

→ Spotlight on CRM

→ Maximise your IT  
spending power

→ The complete solution –  
delivered by Sage partners

→ Sage solutions  
portfolio

*The business update for senior professionals*

# sagefocus

January/February 2002



sage

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to the first issue of **Sage Focus**

>> Whatever the size of your organisation, IT is becoming increasingly important to running a profitable and successful business. The larger the company, the more critical your IT strategy is, and it's not just your internal systems that count, but your customer and supplier-facing solutions too.

At Sage, our goal is to streamline processes between you and your customers and suppliers, helping to make your business more efficient. Our portfolio of solutions is designed to help improve the quality of your business processes. From accounting packages to CRM and web-enabled business management systems, Sage has a comprehensive product range designed to meet the needs of UK and international businesses. A programme of continuous development means our products are at the forefront of technology and, together with our partners, Sage provides services and support to help customers maximise the return on their software investment.

The aim of *Sage Focus* is first and foremost to introduce ourselves as a major supplier of IT solutions to companies like yours and to keep you informed of important technological developments. Our objective is to help you get the most out of the Sage solutions portfolio and each edition will demonstrate examples of how thousands of companies are already using Sage products to improve their business processes.

We hope you find the contents informative and welcome your feedback and suggestions for future issues – simply use the faxback form provided or call us on 0845 3000 900.

**Graham Wylie**  
Managing Director, Sage



# Who we are

Sage is a UK-based global market leader in providing accounting and business management solutions to small, medium and larger organisations.

**>> Founded in the early 1980s, Sage has grown rapidly to become a global leader in the business software market with over 2.8 million customers worldwide.**

Sage (UK) Limited is part of The Sage Group plc, now the world's largest supplier of business management software and related products and services to SMEs. Formed in 1981, The Group was floated on the stock exchange in 1989, and now employs over 5,000 people worldwide in its market-leading companies in the UK, France, Germany, Portugal and the USA.

We offer a broad range of solutions, from entry-level products for start-up businesses, right through to more sophisticated solutions for larger businesses. Which means that, as your business grows, we can continue to offer you the products and services that are right for your business.

At Sage, our business is helping organisations to automate their business processes and transactions. Our origins are in accounting and payroll software, but today we offer a broad range of integrated business applications, including e-business solutions, CRM (customer relationship management) software, human resource management solutions and time recording and billing products.

### **An extensive range of proven products**

Sage has been at the forefront of new product development for over 20 years. This means we can provide tried and tested solutions, using the latest proven technology and can ensure continuing investment in research and development.

Changing any part of your business systems is a major decision. Selecting a Sage solution not only provides you with a first-class product backed by unrivalled service, but most importantly compatibility with the other 400,000 Sage users in the UK who increasingly will be looking to trade online. As businesses rapidly move towards an online landscape, the Sage solution is setting the standard for ease of integration with your customers' and suppliers' systems. This will become an essential competitive edge for most businesses in the future.

# What our customers want...

Our goal at Sage is to help you choose the right solution for your business, allowing you to achieve measurable benefits and maximum return on your investment. There is a Sage solution designed to suit your business needs and our priority is to ensure that our products and services continue to address the issues that count.

## Rapid return on investment

>> Offering low initial outlay, streamlined implementation and ease of configuration, all Sage solutions are expertly designed and supported to help make an immediate impact on your business, providing maximum return on your software investment.

## Integration

>> The open architecture of Sage solutions allows seamless integration with third-party products and easy importing and conversion of data – allowing you to take advantage of additional functionality with minimal disruption to your business.

## Industry expertise

>> From manufacturing to construction, engineering to distribution, government to media, Sage solutions have the in-built flexibility to support businesses in all industry sectors and our resellers have the in-depth industry knowledge to help you deliver optimum system performance.

## Service and support

>> Sage has an unrivalled customer service culture and we pride ourselves on the quality of our support. Our network of highly skilled partners provides essential on-site support and service to ensure optimum performance from your software.

## Business information

>> Our sophisticated reporting tools provide you with instant access to timely and accurate business information on customers, suppliers and business partners, helping to support management decision making and putting you firmly in control of your business.



## E-business

>> E-business solutions from Sage allow you to web-enable your business management system and harness the power of the internet. Helping you to find new customers, increase revenues, reduce costs and streamline your business processes.

## Scalability

>> Your business management system needs to support your business both today and in the future. From 1 to over 2,000 users, Sage systems are scalable so you can focus on growing your business, safe in the knowledge that your software will grow with you.

