



SAGE ACT!

2011

ACCESS ALL AREAS
OF YOUR CUSTOMER DATA

Sales Toolkit



sage

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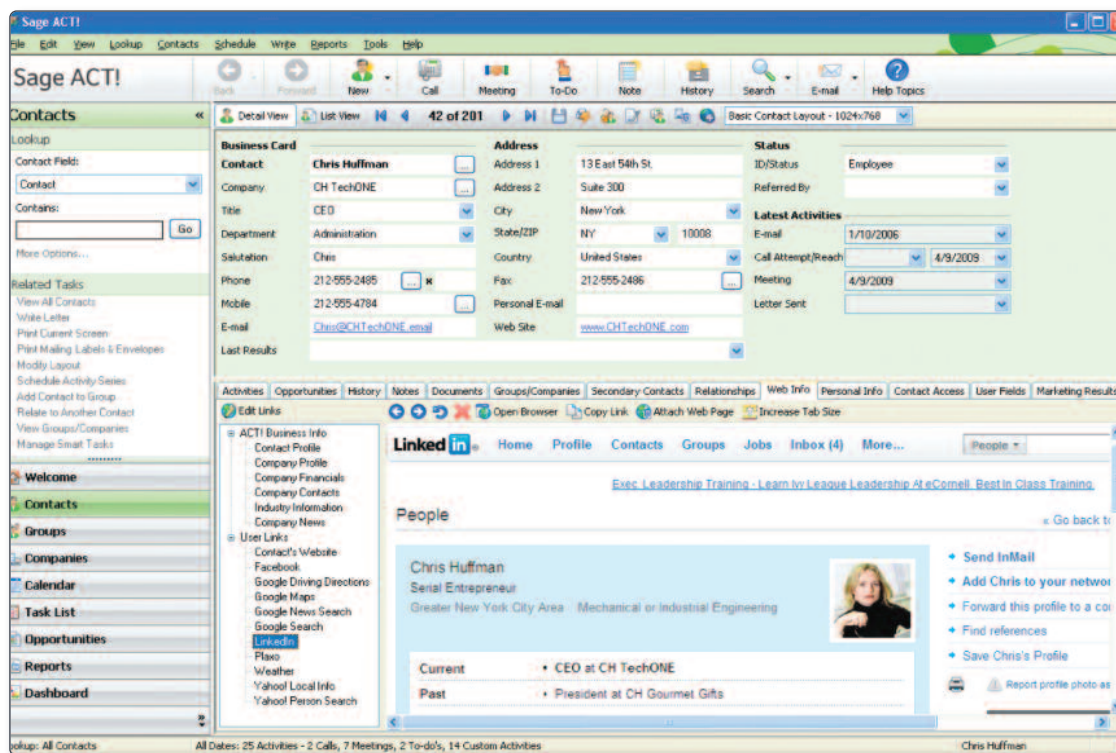
Find out
what's new
in this
release

What is Sage ACT!

Sage ACT! is the #1 selling Contact and Customer Manager in the world with 2.8 million users, including 56,000 corporate customers¹.

What is a Contact and Customer Manager?

A Contact and Customer Manager is a business productivity tool that's more powerful than e-mail systems and spreadsheets, but easier to use, faster to get up and running, and less costly than a Customer Relationships Management (CRM) solution. Fundamentally, a Contact and Customer Manager keeps all the details of your customer relationships - phone numbers, e-mails, conversation notes, meeting and activity history, documents, social media profiles, and more - in one organised place. It gives you a complete view of the people you do business with, and empowers you to develop long-lasting, profitable relationships so existing customers keep coming back and new customer referrals keep coming in!



Manage relationships by keeping everything - contact details, emails, documents, social media profiles, and more - in one organised place.

The #1 selling claim can be validated using three sources:

- Sage ACT! has more registered users (2.8 million) than any other Contact and Customer Manager worldwide.
- Sage ACT! has more corporate customers (53,000) than any other Contact and Customer Manager worldwide.
- Sage ACT! is ranked #1 in revenue and units sold, according to U.S. retail NPD data, than any other Contact and Customer Manager on the retail shelf.

