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Strategies Group's Client Care for Estimating Service Plan

Top Tier Support to Users of Sage Timberline Estimating

For an affordable Annual fee our *Client Care for Estimating* support plan provides:

- Comprehensive Product Technical support
- Help with Reports, and using reports to Generate Bid Documents
- Electronic Takeoff & interface to Timberline Estimating
- BIM & Timberline Estimating best practices
- Import / Export to Timberline Accounting & Master Builder
- Import / Export to Excel
- Support for Formulas, Smart Assemblies, Models
- Help with Database - Creation, Design, Maintenance & Update
- Estimate Information mining
- Help with Organizing, Exploring and Using prior jobs to create better Bids faster
- Support for Digitizer Use
- Support for Cut & Fill
- Support for On-Screen Takeoff
- Support for Buyout
- Support for Earthworks
- Support for Estimating Report Manager
- Coaching on maximizing efficiency through custom Layouts & WBS codes
- Help with Software / Database Upgrades
- Much, much more

Why is Strategies Group offering an Estimating Support Plan?

For years we have noted that our Estimating only Clients, (i.e. Clients that use Timberline Estimating but don't use a Sage Accounting software solution), are far more likely to discontinue annual maintenance & support contracts with Sage. The top reasons these Estimating clients give is that they don't see the value proposition in continuing to pay 20% of the software costs annually because do not have the need for annual upgrades and/or simply don't have the need for the type of support they can get from Sage.

What is the cost of Client Care for Estimating?

Support Plan pricing depends on # of Sage Estimating licenses owned and desired amount of Support

- **Peace of Mind Plan:** Just enough to give you peace of mind that you have someone to turn to when you have an urgent or significant support need.
 - \$ 995 / Year – 6 Support incidents – Maximum of 2 Licenses
- **Silver Plan:** For groups with up to 5 licenses and minimal to moderate support needs
 - \$3,495 / Year - 20 Support incidents – 1 to 5 Licenses
- **Gold Plan:** For Larger Organizations with Multiple Estimating Licenses, or multiple locations and moderate to significant need for support
 - \$6,995 / Year – 40 Support incidents – 1 to 10 Licenses
- **Platinum Plan:** For Large and Multi Office organizations with significant need for support
 - \$15,995 / Year – 100 support incidents – 1 to 20 Licenses
- **Diamond Plan:** For the ENR top 500 Contractor whose needs dictate unlimited access to top quality support anytime anywhere
 - \$ Call for Quote – Unlimited Support incidents – Unlimited Licenses

How do I get enrolled in Client Care for Estimating ?

Contact us via e-mail info@strategiesgroup.com or call us at 404-816-8177 and ask to speak to a Sales Representative. He will have an Estimating Support specialist call you to assess your needs and send you a proposal for the plan that is just right for you. Payment for the plan may be made via one time lump sum, or automatic monthly bank draft or credit card payment.

What if I don't like the plan and want to cancel?

You may cancel this service contract at any time. Actual service rendered will be deducted from any refund and nominal cancellation fees will apply for early termination. See proposal or contract for details.

If we purchase Strategies Group's Client Care for Estimating can we drop our Sage Maintenance & Support plan?

The best answer is "it depends". If your company also uses a Sage Construction Accounting software like Timberline, Master Builder or Peachtree Quantum, you will want to carefully consider your overall Accounting and Estimating maintenance and support needs before deciding to discontinue your Sage Support plan. If you do not use Sage Construction Accounting software, then it will depend on whether you think that your company will continually have a need for new features and upgrades that may

become available with future releases or whether you can get along fine without them. In the latter case, you could drop Sage support and get much better value and more comprehensive support for your money from Strategies Group.

Can we purchase Strategies Group Client Care for Estimating and also continue to use Sage Support?

Yes, if you elect to continue to pay for a Sage annual support plan there is no reason you cannot use it and also purchase our *Client Care for Estimating* plan. In fact, this is our recommendation for those that can afford both.

Are there any restrictions to the type of support we can get from Strategies Group under this plan?

No. Unlike Sage support, Strategies Group makes no distinction on the type of question or request. Any type of support (technical, training, consulting) on any topic related to the use of the software or the Pre-Construction process is fair game. Depending on your plan you will be entitled to a certain number of support incidences. Each incident is limited to a maximum of 1 hour of remote/on-line support. You may use them any way you like up to the limit your plan.

What if I need someone to help me create my Estimating Database or edit & maintain our Existing Database?

That's all included. We can provide you the help you need to design, create, edit and maintain your own Estimating Database(s). We can also show you how to organize, explore and mine data from your old Estimates of jobs you've won and lost. We can help you analyze and provide recommendations on how to improve & streamline your Database, your Smart Assemblies, Models, etc. If you don't have the time to do-it-yourself, we can provide the resources needed to do this for you as a separate fixed fee engagement outside of the support contract.

I'd love to use Timberline Estimating but to tell you the truth it's still sitting on my shelf because I just don't have the time to invest to figure it all out and apply it to our way of Estimating here at XYZ company. Can you help?

Yes! We have been there and done that. We understand and can help you get started. You can use your available 'support incidents' to talk with one of our experienced Estimators about how you do things now and where you would like to get to. We can help you evaluate, assess and develop a plan to make it happen. We can provide a team to help you do it or do it for you as a separate fixed fee Consulting engagement outside of the support contract.

What happens when I run out of Support incidences ? How do I get more support?

We are not going to be sitting around with a stop watch counting minutes. We will work with you to finish up whichever incident you are calling about. If you find yourself

halfway through the year and have already used up all the support incidents included in your plan you may either upgrade to the next level or purchase additional incidents on an as needed basis at \$175 per incident.

Why do certain types of requests require a fixed fee engagement outside of the support plan?

The support plan is designed to help our Clients with questions and problems that can be resolved within 1 hour. Situations requiring more than 1 hour can utilize multiple 'support incidents' when necessary. However, occasionally our Clients will have a need that requires a separate consulting engagement due to an extensive and contiguous amount of time. These are best handled on a scheduled basis by a dedicated Consultant as a fixed fee versus an open ended T&M basis.

What if I do not want to enroll in Client Care for Estimating can I still get Estimating support, Consulting and Training from Strategies Group?

Yes absolutely. Estimating Support can be provided by our Sage Certified Estimating Consultants just as before. The fee for these Services is \$185 per hour and is available on an ad-hoc basis. Ad hoc Service & Support is provided first come first served and is subject to availability. Advanced scheduling is recommended whenever possible.

Strategies Group, Inc., with Offices in Atlanta, GA and Portland, OR, is a premier reseller of Sage Software for over 25 years with more than 1,700 Construction and Real Estate clients throughout the U.S.

Estimating Consultants, LLC is a Pre-Construction Consulting firm with over 50 years of Estimating experience and more than a decade of experience using and deploying Sage Timberline based Estimating solutions in large and midsized Construction companies. They count among their clients some of the largest and most well known US & International Contractors.

More Information

For more information about Client Care for Estimating, please contact us info@strategiesgroup.com 877 616 6595 or visit the website www.strategiesgroup.com