

# Sage Timberline Enterprise



## Frequently Asked Questions

### **1. Does the introduction of Sage Timberline Enterprise mean that Sage Timberline Office and Sage Master Builder are being discontinued?**

Absolutely not. In fact our commitment to both products has never been stronger. Moving forward we will be delivering enhancements each year to both Sage Timberline Office and Sage Master Builder. This work will bring to your desktop a broad depth of functionality designed to simplify and enhance work processes. Moving forward in 2010 and beyond, you can be fully confident that with Sage Timberline Office, or Sage Master Builder, you'll be better equipped to get the most out of the resources you have, improve efficiencies, reduce costs, and meet the challenges and opportunities facing our industry.

### **2. Why did Sage choose to introduce Sage Timberline Enterprise to the specialty and service markets first?**

Over the next couple of years, Sage Timberline Enterprise will be released in a phased approach to assure we adequately focus on and address the specific needs of each key segment of the construction and real estate industries. We decided to release the product first to U.S. specialty and service contractors because their need for increased integration between our Service Management, Purchasing, and Inventory solutions was at the top of our customer request list. Once the first release is out later this year, we will immediately turn our attention to the general contractor market in both the U.S. and Canada for the second release.

### **3. I'm not a specialty or service contractor. Can I still purchase Sage Timberline Enterprise?**

Of course. While the initial release of Sage Timberline Enterprise is designed especially to meet the needs of specialty and/or service contractors, as well as general contractors who self-perform work, the product is available to any Sage Construction and Real Estate customer. Consult with your Sage Business Partner in order to determine if Sage Timberline Enterprise is right for you and your business.

### **4. Can I automatically upgrade from Sage Timberline Office or Sage Master Builder to Sage Timberline Enterprise?**

No. Sage Timberline Enterprise is not an upgrade from Sage Timberline Office or Sage Master Builder. It is a completely new product built from the ground up to take full advantage of the latest technology, including a Microsoft® SQL Server® database. As a result it will be sold and implemented as a new product. Sage Business Partners will, however, offer migration services to support a smooth and careful transition between Sage in-family products.

### **5. Can I get a trade-in allowance when migrating from Sage Timberline Office or Sage Master Builder to Sage Timberline Enterprise?**

All Sage Timberline Office and Sage Master Builder customers will receive an "In The Family" discount when purchasing Sage Timberline Enterprise. On top of that customers will be eligible for an "Early Bird" discount if they purchase Sage Timberline Enterprise by September 30, 2010. See your Sage Business Partner for specifics.

## 6. What happens to my reports if I migrate to Sage Timberline Enterprise from Sage Timberline Office or Sage Master Builder?

Existing Sage Timberline Office and Sage Master Builder reports cannot be migrated to Sage Timberline Enterprise because of different reporting formats and data fields in the new software. If you want to retain existing reports, they will need to be re-created by your consultant. However, keep in mind that Sage Timberline Enterprise includes a comprehensive collection of reports that we are confident will meet the needs of most companies. This may be a good time for you to reevaluate your reporting needs.

## 7. Can I use Crystal Reports with Sage Timberline Enterprise?

Yes, you can use Crystal Reports with Sage Timberline Enterprise. However, because Sage Timberline Enterprise has a different database structure, any reports that you created previously with Crystal Reports will have to be re-created. You will also not be able to view any customized reports within Sage Timberline Enterprise in its first release. Until then, any reports you create with Crystal Reports can be accessed with a Crystal Reports viewer. Ask your Sage Business Partner for details.

## 8. Why is the product called Sage Timberline Enterprise?

The Timberline name is synonymous with construction financial and operations excellence, and we wanted to carry that heritage forward with this new comprehensive and innovative software product.

## 9. When will Sage Timberline Enterprise be released?

Sage Timberline Enterprise will be available by this summer. Ask your Sage Business Partner about specific dates.

## 10. How can I learn more about Sage Timberline Enterprise?

Your Sage Business Partner will be happy to provide you with more information and a product demonstration. Please contact your Sage Business Partner with your requests.

## 11. How do I know if Sage Timberline Enterprise is right for me?

Sage Timberline Enterprise is designed initially to meet the unique business needs of specialty and/or service contractors, as well as general contractors who self-perform work. This includes the need to procure materials, hold inventory, and manage and dispatch skilled laborers and technicians, as well as create and track work orders. If you are unsure whether or not Sage Timberline Enterprise is right for you, please consult your Sage Business Partner.

## 12. Are there plans to create a version of Sage Timberline Enterprise for companies not in the specialty/service market, or for general contractors who don't self-perform work?

Yes. Our development roadmap includes plans to expand the capabilities of Sage Timberline Enterprise to meet the needs of general contractors, as well as companies in the real estate industry. While specific release dates are not yet available, it should be noted that both markets are very important to us and every effort is being made to make Sage Timberline Enterprise available to those of you in them as soon as possible.

## 13. What are the hardware and system requirements for Sage Timberline Enterprise?

We are conducting final testing for both hardware as well as system requirements for Sage Timberline Enterprise. Your Sage Business Partner will have additional details as soon as they are available.

## 14. Will I need SQL server in order to run Sage Timberline Enterprise?

Yes, if you are not already, you will need to be on the latest version of SQL Server. Consult with your Sage Business Partner for details.

## 15. As a Sage Timberline Office or Sage Master Builder customer, will I be given less priority in support due to the release of Sage Timberline Enterprise?

Not at all. We will continue to maintain distinct support teams dedicated to serve our Sage Timberline Office and Sage Master Builder customers.

## 16. Will I have to buy a new service plan if I migrate to Sage Timberline Enterprise?

Yes. Because Sage Timberline Enterprise is being sold and implemented as an entirely new product, you will be required to purchase a new service plan. However, you will receive a refund on your existing plan based on the number of months that remain on the existing plan when your new Sage Timberline Enterprise plan is activated.

## 17. Is there a Sage Timberline Enterprise beta program that I can participate in?

Yes. Ask your Sage Business Partner for details.