



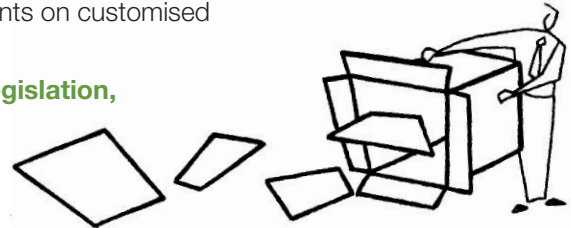
**Developed to help you run your business more efficiently,
more effectively and more confidently.**

SageCover offers technical help on running your Sage software plus advice and expert guidance on key aspects of managing your business. Much more than an advice line, you'll find that SageCover is a practical business support tool that helps you find exactly what you need to know.

If you're looking for even more support, **SageCover Extra** provides a whole host of additional benefits, designed to keep your business competitive and efficient. We've highlighted the differences throughout this brochure.

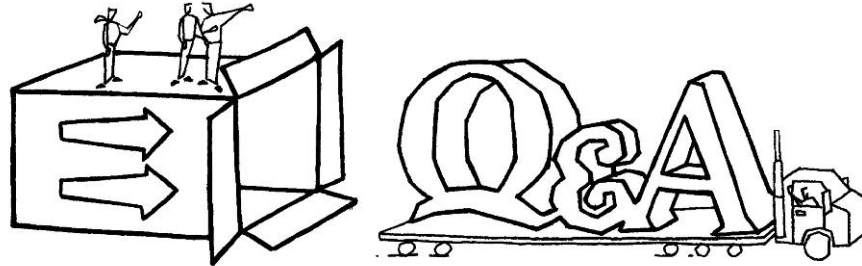
How can SageCover help?

- **Technical advisors can help** by telephone, email or through remote access to your computer
- **There's an online library** of business reports and guides, plus jargon-free answers to software queries
- **Practical tools help** you carry out specific business tasks, from interviewing staff to writing a business plan
- **It keeps you up to date** with business news, legislation and Sage software through magazines and email alerts
- **There's support** at key moments in the financial year
- **It provides a data repair** service, plus discounts on customised reports and software upgrades
- **Whether it's software, business news or legislation,** we keep your business up to date and running smoothly



To buy SageCover or SageCover Extra call us on **0800 33 66 33**

Complete support



All the help you need, when you need it.

Telephone support

Need help running your Sage software? Can't remember how to access a feature? Wonder if there's a shortcut? These are just a few of the technical queries that our UK-based team of friendly, telephone experts can sort for you. They will also make sure that you are getting the most out of your software. To make it even easier for you, they can remotely access your computer to resolve your queries.

Email support

Can't find what you're looking for? Sometimes it's easier to send a quick email with your query. It could be a 'How

do I?' software query or you might want specific advice. Our experts will aim to get back to you by the next working day.

Ask Sage

Find around 10,000 jargon-free answers to technical software questions, from 'How do I manually record opening and closing stock?' to 'How do I set up and assign holiday schemes?' More complex? You can access articles and step-by-step guides on complex topics such as VAT reconciliation and Payroll Year End. You can also ask for automatic updates on any articles that you may have downloaded.

Manage your business more effectively.

Online library

Our online business library is divided into six sections, reflecting key areas of your business: Finance; People Management; Sales and Marketing; Technology; Legislation and Premises. They're well researched and full of practical, reliable advice and information.

News and information

Our quarterly Solutions Magazine covers topical business issues as well as advice and information on running your software. Emails and online daily news round-ups keep you up to date with the business world and Sage developments.

Password retrieval

If you've lost your password we can get you up and running for half our usual price.

Network Advisors

This dedicated team of specialists can help with issues around running Sage software over networks.

Technical Support

Regular emails keep you up to date with the latest information about our software and support services.

To buy SageCover or SageCover Extra call us on **0800 33 66 33**

Further support

Further support for Payroll.

Sage HR Advice

Sage 50 Payroll SageCover customers now have inclusive access to Sage HR Advice (Standard). It gives you access to a comprehensive package of online information, news, documents and guides to ensure you keep up to date on HR Management issues and changes in Employment Law.

Compliant software

One critical time of year is Payroll Year End. All SageCover Payroll customers will receive a Sage Payroll software update plus information on tax changes, to help ensure your Sage Payroll software is

ready for the new tax year. Step-by-step instructions guide you through the actions you need to take. A dedicated Payroll Year End website contains answers to common questions, plus downloads for the Internet Submission module.

Further support for Accounts.