## Reliability

>> With 2.8 million customers worldwide, Sage offers proven, stable solutions you can depend on. Our investment in technology and experience of providing business management solutions for a rapidly changing world allows you the peace of mind to focus on growing your business.

## Configurable

>> All Sage products are configurable to match your precise business needs. A wide selection of modules is available and a huge range of complementary software means you can expand your business management solution to suit your requirements.



*"Business expansion was so rapid that we needed a system that would permit us to install, customise, develop, train and understand quickly and concurrently. We achieved this within our stated deadlines and now have an international capacity giving a trouble-free, timely and accurate financial system – a significant achievement for both WorldPay and the Sage software that helped us achieve it."*

**Brian Jones** > Financial Systems Manager, WorldPay  
Global e-commerce company at the forefront of secure internet payment-processing solutions



*"We've been able to cut delivery times from three weeks to as little as ten days from the order being placed to delivery of the product to the customer."*

**Jonathan Whiteley** > Finance Director, Dorlux  
UK's longest-established bed manufacturer



*"The breadth and depth of information on our business provided through Sage Line 200 is outstanding. The drill-down possibilities are endless."*

**Pauline Elsley** > Finance Director, Colour Supplies Ltd  
Established decorating supplies business



*"Sage has given me a fully integrated accounting package within very short implementation timescales at a reasonable cost. I have improved management information and I also have ease of use for my users, so the upgrade to Sage Enterprise on Microsoft Windows NT has met all of my expectations."*

**Gail Hazeley** > Financial Controller, Vistorm  
World-leading ASP provider



*"The overall quality of the solution in terms of processes, people and products was extremely high."*

**Alan Kinson** > Commercial Manager, Auto Trader Systems Ltd  
Leading motoring website in Europe



*"Sage Line 100 looks after our accounting and business processes so well that it has freed up time for us to develop a website as well as continuing to grow the business traditionally."*

**John Chapman** > Managing Director, Chapmans  
Supplier of quality traditional furniture

...is what we do





# Sage Line 100

Sage Line 100 is a powerful and flexible solution for small to medium-sized organisations.

**>> Developed for organisations with advanced business processes, Sage Line 100 is designed for the growing business and consists of 12 fully integrated financial and commercial modules.**

With the user in mind, Sage Line 100 has been designed by accounting experts to provide accounting and management information to increase business efficiency and save time.

Sage Line 100 is suitable for a wide range of businesses in terms of both turnover and industry sector. It comprises a series of powerful modules that can be configured to suit your particular business requirements.

An extensive range of innovative add-on products has been developed to integrate with Sage Line 100, which can meet the more industry-specific needs of Sage users. From manufacturing to construction, retail to charity – there is a Sage Line 100 solution that puts your market sector requirements first.

## >> Benefits at a glance

- **Easy to use** – the Windows design allows easy navigation and rapid data entry
- **Customisable** – can be tailored to suit the way your business works
- **Easy integration** – allows seamless links with third-party products for additional functionality or industry-specific solutions
- **Comprehensive reporting** – a powerful reporting tool providing you with customisable reports
- **E-business solution** – integration with a range of Sage e-business packages to take your business online

## Modules

- |                   |                  |                             |
|-------------------|------------------|-----------------------------|
| ✓ Sales Ledger    | ✓ Cash Book      | ✓ Sales Order Processing    |
| ✓ Fixed Assets    | ✓ Invoicing      | ✓ Report Writer             |
| ✓ Purchase Ledger | ✓ Stock Control  | ✓ Purchase Order Processing |
| ✓ Job Costing     | ✓ Nominal Ledger | ✓ Bill of Materials         |

## Users

There are 20,000 Sage Line 100 customers including Chapmans, Vibratechniques, Peter Hansford, Marshall Wilson Packaging and Skillshare Africa.

Situated in North East England, Chapmans specialises in quality traditional furniture and was founded in 1847.

>> **Although Chapmans is very much a traditional business, it wanted to increase efficiency by taking advantage of modern technology to cope with its accounting needs. Because of the nature of the business, the company needed an accounting system that could be modified to meet their specific requirements – so they chose Sage Line 100.**

Sage Line 100

# case study

John Chapman, great great grandson of the founder and Managing Director, explains, “Before we were introduced to Sage, we ran the company accounts from two terminals which were very slow and time-consuming. Because of this, my office staff spent much of their working day writing manual cheques, chasing debtors, sending out statements and drafting letters, leaving us with little time to develop and grow the business in terms of marketing and e-business. We also had a record of about 12,000 customer names and addresses on file but had no formal database to put them in. Because of this we weren’t able to market ourselves or our products to their full potential.”

