datel

Sage 1000 and Line 500 Handbook

customer support services

support

Software support when you need it

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Version: 1

Date: 31/01/2022

Supporting your Sage 1000 and Line 500 system

Stuart Morland
Customer Support Director

Your success is important to us - that's why our support department is staffed by the largest team of any Sage partner in the UK.

Sage 1000 and Line 500 are strong, resilient systems, which have served hundreds of our customers very well over the years. Although these systems are to be retired by Sage in 2024, our team at Datel will continue to provide our usual help desk support until 2029 as per this handbook, to ensure you get the most out of your investment.

On page 5, you'll find a breakdown of the support you can expect from Sage until 2024, and from Datel until 2029. Our consultants boast a wealth of knowledge which empowers them to provide fast and efficient resolutions to any issues you encounter, with many of them supported by over 20 years' experience with Sage systems.

When you're ready to look at new solutions, our experts are also here to advise and help you migrate on to a new system with ease. You'll find more information about our Sage 1000 and Line 500 Retirement and Migration Programme on page 11.

Our service is built on the foundation of quality, honesty and transparency. It's these three qualities which led us to share the feedback you provide anonymously on our website. That feedback helps to drive our culture of continuous improvement. It empowers us to deliver the best support so you can give your customers the best service.

Welcome to Datel Support for Sage 1000 and Line 500

Datel's Support service is delivered by a dedicated team of accredited support consultants who are committed to helping you with your Sage solution.

You can contact us via phone, email or web portal from Monday to Friday between 9:00am and 5:30pm (excluding public holidays).

We also operate from 8:00am to 9:00am and 5:30pm to 6:00pm to log and update tickets and can provide out-of-hours support or on-site assistance with prior arrangement.

By following the guidelines in this handbook, which details our support procedures and what to expect from our service, you help us to provide the absolute best support you need, when you need it.

Here to support you

Mary Bramhall
Support Administration

Ian Allison
Sage 1000 Team Leader

Louise Eastham
Support Customer Liaison

Support includes:

- Issue logging and updates via email, phone and web portal
- System issue resolution by accredited office-based consultants
- Commitment to meet and exceed Service Level Agreements (SLAs)
- Access to free online training
- Online access to help sheets and help videos for each Sage solution
- Monthly reporting on your usage of the service

Support services:

Monitor
Proactive eyes to ensure system health

Assist
Additional advice and assistance for all your users

Manage
A System Manager service providing expertise and advice

Sage 1000 and Line 500 Support

With Sage's gradual retirement of Sage 1000 and Line 500, we're sure you'll have questions about what that means in terms of support and how long you can continue using your system. So to help you understand what you can expect over the coming years, below you'll find an outline of key changes in the support services available from Sage until 2024 - and where Datel will bridge the gap with reasonable endeavours until 2029, offering assistance to help you maintain business continuity.

	2022	2023	2024	2025	2026	2027	2028	2029
Datel help desk support: Urgency levels include: System down, business critical, standard issue and informational issue. **Support Services:** Monitor, Assist, Manage. **Bespoke development:** Quoted additionally as individual projects.	✔	✔	✔	✔	✔	✔	✔	✔
Sage help desk support: Telephone assistance for general product support. Severity levels 1-5	✔	✔	✔	✘	✘	✘	✘	✘
Severity / urgency levels 1, 2 and 3: Sage development input on business critical and functional critical issues subject to discretion.	✔	✔	✔	✘	✘	✘	✘	✘
Severity / urgency levels 4 and 5: Sage development input on limited impact issues.and cosmetic issues.	✘	✘	✘	✘	✘	✘	✘	✘
Sage compliance releases: Detail can be found on page 6.	✘	✘	✘	✘	✘	✘	✘	✘

Environment and platform

There are a number of underlying elements of Sage 1000 and Line 500 which will be frozen, with no new platforms being supported. These include:

- Microsoft Windows OS (Windows 2019 only): Microsoft extended support to 2029
- Microsoft SQL Server (Server 2019 only): Microsoft extended support to 2029
- Windows Client Machines (Windows 7/10)
- Java Engine – (dependent on version)
- Internet Explorer – (dependent on version)
- Sage CRM (2022 R1)
- Sage 50 Payroll (if following in life support model)

Compliance releases

Since 2018, Sage has made two compliance changes which have required software release - MTD (2019) and CIS Subcontractor VAT (2021). All other compliance needs have been delivered using config/reporting. Given recent changes in MTD, Sage has no plans to deliver any specific compliance releases between 2022 and 2024, but will evaluate any changes during 2022 and 2023 and will provide either guidance/workarounds or a software release at it's absolute discretion if it cannot be achieved using config/reporting. No releases will be delivered in 2024.

