



CSI Knowledge & Service Level Agreement (KSLA)

Competitive Strategies, Inc. (CSI) provides Level 1 support for Sage MAS 90 & MAS 200. Level 1 support includes:

- First Point of Contact. CSI will diagnose the error message or issue. Using our own internal support database, we will assist with a resolution whenever possible. If the issue requires Sage phone support, we will advise on available options.
- Personalized service. Our assistance and advice is based on knowing you and your business.
- Unlimited access to documents in our “Procedures Library”. CSI creates documents that highlight new features and provide advice on best-practice procedures.
- Sage phone support cases. CSI will call Sage on your behalf when and if needed using cases from your Silver or Gold Business Care Plan.
- Unlimited “First Point of Contact” calls for error messages or issues.
- Unlimited calls for periodic processing questions. If the question or issue requires additional research, testing, training, report writing or other services, we will advise on the price for additional assistance before proceeding.

Each KSLA will

- Consist of a fixed, up-front annual fee or monthly ACH payments.
- Be customized to meet the unique needs of your organization.

As of November 1, 2011, Sage is no longer providing Unlimited Phone Support to its Business Partners including Competitive Strategies, Inc. (CSI). When Sage Phone Support is needed, the customer will have the following options:

- Be covered under the CSI Knowledge & Service Level Agreement (KSLA).
- Purchase a Silver or Gold Business Care Plan from Sage. Call Sage directly or authorize CSI to call Sage on your behalf while utilizing one of your available support cases.
- Purchase a single Sage Phone Support case from CSI.

Sage Business Care Plans

Sage provides Business Care Plans for Sage MAS 90 & 200. All plans are good for 1 year and include product version upgrades, enhancements and unlimited access to the Online Knowledgebase. See the Sage Business Care Plan brochure for all features. One of the differences between the plans is the level of Sage phone support included.

- Gold Plan
 - Unlimited Sage support cases via phone or internet.
 - Priced at 25% of the software Suggested List Price (SLP).
- Silver Plan
 - Five (5) Sage support cases via phone or internet. Option to purchase 5 additional support cases for \$995.
 - Priced at 21% of the software SLP.
- Bronze Plan
 - Unavailable after March 1, 2012.

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One of our goals is to have you tell others that “We Make Software Work”

www.WeMakeSoftwareWork.com