G-Cloud 15
Service Definition
Sage Intacct – Cloud Financial Management Software and Accounting Software
Sage
Lot 2b Software as a Service (SaaS)

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1. Introduction

Company Overview

Sage is a UK FTSE 100 finance, HR and payroll software provider that digitises essential business processes of millions of small and mid-sized businesses served by us, our partner and accountants. By digitising business processes and relationships with customers, suppliers, employees, banks and governments, our digital network connects SMBs, removing friction and delivering insights. Sage has invested in latest technologies such as Ai among others to deliver automation to its customers. Sage has delivered Ai solutions since over 9 years and currently uses 40000 Ai models that are trained daily.

Value Proposition

Public sector organisations face mounting financial pressures, regulatory scrutiny, and workforce constraints. These organisations often must deliver more with less while maintaining transparency and compliance. Manual processes and fragmented systems create delays, errors, and limited visibility which hinder decision-making and increase risk.

For example, in healthcare, the shift to value-based care is accelerating. NHS reforms and integrated care models demand better patient outcomes at lower cost, requiring organisations to track performance by service line, funding stream, and patient pathway. This approach prioritises outcomes over activity, making accurate, real-time financial data essential for planning and resource allocation.

Sage Intacct solves these challenges by providing:

- **Real-time financial visibility:** Role-based dashboards and reporting give leaders instant access to accurate data, improving decisions and reducing time spent compiling reports.
- **Multi-dimensional accounting:** Track costs by department, programme, or funding source without complex chart restructuring. This is critical for managing grants, projects, and patient pathways under value-based care.
- **Automated compliance and audit readiness:** Built-in audit trails and AI-driven anomaly detection strengthen accuracy, reduce risk, and simplify regulatory reporting.
- **Faster close and streamlined processes:** AI-powered automation for accounts payable and month-end close cuts manual work and accelerates reporting. Customers report up to 90% faster close times.
- **Scalable multi-entity management:** Consolidate data across trusts, campuses, or entities automatically, ensuring a single source of truth for performance.

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- **Improved planning and forecasting:** Collaborative, scenario-based budgeting supports agile responses to funding changes and operational needs. This is essential for value-based healthcare and education funding models.

What the Service Provides

Sage Intacct is a cloud-native, AI-powered financial management solution designed for growing and mid-sized organisations. It helps public sector teams save time, reduce risk, and deliver greater impact with fewer resources. It provides:

- **Automation of core financial processes:** Streamlines accounts payable, month-end close, and reconciliations using AI-powered automation. This reduces manual work and accelerates reporting.

- **Real-time visibility and reporting:** Role-based dashboards and reports give leaders instant access to accurate financial and operational data. This improves decision-making and reduces time spent compiling reports.

- **Multi-dimensional accounting:** Enables tracking of costs and income by department, programme, funding source, or patient pathway without restructuring the chart of accounts.
- **Compliance and audit readiness:** Built-in audit trails and AI-driven anomaly detection strengthen accuracy, reduce risk, and simplify regulatory reporting.

- **Scalable multi-entity management:** Automates consolidation and inter-entity transactions across trusts, campuses, or entities. Provides a single source of truth for performance.

- **Collaborative budgeting and planning:** Supports scenario-based planning for agile responses to funding changes and operational needs.

Technical and operational features include:

- Cloud-based architecture with 99.8% or higher uptime
- Quarterly software updates and continuous monitoring
- Secure, dedicated instance for each subscriber within a shared infrastructure
- 24/7 system availability for uninterrupted access

Social Value

Overview: Sage is committed to knock down barriers so everyone can thrive through various initiatives aimed at tackling societal and economic inequalities. Amongst these are supporting underrepresented groups in starting and growing businesses, providing digital and financial foundations for businesses, particularly for those run by underrepresented groups; and commitment to net-zero carbon emissions by 2040 and reducing emissions by 50% by 2030.

Fair work: Sage is an accredited Living Wage Foundation employer, meaning we pay the real Living Wage to all colleagues in the UK, and contract with suppliers who pay the real Living Wage to all regularly contracted staff who are not employees. The business invests heavily in its people - through leadership development, feedback culture, and performance

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enablement, with structured learning paths and initiatives like the Leadership Academy, Sales Academy, Cloud Academy, and early careers programmes (interns, apprentices, graduates).

Human rights and modern slavery: In FY24, we completed our first Human Rights Saliency Assessment to better understand human rights risks and impacts across our value chain (including operations and cross-functional relationships, upstream and downstream). Sage's Sustainable Supply Chain Strategy helps address potential human rights and modern slavery risks. We partner with EcoVadis and engage with our top suppliers by emissions to complete the EcoVadis sustainability assessment. This assessment covers ESG performance including environment, labour and human rights, business ethics, and sustainable procurement. In addition, EcoVadis allows our Procurement team to see a range of supplier performance KPIs covering a huge amount of key information, including for example, whether the vendor has a Modern Slavery Statement and/or an Anti-Bribery & Corruption Policy. In FY24, thirteen of our Top 100 suppliers engaged with the EcoVadis assessment process for the first time. At the end of FY24, 68% of our Top 100 suppliers by emissions had engaged in the EcoVadis assessment process.

Skills for growth: Colleague learning is aligned with business priorities—particularly across AI, Data, Product, Sales, and Marketing—to address evolving skill demands. We are advancing peer-led development through social learning initiatives such as Learning Week, empowering colleagues to take an active role in knowledge sharing and capability building across the organisation. Our Sustainability Learning programme offers several ways for colleagues to build their sustainability knowledge and, ultimately, take action.

