk Technicians.
- SGCC can answer your important “How do I?” questions. If you do not have the in house technical expertise to get it done, we are here to do it for you.
- Support is provided by Sage Certified Consultants, often the same one’s that implemented your System and who are familiar with your business and the unique way you utilize the Sage Timberline Office or Sage Master Builder Software.
- Support can be delivered Remotely via the Internet (Internet connectivity required) or On-Site.*
- Support is not “limited” to Sage branded products! SGCC supports ALL major 3rd Party solutions including BuilderMT, Event1 Office Connector, My Assistant, TimberScan, GTCO, On-Screen Takeoff, Planswift, HomeFront, Create-a-Check, Field Connect & more.
- Plus receive 10% off Sage training classes and workbooks.

*On-Site support not available with SGCC Basic support plan.



Strategies Group Client Care for Sage Timberline Office

Strategies Group Client Care (SGCC) BASIC

\$99 per month, 12 month contract - Automatic Draft or Prepay ONLY

You Receive:

8 Support “Credits” which can be redeemed for: Up to 8 Cases* Or up to 8 hours of Consulting/Training.

Features:

- Priority Callback & Scheduling.
- Cases* up to 1 hour Maximum per Case).
- STO Support for Timberline Versions 8.0 and above. Estimating versions 6.5 and above.
- Credit usage depends on Version:
 - Currently supported releases - (1 credit).
 - Unsupported under 4 years old - (1.5 credits).
 - Unsupported over 4 years old - (2 credits).
- Additional Credits available for \$150 per credit - Prepaid ONLY.
- Consulting and Training - 1 hour per credit.
- Report Writing/Customization not available on this plan.
- Remote/On-Line support ONLY.
- Brief, simple support questions submitted via email will be answered at no charge to plan subscribers.

*cases are break/fix support only

Strategies Group Client Care (SGCC) Premium

\$249 per month, 12 month contract - Automatic Draft or Prepay ONLY

You Receive:

Up to 20 Support “Credits” which can be redeemed for: up to 20 Cases* or up to 20 hours of Consulting/Training.

Features:

Everything listed above in SGCC Basic as well as:

- Highest Priority Queuing for Support, Callback & Appointment Scheduling.
- Credits may be used for on-site support, training and/or consulting.
- Credits may be used for Custom Report Writing.
- Credits may be used towards Database Customization/Maintenance
- Credits may be used for Upgrade Services.
- Unused credits do not expire at the end of contract period.
- Credits may be used for software version Upgrade services.
- 20% discount on On-site or Classroom training & workbooks.
- 5% discount on 3rd Party Productivity Tools.

Strategies Group Client Care for Sage Master Builder

Strategies Group Client Care (SGCC) BASIC

\$99 per month, 12 month contract - Automatic Draft or Prepay ONLY

You Receive:

10 Support “Credits” which can be Redeemed for up to 10 Cases* Or up to 10 hours of Consulting/Training.

Features:

- Priority Callback & Scheduling.
- Cases* up to 1 hour Maximum per Case.
- SMB Support for Versions 11.0 and above.
- Credit usage depends on Version.
 - Currently supported releases - (1 credit).
 - Unsupported under 4 years old - (1.5 credits).
 - Unsupported over 4 years old - (2 credits).
- Additional Credits available for \$120 per credit - Prepaid ONLY.
- Cases are Break/Fix only. All other support is considered Consulting or Training.
- Report Writing/Customization not available on this plan.
- Remote/On-Line support ONLY.
- Brief, simple support questions submitted via email will be answered at no charge to plan subscribers.

Strategies Group Client Care (SGCC)

Pay-As-You-Go

Pay-As-You-Go for Sage Timberline Office

- Call any time.
- Call back/scheduling subject to availability.
- No Minimum, No Contract.
- Buy only what you need.
- First come first served.
- Standard rate of \$165 per hour.

Pay-As-You-Go for Sage Master Builder

- Call any time.
- Call back/scheduling subject to availability.
- No Minimum, No Contract.
- Buy only what you need.
- First come first served.
- Standard rate of \$125 per hour.



Contact Us for More Information:

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