What New in Sage ACT! 2011

Sage ACT! is the #1 selling Contact and Customer Manager designed to help small and growing businesses manage and engage with their customers, building long-lasting and profitable relationships.

Sage ACT! 2011 continues to build on its #1 selling contact and customer manager offering through detailed customer and user feedback, improved business efficiencies, automation of business activities, control and access of your customer data and customer acquisition for small to growing businesses.

Key areas for development in this release are:

Control and access to your data

- **ACT! Mobile Live** - Access your data via the phone, online or through Sage ACT!
- **Microsoft® Outlook Integration** - Access your customer data from within Sage ACT! or Microsoft® Outlook

Target and acquire more customers

- **Sage Emarketing for ACT!** - Market to prospects or existing customers using the new editor making customised communications easier to deliver
- **Sage Business Information Services for ACT!** - Purchase and target prospects or additional contacts within businesses using information provided through Hoovers®
- **Direct import from Excel** - Import prospect and customer information directly into Sage ACT!

Efficiency and Usability

- **Smart Tasks** - Automate your business processes to ensure efficiencies and accurate customer data

Naming and Brand Changes

Brand

Make contact. Build relationships. Get results.

Sage ACT! makes it easy for you to have meaningful conversations with customers by giving you an organized view of the people you do business with.

Naming

ACT! 2010	ACT! 2011
ACT! by Sage	Sage ACT! Pro
ACT! by Sage Premium	Sage ACT! Premium
ACT! Premium with SQL 2008	Sage ACT! Premium with SQL Server 2008 Standard Edition

Brand Mention	Product Mention	Product Mention with Year and Service Pack
Sage ACT!	Sage ACT! Pro	Sage ACT! Pro 2011 SP1 or SP2
	Sage ACT! Premium	Sage ACT! Premium 2011 SP1 or SP2
Sage Connected Services	Sage Business Information Services for ACT!	N/A
	Sage Emarketing for ACT!	N/A
	ACT! Mobile Live	N/A

Product Positioning

Business Maturity	Micro Market	
	Pre-Start	Start-up & Trading
User	Entrepreneur with idea	Owner does everything
Challenges Faced	Customers - Defining customers. Market research: product, demand, price, place, promotion	Customers - Focus on attracting & keeping customers - Marketing, contacts, opportunities, building a reputation & getting paid
	Finance - Projecting cash flow, P&L & balance sheet - Identifying sources of funds	Finance - Managing money in and out of the business: cash flow, cash position & margins
	People - Understanding who will be in business. Learning about legislation and setting up systems & processes to manage and comply	People - Potentially recruiting first employees - Ensuring can meet wage/salary responsibilities - Training and retention
	Operations - Identifying how to serve the customer efficiently and effectively	Operations - Developing, refining & consolidating
	Supplier - Identifying and selecting	Suppliers - Building relationships, paying for stuff
	Future - Focus on 1st year in business - Creating business infrastructure: premises, insurance, advisors, record keeping	Future - Time constraints: planning + 1 month/QTR
Desktop	Sage Planning for Business	Sage ACT! Pro Sage Instant Accounts & Plus Sage Instant Payroll Sage Start-up Sage Invoicing
		TAS TotalPayroll FirstBooks TASBooks
Online		Mobile/Remote Access Legislation Services - Health & Safety, HR, Legislation Manager

Note: Functional Roles and Departments refer to responsibility for areas of management being delegated to people or departments by the business owner.

Product Positioning

SME Market		Market	Business Maturity	
Growing	Established	Customer		
Functional Roles	Functional Departments	User	User	
Customers - More marketing: prospects: customers: information: money to chase - Maintain service levels	Customers - Roles based - Deeper customer information		Challenges Faced	
Finance - Need more flexibility, power and control	Finance			
People - HR management, more complex payroll, liaising with government/compliance	People - Formalised processes for: recruitment and selection, training and development, reward and incentive, performance management, disciplinary & dismissal			
Operations - More systematic and unidue to the business tailored solutions	Operations			
Suppliers - More suppliers, more payments to manage more complex relationships	Suppliers - Batch end traceability			
Future - Financial planning & investment appraisal - Planning timeline 6 months to a year	Future			
Sage ACT! Pro & Sage ACT! Premium				Desktop
Sage 50 Accounts, Plus & Professional				
Sage 50 People - Payroll, Professional & HR				
Sage 50 Forecasting, WinForecast				
TAS TotalPayroll			Online	
FirstBooks				
TASBooks				
Mobile/Remote Access				
Sage 50 Online				
Legislation Services - Health & Safety, HR, Legislation Manager				

Note: Functional Roles and Departments refer to responsibility for areas of management being delegated to people or departments by the business owner.