Repairs and recovery

If you're a SageCover Accounts customer our in-house team will do their best to retrieve and repair Sage Accounts data within 3 to 5 business days free of charge - or by the next working day for half our usual price.

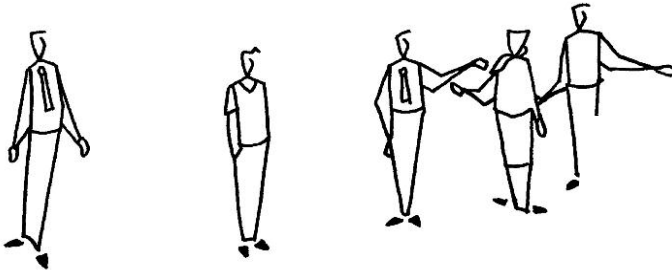
SageCover savings

Take advantage of our generous savings.

With SageCover it's much easier - and cost effective - to keep your software up to date. Plus there's great savings on additional services to help you run your business more efficiently.

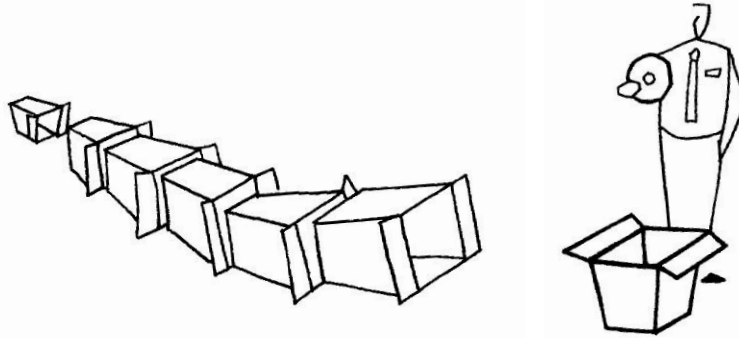
SageCover customers will save on:

- Customised Reports
- Express Data Repair and Password retrieval
- Upgrades to the latest version of your Sage software
- Financial Year End software changes (Accounts customers only)
- Sage Excel Support
- Upgrades to Sage Health & Safety Advice Professional and Sage HR Advice Professional



To buy SageCover or SageCover Extra call us on **0800 33 66 33**

SageCover Extra



Extra support for those who want complete assurance.

SageCover Extra is perfect for those who want complete support in every aspect of their business. It offers all the benefits of SageCover plus extra support designed to ensure your software is constantly up-to-date and that your business will benefit from all of our expertise and experience, giving you complete peace of mind in everything that you do.

Latest software

We're continuously improving our software, looking at ways we can help you save time and keep your business competitive and efficient. As a SageCover Extra customer the latest Sage software upgrade can be downloaded or sent on CD.

Extra business support

SageCover Extra business support for Payroll customers.

Business Advice Services (Standard)

Sage HR Advice and Sage Health & Safety Advice are legally reliable services. They give you access to a comprehensive package of online information, news, documents and guides to ensure you keep up to date on any HR Management issues and changes in Employment Law and health and safety legislation.

Business Toolkits

You can download specialist toolkits to help with the people side of your business.

- **Personality profiler** lets you work out people's strengths and working styles

- **Interviewer's toolkit** shows you how to ask the right questions during interviews

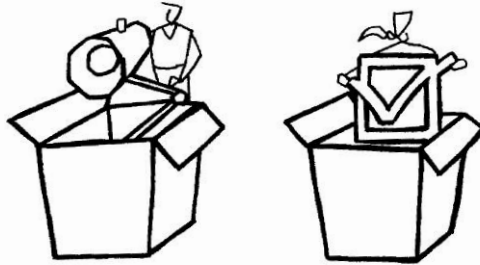
- **Development needs analysis** ensures you get the best out of your staff. It identifies where extra help would be beneficial

Report Design

Our specialist team can produce individual reports based on information within your payroll system. You can download three specialised reports, based on customers requests. Plus, each month we send you the most popular report; any others cost just half the usual price.

To buy SageCover or SageCover Extra call us on **0800 33 66 33**

Extra business support



SageCover Extra business support for Accounts customers.

Sage Health & Safety Advice (Standard)

Our online service gives you access to a very comprehensive package of online information, news, documents and guides to keep you up to date with changes in health and safety legislation.

Business Toolkits

You can download specialist toolkits designed to help you manage and grow your business.

- **Benchmarker** lets you see how your business is doing. It compares your financial results with those of similar UK businesses

- **Cost calculator** helps work out the cost of setting up a new business. It searches for prices of key, set-up factors using a real life database
- **Financial checker** works out how much you need to take out of your business to cover your personal spending
- **Planning software** helps you write your business plan. It calculates your Profit & Loss, cash flow forecast and break even points

Extra business support

SageCover Extra business support for Accounts customers.

