



Sage MAS 90 and 200 Extended Enterprise Suite Frequently Asked Questions

1. What is Sage MAS 90 and 200 Extended Enterprise Suite?

Sage MAS 90 and 200 Extended Enterprise Suite dynamically links processes, information, workflows, and communication channels. Extended Enterprise Suite helps organizations like yours coordinate your whole business: from customer-facing systems, such as sales and service, through back-office processes, including accounting and project management, to core activities, such as manufacturing and engineering. Your staff will work together more effectively using Extended Enterprise Suite, while your resources are optimized. In addition, your managers have instant access to companywide information and are equipped to plan for the future of your growing business. Extended Enterprise Suite simplifies tasks, reduces redundant data, and provides unrivaled information transparency.

2. Where do I go to learn more about this exciting new product?

We have many resources available to learn more about our exciting new product line addition. You can contact your Business Partner or your Sage MAS 90 and 200 Customer Account Representative to discuss your unique needs and arrange for a demo. You can go online at www.sagemas.com/ees to read more, access our overview brochure and vision white paper, register to attend one of our interactive product demo webcasts, or watch a recorded overview product demo.

3. What modules are included in Sage MAS 90 and 200 Extended Enterprise Suite?

- Library Master
- Business Insights
- Paperless Office
- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Fixed Assets
- FRx Desktop – Single User
- Crystal Reports Designer - 2 user
- Inventory Management
- Sales Order
- Purchase Order
- Return Merchandise Authorization
- Credit Card Processing by Sage
- Bill of Materials
- Customer Relationship Management (sales, marketing and support)
- Custom Office
- Visual Integrator
- Federal and State eFiling and Reporting

4. What modules are available for additional purchase?

- Work Order
- MRP
- Bar Code
- Job Cost
- TimeCard
- Payroll
- Direct Deposit
- Electronic Reporting
- e-Business Manager
- .inquiry
- .order
- .store
- Business Alerts
- StarShip Parcel
- StarShip Freight

- o Sage MAS Sales Tax
- o Sage TimeSheet
- o Abra HR
- o Extended Solutions (for Sage MAS 90 and 200 4.3)
- o Credit Card Processing by PC Charge Payment Server
- o *Additional users for FRx and Crystal Reports*

5. What is the licensing model for Extended Enterprise Suite?

Licensing is based on concurrent users, and has a tiered pricing structure, offering a discount for additional users at 5 user increments. The solution includes core accounting, distribution, business intelligence and light manufacturing (Sage MAS 90 or 200 4.3), Fixed Assets (2009.1) and SageCRM (6.2). As shown above, many of the Sage MAS 90 and 200 modules are also available as additional purchases. Please contact your Business Partner or Customer Account Manager for additional information.

6. How many users do I need to purchase?

Extended Enterprise Suite is designed to provide users with system-wide access, so we recommend that you purchase a license for every user. Each User can leverage the full benefits of the system, based on their security role.

7. Can you clarify the pricing policy of current Sage MAS 90 or 200 customers who wish to migrate to Extended Enterprise Suites?

Sage MAS 90 or 200 customers can migrate to Extended Enterprise Suite for a cost per-user plus a one-year Extended Enterprise Suite maintenance contract. If you are migrating to the same platform (Sage MAS 90 to Sage MAS 90 Extended Enterprise Suite) it is \$500 per user plus the cost of one of our maintenance plans. If you wish to migrate to a higher platform (Sage MAS 90 to Sage MAS 200 Extended Enterprise Suite) it is \$1000 per user, plus the one year maintenance fee.

8. What are my choices for Extended Enterprise Suite maintenance and support plans?

You have two plan options for Sage MAS 90 and 200 Extended Enterprise Suite:

1. Basic Plus Plan: Includes maintenance, 3 Support Cases and Anytime Learning (ATL)
2. Gold Plan: Includes maintenance, Anytime Learning and unlimited support

9. What is the cost of the Extended Enterprise Suite maintenance and support plans?

We offer simplified maintenance and support plans for Sage MAS 90 and 200 Extended Enterprise Suite – Basic Plus at 19%, and Gold at 25%. Any remaining amount of time left on your existing Sage MAS 90 or 200 plan will be applied as a credit and your renewal date will be reset based on the Extended Enterprise Suite order date.

10. What version of Sage MAS 90 or 200 has a migration path for customers interested in moving to Extended Enterprise Suite?

Customers on version 4.2 or 4.3 will be able to migrate to Sage MAS 90 or 200 Extended Enterprise Suite. Customers on an older version will first have to upgrade to 4.2 or 4.3 and then migrate.

11. Can I move directly into Extended Enterprise Suite from a retail accounting package such as QuickBooks or Peachtree?

Yes, Your Sage Business Partner can migrate your data directly into Extended Enterprise Suite v1.2 from many other software packages. Contact your Sage Business Partner or Customer Account Manager for more details.

12. The list of modules that I get with Extended Enterprise Suite includes Customer Relationship Management — what additional functionality does that give me?

Analyze, forecast and report on key sales data. Access relevant customer data in real time, including purchases, calls, support cases, and e-mail with attachments. Assign, schedule, and track marketing campaign activities. Contact your Business Partner or Customer Account Manager for more details or to arrange a demo.

13. Can I move my existing ACT! information into Extended Enterprise Suite?

Yes, Your Sage Business Partner can quickly and reliably import your ACT! by Sage information into Sage MAS 90 and 200 Extended Enterprise Suite v1.2 using proven tools.

14. Is the feature set of Fixed Assets in Extended Enterprise Suite the same as the Sage MAS 90 and 200 module?

Yes, Extended Enterprise Suite includes MAS Fixed Assets, which effectively manages up to 1,500 assets from acquisition to disposal. Includes over 300,000 IRS and GAAP rules, seven books (including Internal, Tax, ACE, AMT, State and two user-definable books), and the automatic creation of AMT and ACE schedules. Store Asset photos, purchase orders, invoices and other documentation in the asset file and view them on screen at any time.

15. Is there an unlimited assets option available for Extended Enterprise Suite?

Not at this time. Extended Enterprise Suite currently provides Sage MAS Fixed Assets, the 1,500 asset version. A new unlimited option is in the works and will be available at a later date for an additional fee.

16. Do you have one toll-free number for Extended Enterprise Suite support?

Yes, 800.854.3415 is the one toll-free number for Extended Enterprise Suite customer support. From this number, skills based routing will provide access to an analyst with knowledge in an area specific to your needs. Their goal is to rapidly resolve your issue. If the analyst is unable to resolve the issue on the initial interaction, they will thoroughly document all troubleshooting steps and associated results, and then collaboratively determine an appropriate response time for follow-up from an analyst with additional expertise.