The Sage Pathways programme is designed to support, develop and train people with a variety of experiences who are returning to work after a break, switching careers, or kickstarting their working life. Our commitment to championing talent—whether starting, returning, or switching to a career in technology—earned us Best Diversity Recruitment Initiative of the Year at the CRN Women and Diversity in Channel Awards 2024.

We are also committed to upskilling the wider UK workforce and we are proud to be a key partner to the UK Government's initiative to upskill 7.5 million workers with essential AI knowledge and skills by 2030. We are bringing deep expertise, trusted learning platforms, and a commitment to equipping small businesses and accountants with the tools to confidently adopt AI. Our free offering to upskill UK workers includes an ongoing learning programme, designed not only to introduce AI concepts and build confidence and trust but also to continuously evolve with the landscape of AI innovation. This programme will be delivered as a long-term series, with regular updates to ensure it remains relevant to new trends, technologies, and use cases in AI. Fundamental or introductory level content will be made available online to all, free of charge. Learners will be able to earn a widely recognised online credential upon completion of the core content offering a strong foundation of both theoretical knowledge and applied AI skills.

Resilient, innovative, and flexible supply chains: In 2025, Sage launched its biggest single social impact programme—Sage Impact Entrepreneurship—a three-year partnership with Village Capital, which will empower 165 purpose-driven entrepreneurs to scale and grow. In its first year, 56 businesses completed the program with access to funding, mentorship, training, and product. Early-stage founders are at the forefront of tackling urgent social and environmental challenges, bringing bold ideas and innovative business models to drive meaningful change. The 56 start-ups in this first Sage Impact Entrepreneurship cohort are not only building solutions for a more sustainable future but

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also reshaping industries – from clean energy and circular economy innovations to sustainable infrastructure and data and climate modelling tools.

Social value creation and measurement (through Sage Foundation)
Sage Foundation has been knocking down barriers in our communities since 2015. By mobilising our colleagues, partners, and customers through impactful programmes, Sage Foundation is helping under-represented entrepreneurs to grow their businesses while equipping the entrepreneurs of tomorrow with the skills and technology they need to succeed. Sage Foundation supports beneficiaries from underrepresented communities in the UK by funding digital skills training programs that open pathways to education and employment. These initiatives focus on equipping individuals with practical, in-demand digital competencies—such as coding, data analysis, and online collaboration—while also building confidence and employability. We carefully assess partnerships by understanding local needs and ensuring we are part of an ecosystem of support that provides holistic assistance beyond training. Our commitment to transformational impact is guided by the B4SI (Business for Societal Impact) measurement framework, which evaluates initiatives across three dimensions: Connect—creating networks and relationships that link individuals to opportunities and resources; Improve—enhancing skills, confidence, and employability to deliver tangible progress; and Transform—driving systemic, long-term change that shifts life trajectories and strengthens communities. By applying these measures, we ensure our programs deliver meaningful, measurable outcomes and contribute to sustainable social value.

Sustainable procurement practices: We aim to mitigate supply chain ESG risk by setting clear expectations through the Supplier Code of Conduct. Additionally, in FY24, we evolved our Sustainable Supply Chain strategy focusing on engaging our top 100 suppliers (by emissions) on ESG. We screen all new suppliers above a financial threshold for ESG risk and ask all our suppliers at contracting to complete an EcoVadis assessment covering issues such as environment, labour and human rights, ethics, and sustainable procurement. In FY24, Sage's Sustainable Supply Chain strategy resulted in having 70 out of the Top 100 suppliers engaged in the EcoVadis assessment process. We received primary GHG emissions data via CDP for 100 suppliers, representing 29% of supply chain spend. We achieved an overall CDP Supplier Engagement rating of A- (2022: C). 57 out of Sage's Top 100 suppliers have committed to or already set science-based targets via the SBTi. The Sustainable Procurement score for Sage's EcoVadis assessment increased from 42/10 to 70/100.

Wellbeing: Designed by colleagues, for colleagues, at a regional level, Sage's Colleague Success Networks offer opportunities for diverse networking, mental wellbeing support, awareness-raising, and involvement in business-aligned activities to support our customers. We continue to embed tools and resources that safeguard and strengthen mental health and wellbeing across our policies, processes, and day-to-day business practices.

Accelerating to net zero: Our Net Zero Transition Plan outlines the path to deliver on our climate commitments. We are targeting a 50% reduction in Scope 1, 2, and 3 greenhouse gas emissions by 2030, compared with a 2019 baseline, and aim to achieve net zero emissions by 2040. These goals are aligned with the 1.5°C pathway of the Paris Agreement. The Net Zero Transition Plan details how we will embed sustainability across our operations—from energy use and travel to product design and supplier engagement—guided by Science Based Targets and underpinned by a robust governance framework. Our glidepath (that can be found in Sage's FY25 Non-Financial Statement) identifies the key levers to reduce our emissions and achieve our interim 2030 targets.

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Products: Indirect emissions from the use of our products constitute 40% of Sage's carbon footprint - from customers running Sage solutions on their hardware premises.

- **2025 actions:** Developed a Life Cycle Assessment (LCA) of two software products, Sage 100 and Sage Intacct, to inform industry best practice. Sage Hosting now available to customers across 19 products.

- **2026-2030 plans:** Continue to evolve software LCA reporting, based on the principles of Transparency, Consistency and Trust. Encourage the use of more efficient cloud-hosting solutions for customers and SMBs.