Identifying Customer Business Issues Questions and Answers

	Who are your typical customers? What will you sell them? What price? What's the key benefit? What's your sales message?	Have you identified who your main suppliers are going to be? Do you know what your trading terms will be? How do you manage your supplier payments?	How many of you are there in the business? Will you need to employ anyone? Have you looked into what you need to do to comply with the law?	Have you produced a business plan (cash flow, P&L, Balance sheet)? How are you going to fund the business?	What will your operational set up look like?	How will you future proof your business?
	Customers	Suppliers	People	Finance	Operations	Future
Pre-start	I am still researching who my customers will be. I am looking at what prices I will offer. The benefits are... I haven't defined my sales message yet.	I am still looking for suppliers. No terms are set up yet. I will pay the suppliers.	It will be myself setting up or maybe one other. I may employ someone once I am established. I am looking or I need to look into the law around employment.	I haven't produced a plan, I am starting a plan, I want to start planning, I am planning currently. I need to secure funding.	I think it will be just me working in an office/ premises/home.	I am planning a sales forecast. I haven't planned anything yet. I need to plan.
Startup & Trading	My customers are... My pricing has been established and I may review it. The benefits of my business and its offerings are. My sales message is being refined.	My suppliers are set up. I have standard trading terms of 30 days. I pay my suppliers myself.	I am the owner manager. I will be employing someone when I expand. I have looked into the law around employment.	Business plan has been made and we now refer to it and measure ourselves against it. We haven't made a plan. We have funding in place. We are looking for more funding. We have a P&L sheet.	We have premises secured.	We forecast a month to a quarter in advance that's all.
Functional Roles	We sell a number of items, I tend not to deal with sales. We have structured and varied prices in place. The sales person deals with the sales messaging.	My suppliers are established and we have dealt with them for some time. We are always looking for better deals. We have 30/60 day payment terms. Another person pays the suppliers.	We have several people working here. We are stable and not growing at the moment. We may be taking people on soon or in the future. Another person looks at all of the law around employment.	We have a business strategy which we aim towards. The P&L is looked after by an individual here. The business is self funding through profits.	We have one person looking at operations as part of their bigger role.	We have a forecasting process which is looked at every month and quarter.
Functional Departments	We have a sales department and marketing department who deal with products and pricing. We know who our customer base is. The sales messages are developed by someone else.	My suppliers are established and we have dealt with them for some time. We are always looking for better deals. We have 30/60 day payment terms. Another department pays the suppliers.	We have a large number of people working here. We are stable and not growing at the moment. We may be taking people on soon or in the future. Our HR dept looks at all of the law around employment.	We have a business strategy which we aim towards. The P&L is looked after by a department here. The business is self funding through profits.	We have operational heads in each department.	We have a forecasting process which is looked at every month and quarter. We plan several years in advance.

Drill down using closed questions

Consider which closed questions you could use to drill down and discover at which stage of the life cycle your customers sit.

