



Sage 200 Frequently Asked Questions

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General questions:

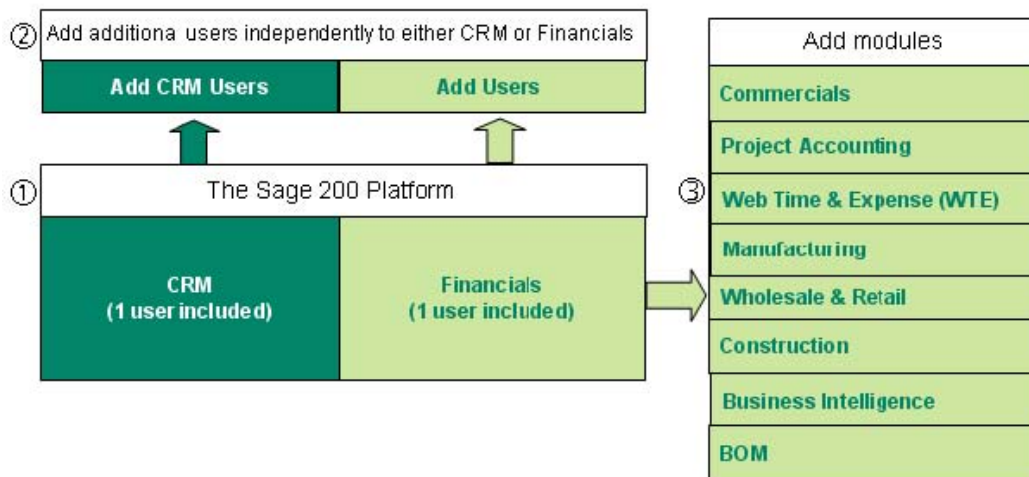
Q: What is the Sage 200 suite?

A: Traditionally, business management software for all but the largest organisations has been based on many different software applications - each running in separate parts of the business.

The Sage 200 suite highlights our commitment to deliver integrated business management software and provides our customers with the software to control finance, distribution, CRM, Retail, Manufacturing and a host of other business processes all within one integrated business management suite.

Q: What do Sage mean by the terminology Sage 200 platform?

A: The emphasis throughout the Sage 200 suite is integrated business process management and the Sage 200 platform is the foundation of the suite. It allows customers to build their business solution around the Sage 200 components of the Financials and CRM modules. Therefore, from August 2007 any customer purchasing Sage 200 automatically receive the Sage 200 platform, which includes a single user Sage 200 Financials, and a single user Sage 200 CRM (see diagram below) (1).



The customer can then choose to extend their Sage 200 platform and configure it to their own individual business requirements by adding additional modules (3) or users (2) as required, for example the Commercial modules could be added or 10 CRM only users could be added.

Q: What is the current roadmap for Sage 200 through 2009?

A: At the Winter Connections events we confirmed Sage 200 development continues with new features and functionality planned for 2010. The next major release of Sage 200 is planned for early 2010 with the release of Sage 200 2010 which will include a number of new features and increased suite based functionality.

However, let's not forget about 2009 – 2009 will be another strong year with:

- The release of Sage 200 Construction 2009, delivering continued integration with the Sage 200 Suite in the Spring of 2009.
- The release of Sage POS v6.40 in Spring 2009.
- Sage 200 Business Intelligence for Commercials in the Summer of 2009.
- Service packs delivering new customer requested functionality

For further information on the Sage 200 Suite roadmap please review the Sage 200 presentations from the recent BP roadshows on the Business Partner website at www.sage.co.uk/partners

Q: Do I have to uninstall MMS prior to installing Sage 200?

A: No. If you use Sage MMS v3.5, installing Sage 200 will overwrite Sage MMS v3.5. If using an older version of Sage MMS, we recommend that this is uninstalled prior to installing Sage 200.

Q: Will I need a new enable string to install Sage 200?

A: If you are upgrading from v5.10 to v2009, are not purchasing any additional modules, and do not utilise Sage 200 BI, no new enable string is required. However if you currently utilise Sage 200 BI and upgrade to 2009 you will require a new enable string. If you are upgrading from v4 or below, or are purchasing any additional modules a new enable string is required. This can be obtained in the usual way from Business Partner Services.

Q: Will a customer using Sage 50 2009 have a data migration tool into Sage 200 v2009?

A: Yes, Sage 200 2009 includes a data migration tool for Sage 50 Accounts 2009.

Q: Will there be a new licence agreement for Sage 200 v2009?

A: We have made some very minor amendments to the SLA for this release. An updated licence agreement can be found at www.sage.co.uk/sage200.

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General Pricing:

Q: Is Sage changing the pricing with the move to a Sage 200 suite?

A: We have reviewed our pricing model to help promote the suite-based concept. A new pricing structure was introduced from 1st August 2007 with the official launch of the Sage 200 Platform:

1. New customers - The Sage 200 Platform is priced at £3,500 for new customers - we have intentionally kept this price as close to our current pricing as possible. For example, the Sage 200 platform pricing is similar to what a single user Sage MMS Financials costs, but includes all the elements of the Sage 200 Platform.

2. Existing Line 100 customers can purchase the Sage 200 Platform for the reduced price of:

- Existing Line 100 system with 1 to 4 users and SALP or SageCover - £1,000
- Existing Line 100 system with over 5 users and SALP or SageCover - £2,000
- Existing Line 100 system without SALP or SageCover - £3,500

In recognition of the loyalty shown by our Line 100 customers, they will also receive their existing user counts, modules (excludes Project Accounting and Fixed Assets) and a single user Sage 200 CRM module free of charge when they purchase the Sage 200 Platform.