Supply chain: Our Scope 3 supply chain carbon emissions (Categories 1, 2, and 4) constitute the single-largest portion of Sage's carbon footprint, accounting for 45%.

- **2025 actions:** Continued use of primary data as it became more readily available from suppliers including Microsoft, AWS, and Dentsu. 263 suppliers have committed to or already set SBTialigned targets. Worked with our highest-emitting suppliers to ensure they have set ambitious emissions reduction goals consistent with our own.

- **2026-2030 plans:** Improving supplier disclosure of primary data through the CDP and EcoVadis. Encouraging suppliers to set net zero targets with SBTi alignment. Continuing to focus on our highest-emitting suppliers and alignment to Sage's targets. Encouraging SMB suppliers to get started with emissions reduction.

Colleagues: Colleague emissions associated with commuting, homeworking, and business travel make up around 14% of Sage's footprint.

- **2025 actions:** Expanded our Sustainability Learning programme to reach more colleagues in new locations. Launched a successful Sustainability Week to engage colleagues in sustainability topics. Continued to roll out commuting initiatives, like Liftshare, to encourage colleagues to commute into the office via more sustainable modes of transport. 256 colleagues took part in a two-week challenge to reduce their personal climate impact.

- **2026-2030 plans:** Supporting colleagues where business travel is required to use the most sustainable available option. Empowering colleagues to commute to the local Sage office using locally available, low/zero carbon options. Supporting colleagues to make their homeworking environment more sustainable and efficient. Expanding Climate Learning programme to reach more colleagues across Sage's global footprint.

Property: Our colleagues operate out of over 47 Sage sites, a mix of leased and serviced accommodation and contributes a small portion (1%) to Sage's overall carbon footprint.

- **2025 actions:** Opened our flagship North America office in Atlanta, at Ponce City. The building's timber structural system achieved a net negative of 1,266 tonnes of carbon emissions, equivalent to removing around 300 cars from the road for a year.

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Implemented new Energy Management service at our global headquarters Cobalt Business Park, Newcastle, delivering energy reductions of 6.6% across FY25 ('business as usual' scenario.

- **2026-2030 plans:** Transitioning remaining Sage sites to renewable energy and carbon-free contracts. Optimising new and existing Sage operationally controlled sites to the highest levels of energy efficiency and sustainability. New London HQ office, Tower Bridge Court, opens in 2026 and avoids fossil fuels by using 100% electric heating and cooling systems, with renewable energy sourced from on-site photovoltaic panels and externally from solar, and wind generators.

Kickstarting economic growth: Sage is a longstanding partner to national government and supports the design and implementation of pro-business policies. This includes working closely with the Department for Business and Trade, HM Treasury, HMRC and the Department for Science and Technology to ensure their policies support the growth of the UK tech sector and small business and accountants.

For example, Sage was a permanent member of the Department of Business and Trade's SME Digital Adoption Taskforce. This group was asked to evaluate why UK SMEs' use of digital technology is lower than in our global competitors and suggest recommendations for government and industry to help small firms adopt digital and AI tools that can raise productivity, competitiveness, and growth. The final report was published in July and Sage is now supporting the Business Department with the delivery of the report's recommendations.

Another example is our work with HMRC on the rollout of Making Tax Digital for Income Tax (MTD for Income Tax) which will be phased in from April 2026. This represents a change for sole traders but will bring them significant benefits. Managing their finances with accounting software means fewer errors with their tax return, better cash flow management, and less paperwork, all helping sole traders stay on top of their taxes and helping them grow. To ensure they cost is not a barrier to compliance and that no business is left behind in the transition to digital tax compliance and AI-enabled business practices, Sage is making available a free software solution so sole traders to comply with MTD for Income Tax from its launch. We are also participating in the public beta testing phase of MTD for Income Tax. This allows the system to be refined and for users to prepare for MTD for Income Tax before it becomes mandatory.

Our support extends to the regional government too. Sage was founded in Newcastle 40 years ago and our HQ remains in the North East. We are committed to the region and its success, and this include working with the North East Combined Authority on their growth agenda. Through our membership of the Mayor's Business Board, we advise on pro-growth measures that will support the regional economy. We are also on the North East Combined Authority's North East Technology Readiness Board which considers how regional businesses can be supported to use the latest digital technology like AI.

SME decarbonisation: Our technology supports our customers' own net zero journey. Sage Earth helps customers easily measure, report, and reduce their environmental impact. Our customers are using our technology to take action, such as reporting metrics to their own supply chain allows them to engage with suppliers (Scope 3.1) and drive action to reduce emissions from this part of their value chain. We see this technology, as well as wider digitalisation and automation, as a key part of helping small businesses to decarbonise.

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Overview of the G-Cloud Service

Sage Intacct is a cloud-native financial management platform that provides, scalable financial operations with built-in compliance and automation.

Key Service Capabilities:

- **Core Financial Management**: Deliver day-to-day finance using General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Purchase Order, and Order Entry. Improve processing accuracy, approvals, and audit readiness for public sector operations.

- **Multi-Dimensional Accounting**: Track costs and income by department, programme, funding source, or patient pathway without restructuring the chart of accounts.

- **Real-Time Reporting and Dashboards**: Provide leaders with Core Reporting and Dashboards, Budget Reporting, and Multi Entity Insight for entity level and consolidated views. Explore trends using Interactive Visual Explorer. Gain instant access to financial and operational data for informed decision-making.

- **Budgeting and Planning**: Align resources to priorities and track budget versus actuals in real time. Collaborative, scenario-based planning supports agile responses to funding changes and operational needs.

