

Sage Pro ERP and Sage PFW ERP Product Retirement and Migration

Frequently Asked Questions



Revised January 30, 2013

Why are Sage Pro and Sage PFW being retired?

Software is retired for a variety of reasons. These reasons include lack of continued support by outside suppliers, as well as the obsolescence of the technology and level of functionality offered by the product.

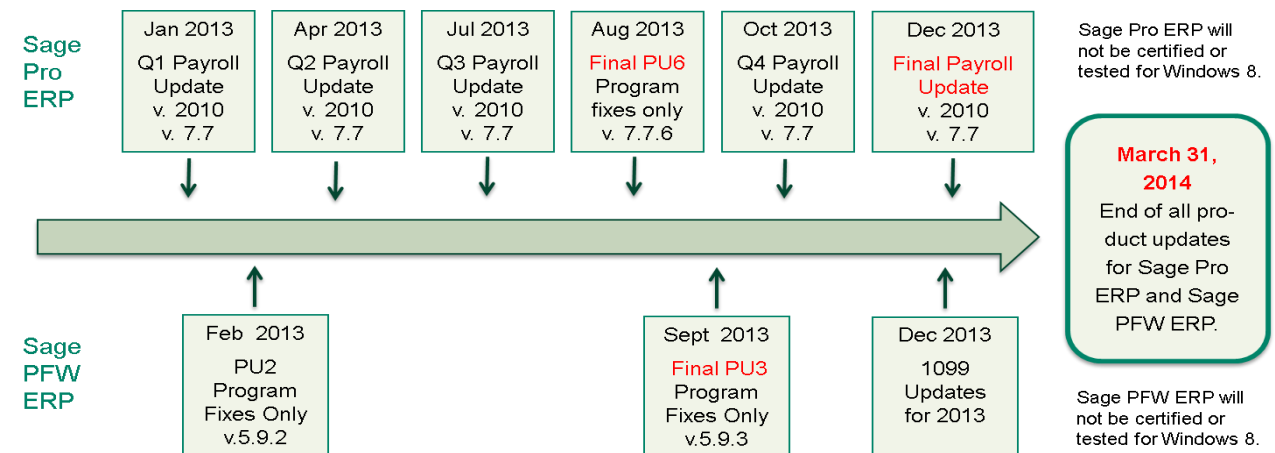
In the case of Sage Pro and Sage PFW, we have seen many of our customers migrate to different Sage solutions to take advantage of the advanced functionality that these solutions offer. Sage 100, Sage 300, and Sage ERP X3 have deep functionality already built in, interface with Sage Connected Services and Sage Common Solutions, and are supported by an eco-system of independent software vendors providing applications for virtually every business need.

We believe that products such as Sage 100, Sage 300, and Sage ERP X3 are better suited to fulfill our customer's business needs, especially for those customers who are in the services industry, wholesale distribution, or manufacturing. Take a look at the portfolio of strategic Sage solutions and you will be amazed what they can do.

When are Sage Pro and Sage PFW going to be retired?

Sage will continue to support Sage Pro ERP and Sage PFW ERP until March 31, 2014. Critical updates will be available until that date, please see the product roadmaps on the next page for the remaining scheduled updates.

What are the remaining product updates for Sage Pro/PFW between now and March 31, 2014?



Sage reserves the right to change these roadmaps at any time and for any reason.



Will there be tax updates, payroll updates, or 1099 updates for Sage Pro/PFW for 2014 ?

Tax Updates, payroll Updates and 1099 Updates will be provided for the calendar year 2013 only. Sage will not release any 2014 updates.

Will Sage Pro / Sage PFW be certified for Windows 8 ?

No, Windows 8 will not be tested, certified, or supported.

What assistance can I receive from Sage Support between now and product retirement ?

Your active Sage Business Care plan ensures you receive assistance from Sage Support for known issues and new critical issues as follows:

Sage Support will:

- Accept new cases through normal channels, such as phone, web case and chat.
- Troubleshoot as follows:
 - Searching the knowledgebase, documentation, help text and similar resources
 - Replicating the issue in an out-of-the-box environment (no simulation of customer's environment) to determine if it meets Critical Fix criteria: related to data integrity, security or production system down

Product changes for Sage Pro ERP and Sage PFW ERP

- Critical Fixes may be available for data integrity, security and production system down issues
- A Maintenance Release is planned for each product for calendar year 2013
- Sage Pro will receive relevant payroll updates
- Sage PFW will receive a year-end update for 1099 reporting for the calendar year 2013
- These product releases are only available to customers on a current Sage Business Care and payroll plan

In order to receive support, your system must continue to conform to required specifications:

[Sage Pro ERP](#)

[Sage PFW ERP](#)



What type of support can I get after March 31, 2014?