The solution which stood out from the rest was Sage Line 100, a powerful and flexible PC-based business solution, which could be tailored to meet the exact needs of Chapmans. Less than a month after the initial consultation with a local reseller, Sage Line 100 went live on four networked computers at Chapmans, in time for the start of the new financial year.

John said, “I couldn’t believe how smooth and trouble-free the changeover was. Prior to Sage Line 100, we literally had a machine for punching numbers in to. Now we have an advanced system that can cope with the growing demands of the business, yet it is so easy to use and understand. We also have a database that has grown to more than 16,000 customers, who we recently targeted for our first ever mailshot – something that would have been impossible before. And it was so easy to do – during installation, the reseller built all of our existing customers into Sage Line 100.”

This has saved the company time and improved efficiency, as tasks that used to take hours to complete can now be done in minutes.

John concludes, “Sage Line 100 looks after our accounting and business processes so well that it has freed up time for us to develop a website as well as continuing to grow the business traditionally. We feel sure this will help the business to continue to expand as we can now reach customers locally, nationally and internationally.”





# Sage Line 200

Sage Line 200 is an integrated and web-enabled financial and distribution business management system on which growing organisations can depend.

**>> Developed for small to medium-sized organisations, Sage Line 200 offers a level of sophistication that is usually found in more expensive business management systems.**

A wide-ranging business management solution, Sage Line 200 helps you maintain control throughout your business, from telesales to despatch, to credit management, increasing your profitability and improving your competitiveness.

Developed with the latest Microsoft technology, Sage Line 200 offers a broad range of financial and distribution modules that enable you to gain complete control of your business. Fast implementation and ease of configuration provide your business with a rapid return on investment. Sage Line 200 frees you to focus on your business and supports day-to-day operations, long-term strategic planning and lets you take full advantage of the latest e-business technology.

In distribution, Sage Line 200 helps you to build profitable, long-term relationships with your customers, manage and strengthen your supplier network and improve your stock management.

## >> Benefits at a glance

- **Fast return on investment** – quick configuration and streamlined implementation allow you to get the most out of your system
- **Fully web-enabled** – allows you to extend your business online, reach new markets and streamline your supply chain
- **Extensive reporting capabilities** – easily generates in-depth management reports
- **Open architecture** – allows easy integration with third-party products and easier importing and conversion of data
- **Business alerts** – dynamic alerting capability keeps you informed of crucial events
- **Full distribution suite** – including telesales, inventory control and supplier contracts
- **Extensive functionality** – provides a wide range of modules including job scheduling, EDI and credit management

## Users

Key Sage Line 200 customers include Colour Supplies, Arlington Leisure Ltd, City Link, Devon Hardwoods, Northdoor and Star Foods.

## Key modules

Sage Line 200 has over 25 modules for the key areas of finance and distribution as well as extensive reporting capabilities. Key modules include:

### Financials

- ✓ General Ledger
- ✓ Accounts Receivable
- ✓ BACS
- ✓ Credit Management
- ✓ Cash Management
- ✓ Fixed Assets
- ✓ Report Writer
- ✓ GL Consolidation
- ✓ Accounts Payable
- ✓ Job Costing
- ✓ Payroll

### Distribution

- ✓ Inventory Control
- ✓ Telesales
- ✓ Purchase Order Processing
- ✓ Sales Order Entry
- ✓ Bill of Materials
- ✓ Purchase Order Requisitioning
- ✓ Invoicing & Sales Analysis
- ✓ Works Order Processing

Colour Supplies – an established decorating supplies business – realised it needed a system that could support its planned business growth as well as the addition of a new retail arm.



>> **Sage Line 200 was chosen as the preferred solution with a full suite of financial and distribution modules.**

Through the integration of enhanced warehousing software and a new EPOS solution, Sage Line 200 provides a seamless flow of information – from the time a customer makes a purchase, through to inventory in the warehouse and on to the back-office financial system.

The expansion in the Colour Supplies business has meant that the number of employees using the Sage Line 200 system has risen from 8 to 12. Users include managers using the system for reporting and clerks working in accounts, payroll and stock/order entry. Product bar coding is used throughout the Colour Supplies business to ensure accuracy of inventory control and pricing.

Originally handling 10,000 bar-coded items, the Sage Line 200 system today handles transactions on over 18,000 items.