Bug fixes and development from Sage

As you'll see on page 5, from 2025 onwards Sage will no longer provide backup support for the occasions where special bug fixes or development is required on our customers' Sage 1000 or Line 500 systems. However, Sage's support tends to be very rarely required as the majority of issues are quickly resolved by our support consultants at Datel, and as usual, you'll be able to raise tickets with our team at Datel until 2029.

When to log a problem

The support department is here to help Datel's customers with on-going daily problems when using software supplied and installed by Datel, or under the terms of a support agreement.

Whilst some guidance can be given on the operation and use of the system, the support team is not able to offer detailed consultancy or training over the telephone.

This is due to the fact that it is easy for answers to be given which are outside of the context or often in direct conflict with other aspects of your system. Where a support ticket is deemed to require consultancy, you will be informed soon after the ticket has been opened.

When your issue is recieved, our support team will:

1. Open a new support ticket
2. Confirm contact details
3. Request and establish full details of the problem
4. Log call details onto our support database
5. Assign an urgency level
6. Issue you with a ticket number

An email will automatically be sent to you confirming the ticket details and number for future reference. Support consultants will take ownership of your ticket and respond to you as quickly as possible.

How to contact us

Phone logging

Call us directly on:

01925 838 555

This is a dedicated direct line to the Datel Support Team.

Email logging

Report issues via email:

hotdesk@datelgroup.com

Include all issue information and your contact details.

Web logging

Use our web logging facility at:

support.datelgroup.com

As a supported Datel customer, you will be issued with a user ID and password for our web logging facility. Via this facility, you can raise new issues, update existing tickets and view your ticket history.

Customer Support Director

Stuart Morland

stuart.morland@datelgroup.com

Using Datel's Support Hotdesk

Our Support Hotdesk is open and available from Monday to Friday between 9:00am and 5:30pm (excluding public holidays).

Out-of-hours support issues may be logged by email or web portal.

Please note that no action will be taken on issues logged out of hours until the Support Hotdesk is open again.

Who should contact us

We want to support you with your Sage solution and we do that through providing an online support portal containing help sheets and training videos.

They are there to help you get the most from your Sage system and give your employees the confidence to do even more when it's convenient to them.

Help us to help you

To help us provide a solution that gets you back on track as soon as possible, it would assist the team if you had the following information ready:

- Full details of your problem and background of the circumstances
- A full record of any error message received, with specific examples where appropriate

Urgency levels

We respond to calls according to their urgency levels. Response and resolution times, as detailed in the table below, are estimates only - but our objective is to achieve these targets 90% of the time.

It should also be noted that the outlined timescales will be affected if the issue requires passing onto the software author or a third party maintenance contractor. When this happens, the timescales will default to the maintenance policy of that software author.

The timescales are not applicable for issues relating to bespoke work. In these instances, a specific timescale will be given.

This table provides a guideline of our target response times and target resolution times against each urgency level:

Estimated response and resolution times		
Identified Urgency Level	Target Response Time	Target Resolution Time
System Down	Immediate assistance	8 working hours
Business Critical	Within 1 working hour	16 working hours
Standard Issue	Within 2 working hours	28 working hours
Informational	Within 2 working hours	40 working hours

Tickets are actioned in order of their severity, ensuring no customer is given preference over another.

These levels are defined as follows:

System Down

For complete system unavailability.

Business Critical

For business-critical issues, where a larger number of users are affected or the problem has a financial impact.

Standard Issue

Where only one or two users are affected and the issue doesn't have a financial impact.

Informational

When users need specific information or help with standard functionality.

Customer feedback on Support

Your success is supported by our service - that's why we continually strive to improve our support services with your feedback.

A customer feedback request is automatically issued to you after your ticket has been closed. This includes four questions, which we ask you to score from 0 ('Very Poor') to 5 ('Excellent'). This helps us to better understand how you see our service and empowers us to deliver even better support in the future.

The request asks for feedback on the following areas:

- **Initial response to ticket**
- **Regular update on progress**
- **Technical knowledge of support staff**
- **Satisfactory closure**

All feedback received is anonymously shared on the Datel website. This can be viewed at **www.datel.info/feedback.**

Monthly reports and updates

Each month, a bulletin will be sent via email containing a number of reports which specifically relate to your business, including:

- **Number of tickets closed in the month, and the number closed on the same day**
- **Month-by-month chart of new tickets raised**
- **Feedback statistics for closed tickets**
- **Details of any logs remaining open**

Throughout the year, we will also email you details of any events or news that may be of interest to you and information on nominal year ends and changes in VAT or legislation which may affect your business. Wherever possible we will also include help sheets in this correspondence.