	Customers	Suppliers	People	Finance	Operations	Future
Pre-start	<p>Do you already have orders in place?</p> <p>Are you expecting any cash buys?</p>	<p>Will you use a range of suppliers?</p> <p>Have you already bought any stock?</p>	<p>Since you are not going to employ anyone are you comfortable with completing your...</p>	<p>Are you going to record those details manually?</p>	<p>Have you already got that in place?</p> <p>Are you planning to outsource that?</p>	<p>Have you created your Business Plan yet?</p> <p>Have you seen the Sage Planning for Business product?</p>
Startup & Trading	<p>Do you use the internet to market your products/service?</p>	<p>Do you use (suppliers name) all the time?</p>	<p>Will you be placing private adverts for that role?</p>	<p>Will you be using anything else on top of your bank statements to look at your money in and out?</p>	<p>Will you employ someone to keep your financial records up to date?</p>	<p>Are you aware of the free product, Sage Invoicing, that you could download today?</p>
Functional Roles	<p>Do you use that to record details of your customers?</p> <p>Are you able to attach personalised illustrations?</p>	<p>Would you want to see exactly what each supplier would charge for each order at a glance?</p>	<p>Have you established a recruitment team?</p> <p>Do you have an internal Payroll function?</p>	<p>Would you be able to say exactly how much cash you have available at any one time, to meet those unexpected costs we've talked about?</p>		
Functional Departments	<p>Would you like to create customers profiles so that you can create specific promotions for them?</p>	<p>I am assuming you would want to record the discounts you could take advantage of, am I right?</p> <p>Are you wanting to trace the parts of that product back to each supplier?</p>	<p>Do you currently store those processes electronically?</p> <p>Have you established a version control system for those?</p>		<p>Do you plan to employ any more people in the next 12 months?</p>	<p>Would you say that you plan for about the next 12 months?</p> <p>Have you ever come across the product Sage 50 Forecasting?</p>

Core Proposition

Product / Service	Target Market, Key Buyers, and Needs
Sage ACT! Pro	<p>Target market: 1 - 9 employees with a workgroup size of 1-5 users</p> <p>Key buyers: small business owners and independent professionals</p> <p>Needs: get organised, increase sales, improve marketing/communication, and share information</p>
Sage ACT! Premium (available with or without Microsoft® SQL Server® 2008 Standard Edition)	<p>Target market: 10 - 49 employees with a workgroup size of 5-19 users</p> <p>Key buyers: small businesses owners, salespeople, and sales managers</p> <p>Needs: get organised, increase sales, improve marketing/communication, and share information</p>
Sage Business Information Services for ACT!	<p>Target market: 1 - 49 employees</p> <p>Key buyers: small businesses owners, individual professionals, salespeople, and marketing professionals</p> <p>Needs: improved data quality, new prospects/leads, and better intelligence on prospects</p>
Sage E-marketing for ACT!	<p>Target market: 1 - 49 employees</p> <p>Key buyers: small businesses owners, individual professionals, and marketing professionals</p> <p>Needs: e-marketing</p>
ACT! Mobile Live (until December 2010 then Sage Mobile for ACT!)	<p>Target market: 1 - 49 employees</p> <p>Key buyers: small businesses owners, individual professionals, and sales people</p> <p>Needs: mobile access for common devices</p>

Product Tier Differentiation

Sage ACT! Pro	Sage ACT! Premium
1-10 Users	1-100+
Mobile Access	Online and Mobile Access
Standard Security	Enhanced Security
Price / User	Team Administration
	Price / User

Sage ACT! Pro 2011 – Get Started with ACT!

- 1-10 Users only
- Onsite and mobile solution
- Target Market - Small Business Owners and Sales Professionals
- Office Based and Remote workers (Local Area Network and Virtual Private Network)
- Standard Security

Sage ACT! Premium 2011 - Increased scalability, users and functionality

- 1-100 + users
- Onsite, Web and mobile solution
- Target Market - Solution for Small Businesses or Divisional Segments of larger organisations
- Office Based and Remote workers (Local Area Network, Wide Area Network and Virtual Private Network)
- Team Reporting
- Enhanced Security
- Team Administration

Up the range features

	Sage ACT! Pro	Sage ACT! Premium
		Recommended for teams!
Number of Users	1 – 10	1 – 100+
Contact and Customer Manager Functionality	•	•
Windows® and Mobile ² Access	•	•
Web Access		•
Standard Security Settings	•	•
Enhanced Security Settings		•
Group Scheduling Functionality		•
Dashboards and Reporting with Team Views		•
Advanced Administration and Sync Options		•

