

# Sage Mid-Market Certified Implementation Partner (CIP) program overview

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## Program overview

This document reviews the Sage Certified Implementation partner program. When you partner with Sage, we work together for mutual success. You'll be delighted with the program benefits, expert competency training, support resources, partner programs, and the network of professionals around the globe who are ready to help you achieve your goals.

The Sage Mid-Market Certified Implementation Partner Program is available for the following Sage product lines:

Sage 100 ERP	Sage CRM	Sage Fixed Assets
Sage 300 ERP	Sage ERP X3	Sage BusinessWorks Accounting
Sage 500 ERP	Sage HRMS	Sage BusinessVision Accounting

**Certified implementation partners** are organizations or individuals not associated with an authorized reseller organization that focus on professional services, including consulting and implementation of Sage products for multiple fee-for-services end-customers.\*

Certified implementation partners are not authorized to resell Sage software solutions.

\*The CIP program is not intended for end-customers who want to have an in-house certified trainer on staff.

## Program benefits

Certified implementation partners receive the following benefits:

- Access to Sage University competency role certification training
- Access to authorized product recertification training on Sage University for annual competency recertification, when required
- Access to Sage University noncertification courses
- Sage technical support call entitlement for achieved competency role support\*
- CPE credits for approved courses and conference workshops
- Sage Certified Implementation Program partner logo
- One not-for-resale (NFR) copy of the Sage product for in-house use
  - To receive this copy, the technical consultant core competency must be completed.
  - CIPs also have the option of signing up for the Demo Image Program for an additional \$350 annual fee, if they do not require the NFR copy of the Sage software. The demo image can be provided prior to completion of the competency role certification.

\*For Sage HRMS there are no technical support calls given; however, a CIP for Sage HRMS can call on behalf of an active Sage HRMS customer that is active on a Sage Business Care plan.

**Note:** Demo image available only for the Sage 100, 300, and 500 ERP and Sage ERP X3 products.

## Program requirements

- Upon acceptance into the program, CIPs must abide by program terms and conditions.
- CIPs must successfully complete required competency role training and achieve accompanying assessment (if provided) with a score of 80%+.
  - Certified implementation partners are required to have someone within their organization complete the application and technical competencies. These competencies can be completed by one or more people within the organization. For CIPs with only one employee, that employee must hold both the technical and application competency role.
  - One second attempt at an assessment is provided at no cost.
  - Additional assessment attempts incur a \$200 fee (preapproval from Sage is required for additional attempts).
- CIPs who hold at least one competency role may achieve additional competency role certifications within the same product line by challenging provided assessments in other competency roles.
  - The fee to challenge the competency role assessment and gain certification without attending the courses in the competency role is \$200. If the assessment is not passed, the CIP must pay the initial competency role fee, attend the course, and pass the assessment.
  - A score of 80%+ is required to pass each competency role assessment.
- Competency roles with prerequisite certifications must be completed by the same Individual.
- CIPs must complete annual renewal of competency role and recertification testing, when required.

## Competency roles

Sage is committed to helping the CIPs deliver extraordinary customer experiences by providing extensive competency training. Competency role certification is required to help the CIPs gain valuable product knowledge and increase related skill sets.

Each Sage product line has at least one competency role that is required for the CIP's authorization. However, the number of competency roles and the number of courses within a competency role differ product to product, depending on the requirements of the product line.

Product lines with a single competency role requirement

- Sage CRM
- Sage Fixed Assets
- Sage BusinessVision
- Sage BusinessWorks

Product lines with a minimum of two competency roles required

- Sage 100 ERP
- Sage 300 ERP
- Sage 500 ERP
- Sage ERP X3
- Sage HRMS

Competency roles

- Application consultant
- Technical consultant
- Vertical consultant (for example, manufacturing)
- Implementation consultant

## Program fees

### New product line competency roles

Upon acceptance into the program, CIPs pay an initial sign-up fee of \$500 and an enrolment fee for each selected product line competency role. These fees provide the CIP with:

- All courses in the competency role, initial assessment, and a second assessment retake, if necessary.
- Entitlement to five support cases for each new competency role to contact Sage support for questions related to achieved competency (excludes Sage HRMS).
- Access to noncertification courses on Sage University.
- Unlimited calls to Sage support when assisting customers on a Sage support plan. (The total calls per customer are based on the customer's support plan case count.)
- Ability to call support as necessary when requesting product enhancements or reporting product issues.
- A not for resale (NFR) copy of the Sage product line and product updates.

### Product line competency fees

- |   |                  |
|---|------------------|
| • Initial competency role fee* (including training and assessment)                | \$1,000 per role |
| ○ Sage 500, Sage Fixed Assets, Sage BusinessWorks, and Sage BusinessVision        | \$500 each       |
| • Second assessment attempt if below 80%  | n/c              |
| • Third assessment attempt if still below 80%*                                    | \$200            |
| • Challenge competency role assessment without paying Initial competency role fee | \$200            |

\*Additional assessment attempts after the second must be approved by Sage.

**Note:** Sage may introduce new product line competency roles during the renewal year and require the CIPs to earn certification on the new role. In this event, new competency role fees and the requirement must be achieved within 120 days of introduction by Sage.

### Certified implementation partners annual renewal fees

CIPs are required to pay an annual renewal fee of \$250 and an annual competency fee per product line, regardless of the number of achieved product line competency roles they hold.

This fee provides the consultant with:

- Access to recertification curriculum and assessments for all achieved competencies. (An additional charge for annual renewal certification provided in either a classroom or virtual classroom format will apply.)
- Continued entitlement to call Sage support as described above under new product line competency roles.
- Ten support cases assigned to account, per renewal fee paid.

Product lines	Renewal fees
Sage 100 ERP	\$650
Sage 300 ERP	\$650
Sage 500 ERP	\$350
Sage ERP X3	\$650
Sage CRM	\$650
Sage HRMS	\$650
Sage Fixed Assets	\$350
Sage BusinessWorks Accounting	\$650
Sage BusinessVision Accounting	\$350

Required annual online recertification training is at no charge. However, instructor-led training through a classroom or an online course is not included in the above renewal fee and will be charged separately.

### Multiple certified implementation partners discount

Program	Details	Benefits
Partners with multiple employees who are certified	Renewal fee discount for each	6-10 certified employees = 20% discount 11+ certified employees = 30% discount

**Note:** If CIPs hold competency certifications on multiple product lines, they pay the annual renewal fee for each product line. The multiple CIP discount applies to the total number of certified employees in a company, even when one employee holds certifications across product lines.

## How to get started

Fill out the application located at: <http://sage.com/us/partners#Partnering>. If you have questions regarding the program, please contact [PSRIrvine@sage.com](mailto:PSRIrvine@sage.com).

## Payments and terms

CIPs pay the initial competency role fee when they register for any competency role on Sage University. They also pay the annual renewal fee on Sage University each year.

The annual renewal fees must be current in order to gain access to recertification training and related training on Sage University and to maintain Sage support.

- Payment notification for both programs will begin two months prior to the established due dates. The annual renewal fee will increase to \$850 per product line if not paid by the established due date and increase to \$1,000 per product line if not paid within 60 days of the established due date.
- If a CIP opts out of the annual renewal for a competency role when the renewal is due and decides to re-join after the 60-day period, the CIP must be reaccepted into the program and pay the initial competency role fee.
- If a company wants to attend a certification class and not become a CIP, it must pay the list price for each course (not the discounted competency role price.)