Report Design

Our team of specialists can produce bespoke reports based on data within your accounting system. You can request three customised reports per year. Plus each month we send you the most popular report, and any other reports cost just half the usual price.

Manage Credit Control

Browse a specialist online library support database to help you deal with credit control issues.

Financial Year End spotlight

Year-ends are busy and critical times. SageCover Extra Accounts customers can receive a spotlight to ease the process and make sure you don't overlook anything. It helps you work through the various tasks you need to do.

Repairs and recovery

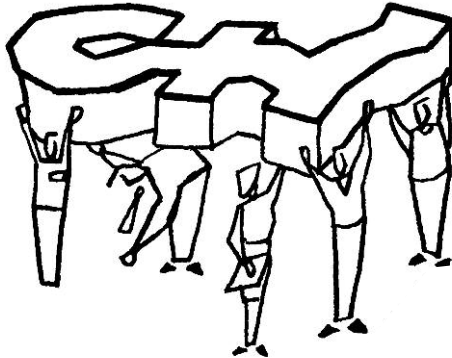
If you're a SageCover Extra Accounts customer, our in-house team will do their best to retrieve and repair Sage Accounts data by the next working day, free of charge.

To buy SageCover or SageCover Extra call us on **0800 33 66 33**

Extra savings

Take advantage of our generous savings.

With SageCover Extra there's even more great savings to help you run your business more efficiently.



SageCover Extra customers will also save on:

- Financial Year End software changes
- Password retrieval
- Additional Customised Reports
- Sage Stationery (subject to contract)
- Upgrades to Sage HR Advice Professional (Payroll customers only), Sage Health & Safety Advice Professional and Sage Excel Support

Additional choices

Discounted Business Service options to give all the choice you need.

Sage Excel Support

Sage Excel Support package, gives you unlimited telephone access to our Microsoft® certified technical experts to help you get even more from your Excel software. Queries can be emailed to us or we can use GoToAssist Technology to show you how, instead of talking you through a solution.

This service can be added to Sage 50 Accounts SageCover or SageCover Extra.

Sage HR Advice and Sage Health & Safety Advice Professional

In addition to our standard online services, our professional support services offer you all the help and legal advice you need, exactly when you need it. There's a dedicated telephone helpline so you can speak directly to a qualified professional and receive legally reliable advice. Plus you'll have email support with a guaranteed 48-hour response time, so you'll always get the information you're looking for.

HR Advice Professional can be added to Sage Payroll SageCover and SageCover Extra. H&S Advice Professional can be added to Sage 50 Accounts or Payroll SageCover Extra.

To buy SageCover or SageCover Extra call us on **0800 33 66 33**

Features Table

SageCover or SageCover Extra? You choose. All of the features described in this brochure are included with SageCover Extra. If you don't need them all, choose SageCover.

Feature	SageCover Extra	SageCover	New Customers (warranty)
Annual software upgrade	■		
Telephone support	■	■	For 45 Days
Email support	■	■	For 45 Days
Sage HR Advice (Standard)	50 Payroll	50 Payroll	
Sage Health & Safety Advice (Standard)	50 Payroll and Accounts		
Support for running Sage software over a network	■	■	For 45 Days
Remote problem solving	■	■	For 45 Days
Ask Sage	■	■	For 45 Days
Support guides	■	■	For 45 Days
Business library	Extended	Basic	Basic for 45 Days
Data repair	Express	Standard	
Monthly technical support email advice	■	■	
Payroll Year End update	Payroll	Payroll	
Tax legislative update	Payroll	Payroll	
Basic HR management	Payroll		
Three customised reports	Accounts		

Feature	SageCover Extra	SageCover	New Customers (warranty)
Three most popular specialised reports	Payroll		
Basic credit control advice	Accounts		
Business benchmarker	Accounts		
Cost calculator	Accounts		
Financial checker	Accounts		
Planning software	Accounts		
Personality profiler	Payroll		
Interviewer's toolkit	Payroll		
Development needs analysis	Payroll		
Report of the month	■		
Financial Year End guide	Accounts		
Discounted Business Service options			
Sage HR Advice Professional	50 Payroll	■	
Sage Health & Safety Advice Professional	■	■	
Sage Excel Support	50 Accounts	■	

To buy or for more information about SageCover and SageCover Extra call us on **0800 33 66 33** or visit **www.sage.co.uk**

Alternatively, you can contact your Sage Business Partner.



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If you would like this information in an alternative format,
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