- **Multi-Entity Management**: Automates consolidation and inter-entity transactions across trusts, campuses, or entities.

- **Compliance and Audit Trails**: Built-in audit trails and AI-driven anomaly detection strengthen accuracy and simplify regulatory reporting across ledgers, purchasing, and projects. Strengthen controls with role-based access, documented approvals, and traceable changes for public sector and charity compliance.

- **AI-Powered Automation**: Automates accounts payable, month-end close, and reconciliations to reduce manual work and accelerate reporting. Automate supplier invoicing with AP Automation. Use Search Help Sage AI to find data quickly and guide users to relevant records and reports.

Cloud Characteristics

- Cloud-native architecture with 99.8% or higher uptime
- Dedicated instance for each subscriber within a secure environment
- Shared infrastructure for optimal performance and functionality
- Quarterly software updates and continuous system monitoring
- 24/7 availability for uninterrupted access

Benefits Delivered

- Multi-entity reporting and consolidation for locations, trusts, and campuses
- Improved cash flow visibility and service continuity control
- Faster processing with automated payables and purchasing

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- Streamlined audits with complete audit trails and anomaly detection
- Better forecasting and resource allocation with integrated planning
- Clear board-ready insights with sector specific dashboards

Included (Core Features):
Financials and operations
- General Ledger
- Cash Management
- Purchase Order
- Accounts Payable
- Order Entry
- Accounts Receivable
- Basic Project Tracking

Reporting and analytics
- Core Reporting and Dashboards
- Multi Entity Insight
- Budget Reporting
- Interactive Visual Explorer Single Explorer
- Nonprofit Digital Board Book

Planning
- Sage Intacct Planning
- One Planning Creator License

Automation and AI
- AP Automation up to 250 bills per month
- Search Help Sage AI

Spend and assets
- Nonprofit Spend Management
- Sage Fixed Assets Management for Nonprofit Tier 1

Platform and configuration
- Customization Services
- Standard Platform Services
- User Defined Dimensions pack

User and entity entitlements
- Three Business Users
- One Employee 10 Pack
- Two Additional Business Entities included for a total of three

Associated Services

Our SaaS solution delivers a robust financial management platform with a clear distinction between core functionality, optional add-ons, and additional services.

Optional Add-On Features (available at additional cost):

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- **Entities and scale:** add additional business entities or enable multiple business entities to include in multi-entity roll up and reporting.
- **Additional users:** add business users with full finance access and employee user packs for self-service requisitions, expenses, timesheets, and dashboards.
- **Planning roles:** add creators, contributors, or viewers to expand collaborative budgeting and scenarios.
- **Allocations:** automate complex cost allocations across funds, departments, projects, and locations.
- **Revenue recognition:** support fund and grant revenue recognition policies for public sector.
- **Grants tracking and billing upgrade:** strengthen grant budgeting, expense capture, billing, and funder reporting.
- **Fixed assets tiers:** scale asset registers, depreciation methods, and controls beyond Tier 1.
- **Accounts Payable (AP) automation capacity**: increase monthly invoice capacity beyond the included 250 bills.
- **Interactive custom report writer**: run-only for consumption.
- **Data Flow**: add a connection with automated workflows and include activation for initial setup.
- **Sandbox environment**: test configuration, integrations, and releases safely before production.

Additional Services:

- **Professional services:** implement, configure, train, and enable users to agreed scope.
- **API integration:** connect approved third-party systems using secure APIs.
- **Marketplace Applications**: Access to a wide range of certified third-party applications which are not provided by Sage and are procured separately.

Data Protection

Information Assurance

For Sage Intacct we maintain ISO27001 accreditation, PCI DSS certification and we perform SOC 2 Type 2 Reporting

Data Back-Up and Restoration

Backups are created in time stamped directories and files, and copies are kept on the database servers themselves. Further backups are stored on blob storage in Microsoft Azure for disaster recovery purposes. Only authorized staff can recall data from backups. Databases hosted on AWS and Azure regions are backed up using Recovery Manager and replication to cloud storage from the secondary site. The backup mechanisms involve cloud storage snapshots for instant recovery. Both backup processes are fully automated. The backup process is tested at least annually with restore rehearsal. Restore testing is also performed whenever there is a major version upgrade. Sage Intacct's On-Demand Service

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Delivery of Web-Based Financial Management and Accounting Application and data are available for recovery in a sufficiently timely manner.

Business continuity statement/plan

Business continuity plan is in place and as part of the DR Tests are conducted yearly to restore all Sage Intacct critical services. Scope includes all Sage Intacct application functionality. Sufficient internal and external monitoring is in place with 24x7 on call schedule to keep services up and running. A more detailed plan can be provided to buyer on request

Privacy by Design

Sage is committed to ensuring full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Our approach is structured around the ICO's Accountability Framework. Below is a summary of how Sage meets UK GDPR requirements, as well as the components of the ICO framework.

UK GDPR Principles

Sage commits to collect and process customer personal data according to the following principles:

· Lawfulness, Fairness, and Transparency: customer data will be processed lawfully, fairly and in a transparent manner.

· Purpose Limitation: We will collect customer data only for valid purposes and we will not further process it in a manner that is incompatible with those purposes.

· Data Minimization: We will process only customer data that is adequate, relevant, and limited to what is necessary in relation to our purposes.

· Accuracy: We will keep customer data accurate and kept up to date. If we see that customer data is not accurate, we will ensure that it is cancelled or corrected as soon as possible.

· Storage Limitation: We will keep customer data for no longer than is necessary for the purposes we told you about.