3. Existing Sage MMS and Sage 200 customers - move to the equivalent Sage 200 Platform free of charge, we will also include the single user Sage 200 CRM module.

Please note that in all of the scenarios above SALP is based on the RRP of the customers Sage 200 solution.

Q: With Sage MMS we had the option of providing Financials plus Invoicing or Financials plus Purchase Order Processing, do these options exist with Sage 200?

A: The option to buy Financials plus Invoicing or Purchase Order Processing has been removed. Customers requiring either of these options would require Sage 200 Commercial.

Q: Is the Sage Annual Licence Plan (SALP) mandatory for customers moving to Sage 200?

A: Yes, SALP is mandatory for any customer moving to Sage 200.

Q: The Sage 200 Platform costs £3500, equivalent in price to a single user Sage MMS Financials. How much will adding the Sage 200 Commercial modules cost?

A: The Sage 200 Commercial modules cost £2,500.

Q: Are there any offers in place in conjunction with the release of Sage 200 2009?

A: Yes – to help promote the 2009 release we are piloting two offers:

i) **Sage 200 Suite User Trial** - a trial to offer a new user variant, combining the functionality available to a Sage 200 CRM user (RRP of £750) with that of a Financials user (£1000 RRP) - at the combined price of £1500 RRP. SALP will be charged at the normal rate of 10% of RRP (i.e. £150 per Suite User). This offer will be open to new and existing customers (upgrade price = difference in RRP) and the trial period will run until the 31st of March 2009.

ii) **Sage Payment Solutions Introductory Offer** – to coincide with the introduction of Sage Payment Solutions into the Sage 200 Suite (meaning customers are now able to take card payments securely via mail order or telephone and easily record them against orders and invoices from within Sage 200), any customers signing up to use this service before 1st May 2009 will receive an introductory offer of 3 months' free processing. For further information about Sage Payment Solutions go to <http://www.sagepaymentsolutions.co.uk>

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On customers upgrading from Line 100:

Q: Why has Sage changed their policy on offering Line 100 customers a free of charge upgrade?

A: The move to a platform charge for customers upgrading from Line 100 reflects the change from delivering a financial and trading solution to a full business suite. The existing Sage MMS technology guarantee was designed to ensure that our customers could move to Sage MMS when they were ready. Now over 3 years old, Sage MMS has been developed over several versions and has been engineered into the Sage 200 suite. As a result, from the release of the Sage 200 platform in August 2007, we ceased to sell Sage MMS as a stand-alone product. Any Line 100 customer who is looking to take advantage of the latest Sage technologies will therefore move to the Sage 200 Platform, where they will benefit from:

- The latest and best of breed complete business suite from Sage.
- A single-user integrated Sage 200 CRM system.
- An on-going focus of integrated business process management.
- A broad range of modules to address a number of business functions
- The exciting future developments of the Sage 200 suite, including Business Intelligence, enhanced Microsoft Office integration, mobile offerings and a lot more.

Q: Will Line 100 customers receive the single user Sage 200 CRM module as part of their platform?

A: Yes, customers upgrading from Line 100 to Sage 200 will receive the single user Sage 200 CRM module.

Q: Will customers upgrading from Line 100 receive their existing user counts?

A: Yes, customers upgrading from Line 100 will receive the equivalent user count on the Sage 200 platform free of charge (excludes Sage 200 CRM which is single user).

Q: What happens if my customer doesn't have the full set of financial modules on their existing Line 100 system?

A: Any customer with 1 or more financial modules on Line 100 will be moved to full financials on purchase of the Sage 200 platform (SALP will be based on the full platform RRP).

Q: What happens if my customer doesn't have the full set of commercial modules on their existing Line 100 system?

A: Any customer with 1 or more commercial modules on Line 100 will be moved to full commercials on purchase of the Sage 200 platform (SALP will be based on the full platform RRP).

Q: If I placed an upgrade order in July 2007 for Sage 200 v4 is there a deadline by which point the customer must upgrade?

A: In 2007 we changed the policy for Line 100 customers who upgrade to Sage 200. Any customer orders placed in July 2007 for Sage 200 v4 were to be implemented before the 1st of July 2008. Up until the deadline the customer could request their existing Line 100 key.

The 2008 deadline has now passed therefore as of 1st July 2008; any customer who has not upgraded to Sage 200 i.e. they are still using Line 100, but wishes to now upgrade to Sage 200 will need to place a new order for Sage 200 and standard upgrade charges will apply.

Please note: Sage are assuming that our internal records of customer registrations are correct, therefore, if you have any customers who are still using Line 100, but are still registered with Sage 200 you will need to contact partner services to request a Line 100 string. The prices detailed on all SALP renewals which have already been posted will stand.

Q: If an existing customer has Line 100 Job Costing and would like to move to Sage 200 and Project Accounting, what discount do they receive?

A: This customer would purchase the Sage 200 Platform and then the Sage 200 Project Accounting module for £1,500 (£500 discount on the Project Accounting module).

Q: If an existing customer has Line 100 Job Costing and would like to move to Sage 200 and Construction, what discount do they receive?

