

SkillsMap End of Life Frequently Asked Questions



Why has Sage made this decision?

At Sage, our vision is to become the market leader for cloud business management solutions. We are also sharpening our focus on our core business of providing accounting, payroll and HR solutions for small and medium enterprises. This strategy sees us partnering with industry-leading independent software vendors (ISVs) to offer complementary products and services in specialist sectors like recruitment.

What are my options?

Sage has partnered with MCI to provide a solution called Direct Hire, a best-of-breed recruitment experience that is tightly integrated with Sage 300 People. There are two options that you can choose from.

Option 1: You can move to the full suite of MCI Direct Hire starting October 2021, where you will receive enhanced features and functionality at the standard pricing of the Direct Hire solution. Your certified business partner will provide you with a new quote on the MCI Direct Hire solution.

Option 2: You can also choose to migrate to a limited license, where you will receive the same features and functionality as within SkillsMap at no additional cost. The pricing for this will remain fixed with regular annual CPI increases. The following contract terms need to be honoured before you can move to MCI Direct Hire.

- If you have a perpetual license with Sage, you can only move to MCI Direct Hire once the contract of Sage expires unless you migrate to the full suite of MCI Direct Hire.
- If you have a 12-month rolling subscription license contract, you can only move to MCI Direct Hire once the contract expires unless you move to the full suite of MCI Direct Hire.

What can I expect from Sage up until the end of the support period?

Sage will provide security, stability, and legislative updates for SkillsMap until 31 May 2022.

What if the new product does not offer the functionality that I need to run my business?

MCI Direct Hire offers all the features available in SkillsMap and more.

What does ISV stand for?

An Independent Software Vendor (ISV) is a trusted partner that provides specialist, high-quality solutions that integrate with a Sage product.

This is going to bring significant disruption to my business – how will you compensate me for that?

Sage will minimise the impact on your business by ensuring that all partners are fully trained on MCI Direct Hire. MCI will work with you on the implementation to ensure a smooth transition to the Direct Hire solution.

Will I get a refund for all the time and effort we've invested in running the product?

No, but we will ensure that the transition doesn't disrupt your business. By giving you more than eight months' notice, you will have enough time to migrate to MCI Direct Hire and for your staff to be trained.

Will Sage cover the cost of migrating to a new product?

As an existing customer, you have two options.

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Why didn't you tell us before we invested all this time and money in the product?

We will handle the switch-over process with the utmost care and ensure the time and money you invested in any active recruitment jobs are not lost.

What happens to my data? How will you be managing any migration?

Sage will not migrate your current data to MCI Direct Hire. If you need access to your history information in SkillsMap, we encourage you to run a complete historic extraction report from Skillsmap while your license remains active.

What happens to my maintenance agreement?

Your maintenance agreement will be migrated to MCI and will be included in your new subscription fee.

We have not implemented or just completed the implementation of the product. Will I get a refund?

You will serve the full term for your licence fees. New fees from October 2021 will be payable to MCI for a product feature set in line with the SkillsMap offering.

I want to purchase additional licenses for SkillsMap, am I allowed to do this?

If you are on an annual perpetual license contract or a rolling 12-month subscription contract, you will remain on SkillsMap for the duration of the licences and subscriptions that have already been paid for. You will be able to move to MCI Direct Hire once the contract term expires. Sage will invoice you for the additional SkillsMap users. Once you have migrated to MCI on a limited feature licence, the additional users will be charged directly by MCI Direct Hire.

If you decide to upgrade to a full suite of Direct Hire, the additional users will be invoiced, as by Sage on behalf of Direct Hire. Support on SkillsMap will continue to be provided by your certified business partner, and MCI will provide Direct Hire support.

Please note: only additional users can be purchased.

Who will invoice me if I move over to MCI Direct Hire?

If you choose to upgrade to a full version of MCI Direct Hire, then your certified business partner will supply you with a new quote, and Sage will continue to invoice you.

If you choose to move over to MCI Direct Hire on a limited feature license, MCI Direct Hire will invoice you.

Is this considered a new implementation with full implementation cost if I upgrade to Direct Hire's full version?

Upgrading to the full MCI Direct Hire license includes many additional features and more configurations.

Who can I contact if I have a question or require more information?

All queries can be directed to Sage SkillsMap webform: skillsmap.webform@sage.com, or you can contact your certified business partner for further assistance.