· Integrity & Confidentiality: We will keep customer data secure by using appropriate technical and/or organizational measures.

· Accountability: We commit to being able to demonstrate that we comply with the above principles.

Leadership and Oversight

Sage has a dedicated Global Data Privacy Office and appointed Data Protection Officers (DPOs) across relevant jurisdictions. Senior leadership actively oversees privacy governance, ensuring that data protection is embedded into strategic decision-making.

Training and Awareness

All Sage colleagues receive mandatory UK GDPR training, with additional role-specific modules for those handling personal data. Awareness campaigns and refresher sessions are conducted regularly to reinforce privacy principles. Furthermore, personnel authorized to

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process customer personal data have committed themselves to confidentiality or are subject to an appropriate statutory obligation of confidentiality.

Risk Management (DPIAs)

Sage performs Data Protection Impact Assessments (DPIAs) to assess and document data processing risks. A third-party platform supports automated workflows for privacy risk assessments, enabling proactive identification and mitigation of risks.

Policies and Procedures

Sage maintains comprehensive data protection policies, including procedures for retention schedules and breach response protocols. These are regularly reviewed and updated to reflect regulatory changes and operational needs.

Contracts and data sharing

Sage has a standard Data Processing Agreement (DPA) in place with all its customers, ensuring compliance with UK GDPR requirements under Article 28. Where personal data is transferred outside the UK or EEA, Sage ensures appropriate safeguards are in place, including the use of Standard Contractual Clauses (SCCs), the UK Addendum, and the International Data Transfer Agreement (IDTA), to maintain compliance with international data transfer rules.

Where we use any third-party to process personal data on our behalf, we perform due diligence on such vendors and enter into compliant DPAs with the third parties.

Individuals' Rights

Sage has established processes to respond to data subject rights requests under the UK GDPR, including access to personal data, correction of inaccuracies, deletion of data in certain circumstances, restriction of processing, data portability, objection to processing for legitimate interests or direct marketing, and safeguards against automated decision-making and profiling. These requests are managed via integrated systems that ensure timely and compliant responses.

Transparency

Privacy notices are available to customers and employees in a clear and accessible way. Sage provides embedded privacy information and consent mechanisms specifically related to cookies and tracking technologies where applicable.

Records Management

Sage maintains detailed records of processing activities in line with Article 30 of the UK GDPR. These records are centralised and accessible to relevant stakeholders for audit and compliance purposes.

Security

Sage implements robust technical and organizational measures to protect customer data, which are subject to ongoing monitoring and are updated as necessary to ensure continued effectiveness and compliance with applicable legal and regulatory requirements.

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Monitoring and Reporting

Regular audits and compliance checks are conducted across Sage platforms, including website cookie compliance and data governance dashboards. Automated tools support ongoing monitoring and alerting for non-compliance.

Data Protection by Design and Default

Sage embeds privacy into product development and service delivery. We prioritize data protection by embedding privacy into our operations from the start, ensuring that privacy is integral to our product development. We process only the minimum necessary personal data by default. Our systems limit data collection, storage, and access to what is strictly necessary, with privacy-friendly settings as the default. DPIAs are conducted for new features and products to ensure compliance from inception.

External References · Sage Privacy Notice: https://www.sage.com/en-gb/legal/privacy/ · Sage Customer DPA: https://www.sage.com/en-gb/legal/terms-and-conditions/product-and-service-terms-and-conditions/data-processing-agreement/ · Trust & Security Hub: **https://www.sage.com/en-gb/trust-security/**

2. Using the service

Ordering and Invoicing

Direct Orders Workflow

- **Confirmation & Signature:** Once an order is confirmed, a DocuSign envelope containing the finalized quote is sent to the customer for electronic signature. This step is essential for legal validation and audit trails.

- **Counter-Signature & Booking:** After the customer signs, the document is counter-signed internally (at Sage), which authorizes the order to move forward. The order is then transitioned to the booking phase, where it is officially logged and prepared for fulfilment.

Booking and Invoicing

- **Order Ops Team Role:** The Order Operations team is responsible for booking the deal once the opportunity is confirmed. This involves updating internal systems, verifying contract terms, and ensuring all required documentation is in place.

- **Automated Invoicing:** A bot (automation tool) sends out the invoice to the customer, streamlining the process and reducing manual intervention. This helps maintain accuracy and speed.

- **Provisioning:** After invoicing, provisioning for the customer is initiated, ensuring that the purchased products or services are delivered as agreed.

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On-Boarding, Off-Boarding, Service Migration, Scope

Upon signing the contract, each client is assigned an implementation partner (procured separately), a dedicated Sage Corporate Account Manager (CAM) and a dedicated Sage Customer Success Manager (CSM). The onboarding process begins with the discovery phase, where a kick-off meeting is held with the implementation team and key client stakeholders to review and agree on the project plan and workbooks. This is followed by the design phase, during which business process reviews are conducted to assess key processes across the solution stack. A detailed process design is created in line with Sage Intacct's capabilities and formally documented in the Solution Design Document (SDD), which is signed off by the client.

The build phase then commences, with the system configured in accordance with the SDD. Any required system integration testing and readiness activities are completed at this stage, and client data is imported to enable testing. Training is provided to client teams in advance of testing to ensure readiness. During the test phase, the client validates their key business processes, confirming that inputs, processes, and outputs function as expected. Draft test scripts are supplied to support this process, and once client sign-off is achieved, the system is ready to go live.