A: This customer would purchase the Sage 200 Platform and then the Sage 200 Construction module for £1,500 (£500 discount on the Construction module).

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On customers upgrading from Sage MMS:

Q: Will Sage MMS customers be charged for moving to the Sage 200 Platform?

A: No. customers currently utilising Sage MMS can move to the Sage 200 Platform free of charge (SALP is based on the Sage 200 RRP).

Q: Will customers moving to Sage 200 receive the single user CRM system?

A: Yes, as part of their move to the Sage 200 Platform they will receive the single user Sage 200 CRM module.

Q: I have an existing customer who purchased Sage MMS Financials plus Purchase Order Processing, what do they move to under Sage 200?

A: This customer would automatically be upgraded to the full Sage 200 Commercial (SALP at the full RRP).

Q: I have an existing customer who purchased Sage MMS Financials plus Invoicing, what do they move to under Sage 200?

A: This customer would automatically be upgraded to the full Sage 200 Commercial (SALP at the full RRP).

Q: Can an existing customer utilising the Sage MMS Retail module upgrade to Sage 200 and the Wholesale & Retail module?

A: Yes, existing customers of Sage MMS and the Sage MMS Retail module with SALP can upgrade to the equivalent Sage 200 Wholesale & Retail solution. Please note that SALP will be charged on the new Sage 200 RRP.

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On customers upgrading from Sage 50:

Q: What discount do customers upgrading from Sage 50 receive when moving to Sage 200?

A: Customers who have been utilising Sage 50 for over 6 months can upgrade to Sage 200 and will receive a 20% discount on the Sage 200 Platform, Commercial, Project Accounting and BOM modules and any Financial or Suite users purchased (please note this does not include any additional Sage 200 CRM or the Sage 200 WTE module and users).

Q: What discount do customers upgrading from Sage 50 receive if they also have Sage Intelligent Reporting when moving to Sage 200?

A: Customers who have been utilising Sage 50 AND Sage Intelligent Reporting for over 6 months can upgrade to Sage 200 and will receive a 20% discount on the Sage 200 Platform, Commercial, Project Accounting, BOM modules AND Sage 200 Business Intelligence and any Financial users purchased (please note this does not include any additional Sage 200 CRM or the Sage 200 WTE module and users).

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On customers upgrading with existing Sage CRM systems:

Q: Will customers with Sage CRM or Sage CRM SalesLogix be able to move to Sage 200?

A: Customers with Sage CRM can upgrade to Sage 200. As part of the upgrade they will be entitled to the equivalent number of Sage 200 CRM users free of charge (note excludes Financials Users), depending upon the following scenarios:

1. If the customer has stand alone Sage CRM (i.e. they do not utilise Sage 50, Line 100, Sage MMS or Sage 200 v4) they will receive the equivalent number of Sage 200 CRM users on purchasing the Sage 200 Platform.
2. If the customer has Line 100 and Sage CRM they will receive the equivalent number of Sage 200 CRM users after paying the Sage 200 Platform charge – see Line 100 pricing questions above for further detail.
3. If the customer has Sage MMS or Sage 200 v4 and Sage CRM they will receive the equivalent number of Sage 200 CRM user's FOC upon upgrading to Sage 200.
4. If the customer has Sage 50 and Sage CRM they will receive the equivalent number of Sage 200 CRM user's FOC upon upgrading to Sage 200 – please see the Sage 50 pricing section for the Sage 50 to Sage 200 upgrade discount.

Q: Will customers with Sage ACT! Be able to move to Sage 200?

A: Customers with Sage ACT! can take advantage of the following concessions:

1. If the customer has utilised stand alone Sage ACT! or Sage 50 and Sage ACT! for over 6 months (i.e. they do not utilise Line 100, Sage MMS or Sage 200 v4) they will receive a 20% discount on the Sage 200 CRM users on purchasing the Sage 200 Platform.
2. If the customer has had Sage ACT! for over 6 months with either Line 100, Sage MMS or Sage 200 v4 and:
 - I. As at the 1st September 2007 they have the ACT! Accounting link (with or without SCV) a discount of £100 per upgraded Sage ACT! to Sage 200 CRM user will be applicable. (Please note in the case of Line 100 the Platform charge would be applicable and additional Sage 200 CRM users are at the normal RRP).
 - II. If the ACT! Accounting link is not utilised a 20% discount is applicable on the equivalent number of Sage 200 CRM user licenses (please note in the case of Line 100 the Platform charge would be applicable).

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On customers upgrading from Sage Construct to Sage 200 Construction:

Q: If a customer utilising Sage Construct with Sage 50 upgrades to Sage 200 what will they receive?

A: Customers who have been utilising Sage Construct with Sage 50 for over 6 months and with up to 12 users on the Sage Construct solution will be able to upgrade to Sage 200 Construct and receive a 20% discount on the Sage 200 Platform, Commercial (if required) and Construction modules and any Financial or Suite users purchased (please note this does not include any additional Sage 200 CRM or the Sage 200 WTE module and users). Partners with customers with over 12 users on the Sage 50 Construct solution should contact their Business Partner manager for the latest pricing.

Q: I have a customer with Line 100 and Sage Construct what will they receive when they move to Sage 200?

A: Customers with Line 100 and Sage Construct can upgrade to Sage 200 by paying the Sage 200 Platform charge. The customer can choose the number of users to upgrade which can be either the number of existing Line 100 users, the number of existing Sage Construct users or the total number of existing users for Line 100 and Sage Construct added together. Please note that SALP will be applied to

the full value of the Sage 200 RRP.