With an implementation time of under three weeks, Colour Supplies was able to gain major business benefits including: accuracy of inventory control and pricing, integrated information across the business and fast return on investment.

The Sage Line 200 system has already proved its worth in supporting the major expansion of the Colour Supplies business from two branches to three. Finance Director, Pauline Elsley comments, “The breadth and depth of information on our business provided through Sage Line 200 is outstanding. The drill-down possibilities are endless.”



Sage Line 200

case study



# Sage Enterprise

Sage Enterprise is a web-enabled financial, distribution and manufacturing solution providing an advanced level of functionality for medium and large-scale businesses in a wide range of industry sectors.

**>> Sage Enterprise has the in-built flexibility to support and consolidate activity across your whole expanding enterprise, with easy scalability and full international coverage.**

Sage Enterprise offers a huge range of options that can be fully adapted and configured to meet an organisation's requirements. The open architecture provides ease of integration with other applications as well as third-party products, further enhancing the scope and integration of your business management system.

By being able to deploy web technologies, you can take your business forwards and cost-effectively improve communications both within and beyond the organisation. Sage Enterprise can be fully integrated with your e-commerce website, allowing you to offer customers and suppliers around-the-clock ordering and access to your business worldwide with accurate stock availability. Web-enabling Sage Enterprise also provides a viable, low-cost link with remote employees.

Sage Enterprise is supporting businesses across the world. It simultaneously handles users, customers and suppliers, supporting complex multicompany operations with extensive multicurrency features and full euro compliance.

## Users

There are over 3,000 customers worldwide that use Sage Enterprise, amongst which are leading companies such as Auto Trader, RPC Cresstale, Tulip, Dorlux, WorldPay and British American Tobacco.

## >> Benefits at a glance

- **Full manufacturing suite** – supports multimode manufacturing, MRP, finite scheduling and APS
- **Web-enabled** – creates a robust and seamless link between your e-commerce website and the back office, increasing efficiency and eliminating paperwork
- **Improved supply chain** – allows enterprises to develop closer, cost-effective links with their customers and suppliers
- **Alerting technology** – keeps managers informed of critical events through automatic event notification
- **Flexible reporting** – wide range of powerful reporting tools for accurate business information
- **Scalable** – from 8 users upwards, allowing you to quickly and easily add new users
- **International capability** – supports international legal and fiscal requirements
- **Flexible** – wide range of optional modules, enabling you to pick and mix the best fit for your business
- **Euro compliant** – supports base and transaction currency conversion to the euro as well as multicurrency payments and receipts
- **Range of platforms** – available on a choice of platforms including Microsoft and UNIX

## Modules

### Financials

- ✓ General Ledger
- ✓ Fixed Assets
- ✓ Report Writer
- ✓ GL Consolidation
- ✓ Commercial Papers
- ✓ Cash Management
- ✓ Job Costing
- ✓ Payroll
- ✓ Project Accounting
- ✓ European BACS
- ✓ Accounts Payable/Receivable
- ✓ BACS
- ✓ Credit Management
- ✓ Project Billing

### Distribution

- ✓ Inventory Control
- ✓ Waste Management
- ✓ Works Order Processing
- ✓ Warehouse Management
- ✓ Sales Order Entry
- ✓ Returns & Repairs
- ✓ Contract Management
- ✓ Telesales
- ✓ Invoicing & Sales Analysis
- ✓ Purchase Order Requisitioning
- ✓ Purchase Order Processing

### Manufacturing

- ✓ Bill of Materials
- ✓ Work in Progress
- ✓ Sub Contract Control
- ✓ Routing
- ✓ MRP
- ✓ CTO
- ✓ Works Order Processing
- ✓ Capacity Planning
- ✓ Rough Cut Capacity Planning

RPC Cresstale – exporter of cosmetics packaging products right across Europe. High-profile UK customers include the Revlon, Boots, Procter & Gamble and Avon cosmetics brands.

>> **RPC Cresstale installed Sage Enterprise finance, distribution and manufacturing modules to extend the business management system far beyond accounting to support its entire operation.**

Sage Enterprise

# case study

The new Sage Enterprise system now supports RPC Cresstale's whole business, from ordering raw materials to sending the finished product out to the customer.

Through a tightly integrated Sage Enterprise system, RPC Cresstale has experienced major business benefits. It now has easy access to quality management information, with fast report generation through standard tools such as Microsoft Excel; warning of events and conditions requiring immediate action through Business Alerts; and streamlined internal processes and back-office systems, providing a firm foundation for future expansion into e-commerce.

