

Sage Line 500 / Sage ERP 1000 Retirement: Customer FAQ

This FAQ accompanies a customer communication in relation to the scheduled retirement of Sage Line 500 and Sage ERP 1000 in the UK and Ireland. It is designed to address any potential questions.

FAQs

1) Why have you made this decision?

Sage's focus is to support customers with great technology that helps their businesses thrive. To do this, we need to focus on technology that not only meets their needs now, but also in the future. As part of this, we need to be on the front foot when it comes to delivering technology that tackles key compliance and legislative needs e.g., major tax reform, such as Making Tax Digital for Corporation Tax. We must respond to this, which means simplifying what we do and futureproofing our technology so it works harder for our customers.

As a result, we've made the decision to retire Sage Line 500 & Sage ERP 1000 from our UKI portfolio.

For software to be effective, it needs to be agile and responsive to changing demands. The current Sage Line 500 and Sage ERP 1000 products are based on legacy systems that in today's business environment do not offer the nimble ways of working that most customers need.

2) Can I continue to use this product?

Yes, until 31st December 2024, which is when we will no longer support the product(s). Please note, we cannot provide any warranty or guarantee as to the operation or functionality of the products after this date as numerous factors, such as the environment, and changes to operational systems, will impact their operation and use.

For licences beyond 2024, we've provided an approach for partners to use, please contact to them for more information.

3) Will support for this product continue?

Support will move from 'Current Support' to 'Extended Support' from point of announcement and will be in 3 phases:

- Extended Support Phase 1 runs from announcement to 31st September 2022. Includes

Severity 1 and 2 fixes.

- Extended Support Phase 2 runs from 1st October 2022 to 30th Sept 2023. Severity 1 only and Severity 2 at Sage's absolute discretion.
- Extended Support Phase 3 runs from 1st October 2023 to 31st December 2024.

Access to existing resources and patches will remain available until 31st March 2025, after which time it will be removed.

For more detailed information, please refer to the [Lifecycle Policy](#).

4) What product can I use instead of this?

There may be a range of options available from Sage, which are suitable for your business. Depending on the skills of your Partner, they may already be talking to you about these. It all depends on how you use technology now and how you may need to use it in the future.

We would like to support you in making this decision, so suggest you get in touch 0191 4975988 to arrange a call back so we can work with you towards a solution.

Some of the products you could consider are the following. You can use the links to find more about them:

- [Sage Intacct](#) – For best-in-class, cloud native, core financial management.
- [Sage 200](#) – Run your entire business including finance, sales and accounting.
- [Sage X3](#) – Flexible, tailored business solution for your industry.

5) What will happen to my company data?

You may have legal obligations to retain all data, including company data (in any format) and VAT transaction data (in digital format in line with the MTD regulations). We will be providing limited options to support this shortly and you will be able to speak to your Business Partner for information and assistance on this.