



Harlands **SAS** club

Sage And Systems
SUPPORTING YOUR BUSINESS



Harlands
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01207 581717





harlands SAS club

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SUPPORTING YOUR BUSINESS

At last, there's a **quick and easy** support solution for all your Sage Software needs. As a member of the Harlands SAS Club, you will have your own Sage Expert ready and able to answer your questions **specific to your own business.**

It's simply a straight forward way of keeping control of your business. Whichever software you use **one membership covers them all!**

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| <ul style="list-style-type: none">• Sage Instant Accounts• Sage 50 Accounts• Sage 50 Accounts Professional | <ul style="list-style-type: none">• Instant Accounts Plus• Sage 50 Accounts Plus |
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| <ul style="list-style-type: none">• Sage Instant Payroll | <ul style="list-style-type: none">• Sage 50 Payroll |
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| <ul style="list-style-type: none">• Sage ACT! | <ul style="list-style-type: none">• Sage ACT! Premium |
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You can read more about the Harlands SAS Club in this brochure, or if you'd like more information, then do get in touch.

Tel : 01207 581717

Email : info@harland.co.uk

Web : www.harland.co.uk

Address : Prospect House, Prospect Business Park, Leadgate, Consett, Co Durham. DH8 7PW

" Having been SAS members with Harlands for the last three years (previously Sage themselves) we have experienced service second to none. The team have a massive knowledge of the product and have a uncanny knack of delivering advice and explanations in an extremely simplistic fashion !. They react quickly to any problems we may have which can be resolved over the phone or by a site visit, and best of all they are extremely competitive with regard to price"

A Scott, Stanley Travel



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What is the Harlands SAS Club?

Think of it like a partnership. You work with your Personal Sage Consultant to ensure your software systems are delivering the maximum results for your business. You don't get a different person every time you call. You build up a rewarding relationship with your Consultant who has many years of experience working with Sage (UK) Limited. They know the products inside out and have extensive technical experience too.

Perhaps the best way to show you how Harlands SAS Club could make your life much easier is with some examples...

You think you've lost all your data – what do you do?

Your initial reaction may be to PANIC, but there's really no need to do so. A quick call to your Sage Consultant and you'll more than likely have your data back up and running in no time.

You regularly waste time trying to make sense of your software

You can speak to your dedicated Sage Consultant directly to talk about your system, not just receiving solutions to generic problems.

You're frustrated that you just don't have the figures available to plan your business

Time spent with your Sage Consultant early on will ensure that your system is set up to cope with the requirements of your business right from the start, giving you exactly the reports you need so you know how much profit you made last month, or which is your most profitable product/service.

An added bonus, ***and a service you'll not get elsewhere***, is that your accountancy issues are solved by us too. The Sage Consultants have a vast knowledge of accounts and also work directly with the Harlands Accountancy Team to maximise productivity and reduce operational costs.

Gain control of your business NOW

In short, becoming a Harlands SAS Club Member will help you:

- **Eliminate any future wasted time** – no need to battle on by yourself
- **Minimise downtime** – problems can be solved quickly
- **Understand your software** – Make sense of the figures Sage produces

In the next few pages, you'll find out all the benefits of being a Member of Harlands SAS Club. **Can you afford not to become a Member?**

The Harlands SAS Club Membership Package

Becoming a member of the Harlands SAS Club gives you everything you need to gain and keep control of your business. 87% of Harlands SAS Club Members increase their profit in the first year through effective use of Sage.

Make sure you benefit from:

- **Unlimited Telephone Support and Email-**
Call or Email us with your queries and issues for a swift response.*
Remote Login support is also available.
- **8 Hours On-site Support –**
Handle more complex issues with an expert at your side.**
- **Working with your dedicated Sage Consultant –**
You will work with the same person every time.
- **Monthly Check-in Contact –**
Even if you don't contact us we'll be in touch to see how you are doing.***
- **Quarterly Systems Reviews –**
On-site visit lasting approximately 30 to 45 minutes.****
- **10% Discount off all Sage Purchases -**
Why go directly to Sage when Harlands beat their prices.
- **Annual Payroll Year End Consultation -**
Free on-site consultation for your Sage Payroll Year End.*****
- **Free Tickets and Priority Booking for Harlands Seminars-**

* Monday to Friday between 9am and 5pm. If your Consultant is not available you will be given an estimated response time. All calls will be returned within 4 working hours and all emails will be replied to within 24 hours. Emergency calls will be returned as quickly as possible. In Harlands experience support issues can usually be resolved over the telephone in no more than 30 minutes. Calls that cannot be resolved within this time may require an on site support visit in order to resolve the problem. This will be the suggested course of action from your personal Sage Consultant. Such issues are often more swiftly resolved with a technician present.

** On-site support time can be topped up via Bundles. Unused on site hours will not be carried over into the next support period.

*** If queries are brought to light a support call will be scheduled with you Personal Sage Consultant.

**** We will proactively review your systems on-site each quarter to ensure that all is well and that you are getting the most out of your software. If Issues are brought to light that will require additional time to resolve then this will be brought to your attention.

***** Typically these will take no more than an hour but should it be deemed that your year end needs greater assistance then we may suggest using some of your available on-site time in addition so that that any issues can be properly resolved.



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Quarterly Systems Reviews

Part of the unique service offered to SAS Club members is the Quarterly Systems Review program.

Other support offerings may offer technical support from the point of view of the software but cannot assist you with the bigger picture regarding your bookkeeping practices. This is where the Harlands SAS Club comes into its own.

