

FREQUENTLY ASKED QUESTIONS

Sage 50cloud Early Adopter Program Welcome Webinar

Questions that raised by partners during Sage 50cloud Early Adopter Program

5 December 2018

Question 1:

The annual subscription fee for Sage 50cloud is high. Currently customer hesitate to renew Sage UBS's sage cover which is only RM400 per annum, and yet customer need to purchase Microsoft Office 365 license if they need to use Sage cloud connected feature in Sage 50cloud.

Compare a full product features and functions software with software assurance (Sage Cover) is an unfair comparison, where customer will not be able to use the product if they opt to UNSUB Sage 50cloud. Remember that core functions of Sage 50cloud is comparable with Sage UBS and other same level accounting products in the market, where it combines accounting, inventory and billing in a single solution.

[Microsoft Office 365 Business Premium](#) is a fabulous apps to use with Sage 50cloud, we have to slowly educate customer to understand the problem that this add-on cloud connect capabilities can help to solve.

Sage recommends our partner to target new customer and those who are not with Sage for more than 2 years (lapsed customers), to help partner in qualify customer, Sage hired an Inside-sales Manager to help to do out-bound call to reach out to those lapsed customers and pass on the leads to partners to follow up.

Question 2:

If customer opt to unsubscribe, can they still use the software?

No. The software will turn into view-mode only.

Question 3:

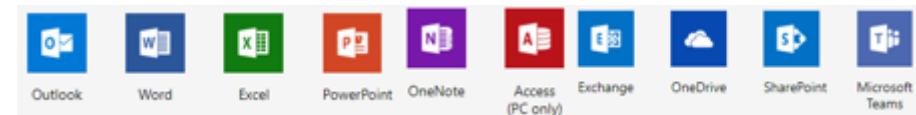
Why pay more if customers able to get better features in existing software, Sage UBS, Autocount, SQL and etc.? So, what is your selling point?

Sage 50cloud features and functionality are comparable with AutoCount and SQL, you may please refer to the comparison in webinar content. Our key selling point is the simplicity that customer loves that made business easy, the solution is fully compliant with local government legislation, it helps customer to get organised with better insights and connected with Office 365 Apps that collaborate your business in one single solution. You may refer to our value proposition and messaging guide in webinar deck, and we will also load the full Messaging guide, sales enablement assets including battle cards in Sales Playbook in [Partner Portal](#) by end of December 2018.

Question 4:

Not many customer using Microsoft Office 365 Business Premium version.

We acknowledge that Microsoft Office 365 Business Premium version is not widely use in Malaysia, however, Sage committed to bring in most reliable and valuable solution to our customers. Microsoft Office 365 Business Premium version is able to save up to 30 hours per week of your working time compare to manual mapping and double entry jobs that you usually do for your business. [Learn more.](#)



Question 5:

Is there a free trial version?

Yes, it is a 30 days free trial version available.

Question 6:

Is trial version in cloud version?

No, trial version is on-premise (desktop) version.

Question 7:

Other than subscription fees, do customers need to migration & support fees to Sage?

No. Sage does not charge extra migration and support fees from customer. Sage 50cloud is sell through partners, partner will be giving first layer support to customer, and Sage provide standard partner support to partners.

Question 8:

Is trial version in cloud version?

No, trial version is on-premise (desktop) version.

Question 9:

BOM & Assembly available, since your target customers include Manufacturing?

There are basic functionalities of building BOM and Issuing BOM items in Sage 50cloud. If you would like to focus to manufacturing sector, we recommend you to target small scale manufacturing company that do not required much complex material calculation system.

Question 10:

What are the system requirement for Sage 50cloud?

Please refer to next page on Sage 50cloud System Requirement.

Question 11:

What are the marketing campaign by Sage to promote this product?

We have the product launch promotion that last till end of June 2019 that applicable for customers. We are looking into having more campaigns to customer and to partner, our marketing team will share more on details on coming campaigns that help to promote this product in coming activity, stay tuned for out communication to partners.

Question 12:

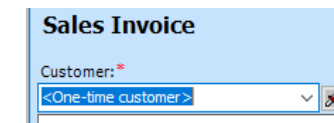
There will no on-premise version for Sage 50cloud?

Yes, Sage 50cloud core modules are all built on-premise, only cloud connected services (Sage Contact, Sage Capture, User Role, Cloud backup, Sage Dashboard*, Bank Feeds* and Invoice Payment*) are on Office 365 cloud platform.

Question 12:

Is there also Point of Sales integrated for Sage 50cloud?

There is no specifically Point of Sales functionality in the system. But the solution has this "One-time customer" in the entry screen to invoice to those customers not maintained in the system



* Available in Release 2



Sage 50cloud System Requirements

- Processor operating frequency:
 - Pro and Premium Edition: 1.0 GHz or higher (2.0 GHz recommended)
 - Quantum and Accountant Edition: 2.0 GHz or higher (Multiple-core processor operating at 2.33 GHz recommended)
- 4 GB RAM. Recommended 6 GB RAM
- 2 GB hard disk space (additional 1 GB needed for installation)
- Latest version of Internet Explorer
- Microsoft® supported version of Windows 7, Windows 8.1 or Windows 10 (with the latest updates from Microsoft)
- 256-colour or higher SVGA monitor, minimum resolution of 1024 x 768
- CD-ROM drive
- Forms that can be sent via email require MAPI-compliant email client, Internet connection, and email service
- Word and Excel integration requires 32-bit versions of Microsoft Word and Microsoft Excel 2010, 2013 or 2016
- Sage 50cloud integration to Microsoft Office 365 requires Microsoft Office 365 Business Premium
- Multiuser (Premium and higher) optimized for Windows 7, Windows 8.1 and Windows 10. Dedicated server recommended: Windows Server 2012, Windows Server 2012 R2, Windows Server 2008 R2, Windows Small Business Server 2008 R2
- Terminal Services: Windows Server 2012, Windows Server 2012 R2, Windows Server 2008 R2
- High speed Internet connection (for subscribed Sage online services, for example, Sage Drive)



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