



SERVICE LEVEL PACKAGES

Service Level Offering for Maintenance Services

	SILVER Program	GOLD Program	PLATINUM Program
Hours of Coverage	Monday - Friday 8:30am-5:30pm (local customer time)	Monday - Friday 7am-7pm; Saturday 7am- Noon (local customer time)***	7x24***
Software Version Program	✓	✓	✓
RMS Notification via Portal (If RMS connected; only available for Intergy software)	✓	✓	✓
Quarterly Management Review	Not Available	✓	✓
Duration	Term Discount	Term Discount	Term Discount
1 year agreement term	none	none	none
2 year maintenance agreement term (paid in advance)	2%	2%	2%
3 year maintenance agreement term (paid in advance)	3%	3%	3%
Payment Type			
Credit Card Automatic Payment (Visa/Master Card)	Available	Available	Available
Standard Sage Software invoice	Available	Available	Available

***Note: HW services after 5:30pm are for critical P1 issues only.

**Not sure which plan is right for you?
Have a look at the Frequently Asked Questions on the reverse side.**

Service Level Maintenance Offering Frequently Asked Questions

Q. Is the Service Level Maintenance Offering (SLMO) available for all software solutions supported by Sage Software?

A. The SLMO is available for many of the solutions supported by Sage Software. This detailed list explains which software qualifies for the SLMO.

If you purchase any of the following as a new system:

- Intergy Practice
- Intergy EHR

If you have any of the following systems and are renewing your existing maintenance contract:

- Intergy Practice
- Intergy EHR
- The Medical Manager software (v9 and higher)
- HealthPro XL
- PCN MENDS
- PCN Health Network

Q. Can I choose coverage for just software, or just hardware?

A. You may choose coverage for software only, or software and hardware. You may not choose hardware only coverage.

Q. Can I choose different service levels for software than hardware?

A. You may choose different levels, however the software level must be same (or higher) than the hardware level. For example you may choose Platinum for Software coverage and Gold for Hardware coverage.

ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT CertifiedSM for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

Sage Software

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