Harlands will proactively seek an appointment with you once per quarter to perform an inspection of your Sage software and associated bookkeeping protocols. The 6 month and 12 month reviews will take place on site while the reviews at 3 months and 9 months the reviews will take place via remote login. The reviews will cover a number of areas over and above software related issues including Bank reconciliation, accurate postings and allocations in Sales and Purchase ledgers, accurate wages postings and more.

With HMRC investigating more and more businesses on the accuracy of their record keeping the Quarterly Systems Reviews can help bring to light any areas of your book keeping where improvements can be made.

What will the review look at?

The Sage system itself will be checked for any issues or data corruption.

Checks will be performed on the Debtors and Creditors ledgers and spot check will be made on Credit Control.

Bank reconciliations will be examined to ensure that they balance and that older items are not being overlooked.

Wages entries will be inspected to ensure that entries are complete and accurate.

Management reports will be checked to ensure data entry is being handled correctly.

Should we encounter any areas that we believe require attention we will make recommendations as to what action needs to be taken.

Over the course of your membership the quarterly reviews, in conjunction with the other support offered through the membership, should ensure a steady improvement in the quality of the data you are entering into your Sage software. This in turn will have a positive impact on managing your business.

Get The Support You Need...

Harlands SAS Club covers Account, Payroll and ACT! Software in any combination for a single annual fee but what does this offer you?

Accounts Support

Over 800,000 UK businesses use Sage Accounts software in one form or another. Sage offers a very good support service but with around 550 support technicians this can often mean waiting some time for your call to be answered and very rarely speaking to the same person twice.

Harlands SAS Club provides a uniquely personal support service that not only provides an immediate answer to your call but also ensures that your queries will always be dealt with by the same person. What is more Harlands SAS Club members can take advantage of on-site support.

Also, when questions move more towards accountancy queries Sage is not in a position to be able to help. Harlands is an Accountancy firm and SAS Club members can take advantage of that readily accessible accountancy knowledge.

Payroll Support

It is essential that any Payroll software is legislatively up to date. There are two ways to achieve this: Take out a Sagecover support contract directly with Sage or Buy the new software each year when it is released.

The Sagecover contract with Sage provides technical support as well as a legislative update at the start of the new tax year. If you are a Harlands SAS Club member then you already have a technical support service for your payroll product so the only real benefit is the legislative update. You could use your SAS Club discount to purchase the new software instead and this usually cheaper than a Sagecover contract.

ACT! By Sage

All businesses can benefit from a computerised contact and pipeline management system. Sage ACT!, the world's most popular contact management tool, provides just that. If you have never used such a system before or if you have one and it is not being used to its full potential then Harlands can help you put in place this core business system that on average will increase your turnover by 16%.

"ACT! Is fast becoming an integral part of our business systems, providing us with the ability to more efficiently track and monitor sales opportunities and segment our customer base for specific targeted marketing, which in turn has made us more customer focused."

M Potts – AMH Workspace Limited



Pricing Structure

Harlands SAS Club membership can be paid for via a monthly Direct Debit. You don't have to worry about a single large bill once a year, we will assist your cash flow and help you spread the cost.

We try to keep our pricing as simple as possible. Your monthly Direct Debit is based on the level of software you use:

Product	Monthly Direct Debit
Sage Instant suite (including Accounts, Payroll and ACT!)	£40 + VAT
Sage 50 Suite (including Accounts, Payroll and ACT!)	£55 + VAT

Additional On-Site Support

As you use your on-site support time your Personal Sage Consultant will advise you as to how much available time you have remaining.

Should you require more than the 8 hours annual on-site support time provided as part of your membership the standard hourly on-site fee is **£75 + VAT**. However, you can choose to purchase one of several Top Up Bundles which provide varying levels of discount. The more time you buy the cheaper it gets:

Bundle	Price	Equivalent Hourly Rate
2 Hour Bundle	£130 + VAT	£65 + VAT
4 Hour Bundle	£240 + VAT	£60 + VAT
6 Hour Bundle	£330 + VAT	£55 + VAT
8 Hour Bundle	£400 + VAT	£50 + VAT

We keep an accurate log of all on site time we spend with you and this helps you to ensure that you always know how much support time you have available.

Members Referral Bonus

Why keep the benefits of Harlands SAS Club to yourself? Tell others about us and get them to try Harlands SAS Club for themselves!

For every referral that comes to us and takes up an annual SAS Club Membership we will reward you with **5%** off your next years membership.

But we don't stop there...

At the end of March each year we will review the top referrers and reward them:

1st Place will receive an additional **10%** discount on their next years membership.

2nd Place will receive an additional **5%** discount on their next years membership.

3rd Place will receive an additional **2.5%** discount on their next years membership.



How to become a Harlands SAS Club Member

Hopefully by now you can see the benefits of gaining better control of your business. Remember, you don't need to be an expert yourself – that's the reason we are here.

For more information on any of our SAS Services please complete the form opposite and return it to us.

Alternatively, give us a call – we'll always be pleased to hear from you.

Call now on 01207 581717



Great Control Of Your Accounts = Great Results!

"I don't know what I would have done in the last few months without the personal support of the Sage Team at Harlands. There is always someone available to speak to me and if possible, my queries are dealt with effectively over the phone, with patience, and clear, easy to understand instructions. The guys have even popped into the office without an appointment just to check everything is ok. I couldn't have managed without this service. Thank you."

Jackie Armstrong, A&A Group (UK) Limited



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