

Sage 300 v2017 and Sage 300c

My Renewal for Sage 300 is due and I now have an option for “C”

Sage is re-imagining how business is done in the face of rapid changes in business and technology. The modernized versions of select growth products (Sage 50, Sage 100, Sage 300, Sage CRE and Sage HRMS) will provide customers with the capabilities they have today, greater ways to access their data and the freedom to focus on running their business instead of managing their software.

Why is Sage launching Sage 300c?

Sage is progressing on its modernization journey that they embarked upon last year. As they continue to look to differentiate our solutions from more traditional ERPs, they are going to carry on modernizing their growth portfolio products and combining that with a subscription -based model, which resulted in Sage 300c.

What are the main differences between the “classic” Sage 300 and Sage 300c?

Sage 300c includes increasingly important features for our customers to manage their business, including mobile device and 24/7 access, packaged in convenient product bundles and offered on subscription.

Existing Sage 300 customers - more than 40,000 worldwide - would benefit from modernized features and capabilities. Sage 300c offers a way for customers to stay on their trusted Sage 300 solution and leverage new technology without disrupting the way they do business today.



First, company-wide business visibility is increased by allowing you to create and share Notes related to customer, vendor or inventory item, which will be displayed when creating any transaction associated with them. Notes is an intuitive new way of keeping track of your most important, or your most problematic issues, ensuring business transparency across the organization.

Second, the addition of Sage Inventory Advisor Basics to Sage 300c provides you with the ability to quickly create optimal purchase recommendations, helping you easily identify what to buy and when, based on accurately generated forecasts. Improved visibility and smarter purchasing means stock-outs are minimized and excess stock is reduced.

Third, further enhancements to the web screens in the 2017 release improve the usability and accessibility of Sage 300c. New customization options allow users to remove fields and labels that are not required, and you can edit field labels to suit the needs of your business. Moreover, web screens will automatically adjust to remove unused white space.

And finally, credit card processing is now improved on Sage 300 2017, minimizing errors. You also have the ability to set up regular reminders in the scheduler. And by adding Quick pre-authorize and quick charge capabilities to Sage Payment Solutions, users are able to process payments faster with just one click of the mouse, and automate recurring customer credit card payments.

Customer FAQ's for the renewal and choosing between Sage 300 and Sage 300c

Q: I've been a loyal longtime customer that has paid to stay on support and now I want the new features and UI in Sage 300c. Do I have to move to subscription?

A: Since you are on plan, you will receive the Sage 300 2017 release which includes new enhancements, many of which customers like you requested.

If you would like take advantage of the new features of our premium offering, Sage 300c, then yes, you will need to change to a subscription plan which includes some great new enhancements to both the product and your Sage Business Care plan. Please contact your account manager (detailed listing at end of this document) or on our main line at (212) 997-5200 for more information.

Q: What does switching to subscription mean to my license ownership?

A: Moving to subscription means you surrender your perpetual license ownership and move to a subscription rental license. This means you must stay active with your subscription in order to continue using the product.

Q: I have been using Sage 300 for 20 years, I don't want to use the new interface. Why do I have to move to Sage 300c?

A: You don't have to move to Sage 300c. If you are on plan, you can upgrade to the 2017 version and benefit from the new enhancements in that version. Please contact your account manager (detailed listing at end of this document) or on our main line at (212)997-5200 for more information.

Q: If I move to the latest 2017 release, much of the customized functionality that I built or my partner built may not work?

A: Our goal is to minimize disruption to your existing customizations and integrations. You will need to engage with your business partner to ensure your update goes smoothly and any customization will persist after the upgrade. Please note that both the desktop and web screens can run simultaneously so if your desktop has been customized, you can always use the custom part from it but still allow your team to take advantage of the new features, mobility, and dashboards that come with "C". Please contact your account manager before you upgrade for assistance.

Q: I don't need all the modules in the Sage 300c product bundles. So, why should I pay more for them? Can I drop them and get a refund?

A: The Sage 300c bundles are intended to simplify your buying experience by prepackaging modules into the most commonly bought configurations. Together with newly enhanced Sage Business Care plans, these bundles include more value than ever before with enhanced support options or discounts or complimentary access to key add-on solutions such as Sage CRM, Sage Intelligence and now Sage Inventory Advisor Basics. Because your business is ever-changing, you may discover that some of these modules could be valuable in supporting your business going forward.

Q: I think that subscription will cost me more money over time vs. perpetual, so why should I pay more?