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On customers upgrading from Sage 50 Manufacturing to Sage 200 Manufacturing:

Q: If a customer utilising Sage 50 Manufacturing upgrades to Sage 200 what will they receive?

A: Customers utilising Sage 50 Batch, Job or Manufacturing Controller with Sage 50 for over 6 months and with up to 12 users on the Sage 50 Manufacturing solution will be able to upgrade to Sage 200 Manufacturing and receive a 20% discount on the Sage 200 Platform, Commercial and Manufacturing modules and any Financial or Suite users purchased (please note this does not include any additional Sage 200 CRM or the Sage 200 WTE module and users). Partners with customers with over 12 users on the Sage 50 Manufacturing solution should contact their Business Partner manager for the latest pricing.

Q: If a customer with Line 100, Sage MMS or Sage 200 and they have the BOM module will they receive a concession if they want to move to Sage 200 and full Manufacturing?

A: Yes, customers who have Line 100 (on payment of the Sage 200 Platform charge - see the Line 100 upgrade pricing in the General Pricing section above) will receive a £500 discount. Customers with Sage MMS or Sage 200 with the BOM module registered will receive a £1,000 discount on the Sage 200 Manufacturing module list price. Please note that SALP will be applied to the full value of the Sage 200 RRP.

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On Microsoft SQL Server 2005:

Q: Will Sage be supplying Microsoft SQL Server 2005 with Sage 200?

A: Yes, from the release of Sage 200 v4.1 Sage started providing Microsoft SQL Server 2005.

Q: Which editions of SQL Server 2005 will Sage be providing?

A: From the launch of Sage 200 Business Intelligence in 2008 Sage offer both Microsoft SQL Server 2005 Workgroups Edition and Standard Edition

Q: Will runtime and Full Use versions be available as before?

A: Yes, runtime (tied to Sage 200 Databases only) and Full Use (allows the creation and support of 3rd non-Sage databases) are both available. However if your customer wishes to utilise Microsoft SQL Server 2005 Full Use they will also need a Server licence.

Q: Does the Business Partner margin apply to the Microsoft SQL Server pricing, if purchased from Sage?

A: No, the usual business partner discounts do not apply to the Microsoft SQL prices. All prices quoted are based on a Business Partner buy price and a Suggested Retail Price (SRP).

Q: How much does a Runtime client access license cost?

A:

Microsoft SQL Server 2005 WorkGroup Edition:

£72 per CAL to the Business Partner (no margin) with a suggested retail price of £100 per CAL.

Microsoft SQL Server 2005 Standard Edition:

£100 per CAL to the Business Partner (no margin) with a suggested retail price of £130 per CAL.

Q: Is there a minimum user count on the licenses?

A: The only Microsoft Server SQL licence which has a minimum user count is Microsoft SQL 2005 WorkGroups Edition – Full Use. This has a minimum of 5 CALS.

Q: How much does a Full Use client access license cost?

A:

Microsoft SQL Server 2005 WorkGroup Edition:

- The first 5 licenses are priced at £544 to the Business Partner (SRP of £600)
- Followed by an individual CAL license price of £84 to the Business Partner (SRP of £120) for each subsequent CAL.

Microsoft SQL Server 2005 Standard Edition:

- With Standard Edition you must firstly purchase a Server licence at £690 to the Business Partner (no margin) with a suggested retail price of £714
- Additional individual CALs must then be purchased at £130 per CAL to the Business Partner (no margin) with a suggested retail price of £140

Q: How much is the software assurance?

A:

Microsoft SQL Server 2005 WorkGroup Edition:

- The annual fee for software assurance for Run Time is £10 per CAL (SRP £15).
- The annual fee for software assurance for Full Use is £125 for the first 5 calS (£150 SRP) followed by £12.50 per subsequent CAL (SRP £15).

Microsoft SQL Server 2005 Standard Edition:

- The annual fee for software assurance for Run Time is £20 per CAL (SRP £30).
- The annual fee for software assurance for the Server licence is £200 (SRP £220) with additional individual Full Use Calls at £50 per CAL (SRP £60).

Q: Will existing customers who purchased SQL Server 2000 from Sage receive an upgrade to SQL Server 2005?

A:

- Any customer who purchased Microsoft software assurance with their SQL Server 2000 licenses will receive an upgrade to SQL Server 2005 Standard under the terms of this contract.
- Microsoft do not offer any upgrade routes from SQL Server 2000, therefore those customers who did not purchase Microsoft software assurance, will need to re-purchase Microsoft SQL Server licences for SQL Server 2005 at standard SRP.

Q: Will existing customers who purchased SQL Server 2005 WorkGroup Edition from Sage be able to upgrade to SQL Server 2005 Standard Edition?

A: If the customer wishes to move to SQL Server 2005 Standard Edition (regardless of whether they have Microsoft Software Assurance or not), they can do so at a reduced price – please see the Sage 200 price calculator for further detail.

Q: As a Sage Business Partner will I receive a free copy of Microsoft SQL Server to use internally?

A: No, under the terms of the contract we are unable to provide copies of Microsoft SQL Server for our Business Partners to use. The majority of Business Partners already have access to Microsoft SQL Server in-house. If you do not there are a number of Microsoft programs that you can subscribe to which will provide you SQL Server copies for your own use.