RPC Cresstale's Financial Manager Graeme Ratcliffe explains: "Report-generating used to consume large amounts of our time, up to two hours every day for our Customer Services department alone. That time has now been totally freed up so staff can concentrate their attention where it brings best return – on our customers and on the business. Sage Enterprise lets us go straight to the information we need."

As for embarking on e-commerce, Graeme Ratcliffe emphasises, "e-commerce fails where companies generate demand they cannot meet efficiently. Before offering e-commerce facilities to customers, it's essential that internal processes and back-office systems are absolutely water-tight. The Sage Enterprise system we now have in place is helping us take great strides to achieving this goal."





# Spotlight on CRM

The Sage Group plc has recently acquired Interact, a worldwide market-leading supplier of Customer Relationship Management (CRM) software, for \$272 million.

**>> By expanding our solutions portfolio further, Sage is able to offer complete integration between business management and CRM software systems. But what exactly can CRM do for your business?**

## Tools for a better business

In today's tough economic environment, businesses are looking for tools that make a difference. Businesses want to drive sales, find new customers and get more out of their existing ones. Tools that collate, share and use information about customers help salespeople sell more, and give marketing, finance and logistics departments the sort of information that enables them to be more effective. CRM software is designed to do just that: help a business share information and, in turn, help that business sell more.

CRM has been perceived as being only suitable for large companies. Now it is being adopted by smaller businesses seeking greater efficiency in sales and customer services. Sage's CRM portfolio consists of two solutions: SalesLogix for larger organisations with more complex needs and ACT! for smaller

businesses. Already in use by over 3,500 companies around the world, SalesLogix is a leader in its class. Its modular design means that a business can deploy SalesLogix where it is needed most, building a CRM solution over time and at its own pace, achieving return on investment on each module along the way.

The modules are designed to work the way people work. As well as giving a salesperson visibility of a customer's credit history, the status of stock in the warehouse and the buying history of the customer at a glance, SalesLogix also provides useful tools like task and time management, sales pipeline development, accurate forecast reports, powerful search facilities and a complete history of contact with a customer.

Similarly, SalesLogix provides useful functionality to users of its marketing, e-business and support modules. Typically deployed in just four weeks, SalesLogix begins to make a difference almost immediately – and gives a rapid return on investment.

ACT! follows similar principles, but is designed for the individual or small workgroups. With nearly four million users, ACT! is the world's leading Contact Manager, providing individuals

with advanced time and task management, detailed contact history, powerful search capabilities, sales pipeline forecasting, and integration to e-mail, fax and SMS text packages.

## Modules

SalesLogix is comprised of four modules:

- ✓ SalesLogix Sales
- ✓ SalesLogix Marketing
- ✓ SalesLogix Support
- ✓ SalesLogix eCommerce

## Users

With over 3,500 customers worldwide, SalesLogix clients include Hewlett Packard, Jeeves, Pilkington, Gaskell Textiles and Nelson Money Managers. There are three million users of ACT! worldwide including: FedEx, Dale Carnegie Training, AutoScout 24, Portent Interactive and Discovery Services.

With the ambitious goal of raising its share of an intensely competitive market, commercial vehicle manufacturer MAN Trucks (UK) needed a way to better target its sales and marketing efforts and build upon the loyalty of existing customers.

>> **MAN Trucks (UK) sells 54,000 trucks and buses every year and wanted to achieve a 4% increase in market share in a saturated market.**

Within the first year of deploying a new SalesLogix CRM solution to its head office and remote salesforce, business functions from sales, marketing and logistics were benefiting from a wealth of timely customer information. MAN Trucks (UK), now clinching more profitable deals more quickly, is firmly on track to fulfil its sales ambitions.

SalesLogix is now used by 70 staff across 6 regional offices, including 55 remote sales staff to help them focus on selling, managing customer accounts and providing recommendations for the next stage of the sales process.

SalesLogix has enabled MAN Trucks to store 110 vehicle configurations, allowing simple customisation and instant quote development. Logistics staff are able to forecast customer demand more accurately and marketing staff now have a wealth of information to identify trends and understand customer buying patterns.

Mark Marshall, Sales Operation Manager at MAN Trucks comments, "The CRM system gives us that vital window into what is happening at the sharp end – so that we can better support our sales team, better understand our customers and fine tune our marketing. That's what will keep us strong and growing in this aggressive sector."

Sage CRM

# case study





# SageFinance

Maximise your IT spending power.