A: You have a choice. If you'd prefer to stay with a perpetual license, you can do so and upgrade to Sage 300 2017 instead of Sage 300c.

Q: Why should I pay more for a subscription plan to get Sage 300c?

A: Sage 300c is our premium offering. Over time, we will continue to add the latest technology and more enhancements to this premium offering such as the new Notes feature and Sage Inventory Advisor Basics in the 2017 version. You make the decision when you are ready to move.

Q: If the value of moving to Sage 300c is to always have the latest technology, what is the roadmap for this product?

A: As you can see from the 2017 release, we are moving quickly to add new offerings and enhance current ones to bring more value to your business. Just around the corner, we will be releasing our next updates in December 2016. Stay tuned for more information on what will be included in this release.

Q: I am not happy with the enhancements in the Sage 300 2017 release. Why should I stay with Sage?

A: If you can't take advantage of the enhancements in the 2017 release, we encourage you to take a look at Sage 300c, our premium offering that includes even more modern enhancements such as a powerful new 'Notes' feature, which allows you to create detailed comments related to a customer, vendor or inventory item. In addition, Sage 300c now includes Sage Inventory Advisor Basics, allowing you to reduce excess inventory and free up working capital.

Q: We already have remote access to the software; why do I need Sage 300c?

A: Many of our customers leverage a VPN or Citrix for remote access to their Sage 300 system in the office but are frustrated by the slow connection and poor performance. With the web screens in Sage 300c, you will benefit from mobile access to key financial data without the slowness of a VPN or Citrix connection.

Q: I have no need to access Sage 300 outside the office; why do I need Sage 300c?

A: Mobile access is only one of the benefits of Sage 300c. The modernized user interface makes it easier to use and a new homepage with real-time key performance indicators help you keep an eye on how healthy your business is. In the 2017 release, we have also added a new 'Notes' feature, which allows you to create detailed comments related to a customer, vendor or inventory item. In addition, Sage 300c now includes Sage Inventory Advisor Basics, allowing you to reduce excess inventory and free up working capital.

Q: Why do I need to pay an upfront fee?

A: Some companies bury upfront fees in your subscription price, which means that you continually pay for them for as long as you own the software and your subscription price is higher. So we opted to charge an upfront, one-time set-up fee so that you pay once and keep your subscription at a minimum.

For new customers: The upfront fee covers the set-up of your account and recurring payments in our system, that you are enabled for support from Sage, and have access to knowledge resources as well as communications on latest releases and updates about your product.

Q: What database are you using for the new Sage 300 Web screens? Do these new screens only work with SQL? What if my customer doesn't want to move from Pervasive and wants the Web screens?

Sage 300c can only be used with SQL Server and the Web screens are only available to customers who have upgraded to Sage 300c. Please note also to use version 2016 and higher, only SQL Server is supported with both the desktop/perpetual (Sage 300) and web screen/subscription (Sage 300c) versions.

Q: We already have remote access to the software; why do I need Sage 300c?

A: Many of our customers leverage a VPN or Citrix for remote access to their Sage 300 system in the office but are frustrated by the slow connection and poor performance. With the web screens in Sage 300c, you will benefit from mobile access to key financial data without the slowness of a VPN or Citrix connection.

Q: Can business partners install/run VB Macros to customize any customer's environment?

Yes. This works the same as before. However, you can't use VBA macros to customize the new Web screens. VBA macros will still work with the desktop/perpetual (Sage 300) but they do not work with the web screen/subscription (Sage 300c) versions.

Q: Does a customer have to be on Sage Business Care to move to Sage 300c?

Yes, a Sage 300 customer will need to upgrade to Sage 300c.

Q: What languages are available with the new Sage 300 screens?

English, French, Spanish, traditional Chinese and simplified Chinese are available with the 2017 release. Additional language support will be available in future releases.

For additional information and supporting information please contact your account manager for more information:

Net at Work Sage 300 Account Managers:

Peter Conway

Phone: 973.396.1665

pconway@netatwork.com

Daniel Barnett

Phone: 636.362.6630

dbarnett@netatwork.com

Gerry Durant

Phone: 519.800.0493

gduyant@netatwork.com

Or Contact Rob Bassett or Kelly Hummel if you are unsure of whom your account manager may be:

Rob Bassett

Phone: 804.298.3813

rbassett@netatwork.com

Kelly Hummel

Phone: 636.362.6621

khummel@netatwork.com