Datel's Sage 1000 and Line 500 retirement and migration programme

At Datel we're here to offer you support for your Sage 1000 and Line 500 system until 2029, with teams in place, committed to help with issues as they do for you today.

We appreciate change is never easy. So we've devised a programme to help guide you through the retirement of Sage 1000 and Line 500, and help you smoothly migrate on to a new Sage solution when you're ready.

#01 Ongoing Sage 1000 and Line 500 support up to 2029
We're committed to providing you with ongoing support for your current system until 2029, giving you plenty of time to think about your requirements for your next system.

#02 Migration advice and expertise
We'll give you advice and support on the best migration route for your business, as we have extensive experience in migrating customers from Sage 1000 and Line 500 to alternative Sage solutions.

#03 Review alternative Sage solutions
Gain direct access to our suite of cloud-enabled options for migration - where you'll be able to see what features Sage Intacct, Sage 200 and Sage X3 have to offer.

#04 Data migration tools for transition
To ease the transition to your new system, we'll provide you with data migration tools and packaged solutions to help make the process as smooth as possible.

Frequently asked questions

How soon do I need to move from Sage 1000 and Line 500?
The answer to that is dependent on your business needs and requirements. We have a retirement programme that takes the product to 2029, however, there will be limited bug fixes and legislation changes over that period so if something comes up that can't be fixed it may determine your timeframe.

Will Datel continue to support Sage 1000 and Line 500?
Yes, we have an agreement with Sage to be able to support your solution to 2029. We have the largest team of Sage 1000 and Line 500 application and support consultants that will continue to work with our Sage 1000 and Line 500 customers, offering consultancy, support and support services, where possible on a reasonable endeavours basis.

What are my options for migration?
Datel can offer all three Sage products available for businesses of your size and complexity – Sage X3, Sage 200 and Sage Intacct (see page 12 for more detail). Our Sage product specialists can help you to understand which solution will be right for you and our Retirement and Migration programme includes migration tools that will ensure the transition is as easy as possible.

A migration path to suit you

With three modern, cloud-enabled Sage solutions, Datel has a Sage migration pathway that will fit your needs, support your growth, and transition you from Sage 1000 and Line 500.

Sage X3

Sage X3 is a global ERP solution, customisable to drive productivity and give control and visibility of your enterprise. It includes a range of financial, manufacturing and distribution modules, including workflow and integration tools.

Sage 200

Sage 200 is a business management solution designed to facilitate growth in small to medium sized companies. Manage your accounts and customers, as well as manufacturing, supply chain and business intelligence.

Sage Intacct

Sage Intacct is a powerful cloud financial management platform, ideal for service-based businesses looking to embrace change, adapt and grow. Gain instant insight on-the-go with tailorable dashboards and real-time view.

Quality assurance

We work to a set of mature processes and procedures, namely the Datel Quality Management System (DQMS). This ensures that we are able to deliver quality products and services to our customers.

Our quality management system touches all areas of the business, from the initial proposed solutions at pre-sales, through implementation of hardware and software - under rigorous project management controls - and post-sale support.

The directors and other members of the quality team regularly review non-conformance and the results of both internal and external audits focus on any quality issues, ensuring the DQMS is a truly meaningful management tool.

Datel's quality policy statement states that:

"Our aim is to achieve and maintain a reputation for outstanding quality as a provider of IT solutions and services."

Our Team supporting you

Alongside your Account Manager, we have a dedicated team of people focused on supporting the retirement of Sage 1000 and Line 500 and your migration to a new Sage solution.

Andrew Pritchard
Managing Director

Paolo Arcangelo
Services Director - Sage X3

Emma Pownall
Marketing Director

Tim Purcell
R&D Director

Stuart Morland
Customer Support Director

Simon Newbon
Project Services Director

Claire Hughes
Project Delivery Manager

John Hesketh
Product Specialist

Steve Crosby
Product Specialist

Ian Mowbray
Product Specialist

Get in touch

Datel prides itself on good customer service and continual improvement. If you have any questions, feedback or suggestions, please do not hesitate to get in touch.

01925 838 555

hotdesk@datelgroup.com

customer support services