

# Premium Sage Abra Support and Training

**Now you can call your Sage Abra consultant as often as you want without being billed!**

Premium Sage Abra Support and Training is in addition to Sage Abra SupportPlus and provides easy access to your Sage Abra consultants and training without the hassle of a Statement of Work or being nickel-and-dimed with invoices. Now you have the freedom to get as much online training as you need with access to support from the most experienced Sage Abra consultants in the business for one flat annual amount.



## Premium Sage Abra Support and Training includes:

- Unlimited support incidents via telephone or e-mail (incidents limited to 20 minutes each).
- Annual system review—a remote check-up on your system to improve your internal efficiency and use of the system. One of our skilled consultants will work individually with you.
- Unlimited web-based training—attend any scheduled live training offered by Delphia.
- Unlimited access to all pre-recorded web-based training sessions offered by Delphia.
- Service hours are from 8:30 a.m. until 6:00 p.m. EST, Monday through Friday.

## Get help from consultants without worrying about a bill!

- Questions arise throughout the workday. How can I do this? Is there a better way to ....? Now you can pick up the telephone or shoot off a quick email question as often as you like without getting an invoice for any incident under 20 minutes.
- All the resources of Delphia Consulting are at your disposal.

## Trained users are more productive!

Do have new Sage Abra users? Has it been awhile since you were trained?

- Training courses are topical and typically last between one and four hours.
- Training is scheduled to meet your schedule!
- Each web-based course is recorded so if the scheduled time is not convenient, you may attend a recorded session any time.
- Need to reinforce training by asking questions? Call the support line or view the training again.

## Online Training Catalog

- Sage Abra HR Basics: A Day in the Life
- Sage Abra HR Administration
- Sage Abra HR Benefits Administration
- AWC: Setup and Configuration
- AWC: Dynamic Information Sharing
- Sage Abra Training Module Basic
- Sage Abra Training Module Administration
- Sage Abra Attendance Basics
- Sage Abra Attendance Administration
- Sage Abra Suite Payroll Basics
- Sage Abra Suite Payroll Administration
- Sage Abra Suite Payroll Reconciliation
- Sage Abra Suite Payroll Quarter End
- Sage Abra Suite Payroll Year End
- Sage Abra Org Plus Basics
- Sage Abra Org Plus Advanced
- Sage Abra Crystal Reports I, II & III
- Sage Abra Suite Database Structure
- Sage Abra SQL Database Structure
- HR Actions for Sage Abra: Building Forms
- HR Actions for Sage Abra: Setup & Configuration
- Sage Abra HRMS SQL Payroll Basics
- Sage Abra HRMS SQL Payroll Administration
- Sage Abra HRMS SQL Payroll Reconciliation
- Sage Abra HRMS SQL Payroll Quarter End
- Sage Abra HRMS SQL Payroll Year End
- Sage Abra HRMS v10 New User Interface



**Become a Premium Support member and receive one FREE online course**

For more information contact Kim Kocher at 614-754-4346 or [kkocher@delphiaconsulting.com](mailto:kkocher@delphiaconsulting.com)

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sage

Development Partner

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