

Sage MAS 90 and 200 Extended Solutions Frequently Asked Questions

1. What are Sage MAS 90 and 200 Extended Solutions?

Sage MAS 90 and 200 Extended Solutions were originally developed by one of Sage's leading development partners to meet the specialized needs of the Sage MAS 90 or 200 customer base. Sage acquired this library of over 1,000 titles in January 2004. Because they are so specialized, most of the individual Extended Solutions titles are currently owned by only one or two customers. The more popular titles with broader appeal, such as Paperless Office, contain features and functionality that have high market value. Those titles were evaluated and many of those features began to be incorporated into Sage MAS 90 and 200 4.3.

2. What is the go-forward plan for Extended Solutions?

Sage has made the decision to focus on continuing to build value into the base product, simplify our product portfolio, and begin phasing out Sage MAS 90 and 200 Extended Solutions. This phase-out process includes incorporating the main features and functionality of many of the top Extended Solution titles, adding market-driven features to the base product. All customers will receive the benefit of many new features as part of being on a current maintenance or support plan, without the additional expense of each Extended Solution title. We'll begin delivering that additional functionality over the next several releases and product updates. Since the incorporation will be our focus, we will not be bringing Extended Solutions titles up to compatibility with the 4.4 release. The remaining titles will be retired and provided to Sage Source Code Development Partners so they can utilize their expertise to provide the specialized solutions for Sage MAS 90 and 200 customers. We encourage you to contact your Sage Business Partner to determine the best solution to fit your needs.

3. How do I know which of the Extended Solutions title(s) main features and functionality will be included in the core Sage MAS 90 and 200 products over the next few product updates and releases?

The main features and functionality of the titles that have broad market value, such as ACH Electronic Payment for Accounts Payable, will be incorporated into the core product over the next few releases and product updates. Please refer to the most current Extended Solutions information published on SageMAS.com to see the titles that have been selected for incorporation:

http://www.sagemas.com/products/sagemas90_mas200/extended_solutions

4. What about Extended Solutions titles that are retired and no longer shown on the SageMAS.com Sage MAS 90 and 200 Extended Solutions web page?

Extended Solutions titles that are no longer shown on the Extended Solutions page on SageMAS.com have been retired. Working with your Business Partner, you may determine that they can use the enhanced customization and scripting tools built into Sage MAS 90 and 200 4.4 Customizer. These tools can be used to provide you with customizations that survive upgrades, so the customizations do not have to be recreated for a new release.



In many cases, your Sage Business Partner may be able to create the modifications at their office, export them, and e-mail them to you to import. This will help streamline deployment, reduce the time spent on this type of custom work, and should reduce your costs. If you and your Sage Business Partner decide that your needs surpass the abilities of those tools, you will be able to work with them to reach out and engage a Sage Development Partner, who can design product modifications outside of those parameters.

We have already incorporated many popular titles into the core product, either as additional features or a new module, such as Paperless Office and Direct Deposit that were added in 4.3. If you are not on the current release, version 4.3, and own a title(s) such as Paperless Office that is available in the core 4.3 product — please note that the separate titles that support older versions have been retired.

5. What drove the selection of the features and functionality of the titles?

Sage went through a careful and thorough evaluation of the Extended Solutions library, using a wide variety of criteria, including the last few years of sales history, market value of the features, the popularity of the titles with customers on plan, enhancement requests for similar features, and more.

6. What options do I have to meet my specialized Sage MAS 90 and 200 needs in version 4.4?

In Sage MAS 90 and 200 4.4, you may find that the features and functionality of your Extended Solutions titles are now included in this release because of the conversion of Inventory Management, Purchase Order, Bill of Materials and Bar Code to the Business Framework. If you find that you continue to require the Extended Solutions features and functionality as you move up to the 4.4 release, you can work with your Business Partner to decide on your course of action among several options:

- Utilize enhanced Customizer—Custom Office and Scripting Tools
- ALE—Advanced Lookup Engine customizing
- Sage Development Partners

7. If I own a retired title(s), and I'm on a maintenance and support plan, what benefits will I receive?

If you own an Extended Solutions title(s) that has been retired, you'll continue to receive Extended Solutions title(s) compatibility updates for Sage MAS 90 and 200 version 4.3 and Extended Enterprise Suite 1.0, 1.1, 1.2 and 1.3 Product Updates until 11/1/2010. You'll also continue to receive Customer Support for your titles as outlined in your Plan until 11/1/2010. Year End updates will be provided for Extended Solutions titles on version 4.3 through year end 2009.