Q: What limitations does 'Runtime-Restricted Use Software' impose?

A: In the context of Sage 200, a runtime restricted version can only be used with Sage 200 in that those users MUST NOT:

- Use the SQL Server database to run applications other than Sage 200.
- Develop new applications, databases, or tables, which use the SQL Server database other

than those supplied by Sage.

- Create new databases or tables, unless the Sage 200 application does this as part of its normal operation.
- If your use of Microsoft SQL Server contravenes any of these points then you should acquire a full-use license, which can be purchased from Sage.
- Full Use versions can be used with other products that need to create Microsoft SQL Server databases (for example a 3rd party membership programme). The number of Microsoft SQL Server Full Use licenses can therefore be greater than the number of Sage 200 users but never fewer.

Q: What is a CAL?

A: CAL is a Client Access Licence. If your company's workstations are networked, you will utilise a network server and the workstations on the network will access that server(s) software to perform certain functions. In order to legally access this server software, a client access license or CAL may be required. A CAL is not a software product; rather it is a license that gives a user the right to access the services of the server.

Due to the technical nature of server products, CAL licensing can be a complicated area, therefore to assess your customers CAL requirements please see the CAL guide on www.microsoft.com

Q: Are the number of Sage 200 user licenses tied to the number of Microsoft SQL Server Licenses?

A: The number of SQL Server CAL licenses must be AT LEAST the same as the number of the highest Sage 200 licensed module user count (regardless if that is the back office or Sage 200 CRM user count).

For example if there are 10 back office users, 20 CRM users and 40 WTE users, the minimum number of CALS would be 40 (this would assume that some users are using a mixture of all 3 Sage 200 modules.) If the users were independent of each other i.e. there is no overlap of the users using multiple modules, the total number of CALS required would be 70. The following examples are provided as potential scenario situations, however, for more information please visit the CAL guide on the Microsoft website at www.microsoft.com :

NB: In the scenarios below we have assumed the customer is only using Sage 200 therefore RunTime Cals are required.

Scenario Number	Licences Required
1: <ul style="list-style-type: none">• SQL Server 2005 WG• Sage 200 Financials & Commercials• 6 concurrent users (shared between 20 named users)	Purchase: 20 x Runtime CAL's

2:

- SQL Server 2005 WG
- Sage 200 Financials & Commercials
- Project Accounting
- 10 concurrent users (shared between 25 named users)
- 30 WTE users, access via the Internet (shared between 30 named users, who are the same users as the Sage 200 25 named users)

Purchase: 30 x Runtime CAL's

<p>3:</p> <ul style="list-style-type: none"> • SQL Server 2005 Workgroups • Sage 200 Financials & Commercial • Project Accounting • 10 concurrent users (shared between 10 named users) <p>• 30 WTE users, access via the Internet (shared between 30 individual users, who are not the same as the Sage 200 named users)</p>	<p>Purchase: 40 x Runtime CAL's</p>
<p>4:</p> <ul style="list-style-type: none"> • SQL Server 2005 Workgroup • Sage 200 Financials • Sage 200 Business Intelligence (which requires Analysis Services in STD SQL 05) • 12 concurrent users (shared between 20 named users) 	<p>Purchase: 20 x runtime CAL's (to cover the upgrade from workgroup to standard edition)</p>
<p>5:</p> <ul style="list-style-type: none"> • SQL Server 2005 Workgroup • Sage 200 Financials & Commercial • 8 concurrent users (shared between 20 named users) • Sage 200 CRM (web based contact management) • 10 concurrent users of Sage 200 CRM, shared between 25 individual users, different users to the Sage 200 core) 	<p>Purchase: 45 x runtime CALs</p>

Q: Do Sage supply Microsoft Terminal Server Cals and SQL Server Processor licences?

A: No – in larger organisations there may be some scenario's where either Microsoft Terminal Server Cals are required or a Microsoft Server Processor licence is cheaper (generally over 30 users). If one of these licences is chosen or required by the customer the Business Partner will need to source them from Microsoft or a Microsoft SQL Server reseller as Sage do not sell either of these licences. For example, in scenario's 2, 3 or 5 it may be cheaper for the customer to purchase a SQL Server Processor licence.

Q: I have a 'Runtime-Restricted User' license. Can I run reports from products such as Microsoft Excel?

A: You are able to use any tool, such as Microsoft Excel, to run queries or reports from existing tables in the SQL Server database. You may not, however, create any permanent or temporary tables in the SQL Server database as a result of running the query or report.

Q: As a Sage Developer can I create tables or other databases where my customer is using a Runtime license version of Microsoft SQL Server?

A: No, if the customer requires additional tables or databases they must purchase the Full Use version of Microsoft SQL Server.

Q: If a customer purchases Microsoft SQL Server licenses from Sage, can they still be used if the client stops using Sage 200?

A: If the customer purchases Runtime Microsoft SQL Server licenses from Sage the end user license agreement states that if they stop using Sage 200, then the Microsoft SQL Server license is invalid from that point, and they must stop using Microsoft SQL.

If the customer purchases Full Use Microsoft SQL Server licenses from Sage they can continue to use Microsoft SQL Server with their other applications if they stop using Sage 200. However, the customer will not be able to renew their Microsoft Software Assurance contract with Sage once it comes up for renewal.

Q: If purchased from Sage how many servers can the Microsoft SQL Server product be installed on?

