



Panacea's Premium Support

Proactive Sage Managed Services

The range of Sage Managed Services has been designed by Panacea to offer clients assistance with housekeeping and administration tasks associated with system performance on 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>Bronze Level Support</p> <p>Bronze Level Support offers the standard "break/fix" maintenance service. The price for this is based on the list price of the software (as shown in the Panacea sales proposal and agreement).</p> <p>This service covers software faults and software version upgrades but not the services to carry out these upgrades or proactive administration.</p>	Standard hours contract	See Bronze Level Support Notes
2	<p>Silver Level Support</p> <p>Silver Level Support offers an entry level service to carry out the basic housekeeping functions. Tasks include:</p> <ul style="list-style-type: none"> ▶ Temporary File Clear Down ▶ Removal of Unnecessary Files ▶ Disk-Space Check ▶ System-Log Backup and Clear-Down Service ▶ Check and Advice on Spool Queue Size <p>There are a range of benefits to performing these basic operational tasks. In particular, optimisation of Sage system performance via log files administration and disc-space work, to ensure maximisation of system efficiency.</p>	Quarterly	£960 per annum + Bronze Level Support Fee
3	<p>Gold Level Support</p> <p>Gold Level Support offers the services included with Silver Level Support with the addition of the more complex tasks such as:</p> <ul style="list-style-type: none"> ▶ Stock History Clear-Down ▶ WOP Clear-Down ▶ POP History Clear-Down ▶ PL + SL + NL Archiving ▶ SOP + POP + WOP Archiving ▶ Batch Clear-Down ▶ Data Recovery Test - one per annum to ensure back-up being saved in a retrievable state and to ensure that back-up will load onto a replacement server other than the host in the situation of a major disaster. <p>The above will allow for faster system operation due to the Sage system being able to read smaller tables. Archiving will allow users to read archived files in the same way as they read live data.</p>	Monthly	£3200 per annum + Bronze Level Support Fee
4	<p>Platinum Level Support</p> <p>Platinum Level Support is comprehensive support and offers all services included within above Silver Level Support with the addition of undertaking period end.</p>	Monthly	£4500 per annum + Bronze Level Support Fee

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