**>> Keeping up to date with the latest technology in the current economic environment can be difficult. How can you get the solution you want – when you want it?**

SageFinance is designed to help you break the financial barriers to acquiring the solution and services you need to improve business performance. By allowing customers to spread the cost of a solution over an agreed period,

rather than a large, one-off payment, SageFinance enables customers to pay for their IT system as they use it and take advantage of the benefits immediately.

Whether you're a first-time Sage user, or you're upgrading existing software, SageFinance offers immediate and tangible benefits. With SageFinance, hardware, training, installation and support can also be covered – as well as your software – enabling you to implement and

deploy your solution with maximum effect. Significant tax benefits and adherence to the guidelines established by the Finance and Leasing Association make SageFinance an easy and reliable choice.

## Systems Change Option – keeping you at the cutting edge

At Sage we realise that our customers want a flexible solution that will grow with them. And with SageFinance you have a built-in upgrade mechanism – the Systems Change Option – enabling you to take advantage of the latest software releases, often without increasing your monthly payments. The same mechanism allows you to expand your Sage system to match your business growth; all without major capital outlay.

## >> Benefits at a glance

- **Cashflow friendly** – spread the cost of your solution over its expected life, rather than depleting cash reserves with a one-off payment
- **Favourable terms** – established unique partnerships with major underwriters enables us to offer the most agreeable terms
- **Less risk, more credit** – no additional security is required to qualify for lease finance and our packages do not affect your existing credit lines
- **Tax advantages** – funding from SageFinance is 100% allowable against tax, unlike commercial loans
- **Easy upgrades** – thanks to our Systems Change Options, you can upgrade your system to take full advantage of improvements in technology
- **All inclusive** – we don't just cover the costs of software. Finance can also be arranged for hardware, training, installation and maintenance
- **Peace of mind** – all our finance packages adhere to the guidelines laid down by the Finance and Leasing Association (FLA)

# The complete solution can only be delivered by Sage partners

Sage products are recommended, installed and maintained through a network of accredited partners.

**>> Sage partners have the in-depth industry knowledge and outstanding technical expertise to provide consultancy and support before, during and after implementation. Their skills are honed through a continuous programme of training and development from Sage.**

Each partner has the skills to take you through the process of upgrading or purchasing a new financial, distribution, manufacturing or service solution. It is their role to combine the right mix of Sage products and services to deliver a complete solution that meets your exact requirements.

## A highly skilled partner network

Partners frequently build close working relationships with their customers, who come to rely on them for help in meeting the challenge of operating successfully in today's competitive marketplace.

As your needs become more complex, the role of the Sage partner becomes increasingly important. Partners will work on-site to evaluate your needs, recommend the most appropriate solution, configure the system and any associated applications, ensuring integration with existing systems. Your Sage partner will also manage the installation and provide training and after-sales support.

In this way, you have the two-fold benefit of the peace of mind that comes from having the support of a global organisation, combined with the on-site personal service of a highly skilled Sage partner who has specific experience of your industry.

>>

*"The extremely tight deadline meant we had no time to put the new software through the usual rigorous testing. Our Sage channel partner actually sat at one of the tills with us on opening day, to check that everything was working seamlessly (which it did). That really is commitment."*

**Pauline Elsley** > Finance Director,  
Colour Supplies Ltd  
Established decorating  
supplies business



## Sage partner services

Services from Sage partners include:

- ✓ Business Process Mapping
- ✓ Business Requirements Analysis
- ✓ Consulting
- ✓ System Development and Configuration
- ✓ Implementation
- ✓ Integration with Existing Systems
- ✓ IT Strategy Planning
- ✓ Support
- ✓ Training

## MAKING CONTACT

If you'd like to know how Sage can help you to develop a successful business management system you can:

- Contact your existing Sage partner
- Call us on 0845 3000 900
- Fax us using the faxback form attached
- E-mail us at [abigail.butler@sage.com](mailto:abigail.butler@sage.com)

Faxback to  
**+44 (0) 191 255 0305**

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# Faxback form

Fax this form to Sage on **+44 (0) 191 255 0305**.  
Alternatively, post the completed form to Abigail  
Butler, Sage (UK) Limited, Eldon House, Regent  
Farm Road, Newcastle upon Tyne, NE3 3NG

**Contact details** *(Please complete all details in this section)*

First name \_\_\_\_\_

Last name \_\_\_\_\_

Position \_\_\_\_\_

Company name \_\_\_\_\_

Telephone \_\_\_\_\_

Facsimile \_\_\_\_\_

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