A: You are licensed to install the SQL Server software on one server only.

Q: As a Sage Business Partner, do I have to sign anything in order to be able to distribute Microsoft products to my customers?

A: Yes, you will need to sign an addendum to your existing Partner Agreement before you distribute Microsoft licenses. This is a contractual requirement imposed on Sage by Microsoft.

Q: Will the Sage 200 Technical Support team be supporting Microsoft SQL Server?

A: The Sage 200 Technical Support team will support the Sage 200 product running on Microsoft SQL Server. However, they will not be supporting Microsoft SQL Server itself and any issues associated with that product.

As explained in the Sage 200 Software License agreement, Sage supports the Sage 200 product (including its underlying data) where data has been created or updated via the Sage 200 Product. Any data manipulation that is carried out using a database editor or other tool is unsupported unless previously authorised by a Sage Technical Support Consultant. As a result Sage will not be responsible for any data loss or integrity issues where these tools are used and will reserve the right to make a charge for any correction of data that is subsequently required.

Q: What is Microsoft Software Assurance?

A: Microsoft Software Assurance is an annual scheme, charged per user, which provides your customer with upgrades to later versions of Microsoft SQL Server. Microsoft Software Assurance is therefore highly recommended, as without it the customer will have to pay for any new Microsoft SQL Server releases.

Q: Can a customer take Microsoft Software Assurance out at a later date?

A: No, Microsoft Software Assurance can only be purchased at the initial point of ordering Microsoft SQL Server.

Q: Can a customer place an order for Microsoft SQL Server after they have ordered Sage 200?

A: No, the order for Microsoft SQL Server can only be purchased at the initial point of ordering or upgrading to Sage 200 and should be on the same purchase order.

Q: What is Sage's policy on versions of Microsoft SQL Server to be supported with future releases of Sage 200?

A: Sage's policy is to support the current and previous version only. However with Sage 200 2009 we currently support MS SQL Server 2000*, 2005 and 2008, but this is due to change with the release of Sage 200 2010 (when we intend to cease support of MS SQL Server 2000)

***NB:** excludes Sage 200 Business Intelligence as this module requires Analysis Services which is inclusive in Microsoft SQL Server 2005 Standard Edition only.

Q: How do I decide which version of SQL Server I need?

A: If you are uncertain on the licensing requirements for your customer we recommend you consult the guide available on www.microsoft.com. Please also see the following examples:

1. The customer is buying Sage 200, has no other applications that require Microsoft SQL Server databases, and no database amendments are required.

In this case the Runtime license should be used.

2. The customer is buying Sage 200, has no other applications that require Microsoft SQL Server databases, but amendments to the SQL database are required in order to add another table.

In this case the Full Use license should be used.

3. The customer requires a 4-user Sage 200 system and is also buying a separate 3rd party programme that needs to store information in a Microsoft SQL Database, on the same physical server. This third party application will have 10 users - but not the same people that will be accessing Sage 200.

In this case the customer will require the Full Use version of Microsoft SQL Server, with 14 licenses.

4. The customer requires Sage 200 but already has a Microsoft SQL Database with adequate user licenses to support the Sage 200 users.

In this case no purchase of a SQL license purchase is necessary. (Also - note that Microsoft Software Assurance is not applicable as SQL Server not purchased from Sage).

5. An existing customer who has been running a 10-user Sage 200 system for 6 months and bought Microsoft SQL Server from Sage would like to add 5 users to their Sage 200 system.

If they purchased the Run Time version they should purchase another 5 Run Time licenses.

If they purchased the Full Use version they should purchase an additional 5 users of Full Use SQL Server unless provision has already been made for these new users. For example, the customer may have originally purchased 15 SQL Server licenses, as the extra 5 users on the original order required access to a product outside of Sage 200. If the customer has Microsoft Software Assurance on the existing 10 users the extra 5 users will be added to the contract.

If the customer did not have Microsoft Software Assurance originally they cannot take it out at the point of purchasing the new users.

6. Similarly, an existing customer who has been running a 10-user Sage 200 system for 6 months but did not buy Microsoft SQL Server from Sage would like to add 5 users to their Sage MMS system.

This customer cannot buy any extra SQL licenses required from Sage.

Q: Will Sage be supplying Microsoft SQL Server 2008 with Sage 200?

A: From the release of Sage 200 2010 we anticipate we will be supplying Microsoft SQL Server 2008. (due in early 2010).

Q: Will existing customers who purchased SQL Server 2005 from Sage receive an upgrade to SQL Server 2008?

A: Any customer who purchased software assurance with their SQL Server 2005 licenses will receive an upgrade to SQL Server 2008 as part of this contract.

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On functionality and compatibility:

Q: What new features are being added to the existing Financials and Commercials modules with the Sage 200 2009 release?

A: A number of new features have been added to this release. For more information, see the What's New Guide on our website (www.sage.co.uk/sage200).

Q: Have Sage published a document about the features and limitations of

Sage 200 CRM and the integration with Sage 200 Financials & Commercials, for example covering multi-company integration and the Sage CRM SOLO option?

A: Yes, the Sage 200 Integration document covers the features\limitations of Sage 200 CRM integration and is available at www.Sage.co.uk/Sage200.

Q: Is any information available about the differences between Sage 200 CRM and the standalone CRM product?

A: Yes – a one page datasheet on Sage 200 CRM is available both on the Support area and Business Partner area of sage.co.uk.