Following go live, there is a four-to-six-week period of hyper care support to ensure a smooth transition into business-as-usual operation. Once this period is complete, the CSM introduces the client to the in-life support model and remains actively engaged throughout the duration of the contract. There is no time limit on access to either the CSM or the support function. Clients have a dedicated CSM for the entire term of their contract.

If a client chooses not to renew their subscription, written notice of termination is required at least 30 days prior to the end of the contract. Access to the system will be removed once the subscription expires, and client data will be retained for a further 30 days before deletion. During this time, it is the client's responsibility to export any data they wish to retain. For clients requiring ongoing access, an archive licence is available for purchase, providing read-only access to historical data on a renewable 12-month contract.

Although Sage does not offer a standard bespoke exit plan, professional services can be delivered on a case by case bases agreed by Sage and public sector organisations These services are charged at an hourly rate and may include support with data extraction, formatting and transfer, as well as advisory services to facilitate a smooth transition to a new system.

Training

Clients have access to a wide range of training resources designed to support both the initial implementation and the ongoing use of Sage Intacct. During the implementation period, all clients are provided access to Sage University, which offers a comprehensive library of in-depth courses. Completion of the Fundamentals course is mandatory prior to go live, ensuring that users have a solid grounding in the core functionality of the system. Following transition into support, clients can continue to benefit from Sage University included in the core subscription, which provides ongoing access to the full catalogue of courses and resources. In addition, all clients have free access to the in-product Help Centre, which contains user guides and step-by-step reference material. Sage also provides regular "lunch and learn" sessions and webinars covering common topics, new features, and best

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practice guidance. Further support is available through the Intacct Community, where clients can access a wide range of articles and knowledge resources, as well as log support cases. Support analysts provide tailored advice, including relevant “how-to” content and product guidance, ensuring users can quickly resolve queries and continue developing their expertise with the system.

Implementation Plan

Implementation services are not provided by Sage and must be procured separately. However, a list of Sage accredited implementation partners can be provided on request.

Service Management

There is a weekly maintenance every Friday, and constant monitoring of our services that is being updated on our service status page on the website.

Scheduled Maintenance: We publish a weekly 4-hour scheduled maintenance window, which may vary by product and region. If an extended maintenance period is required, the maintenance will be scheduled nights or weekends and will not exceed 8 hours per week whenever possible. For scheduled extended maintenance periods affecting specific customers, we will notify you 48 hours in advance.

Emergency Maintenance: If we reasonably believe that an emergency necessitates immediate attention, then we may perform emergency maintenance with less notice than specified above. Should emergency maintenance be required, we will provide you notice as soon as practicable.

Service Constraints See below for additional support above the standard support provided to a single designated support user.

Support Model	Essential
Office Hours	24x5 M-F GMT
After-Hours Support	P1 Cases Only
Case Submission	Online or Phone
UKI Holidays	P1 Cases Only
Initial Response Time (P1/P2/P3)	1 hour/ 4 hours/ 8 hours
Designated Support Users (Authorized users who can log Support Cases)	2
Community Users	Unlimited
Sage Intacct Learning Membership (Valid for 1 year; not transferable for other services)	Available at Cost
Consulting Services (Unused hours expire quarterly and can be used towards Quarterly Release Evaluation, Intacct Business Review, Add-On Services or Consultation. Must have a Sandbox environment to receive the full-service benefit of Release Evaluation.)	Billable Service delivered on a case-by-case bases via a direct contract with a certified implementation partner.

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Release Evaluation/Help	Billable Service delivered on a case-by-case bases via a direct contract with a certified implementation partner.
Support Services	N/A
Support Account Services Manager (ASM)	N/A

Not Included:

- Third-Party Licenses: External software not listed above.
- Hardware Provisioning: Physical devices or infrastructure.
- Custom Development Beyond API Integration: Bespoke development outside agreed scope.

Service Levels See below for support model above the standard support provided to a single designated support user.

Support Model	Essential
Office Hours	24x5 M-F GMT
After-Hours Support	P1 Cases Only
Case Submission	Online or Phone
UKI Holidays	P1 Cases Only
Initial Response Time (P1/P2/P3)	1 hour/ 4 hours/ 8 hours
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Release Evaluation/Help	Billable Service delivered on a case-by-case bases via a direct contract with a certified implementation partner.
Support Services	N/A
Support Account Services Manager (ASM)	N/A

Outage and Maintenance Management

Internal and external monitoring is in place for all critical services. All changes are tested and validated in lower environments before rolling to production to avoid any outages. Alerting includes any service degradation or downtime. Service outage is calculated based on number of customers, region, and service components. Any ad-hoc changes follow the

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change process which includes review and version control. More information can be provided as requested.

Financial Recompense Model for not Meeting Service Levels

Sage Intacct provides SLAs with Service Credits as set out below.

Buy with Confidence Program (SLA)

Outstanding Availability: Our goal is to provide 24x7 availability of the Sage Intacct Core Financials application service and certain other Sage products[1], and we offer subscription credits for any availability below 99.8%. You can receive a credit of 10% of your subscription fees for the month in which the outage event(s) occurred for every percentage point that Service Availability[2], falls below 99.8%, up to a maximum of 50% of the applicable subscription fees for that month. To receive a credit, you must submit a request to us within 15 days after the month in which the Service Availability outage event(s) occurred. Any credit will be applied against subsequent monthly subscription fees due to us or, at our option, refunded to you. In addition, with the exception of Sage Intacct Retail, the availability of these products is backed up by a complete disaster recovery program.

Status Information: You can view current product status information and subscribe for status updates at https://status.sage.com/.

