Software lifecycle statement

Sage 50 Payroll v12

From 1 October 2006, Sage (UK) Limited (Sage) adopted a policy to formalise our procedure of withdrawing support for software versions that are five versions behind the latest release.

We're applying our software lifecycle policy to Sage 50 Payroll v12 from 1 April 2010.

What does this mean for me?
This doesn't mean that your software will stop working. You can still continue to use it. But we will be withdrawing support, updates and upgrades in a phased approach.

When will support be withdrawn?

Software	What's changing	When	This means
Sage 50 Payroll v12	No new SageCover contracts will be available	1 April 2010	You will not be able to buy a new SageCover contract after this date.
Sage 50 Payroll v12	You will no longer be able to renew SageCover for this version of the software	31 March 2011	When your SageCover contract comes to an end, you will not be able to renew your SageCover after this date.
Sage 50 Payroll v12	All upgrade pricing for v12 will come to an end	31 March 2011	If you wish to upgrade after this date, you will be charged the full retail sales price. Alternatively, you can purchase SageCover Extra
Sage 50 Payroll v12	SageCover support will be withdrawn	31 March 2012	No technical support will be available.

Why are we doing this?
When support is withdrawn on 31 March 2012, Sage 50 Payroll v12 will be five versions behind the latest release. It is standard industry practice for technology companies to withdraw support from older versions of software. Every year we invest in research and development to improve our software and services. We do this in line with regular customer feedback, and take into account new technology and changes in legislation. We believe that using the latest software is the best way for us to help you run your business effectively. By concentrating our resources on looking forward, we can help your business move forward too.

We also want to ensure that we continue to offer the best level of support for our software that we can. We want our customers to be able to reach technical experts with the right level of knowledge to answer your questions quickly. That means continuous investment in training and resources.

For more information about this software lifecycle policy and to discuss what options are available to help you upgrade your software to a supported version, please call us on 0800 33 66 33.