If you have not yet moved up to 4.3, but plan to upgrade, you'll be able to request your Extended Solutions 4.3 title updates through the Sage Sales Advisor team until 11/1/2010.



8. If I'm on a maintenance or support plan and own a title(s) that have not been retired, what benefits will I receive?

If you own Extended Solutions titles that have not been retired, you'll continue to receive Extended Solutions title(s) compatibility updates for Sage MAS 90 and 200 version 4.3 and Extended Enterprise Suite 1.0, 1.1, 1.2 and 1.3 Product Updates until the main features and functionality of those titles are incorporated into the core product. You'll also continue to receive Customer Support for those titles while you are on plan until their main features and functionality are incorporated into the core product.

Year End updates will be provided for those Extended Solutions titles until their main features and functionality are incorporated into the core product.

If you have not yet moved up to version 4.3, but plan to upgrade, you'll be able to order your not yet retired Extended Solutions 4.3 title updates through your Sage Customer Account Manager until your title's main features and functionality are incorporated into the core product.

9. As a Sage MAS 90 and 200 customer, how will I get a 4.4-compatible version of an Extended Solutions title?

Several options are available and we strongly recommend that you work with your Business Partner to determine which one is right for you. They may determine that your specialized needs can be met using the built-in Sage MAS 90 and 200 4.4 customization and scripting tools in Customizer. These tools can be used to provide customizations that survive upgrades without the need to recreate them each time you upgrade to a new release. If your needs exceed those of the built-in tools, work with your Sage Business Partner to engage a Sage Development Partners to design product modifications.

10. How do I find a Sage MAS 90 and 200 Development Partner?

We recommend that you work with your Sage Business Partner to find a Sage MAS 90 and 200 Development Partner who will be able to meet your needs. Your Sage Business Partner will have access to a list of Sage Extended Solutions Preferred Development Partners.

11. What is a Sage Extended Solutions Preferred Development Partner?

The library of Sage MAS 90 and 200 Extended Solutions titles have been made available to Sage Development Partners so that they can apply their expertise and provide you and other Sage MAS 90 and 200 customers the specialized solutions that you need. Sage Extended Solutions Preferred Development Partners have expressed interest in the Extended Solutions business, and have made a commitment to provide you and other Extended Solutions customers with a high standard of service. These include, but are not limited to:

- Maintain high levels of customer satisfaction
- Partner will publish their support policy
- Partner will publish their policy with regard to the timing of product upgrades
- All support calls must be responded to within 24 hours



12. Do Sage MAS 90 and 200 Development Partners specialize in specific types of solutions, titles, or groups of titles?

Some Sage MAS 90 and 200 Development Partners specialize in specific vertical solutions. Contact your Sage Business Partner for assistance in locating a Sage Development Partner who is best suited for your specific needs.

13. How long will you continue to support the Extended Solutions titles that have not been retired?

Sage will continue to support the Extended Solutions titles whose main features and functionality will be incorporated into the core product over the next few releases and Product Updates, until such time they are incorporated. Those titles will be available in a version compatible with Sage MAS 90 and 200 v4.3 and Extended Enterprise Suite 1.3.



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Regional Headquarters

Orange County, California 23161 Mill Creek Drive, Ste. 200 Laguna Hills, California 92653 Phone: (949) 583.9500 Toll Free: (800) 425.9843 Fax: (949) 583.0649	Atlanta, Georgia 1100 Johnson Ferry Road, Ste. 450 Atlanta, Georgia 30342 Phone: (404) 841.6240 Toll Free: (800) 455.1368 Fax: (404) 841.6243
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www.blytheco.com **solutions@blytheco.com**

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