Self-service

We plan to keep current Sage Communities live for peer-to-peer support, and we will offer access to Knowledgebase articles beyond the retirement date.

Assisted Support

If by retirement date you have started but not completed your migration to a new Sage ERP, you may be eligible to receive extended support on Sage Pro / Sage PFW during the first 6 months of your new ERP's Sage Business Care plan at no additional cost.

Product updates and fixes

No new updates or fixes will be created after March 31, 2014.

Is a Sage migration offer available?

Yes, the Sage Investment Protection Program (SIPP) provides trade-in credits for your old Sage Pro ERP and Sage PFW ERP licenses when you migrate to a Sage mid-market ERP solution. For more details, please visit one of the migration pages below:

- for [Sage Pro ERP customers](#)
- for [Sage PFW ERP customers](#)

Should I continue with my Sage Business Care plan?

There are many reasons for you to stay current on your Sage Pro / Sage PFW Business Care plan until you are ready to move to another Sage ERP solution.

Insurance against critical failures	While Sage is not planning to introduce new features, we will provide a product fix if a critical issue arises (Defined as P1 in R&D). Staying on plan will insure the stability of your Pro / PFW system for the remainder of its lifetime.
Sage Business Care Deliverables	Sage will provide at least one maintenance release for Sage Pro ERP and for Sage PFW prior to product retirement. Staying on plan guarantees that you will receive the final version of Sage Pro ERP or Sage PFW ERP.

Sage PFW 1099 Updates and Sage Pro Payroll Updates	Sage PFW on-plan customers will receive a year-end update for 1099 reporting for the calendar year 2013. Sage PRO on-plan customers will receive a 2013 payroll update so that you can close out the 2013 calendar year in your current application, if you choose to do so.
Cost Savings through the SIPP trade-in program	On-plan Sage Pro / Sage PFW ERP customers can migrate to Sage 100 ERP or Sage 300 ERP without paying license fees for the destination product. For migrations to Sage X3, a trade-in program has been put in place which provides a \$2,000 per user trade-in credit.
Credit towards M&S on destination	If the customer is on-plan when trading in his licenses, the monetary value of the remaining Sage Pro / PFW M&S contract will be credited towards the cost of destination product M&S contract.
Dual support while customers implement the new Sage ERP	If the customer is on-plan when trading-in his licenses, he will receive continued support on Pro / PFW for another 6 months at no additional cost. This means the customer has dual support for 6 months, making the transition even smoother.

If I am currently not on an active subscription plan, how can I re-instate my plan?

Customers that would like to ensure that they receive the final versions of the products and who want to take advantage of the benefits of the on-plan migration offer can re-instate their subscription plans until March 31, 2013. After this date, Sage will no longer allow for the reinstatement of Sage Pro ERP and Sage PFW ERP subscription plans.

Will customers and partners still be able to download Service Packs and Product Updates after March 2014?

Product downloads including version releases; service packs, tax table updates or other install items will not be available after March 2014. It is recommended that partners and customers download all available materials before March 2014 and maintain those files for future use.

If I own other Sage products will my product licenses be transferrable when I migrate?

Yes, Sage will make every effort to transfer any existing licenses from Sage PFW ERP and Sage Pro ERP to any other Sage product that you choose to migrate to.



Most Sage Common Solution products will work on our newer ERP applications, including

- Sage Budget & Planning
- Sage Abra Suite
- Sage HRMS
- Sage Intelligence
- Sage KnowledgeSync
- Sage Fixed Assets
- Sage Payment Solutions

Who do I contact if I have questions regarding product retirement or ERP migration?

In addition to talking to your business partner, you may also contact Sage directly at

1-888-760-0947

Brad Milinski
Brad.Milinski@Sage.com

Jonathan Abebe
Jonathan.Abebe@Sage.com

If you do not have a current Sage business partner, we can put you in direct contact with a local partner experienced in migrating Sage ERP solutions.

