



ISM Business Solutions Limited

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December 2010

Sage Line 100 will reach its End of Mainstream Support on 30 September 2012.

We have received a notice from Sage that Sage Line 100 will reach its End of Mainstream Support on 30 September 2012.

Currently, Sage offer full Support for Line 100, which includes legislative software updates and access to Technical and Developer support for Business Partners. From 30 Sept 2012, Sage will be changing the type of support offered for Line 100.

From 1st October 2012 Sage will end Mainstream Support meaning they will stop producing software updates in relation to Line 100. In addition, they will no longer guarantee that Line 100 will be legislatively compliant.

We will be speaking to all our Sage Line 100 customers and planning a route to replace Sage Line 100 with the replacement product Sage 200 and we would like to begin this process as soon as possible.

Whilst Sage has given plenty of notice in terms of ending Mainstream Support, we believe that it is important that you start to plan as early as possible for the move away from Line 100 since Sage implementation resources will become scarcer as the deadline approaches.

In the meantime should you wish to discuss any aspect of this announcement please call us and we will be happy to come and see you.

We have put together some questions and answers here that will help you but please call us if you need to discuss anything.

Why is Sage ending Mainstream Support for Line 100?

Line 100 started life at Sage in 1992 as a sophisticated accounting business suite and the product of choice for mid-sized businesses.

This software has seen substantial development since the early versions of Line 100; products such as Sage 200 Suite utilise the very best in technology, usability, customisation and process management to streamline business processes. Line 100 was developed and grew into Sage MMS (in 2003) and then Sage 200 Suite (in 2007).

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The changes will allow Sage to concentrate their R&D and Support resources on the development of the Sage 200 Suite, which has more advanced features and customisation tools and therefore is Sage's primary solution for mid-sized businesses.

Can I still use Line 100?

Yes. Sage realise that some customers will wish to stay with their Line 100 system, so they'll still provide enable strings allowing them to do so. You will still be able to purchase additional licences and modules, should you need to.

What will it mean if I choose to keep using Line 100?

Sage will stop all development work for Line 100 meaning if there are legislative changes (e.g. the recent changes to VAT and EC Sales List) requiring a systems update, then this will not be provided by Sage.

Can I keep my data and access it?

Yes. Sage realise some customers, though they'll choose to move to another system, may also like to have access to their Line 100 data, for historical purposes.

Of course should you upgrade to Sage 200 then all of your existing data, including history, will be converted and moved over to Sage 200 for you to access there.

Sage will still provide annual registration keys following 30 Sept 2012, for customers who wish to either still use their system or simply have Sage Line 100 access; however Sage will be looking to phase this out over the years which follow.

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Can Line 100 Customers get a free upgrade to Sage 200 or another Sage product if they currently use Line 100?

There are no free upgrades to other Sage products; however there are preferential upgrade prices for existing Line 100 users moving to Sage 200.

It's worth noting that many of our customers have had some form of customization (or bespoke programming) done so it may not simply be a case of 'upgrading' from Line 100 to Sage 200.

If I have had customisation or bespoke programming or reports built onto my Line 100 product will this work on another Sage package?

Any customisation done in Sage Line 100 will not work with Sage 200, however:-

- In some cases, some or all of the customisation may now be in the standard version of Sage 200, there has been a lot of development and improvements*
- In some cases the new Sage 200 may be easily modified by ISM*
- In some cases Sage 200 may offer alternatives ways of handling business processes that may now be more appropriate for customers' business requirements*
- Every bespoke Sage Line 100 system is different and will be treated by ISM on a case by case basis*

Where can I find out about Sage 200?

Just call us and we will come and see you, in the meantime there are full details on our web site.

What if I have any further questions?

Just call us to discuss or we will come and see you.

End of announcement