Scheduled and Emergency Maintenance

Scheduled Maintenance: We publish a weekly 4-hour scheduled maintenance window, which may vary by product and region. If an extended maintenance period is required, the maintenance will be scheduled nights or weekends and will not exceed 8 hours per week whenever possible. For scheduled extended maintenance periods affecting specific customers, we will notify you 48 hours in advance.

Emergency Maintenance: If we reasonably believe that an emergency necessitates immediate attention, then we may perform emergency maintenance with less notice than specified above. Should emergency maintenance be required, we will provide you notice as soon as practicable.

[1] This SLA applies to the Sage Intacct Core Financials application service, Sage Intacct for Construction, Sage Distribution and Manufacturing Operations, Sage Intacct Retail, Sage Intelligent Time, and Sage Intacct Planning.

[2] ***Service Availability*:** The percentage of Total Minutes during a given month in which the System was available, computed as follows:

$$100^{*} \quad \frac{\textit{Total Minutes - System Outage Minutes}}{\textit{Total Minutes}}$$

***Total Minutes*:** Number of minutes contained in a given month, excluding scheduled maintenance time.

***System Outage Minutes* (Calculated in UTC):** Total time during a given month in which the System is unavailable, excluding scheduled maintenance time.

***System*:** The applicable application service or product, accessible over the network via web protocols, up to and including our internet connection. Problems outside of our

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infrastructure, such as those of ISPs, third-party infrastructure providers, Internet backbone or customer's network, are excluded. Non-production sites or tenants such as, for example, development, implementation, preview and training sites, sandboxes, trials, and beta services are excluded. Problems caused by software running on customers' computers are also excluded.

Calculation of Service Availability excludes system outages caused by force majeure, i.e., acts of God, war, civil unrest, acts of government, third-party providers of data, third-party websites, or services, etc., or by any other circumstances beyond our reasonable control.

In this document, "we," "us" and "our" refers to the Sage company with which you have contracted for subscription to the products in scope (see list of in-scope products in footnote 1, above).

3. Provision of the service

Customer Responsibilities

Pay License fee by the due date which is included in the Order Form and provide Sage with accurate billing and contact information. You must handle and pay all taxes in connection with your purchase of the Services unless you are exempt from payment of such taxes.

You are responsible for: (i) the confidentiality of User access credentials that are in your possession or control; (ii) setting up appropriate internal roles, permissions, policies and procedures for the safe and secure use of the Services, (iii) the activity of your Users in the Services; and (iv) your Users' compliance with this Agreement and the Documentation. You must notify us promptly if you become aware, or reasonably suspect, that your account's security has been compromised.

You are responsible in ensuring you do not: (i) provide Services to third parties outside your Users; (ii) attempt to derive source code or probe system security; (iii) copy, modify, or create derivative works of the Services; (iv) remove proprietary notices; (v) use Services for illegal purposes, spam, storing sensitive data outside designated fields, or distributing harmful code; and (vi) enter special categories of data or criminal conviction data into Sage Intelligent Time (if you select this as part of the Services).

You are solely responsible for AI-generated outputs (including your use, modification, and publication).

You must comply with all applicable laws including data protection laws, anti-bribery, anti-corruption, tax laws, and sanctions requirements. You must maintain policies to demonstrate your compliance with such laws and assist Sage with due diligence processes, if requested.

You must ensure you comply with applicable data protection laws when submitting personal data to Sage and maintain a lawful basis for such processing.

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Technical Requirements and Client-Side Requirements

It is a public cloud service, and it requires that users use, Google Chrome (latest versions), Microsoft Edge (Chromium-based, latest versions), Mozilla Firefox (latest versions), and Safari (latest versions on macOS), while Internet explorer is not supported. We also provide 15GB storage and processing space for users as default capacity.

Outcomes/Deliverables

Sage Intacct provides a secure, cloud-native financial management platform with AI-powered automation and built-in compliance. Below is a list of common problems experienced by public sector organisations, how Sage Intacct solves for them, and the related outcomes.

- Problem: Limited visibility into financial performance across departments, programmes, and funding sources
  Solution: Multi-dimensional accounting enables tracking by service line, project, or funding stream without restructuring charts of accounts.
  Outcome: Accurate, real-time insights for better resource allocation and reporting.

- Problem: Delays in reporting and decision-making due to manual processes
  Solution: Role-based dashboards and real-time reporting provide instant access to financial and operational data.
  Outcome: Faster, data-driven decisions and reduced time spent compiling reports.

- Problem: Complex consolidation across multiple trusts, sites, or entities
  Solution: Automated multi-entity management consolidates data and inter-entity transactions.
  Outcome: A single source of truth for performance across the organisation.

- Problem: Budget risks caused by data entry errors and irregular transactions
  Solution: Role based approvals, audit trails, field validations, and GL outlier detection in General Ledger, Accounts Payable, Purchase Order, and Order Entry.
  Outcome: Proactive anomaly alerts, improved accuracy, and stronger audit readiness.

- Problem: Lengthy month-end close and manual reconciliations
  Solution: Workflow controls, dimensions, and reporting reduce manual tasks.
  Outcome: More efficient close with clearer task ownership.

- Problem: Manual accounts payable causing delays and audit risk
  Solution: AP Automation to capture, route, approve, and post invoices with audit trails.
  Outcome: Faster AP processing and clear approvals.

- Problem: Inaccurate forecasting due to spreadsheet-heavy processes
  Solution: Collaborative budgeting and planning with scenario modelling.
  Outcome: Agile responses to funding changes and improved financial planning accuracy.

