Sage Mobile Sales
Sage Billing and Payment
Product retirement announcement
Effective April 4, 2016

sage

Announcement

After careful review and consideration, we have decided to retire Sage Mobile Sales and Sage Billing and Payment as of April 4, 2016. This means that we will no longer market or sell these two products as of today and will support our current customers until April 4, 2016.

This decision has been made after reviewing customer feedback and market fit. We recognize our customers' need for increased mobility, so our core focus will be on offering leading-edge mobile solutions through our ecosystem of business partners and ISVs, while concurrently reinvesting back into our core Sage solutions and into the modernization of our growth portfolio.

All active and non-active Sage Mobile Sales and Sage Billing and Payment customers will receive an email notification in early December. Our Sage sales teams will immediately be contacting active Sage Mobile Sales and Sage Billing and Payment customers by phone to inform them of the retirement of the services on April 4, 2016. We will also discuss with each customer their options, including some existing mobile solutions that are available through our partner ecosystem. Finally, to help with our customers' transition, Sage Mobile Sales and/or Sage Billing and Payment monthly subscription fees will be waived starting on their next invoice after the early December email notification through April 4, 2016.

If you have any further questions, please reach out to your regional sales manager or Chris Ashby in product management.

Talking points

Sage is retiring Sage Mobile Sales and Sage Billing and Payments effective April 4, 2016.

Customers will not be charged for these services from the announcement date until April 4, 2016.

Through an email notification, Sage will provide customers with a list of other compatible mobile solutions in the Sage partner network that may be good options for them.

Sage sales teams will call all active and paying mid-market customers to explain the retirement decision and to discuss the alternative Sage Business Partner mobile solutions.

Sage is supporting the needs of our customers and their increasingly mobile workforce and will seek strong partnerships to make mobile solutions available to Sage customers.

Frequently asked questions

How many customers are affected by this announcement to retire these products?

For Sage Billing and Payment: approximately 45 customers
For Sage Mobile Sales: approximately 90 customers

Why is Sage retiring these products?

Sage Mobile Sales was developed to provide an online tool for sales people to show their product in a catalog. However, we found that we were not providing a solution that was comprehensive enough across every unique business.

For Sage Billing and Payment we found that we were not providing a solution that was complete enough across our many types of Sage customers.

When will Sage Billing and Payment and Sage Mobile Sales service become unavailable?

Both products will be retired effective April 4, 2016. The system will be shut off on that date, each customer's contract will terminate and access to the Sage Billing and Payment and/or Sage Mobile Sales services, and any associated data in the systems will no longer be available.

What should customers do?

We will be communicating to our customers a list of solutions available in the Sage partner network that may be good options for them.

Can a customer add users during this time?

No, they cannot add users, nor can they upgrade at this time.

What should support do if a customer wants to purchase?

Effective immediately, neither Sage Mobile Sales nor Sage Billing and Payment are available for upgrades nor for any additional sales. Customers can direct questions to their business partner or to a Sage regional sales manager to discuss the potential alternative solutions provided to them in an email notification (see last page of this document).

What about the customer's data?

The data used by mobile solutions originate from the connected accounting solution and therefore when services are discontinued there will be no accounting data loss.

What about any existing proposals for prospective customers?

We will not be taking any new orders for these products, effective immediately. Please refer to our list of alternative solutions that may be of interest to your customer (see last page of this document).

What about our development plans for other mobile solutions?

Our customers' need for increased mobility grows each year so we will focus on building partnerships to bring mobile solutions to our customers while concurrently reinvesting back into the core Sage solutions and the modernization of our growth portfolio.

What mobile solutions will be developed?

We will be focused on offering mobile solutions with broad appeal across our customer base, support our new customer growth and retention objectives, and that complement our existing Sage portfolio.

Can sales, business partners or support analysts share this information with customers?

Yes, verbally.

What should support do if a customer wants roadmap information on Sage mobile product plans?

Inform our customers that any roadmap information that is available will be shared on the customer newsletter. Roadmap information is not available at this time.

Sage Mobile Sales alternatives

Product name & company	Sage integrated product	Phone	Email	Website
eMobilePOS for Sage 50 e-Nabler Corp	Sage 50	(787) 763-5959	support@e-nablercorp.com	www.emobilepos.com
iSales 100 xkZero	Sage 100	(847) 416-2009	info@xkzero.com	www.xkzero.com
eMobilePOS for Sage 100 e-Nabler Corp	Sage 100	(787) 763-5959	support@e-nablercorp.com	www.emobilepos.com
Scanco Sales Scanco	Sage 100	(877) 722-6261	sales@scanco.com	www.scanco.com
P.R.i.S.M. for iPad Barcode Application Solutions	Sage 300	(416) 822-3434	albert@barcodeapps.com	www.barcodeapps.com
eMobilePOS for Sage 300 e-Nabler Corp.	Sage 300	(787) 763-5959	support@e-nablercorp.com	www.emobilepos.com
Wireless Merchant Wireless Merchant	Sage 300	US: (917) 463-3472 CA: (613) 221-5950	info@wirelessmerchant.com	www.wirelessmerchant.com

Sage Billing and Payment alternatives

Product name & company	Sage integrated product	Phone	Email	Website
Terms on Time Terms on Time	Sage 100	(877) 837-6709	brad@termsontime.com	www.termsontime.com
Anytime Collect 2015 E2B Teknologies	Sage 100	(440) 352-4700	sales@e2btek.com	www.e2btek.com
Anytime Collect 2015 E2b Teknologies	Sage 300	(440) 352-4700	sales@e2btek.com	www.e2btek.com