Q: What is the Web Time & Expenses (WTE) module for Sage 200 Project Accounting?

A: The Web Time & Expense (WTE) module is an optional module that can be added to the Sage 200 Project Accounting module. Users can enter their time and expenses remotely, via a web interface. The entries will then be synchronised back into Project Accounting for approval and inclusion into a project. This cost effective module allows users to enter Time and Expenses only and therefore they do not require a full Sage 200 user.

Q: Does the Sage 200 Web Time & Expenses registration differ from the traditional Sage 200 (Sage MMS) modules?

A: Yes, the Sage 200 Web Time and Expense module has a separate independent user count to that of the core Sage 200 platform. When purchasing the Sage 200 WTE module, the customer can choose the number of users that are allowed to enter time and expenses remotely. It is important to note that the number of users purchased is based on an active user basis and not concurrent.

As part of the Sage 200 Project Accounting set up, each resource (configured through the Project Accounting, Project Maintenance, Resources options on the menu) has a tick box, which specifies whether that individual is allowed to enter time and expenses remotely. Each resource ticked with this ability will result in the number of overall active users available being decreased by one until no further users are available. To enable further users to enter time and expenses remotely, the customer has the option to either disable an existing active user or purchase more licenses.

The registration process for this software will also require the MAC address from the machine it is being registered on to generate the enable string.

Q: How much does the Sage 200 Web Time & Expenses module cost?

A: The Sage 200 Project Accounting Web Time & Expenses module costs £750 for the module and £75 per active user.

Q: Does Sage 200 have to be installed on my PC to enter timesheets and expenses?

A: No Sage 200 does not have to be installed on your PC to allow the entry of timesheets and expenses. Only the administrators that process the timesheets, and anyone who authorises expenses, need to have Sage 200 on their PC.

Q: Do the system requirements for Sage 200 2009 differ from those for Sage MMS v3.5?

A: Yes - Information on system requirements for Sage 200 Suite can be found at www.sage.co.uk/sage200 .

Q: What is a hand-held site?

A: As part of our vigorous testing regime, we carefully select a range of customers to take part in our handheld site program. Customers receive a pre-release copy of the program, several months prior to the official release, but after our in-house testing has been completed. Our Research and Development department works closely with the Business Partner and customer during the installation process and continually monitors the site's progress on a regular basis. As a result, we have a number of customers who have been using the software to run their businesses, prior to release.

Q: How scalable is Sage 200?

A: The Sage 200 Financials, Commercials, BOM and Project Accounting modules have been tested internally by Sage for usage up to 50 concurrent users – please note this includes launching Sage 200 Financial and Commercial forms within Sage 200 CRM. However, we believe these elements will be able to scale much higher than our test environment - providing the right hardware is in place.

Customers with configurations of over 50 users on the Sage 200 Financials client (includes additional modules such as Sage 200 Commercials and Sage 200 CRM users utilising Sage 200 Financials & Commercials form launching), should be discussed with the Sage 200 technical support team. The Sage 200 technical support team can provide advice and guidance on the system requirements for these customers.

Please note the above does not apply to users of Sage 200 CRM who do not launch Sage 200 Financial and Commercial forms.

Q: Can I install both Sage 200 Manufacturing and Sage 200 Wholesale & Retail on a customer site?

A: Sage 200 Manufacturing and Sage 200 Wholesale & Retail have been designed as separate independent modules and are not currently designed to operate within the same Sage 200 installation. We therefore do not support these two modules running together in the same site, however, we are planning to integrate these modules in the future and would be interested in your feedback in assessing the priority for completing this integration.

Q: Does Sage 200 Manufacturing utilise the existing Sage MMS and Sage 200 BOM module?

A: The Sage 200 Manufacturing BOM does not utilise the existing Sage MMS\Sage 200 BOM module - however, the data migration tool will migrate existing BOM data into the new Sage 200 Manufacturing BOM module.

Q: What modules does the Sage 200 Manufacturing pack contain?

A: Sage 200 Manufacturing contains Materials Requirement Planning, Works Order Processing, Bill Of Materials, Master Production Schedule, Operation Times, Graphical

Planner and Estimating.

Q: Where can I find strategy information and a roadmap on Sage 200?

A: The dedicated Sage 200 area of the Business Partner website is constantly being updated with new information www.sage.co.uk/sage200 including the roadmap presentation from the recent BP events.

Q: As Sage CRM is the CRM product utilised for Sage 200 does this mean I can install the latest versions and service packs?

A: No. Although Sage 200 CRM is based on the stand alone Sage CRM software it has some fundamental changes in its architecture and only Sage 200 CRM service packs should be applied to Sage 200 systems.

Q: Does Sage 200 Construction V11.51 integrate with Sage 200 v2009?

A: No. Sage 200 Construction v11.51 integrates with Sage 200 v5.10. For those customers utilising Sage 200 Construction, Sage will be releasing an updated version of Sage 200 Construction – v11.54, that integrates with Sage 200 2009. Sage 200 Construction v11.54 will allow continued integration of your Construction solution with the Sage 200 Suite. Earlier versions of Sage 200 Construction are not compatible with Sage 200 2009. Therefore you will need to await the launch of version v11.54 of Sage 200 Construction, before installing or upgrading to Sage 200 2009. Sage 200 Construction is scheduled for release in March/April 2009.

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Prior version support:

Q: Is Sage MMS still available for sale?

