



## Panacea's Premium Support

### Sage Managed Services for Payroll

The range of Sage Managed Services has been designed by Panacea to offer clients assistance in payroll tasks associated with the Sage Line 200/500 and Sage CS/CS3 product ranges. These services, detailed below, are carried out direct from the Panacea Professional Service Division based in Basingstoke, Hampshire.



Item	Description	Frequency	Price
1	<p><b>Bronze Level Payroll Support</b></p> <p>Bronze level support offers the standard "break/fix" service. The price for this is based on x% of the list price of the software (as shown in the pricing proposal section). This service covers software faults and software version upgrades but not the services to carry out these upgrades.</p>	Standard hours contract	20% of Software
2	<p><b>Silver Level Payroll Support</b></p> <p>Silver level support offers an entry level service to carry out the year-end payroll upgrade.</p> <ul style="list-style-type: none"> <li>◀▶ Installation of the Sage payroll upgrade software</li> <li>◀▶ E-Filing upgrade as and when required.</li> </ul> <p>These are statutory upgrades and are dependant on government policy.</p>	Annually	£500 per annum + Bronze Level Support Fee
3	<p><b>Gold Level Payroll Support</b></p> <p>Gold level support offers the services included with Silver Level Support with the addition of the more complex tasks:</p> <ul style="list-style-type: none"> <li>◀▶ Run P60's and P35's</li> <li>◀▶ Produce and submit the end of year Inland Revenue electronic submission</li> <li>◀▶ Perform the Sage payroll year-end</li> <li>◀▶ Advise client on activities required for the new payroll year.</li> </ul> <p>The above will allow the customer to carry on without the stress of Inland Revenue submission.</p>	Annually	£1500 per annum + Bronze Level Support Fee

ms|info|sg ms pay

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