Vision33
TOTAL CARE +

Comprehensive Support Program for Your
Sage Intacct Solution

Introduction

The Vision33 TOTAL Care program is central to your experience with Vision33. This complimentary program offers world-class customer support from a dedicated team of global consultants. Your partnership with Vision33 doesn't end at the implementation – that's only the beginning of using Sage Intacct to drive value in and for your business.

Dedicated Vision33 TOTAL Care Support Team

The Vision33 TOTAL Care support team has worked with Sage family of products for over 20 years, and our team of certified consultants serve both North America and Europe. Through their extensive experience with Sage Intacct, team members have the expertise and insight to resolve your issues.

Vision33 Blog – Insights to Transform Your Business

The Vision33 Blog offers insights into the latest trends and technology advantages for growing businesses. Read articles by subject matter experts from both Vision33 staff and our partners. You can subscribe to receive instant notification about new articles.

The Connected Enterprise Podcast

Hosted by Carl B. Lewis, Vision33's bi-weekly podcast features interviews with some of the most prominent and influential minds in the enterprise technology space. Guest speakers discuss the technology and tools they use to stay connected through their organization and supply chain. With new episodes every other week, the podcast is a valuable resource to follow the latest technologies and trends affecting businesses in your industry. Listen to the Podcast.

Customer Surveys

Vision33 thrives on its customers' success. Seeing your enterprise technology serve you better is our goal – that's why we conduct a yearly customer survey. Providing a forum where customers can have their opinions heard ensures we can continually improve their experiences. Your opinion matters, and we're committed to acting on your feedback.

Customer Days

Vision33's virtual customer event helps businesses gain greater value from the Sage family of products and their partnership with Vision33. We have sessions for staff who use Sage products daily, managers and leaders tasked with system and process improvement, and thought-leadership sessions for company executives and owners. Get valuable content with actionable takeaways. Attend thought-leadership keynote sessions to hear stories about and from Sage product users and learn from the challenges they've overcome.

Sage Intacct Community

Connect with Sage Intacct customers anytime! We encourage you to problem solve, troubleshoot, and exchange ideas in our online forum.

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Vision33 TOTAL Care Customer Support Program Benefits

Services	Included	Additional Fees May Apply
User Training and Enablement		
Sage Intacct mini-training sessions (5-10 minutes)	✓	
Access to Vision33 Go-live training materials	✓	
Attendance to periodic online training courses		✓
On-site consulting, business process analysis, and training		✓
Support Services		
Online remote support for troubleshooting and bug discovery	✓	
Access to Zendesk TOTAL Care Site (Log support tickets, view ticket status, access documentation, and view exclusive webinar recordings)	✓	
Escalation management of publisher-related issues to Sage Software support	✓	
Escalation management of publisher-related issues for Sage Intacct marketplace products	✓	
Preferred service rates for Vision33 consulting services	✓	
IT infrastructure* troubleshooting (network, printers, and Microsoft SQL)		✓
Editing and creating queries or reports		✓
Software Updates and Patches		
Quarterly Software Updates	✓	
As needed software patches – Cloud Install		
Account Management		
Access to Vision33 Customer Portal (access to quotes, orders, invoices, statements, credit card payments)	✓	
Sage Intacct license key support	✓	
Events		
Attendance to Vision33 virtual events	✓	

Vision33 TOTAL Care will resolve or attempt to resolve support requests that are outside the scope of TOTAL Care's service offering if session takes 20 minutes or less upon initial contact.

Sage Business Partner

Vision33