

Integrated Computer System's Sage MAS 90 and MAS 200 ERP Support Plan

425-820-6120

Features	ICS Bronze Plan	Sage Bronze Plan	ICS Silver Plan	Sage Silver Plan	ICS Gold Plan	Sage Gold Plan	No Plan
Support Services:							
Response Time and Priority Access	0 to 8 Business Hours	No	0 to 4 Business Hours	No	1 Hour or Less		When Available
Support Incidents Included (phone / email / fax)	4	None	Unlimited	5	Unlimited	Unlimited	0
Onsite Hourly Rate	\$170 / hour	N/A	\$170 / hour	N/A	\$170 / hour	N/A	\$ 185 / hour
Minimum Onsite Fee	\$170 + Travel Charge	N/A	N/A	N/A	N/A	N/A	\$277.50+ Travel Charge
Remote Support Hourly Rate	\$170/hour (after 4 calls)	N/A	\$170 / hour	\$199/case	N/A	N/A	\$185 / hour
Minimum Remote Support Fee	\$51 (after the 1 st 4)	N/A	N/A	\$995 for 5 additional cases	N/A	N/A	\$185
Support Hours (Pacific Time, excluding holidays)	8AM-5PM, Mon -Fri	None	8AM – 5PM, Mon-Fri ¹	6AM – 5PM Mon-Fri	7AM – 6PM, Mon-Fri ¹	5AM – 8PM Mon-Fri	8AM-5PM, Mon-Fri
Support for Retired Versions (currently 3.71 & earlier)	Yes	No	Yes	No	Yes	No	Yes ²
Periodic System Review	Biennial	No	Annual	No	Semi-Annual	No	T & M as Needed
Priority Access	No	No	Yes	No	Yes	Yes	No
Email Newsletter	Yes		Yes		Yes		Yes
24/7 Online Access to Sage Knowledgebase	Incl. w/ Sage Bronze	Yes	Yes	Yes	Yes	Yes	No
24/7 Online Access to ICS Training Videos	No	No	Yes	No	Yes	No	No
Discount on ICS Classroom Training	5%	No	10%	No	20 %	No	No
Anytime Learning	No	No	No	10% Cost Reduction	No	Unlimited	No
Realtime Learning Discounts	No	No	No	No	No	20%	No
Discount on Purchase of Additional Sage Modules or Users	No	No	5%	No	15%	15%	No
MAS 90 and MAS 200 Product Updates	Incl. w/ Sage Bronze	Yes	Incl. w/ Sage Bronze	Yes	Incl. w/ Sage Bronze	Yes	No
Tax Updates	Incl. w/ Sage Bronze	Yes	Incl. w/ Sage Bronze	Yes	Incl. w/ Sage Bronze	Yes	No
Install Product & Service Updates, Tax Tables, IRD	No	No	No	No	Yes		No
Summit Conference Discount	N/A	No	N/A	\$100	N/A	\$200	No
Upgrades: (Client must be on version N-1 or N-2)							
Upgrade Planning Services	1 hour included	No	Included	No	Included	Yes (limited hours)	T & M as Needed
Fixed Fee Upgrade Services	Yes – see below	N/A	Yes – see below	N/A	Yes – see below	N/A	
1 -5 Users, Core Financials, 1 MAS Company	\$850	N/A	\$750	N/A	\$650	N/A	T & M as Needed
6 – 10 Users, Core Financials, 1 MAS Company	\$600	N/A	\$500	N/A	\$400	N/A	T & M as Needed
11 – 15 Users, Core Financials, 1 MAS Company	\$350	N/A	\$250	N/A	\$150	N/A	T & M as Needed
16 – 20 Users, Core Financials, 1 MAS Company	\$350	N/A	\$250	N/A	\$150	N/A	T & M as Needed
Distribution Modules (IM, PO, SO)	\$600	N/A	\$500	N/A	\$400	N/A	T & M as Needed
Payroll or Job Cost or TimeCard Module	\$200	N/A	\$150	N/A	\$100	N/A	T & M as Needed
Manufacturing Modules (BM, MRP, WO)	\$600	N/A	\$500	N/A	\$400	N/A	T & M as Needed
FAS	\$300	N/A	\$250	N/A	\$200	N/A	T & M as Needed
Ext. Enterprise Suite (Replaces Dist. & Mfg.); excl. SageCRM	\$1200	N/A	\$1000	N/A	\$800	N/A	T & M as Needed
SageCRM	Quoted as Needed	N/A	Quoted as Needed	N/A	Quoted as Needed	N/A	T & M as Needed
ICS Extensions, 3 rd Party Apps, i.e. StarShip, PC Charge, etc.)	Quoted as Needed	N/A	Quoted as Needed	N/A	Quoted as Needed	N/A	T & M as Needed
JobOps	\$1000	N/A	\$1000	N/A	\$1000	N/A	T & M as Needed
Existing Bus. Framework Reports/Forms included / Module	1	N/A	2	N/A	3	N/A	T & M as Needed
1 st Extra MAS Company	\$600	N/A	\$500	N/A	\$400	N/A	T & M as Needed
2 nd – 5 th Extra MAS Company	\$250 Each	N/A	\$250 Each	N/A	\$250 Each	N/A	T & M as Needed
Training on New Features	1 hour included	N/A	Included	N/A	Included	N/A	T & M as Needed
Billing Cycle (automatic e-billing & e-payment)	Annual	Annual / Monthly	Quarterly	Annual / Monthly	Monthly	Annual / Monthly	Standard Terms
Computed Value	\$1,110	18% of MAS Price³	\$3,735	20% of MAS Price³	\$5,585	25% of MAS Price³	
Periodic Billing Amount	\$750 / year		\$375 / quarter		\$200 / month		N/A
1) Extra Coverage Available By Special Arrangement			Yes	No	Yes	No	No
2) Additional fees apply							
3) Calculation now based on value of software + all user licenses instead of just the first five user licenses.							

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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