ACT! Premium for Web Differences

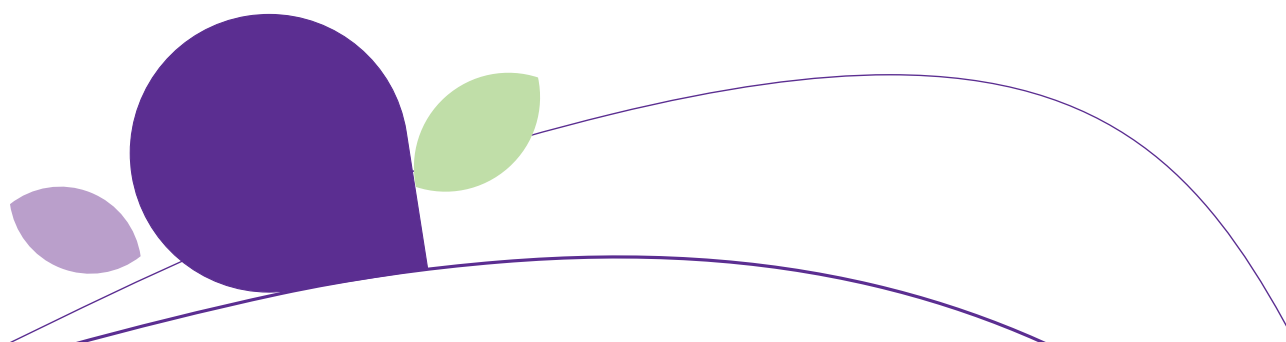
ACT! Premium for Web is a method customers can access ACT! via an internet browser (web client), without having to install any software on the machine they are using. With it still requiring access to a copy of ACT! installed on a machine, there are a number of differences in the way functionality works and gaps. These differences are:

- **Accounting Integration** - This only works today with ACT! and ACT! Premium installed locally. **Note:** Due to technology limitations, it's not possible to link the new Accounting Integration with ACT! Premium for Web
- **Handheld Sync** - The mobile handheld synchronisation links currently only work with ACT! and ACT! Premium installed locally
- **Add Document Shortcuts**
- **Availability Tab in Calendar**
- **Edit Existing Queries**
- **Lookup Indicator**
- **List Edit Mode**
- **Quick Print**
- **Dynamic lookup menus**
- **Some iCal functionality**

² Requires additional subscription.

Features & Benefits

Feature	Benefit	Scenario
<p>ACT! Mobile Live</p> <p>Is a online based mobile service that delivers your customer data held in ACT! to your phone. Working with the latest Blackberry® and Windows Mobile® devices you'll have access to contact, calendar, meeting notes, conversation history and upcoming activities information at the touch of a button.</p>	<p>Access to your customer data wherever you are, whenever you need it.</p> <p>Capturing prospect and customer information through your phone or online whilst on the move.</p> <p>Keeping up to date with customer developments whilst your on the move.</p>	<p>I need to be able to access my latest customer data in real-time whilst I'm on the move.</p>
<p>Microsoft® Outlook Integration</p> <p>Sage ACT! manages all the details of your business relationships and Microsoft® Outlook® manages emails, basic contact details, and meetings across your team. Integrate your Sage ACT! and Outlook contacts and calendars up to date.</p>	<p>Having the same contact and calendar data available and accessible from both ACT! and Microsoft® Outlook.</p> <p>Control of data sharing between ACT! and Microsoft® Outlook.</p> <p>Accurate up to date information available in ACT! and Microsoft® Outlook.</p>	<p>I need to have access all the time to up to date contacts and calendar information via Microsoft® Outlook without having to use ACT!</p>
<p>Smart Tasks</p> <p>Is a workflow tool that automates activities within your business, saving you time, money and providing greater data control.</p>	<p>Automation of key activities saving time and money.</p> <p>Data Control within your business by ensuring the right data is inputted at the right time.</p> <p>Customisation, designing and using processes that match your businesses customer management strategy.</p>	<p>I need a solution to ensure customer management processes are followed and enforced, by making sure the correct tasks followed and data inputted.</p>
<p>Sage Emarketing for ACT!</p> <p>Is an online email marketing service that enables you to build and send marketing campaigns, using and adding to Sage ACT! information. Capture leads with web forms on your website, nurture those prospects automatically with Drip Marketing plans, and quickly identify your hottest leads using a ranked call list that tells you which prospects are most interested.</p>	<p>Nurture prospects automatically.</p> <p>Qualify your sales leads.</p> <p>Get more detail on your customers.</p> <p>Grow your prospect database.</p>	<p>I need a marketing and lead generation solution thats easy and simple as I don't have a marketing department or the time to spend doing this.</p>
<p>Sage Business Information Services for ACT! (powered by Hoovers)</p> <p>Is an online service that provides you and up to date view of your customers business and pulls highly targeted prospect lists from Hoover's™ and puts them into Sage ACT!</p>	<p>Build highly targeted prospect lists based on selected criteria.</p> <p>Find and import key company contacts.</p> <p>Enhance what you already know about contacts and companies.</p> <p>Be in the know on the latest company news.</p>	<p>I need to get more new customers into my business and I struggle to find the right data at a cost effective price.</p>