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- Problem: Audit challenges and compliance risk
  Solution: Built in audit trails, role-based access, approvals, and complete transaction history across ledgers, purchasing, and projects.
  Outcome: Transparent records and simplified audits that align with public sector and charity standards.

- Problem: Limited project cost visibility
  Solution: Project Tracking to code and report project costs and funding.
  Outcome: Clear view of spend against project budgets.

- Problem: Board level visibility of funding, liquidity, and sustainability
  Solution: Digital Board Book for governance metrics and KPIs.
  Outcome: Consistent board-ready insights across entities and funds.

- Problem: Spend control and purchasing oversight
  Solution: Spend Management and Purchase Order to manage requests, commitments, and approvals.
  Outcome: Better control of spending and earlier visibility of obligations.

- Problem: Asset register accuracy and compliance
  Solution: Sage Fixed Assets Management for asset registers and depreciation.
  Outcome: Accurate fixed asset reporting.

Development life cycle of the solution

We follow the standard Software Development Life Cycle, using the Agile methodology. We gather requirements both from the sales team, customers and our partners/ resellers, these requirements are documented and use case built, and this is then sized up and prioritised based on impact and customer request volume and taken into design and build phase. Once build is then, and QA has been passed, it goes into an early adopter phase to collect real-time feedback from customer, and we launch it to general availability. Maintenance is carried out weekly and we support any bugs that arises, by triaging and then fixing them

After-sales Account Management

The customer will have a dedicated CSM who builds and maintains a relationship for the life of the contract

Termination Process

The Customer is permitted to terminate the contract for its convenience by providing Sage with 30 days' prior written notice. Subscriptions will automatically terminate at the end of the subscription period unless the Customer enters into a Renewal Order Form. In addition, either party may also terminate the Agreement if: (a) the other party has materially breached the Agreement, upon written notice to the breaching party of the breach and, if such breach is capable of remedy, an opportunity of at least 30 days to remedy the breach; or (b) upon written notice to the other party if the other party becomes the subject of a winding up petition in bankruptcy or another proceeding relating to insolvency (within the meaning of Section 123 Insolvency Act 1986), receivership, liquidation or assignment for the benefit of creditors. If the Customer materially breaches the Agreement, Sage may, without limitation

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of other rights and remedies, temporarily suspend or terminate access to Sage Intacct or withhold further performance of its obligations under the Agreement.

4. Our experience

Case Studies

Customer Name: Transforming PLC
Industry: Personal Services
Sage Accredited Implementation Partner: PwC

Key Points from the Testimonial

- **Main Quote:**
  "Sage Intacct is massively helpful because it centralises all of our entities in a single system." – Ahmed Ibrahim, Director of Finance

- **Business Background:**
  Founded in 2018, Transforming PLC operates as a parent company for multiple investment, property development, and care-providing entities across the UK. The business grew from 3 entities to around 12, with plans for further expansion.

- **Challenges:**
  - Increasing complexity and multi-entity structure.
  - Tiny finance team managing separate systems.
  - Need for single login and real-time visibility.

- **Solution:**
  Upgraded from Sage 50 to Sage Intacct for multi-entity management, API integration, and advanced reporting. Implementation was straightforward with PwC support.

- **Results & Benefits:**
  - Month-end close time reduced by **50%**.
  - Centralised chart of accounts and database for all entities.
  - Real-time view of business data and flexible reporting.
  - Automation of cash management and bank feeds.
  - Cost-effective implementation and strong customer support.

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Clients

1. LeatherShells Charity
Customer Name: LeatherShells Charity



Key Points:
- **Main Quote:** “More Control, Easier Audits, and Incredible Support”
- **Customer Benefits:**
  - Time savings: About 1 week saved on month-end close.
  - Improved invoice control: Streamlined approval and storage.
  - Audit-ready process: Easier access to documentation and records.
  - Centralised data: All financial information in one place.
  - Exceptional support: Dedicated help from Customer Success Team.
- **Most Useful Feature:** Invoice approval & centralised data access for improved control and transparency.

2. Porthaven Care Homes
Customer Name: Porthaven Care Homes



Key Points:
- **Main Quote:** “A Robust Financial System”
- **Customer Benefits:**
  - Robust financial system: Reliable and scalable for evolving businesses.
  - Flexible data access: API functionality supports custom reporting.
  - Process automation: Reduced manual effort across key finance tasks.
  - Time savings: Month-end process reduced by 1–3 days.
- **Most Useful Feature:** Consolidations, fixed assets, and prepayments modules for efficiency and flexibility.

3. RCI Operations Limited
Customer Name: RCI Operations Limited



Key Points:
- **Main Quote:** “No More Excel Workbooks!”
- **Customer Benefits:**
  - Rapid group consolidation: Quick and simple process.

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  - Eliminated manual spreadsheets: Excel no longer required.
  - Supports business growth: Handles complexity as company scales.
  - Improved accuracy: Reduces risk of manual errors.
  - Time savings: Month-end process reduced by nearly a day.
- **Most Useful Feature:** Group consolidation module for simplicity and speed.

4. Cognition Health
Customer Name: Cognition Health



Key Points:

- **Main Quote:** “Quicker Response Times for Business Queries”
- **Customer Benefits:**
  - Faster month-end close: Single login saves time.
  - Streamlined bank reconciliation: Automated and simplified.
  - Improved responsiveness: Quick access to data for queries.
  - Robust error checking: General ledger reporting improves accuracy.
  - Time savings: Month-end process reduced by 1–3 days.
- **Most Useful Feature:** General ledger for powerful reporting and transaction links.

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