

Features	ICS Bronze Plan	ICS Silver Plan	ICS Gold Plan	No Plan
Support Services:				
Response Time and Priority Access	0 to 8 Business Hours	0 to 4 Business Hours	1 Hour or Less	When Available
Support Incidents Included (phone / email / fax)	4	Unlimited	Unlimited	0
Onsite Hourly Rate	\$170 / hour	\$170 / hour	\$170 / hour	\$ 185 / hour
Minimum Onsite Fee	\$170 + Travel Charge	N/A	N/A	\$277.50+ Travel Charge
Remote Support Hourly Rate	\$170/hour (after 4 calls)	\$170 / hour	\$170 / hour	\$185 / hour
Minimum Remote Support Fee	\$51 (after the 1 st 4)	N/A	N/A	\$185
Support Hours (Pacific Time, excluding holidays)	8AM–5PM, Mon -Fri	8AM – 5PM, Mon-Fri ¹	7AM – 6PM, Mon-Fri ¹	8AM–5PM, Mon-Fri
Support for Retired Versions (currently 3.71 & earlier)	Yes	Yes	Yes	Yes ²
Periodic System Review	Biennial	Annual	Semi-Annual	T & M as Needed
Priority Access	No	Yes	Yes	No
Email Newsletter	Yes	Yes	Yes	Yes
24/7 Online Access to ICS Training Videos	No	Yes	Yes	No
Discount on ICS Classroom Training	5%	10%	20 %	No
Discount on Purchase of Additional Sage Modules or Users	N/A	5%	15%	No
Install Product & Service Updates, Tax Tables, IRD	No	No	Yes	No
Upgrades: (Client must be on version N-1 or N-2)				
Upgrade Planning Services	1 hour included	Included	Included	T & M as Needed
1 -5 Users, Core Financials, 1 MAS Company	\$850	\$750	\$650	T & M as Needed
6 – 10 Users, Core Financials, 1 MAS Company	\$600	\$500	\$400	T & M as Needed
11 – 15 Users, Core Financials, 1 MAS Company	\$350	\$250	\$150	T & M as Needed
16 – 20 Users, Core Financials, 1 MAS Company	\$350	\$250	\$150	T & M as Needed
Distribution Modules (IM, PO, SO)	\$600	\$500	\$400	T & M as Needed
Payroll or Job Cost or TimeCard Module	\$200	\$150	\$100	T & M as Needed
Manufacturing Modules (BM, MRP, WO)	\$600	\$500	\$400	T & M as Needed
FAS	\$300	\$250	\$200	T & M as Needed
Ext. Enterprise Suite (Replaces Dist. & Mfg.); excl. SageCRM	\$1200	\$1000	\$800	T & M as Needed
SageCRM	Quoted as Needed	Quoted as Needed	Quoted as Needed	T & M as Needed
ICS Extensions, 3 rd Party Apps, i.e. StarShip, PC Charge, etc.)	Quoted as Needed	Quoted as Needed	Quoted as Needed	T & M as Needed
JobOps	\$1000	\$1000	\$1000	T & M as Needed
Existing Bus. Framework Reports/Forms included / Module	1	2	3	T & M as Needed
1 st Extra MAS Company	\$600	\$500	\$400	T & M as Needed
2 nd – 5 th Extra MAS Company	\$250 Each	\$250 Each	\$250 Each	T & M as Needed
Training on New Features	1 hour included	Included	Included	T & M as Needed
Billing Cycle (automatic e-billing & e-payment)	Annual	Quarterly	Monthly	Standard Terms
Computed Value	\$1,110	\$3,735	\$5,585	
Periodic Billing Amount	\$750 / year	\$375 / quarter	\$200 / month	N/A
1) Extra Coverage Available By Special Arrangement				
2) Additional fees apply				

NOTE: Enrollment in the ICS Bronze, Silver or Gold Plan requires the client to have a current Sage Business Care Bronze Plan.

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