Sage 200: Historical Licences- Partner FAQs

This FAQ accompanies a partner communication and replaces guidance given previously. It is designed to address any potential questions and **should not be redistributed in any way**.

General

1) **Under what circumstances can customers obtain a Sage 200 historical licence?**

   - Sage 200 Professional Version 2011 or earlier – a single annual price point
   - Sage 200 Professional Version 2016 to present (excludes versions without TLS changes) – a single subscription price point, with monthly and annual options.
   - Sage 200 Standard/ Sage for Education

   The pricing will vary depending on the customers circumstances:

   - Leaving Sage – always chargeable
   - Moving to a Sage solution
     - SBCA, Sage 50 – the 200 licence is chargeable.
     - Another 200 variant, Sage X3, Sage Intacct – will be free so long as their new subscription is valued at more than the existing Sage 200 subscription.
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2) **What are the pricing options for a historical subscription licence?**

   Prices are correct at time of publication – in all cases please refer to the partner price list on the partner hub for up-to-date pricing.

   - £85 + VAT/ month (all variants) or £1020 + VAT/ year (Sage 200 Professional only)
   - €1120 + VAT/ year (Sage 200 Professional only)
   - €98/ month + VAT for Sage 200 Standard

3) **What are the pricing options for a historical non-subscription licence?**

   Prices are correct at time of publication – in all cases please refer to the partner price list on the partner hub for up-to-date pricing.

   - £1020 + VAT/ year
   - €1120 + VAT/ year

   Note: these are only available for Sage 200 Professional where the version is v4 – v2011.

   Licences for Sage 200 Standard/ Sage for Education are available as monthly options only.

4) **Is partner margin available on these licence types?**

   No, margin is not offered for these licences.

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5) Is technical support available for historical licences?

No technical support is available for these licences. Please refer to the relevant disclaimer for further details.

6) Are there any usage parameters for Sage 200 historical licences?

Yes, Please refer to our Usage and Parameters document for further information.

7) What is the licence entitlement for these licence types?

Sage 200 Professional: Includes a single desktop user, no web/ connected user and will be for all of the modules they had enabled at the time of cancellation.

Sage 200 Standard/ Sage for Education: Includes a single desktop user, no web/ connected user and 5 archive companies. Additional archive companies can be purchased as per the archive company price in the partner price list on the partner hub.

In all cases Historical licence excludes all third-party solutions, including but not limited to price list ISVs and Microsoft SQL.

8) Is there a limit to the access period that customers can have Sage 200 historical licences for?

For legal and fiscal compliance there is a requirement to keep records for up to 7 years.

Customers do not need the product solution to keep such records, backups for all variants are available for them to keep.

Sage 200 Professional – 7 years

Sage 200 Standard/ Sage for Education – maximum of 2 years

9) Can customers obtain a historical licence for free if they stay with Sage?

Customers who migrate to Sage X3 or Sage Intacct will receive a 100% discount on their Sage 200 Professional historical licence. This is subject to the new contract value being higher than that on the Sage 200 being moved to historical. This will be checked annually by the Contracts team and should the subscription for Sage X3 or Sage Intacct expire, then the Sage 200 Professional historical licence will be chargeable, as per the price list at the time.

If customers move to Sage 50 or Sage Business Cloud Accounting, then the Sage 200 Professional historical licence is chargeable, as per the price list at the time.

Customers migrating from Sage 200 Professional to Sage 200 Standard, the Sage 200 Professional will be a free of charge historical licence.

Customers migrating from Sage 200 Standard/ Sage for Education to Sage 200 Professional, the Sage 200 Standard/ Education will be a free of charge historical licence.

Customers migrating from Sage 200 standard to Sage 200 Professional should align their migration with the contact end date for the Sage 200 Standard variant. In exceptional

circumstances we will allow customers to exit their fixed term, subject to the usual notice criteria.

10) Do customers need to complete anything to obtain a historical licence?

A disclaimer must be completed by the customer. See question 14 for the relevant links.

11) How would they cancel the licence if they no longer need it?

The cancellation process is as per the Sage 200 cancellation process at the time they wish to cancel and will be managed via our Loyalty team.

12) What happens to the SQL licence purchased with their Sage 200 solution?

The Runtime SQL licence is not valid with a historical licence and thus will be cancelled as part of our cancellation process. A new copy of SQL will need to be purchased elsewhere to ensure continuity of access.

13) What happens to customers who had a Sage 200 licence previously and realised they now need access?

As part of the cancellation survey and the partners loyalty process, customers are made aware that the access to the product is terminated on cancellation.

Customers can come back to us up to 90 days post cancellation to request a historical licence. Sage 200 Standard/ Sage for Education customers must notify us as part of their cancellation notice. If they do not do so it must be before the site deletion date which is their cancellation date.

14) Where can I find the disclaimers & parameters documents?

Using the links below:

- Usage Parameters for Historical licences
- Sage 200 Professional : Historical Licence UK Ireland
- Sage 200 Professional :Historical Upgrade Licence UK Ireland
- Sage 200 Standard: Historical Licence UK Ireland

Sage 200 Historical Licence Support Rules

It's important that where customers are migrating, that they get the best experience possible. Where they are moving to another Sage partner, and that partner is Sage 200 accredited the new partner should take the responsibility for the historical licence moving forward.

Where the partner is not accredited for Sage 200, they should attend the relevant learning courses to ensure they are familiar with the aspects of Sage 200 linked to the type of historical licence being purchased. You can see accreditation requirements using this link.

Where its Sage 200 Standard (inc education) you will need to complete the Sage 200 Standard – Getting Started course/

Where its Sage 200 Professional you should complete the Installation, Financials & Commercials courses at minimum.

Where you don't have a Sage Provisioning Portal account, you will need to liaise with their account manager to create this. The customers licence can then be migrated over.

If the customers' existing Sage 200 partner is happy to retain and support the historical licence we can also do this.

In all cases there is no technical support from Sage in connection with the historical licences, this is outlined in the disclaimers the customer's sign.

Sage 200 Historical Licence Upgrades

The below information formed part of the original FAQ around historical licences, all FAQs have been kept together for simplicity.

1) What is a historical licence upgrade?

A historical licence upgrade is for Sage 200 Professional only, where customers need to take a later version of the product. This could be for a number of reasons, including but not limited to; environment changes such as operating systems, technology changes such as new PCs.

2) Why introduce a historical licence upgrade

We recognise that customers want access to their data in a format that's easy to use, to support them in complying with their legal and fiscal obligations.

Technology and systems are constantly changing and without the ability to upgrade, this may prevent customers from accessing their data.

The upgrade will allow customers to move to the latest version for the following reasons:

- Older product version being incompatible with new hardware
- Impacted by the TLS & Sage licence server changes

Note: the historical licence upgrade was introduced in November 2020.

3) What are the pricing options for historical licence upgrade?

As at 01 November 2020, the price is £500+VAT for UK licences and €550+VAT for Irish licences. For the latest pricing, please refer to our pricing calculator.

The upgrades are a one-off fee and are non-refundable.

An upgrade can be requested once every three years.

Should a customer migrate from a 2011 or below version, their licence will also be migrated to the subscription historical licence at the next renewal.

A separate historical upgrade disclaimer is required in all cases.

Please note: upgrades do not apply to Sage 200 CRM