

Success Assurance for Sage Intacct

You've invested in Sage Intacct to support your business, and as your partner, we're eager to help you maximise its value for years to come.

Vision33's Success Assurance for Sage Intacct provides complete support for your Sage Intacct solution and unlimited access to our dedicated team of experts, whose sole focus is your success. Our certified, experienced, and skilled consultants and customer success managers are ready to help you get the most out of your investment.

Premium, comprehensive coverage

Success Assurance for Sage Intacct combines our standard Tier 1 and premium support offerings and is available only from Vision33. This service eliminates unexpected support costs, protects your investment for ultimate peace of mind, and gives you a committed partner to ensure Sage Intacct adapts to your evolving business needs.

**Position your organisation for growth
with Vision33 Success Assurance.**

What's included?		Standalone Tier 1	Success Assurance
Product maintenance & support	Troubleshooting & remediation of software defects	●	●
	Quarterly upgrades	●	●
	End-user inquiries and assistance	Limited	●
	Support case & escalation management	●	●
	Priority access to support*	○	●
À la carte services	Report writing and configuration	○	●
Account management	Dedicated Customer Success Manager	●	●
	Regular, dedicated advisory sessions with certified experts	○	●
	Annual business review	○	●
Product training & knowledge	Unlimited end-user training	○	●
	New-user onboarding services	○	●
	Sage Intacct community membership & knowledgebase access	●	●
	Release note access	●	●
	Webinars showcasing new features and tips & tricks	○	●
Exclusive event access	Complimentary or discounted tickets to Sage events (as available)	○	●

Exclusions:

New modules, add-ons, entities, integrations, data migration, and other exclusions may apply.

*Guaranteed 2-hour response time for Success Assurance clients.



Success Assurance service hours

Support services are offered Monday-Friday, 9:00 am-5:00 pm, in most time zones. Exceptions apply.

Contact our team at
intacctsupport@vision33.co.uk

Your Voice Matters

Vision33 is laser-focused on your success and believes in fostering long-term partnerships with every customer. We regularly conduct customer surveys to solicit feedback and ensure our services and support align with your evolving needs. We also perform business review strategies to keep your goals on track.

By the numbers

87%

Customers who consider Vision33 support to be above average

6 hours

Average ticket resolution time

< 1 hour

Average initial response time



Vision33 transforms processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. We partner with growing and large organisations in both the public and private sectors to understand their vision and help them reach it with the right blend of strategy, consulting, and technology. Vision33’s global consultants provide results-driven resources and a world-class experience through our offices in the UK and North America.

For more information about Vision33, visit www.vision33.co.uk.