SBD Customer Product Benefits - Up the range

Helping you to...	Sage ACT! Pro	Sage ACT! Premium	Sage Invoicing	Sage Startup	Sage Instant Accounts	Sage Instant Accounts Plus	Sage 50 Accounts	Sage 50 Accounts Plus	Sage 50 Accounts Professional
Get up and Running...									
Easy to setup	•	•	•	•	•	•	•	•	•
View Video demos	•	•	•	•	•	•	•	•	•
Easily Correct	•	•	•	•	•	•	•	•	•
Learn In							•	•	•
Free Telephone Support	45 days	45 days		1 Year	45 days	45 days	45 days	45 days	45 days
Free Email Support	45 days	45 days		1 Year	45 days	45 days	45 days	45 days	45 days
Free Elearning				1 Year	1 Year	1 Year	45 days	45 days	45 days
Manage Your Customer Relationships...									
Contacts	•	•	•	•	•	•	•	•	•
Secondary Contacts	•	•					•	•	•
Groups & Companies	•	•	•	•	•	•	•	•	• ³
Audit Trail (Notes and Histories)	•	•	•	•	•	•	•	•	•
Document Management (Documents tab)	•	•					•	•	•
Sell More....									
Lead Management (Opportunities)	•	•							
Market effectively to Prospects and Customers...									
Mail Merge	•	•			•	•	•	•	•
Sage Emarketing for ACT! ⁴	•	•							
Find Information Easily...									
Lookups	•	•			•	•	•	•	•
Advanced Queries	•	•							

³ Companies only

⁴ Requires Additional Purchase

SBD Customer Product Benefits - Up the range

Helping you to...	Sage ACT! Pro	Sage ACT! Premium	Sage Invoicing	Sage Startup	Sage Instant Accounts	Sage Instant Accounts Plus	Sage 50 Accounts	Sage 50 Accounts Plus	Sage 50 Accounts Professional
Measure Results...									
Reports	•	•	•	•	•	•	•	•	•
Dashboards	•	•	•	•	•	•	•	•	•
Personalised to your business...									
Customise Fields and Layouts	•	•			•	•	•	•	• ⁵
Smart Tasks	•	•							
Manage your business...									
Keep track of your products and services	•	•	•	•	•	•	•	•	•
Keep track of your employees	•	•							
Integrates with Sage...									
ACT! Integrates with Sage Instant Accounts	•	•			•	•			
ACT! Integrates with Sage 50 Accounts	•	•					•	•	•
Integrates with Sage Additions ⁶	•	•			•	•	•	•	•
Integration with Business Systems...									
Microsoft Outlook	•	•	•	•	•	•	•	•	•
Windows Live, Lotus Notes, Eudora	•	•							
Integration with the Web...									
Integration with Social Media	•	•							
Sage Business Information Services for	•	•							
ACT Mobile Live	•	•							

⁵ 3 Analysis Codes can be customised only

⁶ Additional purchase required

Customer Management products closer to the left of the table are designed to provide a deeper understanding of your customers.

Accounting Products closer to the left of the table are designed to be easy to learn and user, for owner managers with limited accounting experience.