A: No, from the release of Sage 200 v4, Sage MMS v2.3 was removed from sale and from the release of Sage 200 v4.10, Sage MMS v3.50 was removed from sale.

Q: Do Sage have any plans to stop supporting Line 100?

A: No, at this point we have no plans to stop supporting Line 100.

Q: Do Sage have plans to remove support for prior versions of Sage MMS?

A: Sage MMS has now been in the market for a number of years and customers range from v1 all the way through to the current version 3.5. We will be reviewing the situation with customers on older versions, as we strongly believe that they should be moving up the range. As part of this process, we will consult with a number of Business Partners and, of course, provide sufficient notice so that customers can be comfortably upgraded.

Q: What is the future of ACT! in the Sage 200 suite?

A: The introduction of Sage 200 CRM and the on-going focus of integration between the modules has resulted in the removal of the Sage 200 accounting link with ACT!. Please see the CRM section above for upgrade options to Sage 200 CRM.

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On Training & Accreditation:

Q: What impact will the Sage 200 Platform have on training and accreditation requirements for business partners at that time?

A: To deliver the Sage 200 suite we recognise that a move to a platform based approach is the best way to deliver the maximum benefits to customers. Accreditation for Sage 200 has been extended from the Sage 200 Financials and Commercials modules to include Sage 200 CRM. This is inline with the move to the Sage 200 platform, as every customer will receive a single user Sage 200 CRM as part of their solution.

We therefore strongly recommend that you become accredited in Sage 200 CRM as being Sage 200 CRM accredited is a key pre-requisite for being able to provide any part of the Sage 200 Suite from June 2008 onwards. Post June 08 if you are not Sage 200 CRM accredited we will not accept Sage 200 CRM orders from you

If you are a Line 100, Sage MMS or Sage 200 Business Partner whose certifications have expired you please contact Partner training to confirm which accreditations are required.

Q: If I am not yet accredited for Sage 200 CRM can I continue to sell Sage 200?

A: No. Business Partners had until the 1st of June 2008 to become accredited for Sage 200 CRM. Until this point Sage 200 partners could sell the Sage 200 Platform, additional Sage 200 modules (dependent upon accreditation) and Financials users. However, partners not accredited for Sage 200 CRM will be unable to purchase further Sage 200 CRM users and will be ineligible for support on the Sage 200 CRM user provided as part of the Sage 200 platform.

Q: Can I form an alliance with another Sage 200 Business Partner to provide the Sage 200 modules I am not accredited for?

A: We are aware that the requirement to become accredited for all of the Sage 200 Suite modules places an increasing burden on our Business Partners and a number have requested an alternative process to be able to provide these modules, while moving to gain full accreditation.

The partner cooperation process has been created in order to provide Business Partners with the base accreditation (Sage 200 Financials, Commercials and CRM) to be able to work in conjunction with a Sage 200 Business Partner accredited for the Sage 200 base accreditation and either the Sage 200 Construction, Wholesale & Retail or Manufacturing modules.

It is important to note that while this agreement enables Business Partners to work together our overriding priority is to ensure that customer satisfaction with their Sage 200 system is maintained. For further information please see www.Sage.co.uk/sage200.

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On Sage 200 Business Intelligence:

Q: What is the price of Sage 200 Business Intelligence?

A: Sage 200 Business Intelligence is priced at £2,250 plus VAT. A customer will only need to buy the Sage 200 Business Intelligence module once (availability of additional cubes will be dependent upon upgrading to the latest version of Sage 200 - free of charge under SALP).

Q: Do existing Sage 50 customers using Sage Intelligent Reporting receive a concession on the Sage 200 Business Intelligence price?

A: Yes – please see the section on customers upgrading from Sage 50.

Q: Which Sage 200 modules will the summer 2008 launch of Sage 200 Business Intelligence cover?

A: The initial launch in 2008 delivers the ability to report on financial data within Sage 200 with further analysis cubes reporting on Commercial data planned for the summer of 2009.

Q: Does the Sage 200 Business Intelligence module price allow me to analyse all of the Sage 200 modules?

A: Yes. The Sage 200 Business Intelligence module price will allow the customer to perform analysis on the modules they have purchased with their existing Sage 200 solution. However, please be aware that the initial release includes the ability to analyse the Financial modules only - subsequent releases will be extended to include other Sage 200 modules and will be provided to existing customers as part of the upgrade.

Q: Is Sage 200 Business Intelligence included on the Sage 200 DVD?

A: With the release of Sage 200 2009 we have included Sage 200 Business Intelligence on the Sage 200 Suite DVD. However, Business Partners who have v5.10 customers that purchased Sage 200 BI as an additional module, and are not upgrading to Sage 200 2009, will need to contact Partner Services to download Sage 200 BI for v5.10.

Q: Will I need a new enable string to install Sage 200 Business Intelligence?

A: Business Partners who have Sage 200 v5.10 customers that purchased Sage 200 BI as an additional module, and are not upgrading to Sage 200 2009 do not require a new enable string. However those customers upgrading to Sage 200 2009 with BI will require a new enable string.

Q: What is the minimum version of Microsoft SQL Server required for Sage 200 Business Intelligence?

A: The minimum requirement for Sage 200 Business Intelligence is Microsoft SQL 2005 Standard Edition as it includes Microsoft SQL Server Analysis services which is required to run Sage 200 Business Intelligence.

