

Sage Intacct Customer Care Membership Plans

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Sage



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Sage Intacct Community

- Access to Sage Intacct Community
- Knowledgebase & User Guides
- Interact with your Peers: Ask the Community a Question
- Product Suggestions (Ideas)

BAASS Customer Care Membership Benefits

- Level 1 Support – Application Support
- Faster Support Response Times
- Consulting or Advisory Services
- Quarterly Release Consulting
- Implementation Review
- Dedicated Project Manager and Account Manager
- Additional Support Contacts



CCM Plans at a Glance

Support Services	Basic	Standard	Advanced	Premium
L1 Support / Consulting	6 hours per quarter	10 hours per quarter	15 hours per quarter	20 hours per quarter
Response Time	8 business hours	4 business hours	2 business hours	1 business hour
L2 Support - Performance Issues	Included	Included	Included	Included
Quarterly Release Consulting	\$ extra	\$ extra	2	4
Users Requesting Support	2	2	3	4
Implementation Review	Yes	Yes	Yes	Yes
Dedicated Account Manager	Yes	Yes	Yes	Yes
Dedicated Project Manager	No	No	Yes	Yes

Ask your Account Manager for CCM Plan Pricing

Response Times



CCM Plan	Basic	Standard	Advanced	Premium
Response Time (Business Hours)	8	4	2	1

The guaranteed maximum amount of time between your contact to the Help Desk and the start of the assessment of your support requirement by a Support Technician.

Level 1 Support / Consulting Services



CCM Plan	Basic	Standard	Advanced	Premium
Hours per Quarter	6	10	15	20

- Help Desk support on use the application
- Schedule Consulting / Advisory Services:
 - Education / Training
 - System configuration – changes to module options or setup
 - Deploying new users and setting up security
 - New module implementation
 - Development/Modification of forms or reports

Quarterly Release Consulting Hours



CCM Plan	Basic	Standard	Advanced	Premium
Hours per Quarter	Extra \$	Extra \$	2	4

- Review of new release features
- Discussion on benefits to implement
- Implementation and education of new features

Implementation Review



CCM Plan	Basic	Standard	Advanced	Premium
Implementation Review	Included	Included	Included	Included

Once a year, your Account Manager will meet with you to evaluate your current system, delineate problem areas, discuss improvements and enhancements (efficiency gains, corporate effectiveness and competitive differentiation) and develop a “roadmap” for the next 12 months. This review will help to keep your system aligned with your organization’s strategic goals.