Accounting Products closer to the right of the table offer customers more depth and flexibility, in a given area, than those on the left. They provide a clear upgrade path for increased operational and management needs

Compare Versions

	ACT! by Sage 2005	ACT! by Sage 2006	ACT! by Sage 2007	ACT! by Sage 2008	ACT! by Sage 2009	ACT! by Sage 2010	Sage ACT 2011
Multi-select Values and Customisable Drop-downs	•	•	•	•	•	•	•
Rich Text Formatting	•	•	•	•	•	•	•
Attach Documents to Activities, Notes, and History	•	•	•	•	•	•	•
Company Records with Contacts Linked to Companies	•	•	•	•	•	•	•
Five Calendar Views, including Daily, Weekly, and Monthly	•	•	•	•	•	•	•
Sales Opportunity Features, including the Opportunity List View, Instant Quotes, Sample Sales Processes, and a Graphical Sales Pipeline	•	•	•	•	•	•	•
Preformatted Reports	•	•	•	•	•	•	•
Export to Excel®	•	•	•	•	•	•	•
Query-based Sync	•	•	•	•	•	•	•
Customisable Opportunity Field Names and Types		•	•	•	•	•	•
Citrix® and Terminal Services		•	•	•	•	•	•
Automatic Database Backup and Sync		•	•	•	•	•	•
Last Email Field			•	•	•	•	•
Specify Linked Contact and Company Fields			•	•	•	•	•
Security Features, including Field-level Security and the Ability to Secure Notes, History, and Opportunities en Masse			•	•	•	•	•
Graphical Activity, Opportunity, and Admin Dashboards				•	•	•	•
Duplicate Checking by First and Last Names				•	•	•	•
Group and Company Features, including Duplicate Checking and Advanced Queries				•	•	•	•

Compare Versions

	ACT! by Sage 2005	ACT! by Sage 2006	ACT! by Sage 2007	ACT! by Sage 2008	ACT! by Sage 2009	ACT! by Sage 2010	Sage ACT 2011
Related Contacts							•
Microsoft® Outlook Email Integration					•	•	•
Outlook Rules					•	•	•
Social Media Integration						•	•
Sage E-marketing for ACT! ⁷						•	•
ACT! Mobile Live ⁷						•	•
Reports View						•	•
Simplified Navigation						•	•
Welcome Page						•	•
Customisable Opportunities						•	•
Smart Tasks							•
Professionally Designed Email Marketing Templates ⁸ that Complement Smart Tasks							•
Sage Business Info Services for ACT! ⁷							•
Sage ACT! and Outlook Contact Sync							•
Sage ACT! and Outlook Calendar Sync							•
Sage ACT! and Outlook Contact and Calendar Sync in Sage ACT! Premium (access via web)							•
Direct Import from Excel							•
Re-designed Welcome Page with Featured Videos							•
Security that Prevents Sensitive Email History from Attaching to Sage ACT! User Records							•

⁷ Requires additional subscription.

⁸ Requires a subscription to Sage E-marketing for ACT!.

Integration Enhancements

Sage ACT! 2011 builds on a history of relevant integrations that increase productivity and maximise your investments. Below is a list of integration features introduced since your version.

Integration Features	v6	2005	2006	2007	2008	2009	2010	2011
Export to Excel®		•	•	•	•	•	•	•
Integration with Sage Instant Accounts ⁹	•	•	•	•	•	•	•	•
Integration with Sage 50 Accounts ¹⁰	•	•	•	•	•	•	•	•
Use ACT! as Outlook address book		•	•	•	•	•	•	•
ACT! E-mail Client integrated with Outlook, Outlook Express, or Lotus Notes®	•		•	•	•	•	•	•
Create ACT! Contacts from Outlook e-mail				•	•	•	•	•
Attach Outlook e-mail to ACT! Contacts				•	•	•	•	•
Specify default history types and create ACT! history from Outlook				•	•	•	•	•
ACT! activity scheduling from Outlook® e-mails						•	•	•
Flexible Outlook Rules and ACT!						•	•	•
En masse e-mail attaching						•	•	•
E-mail send from the Notes preview pane						•	•	•
ACT! E-marketing with E-mail Marketing, Survey and Web Forms, Marketing Results tab, and Drip Marketing ¹¹							•	•
Mail Merge in ACT! Premium for Web with Word							•	•
Social Media Integration - New ACT! 2010							•	•
Support for iCalendar - New ACT! 2010							•	•
Support for vCard - New ACT! 2010							•	•
Sage Business Information Services for ACT!								•
ACT! Mobile Live								•

9 Requires Sage Instant Accounts v16

10 Requires Sage 50 Accounts 2010

11 Requires Additional Purchase

Sage ACT! 2011 - System Requirements (Paf Full System Requirements)

	Windows XP (Service Pack 3)	Windows Server 2003 (Service Pack 2)	Windows Vista (Service Pack 2)	Windows Server 2008 (Service Pack 2)	Windows 7	Processor	RAM	Disk Space	DVD Drive	Monitor
Sage ACT! Pro 2011	Home* Professional** Media Centre**	Standard Enterprise Web Small Business Server	Home Basic* Home Premium** Business** Enterprise** Ultimate**	Standard Web Enterprise Small Business Server	Home Basic* Home Premium** Professional** Enterprise** Ultimate**	1.8 GHz Pentium IV or equivalent	1 GB	2 GB	✓	SVGA (800 x 600) or higher
32 BIT	✓	✓	✓	✓	✓					
64 BIT										
Sage ACT! Premium 2011 Client Install	Home* Professional** Media Centre**	Standard Enterprise Web Small Business Server	Home Basic* Home Premium** Business** Enterprise** Ultimate**	Standard Web Enterprise Small Business Server	Home Basic* Home Premium** Professional** Enterprise** Ultimate**	1.8 GHz Pentium IV or equivalent	1 GB	2 GB	✓	SVGA (800 x 600) or higher
Database Server Install - SQL 2008R2 Express Edition***	Home* Professional** Media Centre**	Standard Enterprise Web Small Business Server	Home Basic* Home Premium** Business** Enterprise** Ultimate**	Standard Web Enterprise Small Business Server	Home Basic* Home Premium** Professional** Enterprise** Ultimate**	1.8 GHz Pentium IV or equivalent	1 GB	2 GB	✓	SVGA (800 x 600) or higher
Database Server Install - Microsoft SQL 2008R2 Standard Edition***	Professional** Media Centre**	Standard Enterprise Web Small Business Server	Business** Enterprise** Ultimate**	Standard Web Enterprise Small Business Server	Professional** Enterprise** Ultimate**	1.8 GHz Pentium IV or equivalent	1 GB	2 GB	✓	SVGA (800 x 600) or higher
Sage ACT! Premium for Web 2011 Premium Server Install¹	Professional** Media Centre**	Standard Enterprise Web Small Business Server	Business** Enterprise** Ultimate**	Standard Web Enterprise Small Business Server	Professional** Enterprise** Ultimate**	1.8 GHz Pentium IV or equivalent	1 GB	2 GB	✓	SVGA (800 x 600) or higher
32 BIT	✓	✓	✓	✓	✓					
64 BIT										

Also compatible with

- Microsoft® Outlook® Express 6.0 SP2
- Lotus Notes® 6.5, 7.0.2, and 8.0
- Eudora® 5.2
- Internet Mail SMTP/POP3
- Microsoft Office (includes Outlook) 2003, 2007 and 2010 32 Bit (SP3 recommended for Office 2003)
- Microsoft Internet Explorer® 7.0 and 8.0
- Adobe Reader®
- VMware® Workstation, VMware Fusion, VMWare Server
- Citrix® using Presentation Server
- Parallels Desktop for Macintosh®, and Parallels Workstation for Windows
- Oracle Virtual Box
- Sage Instant Accounts v10 and later

- Sage 50 Accounts v10 and later
- TAS Books v8 and later

Additional Requirements

- Network Interface Card (NIC) – Recommended 1 GB network speed****
- Windows installer service 4.5 .NET 3.5 Service Pack 1

Web Client Requirements

- LAN/WAN connection to Web Server,
- Windows XP or later
- Microsoft Internet Explorer 7.0 and 8.0
- Firefox 3.5 and 3.6 (all platforms)
- Microsoft .NET 3.5 Service Pack 1 (for Windows Office integration)

* These operating systems limit the number of concurrent users to 5
 ** These operating systems limit the number of concurrent users to 10
 *** Sage recommends employing separate web and database servers for more than 25 users
 **** TAS integration only works with Sage ACT! Pro, and not with Sage ACT! Premium
 ***** Network users only

¹ Web server can also be a database server and if this setup is being employed, the Web server requirements are the ones to refer to