

Sage Recognizes Financial Accounting and CRM Software Reseller from Austin, Texas, as Tops in Business Software Customer Service

Sage financial accounting and CRM software reseller, Mindover Software, from Austin, Texas, is cited for outstanding customer satisfaction by developer of Peachtree and other popular business software

Austin, TX – November 30, 2009 – Sage, an international developer of popular financial accounting and CRM software like Peachtree, Sage Accpac ERP and SageCRM, recognizes Customer Excellence achievements among its Sage business software resellers across North America every year. For 2009, Sage selected Mindover Software from Austin, Texas, as one of the Top 10 Sage business software resellers for overall customer service.

Mindover Software, a privately-held business software consulting firm with offices in Austin, Dallas and San Antonio, Texas, has sold Sage financial accounting and CRM software since 2001. This year marks the first time that the CRM and financial software provider placed in the Top 10 for customer satisfaction among participating Sage business software resellers.

“The Customer Excellence award from Sage represents a culmination of nearly a year’s effort to improve our business software customer satisfaction levels,” states Lloyd Smith, the Austin-based president of Mindover Software. “We implemented rigorous quality control measures, including a new online technical support desk based on Sage CRM software, to ensure we provided the highest degree of business software support possible.”

With over 650 software resellers across the U.S. and Canada, Sage has one of the largest business software reseller channels of any financial accounting and CRM software developer for small and mid-market businesses. “We were especially pleased that this customer satisfaction recognition happened in a year where we also experienced one of our highest revenue numbers,” Smith says. “Despite a tough recession, we were able to meet some aggressive SageCRM and Sage Accpac sales forecasts while reducing our business software support turn-around times by double figures.”

Sage recognizes the Customer Excellence achievement among the Top 10 participating business software resellers in North America. The recognition goes to resellers with the highest customer satisfaction rankings based on in-depth surveys of active customers. “This puts us in elite company as only 1.5% of all Sage business software resellers in North America receive the recognition for superior customer satisfaction performance,” notes Smith.

Smith adds that there are plans in place to continue offering innovative customer support solutions utilizing the very business software it sells: SageCRM and Sage Accpac. A recent SageCRM webinar put on by Mindover Software was aimed at showing its customers how they too could utilize their financial accounting and CRM software to obtain business efficiencies and drive customer satisfaction to new highs.

“We have a stake in the success of our business software customers,” Smith states. “We believe that innovating our own tech support tools around the Sage Accpac and Sage CRM software platforms we sell sends a clear message to our customers. This Customer Excellence recognition from Sage proves we’re on the right path.”

About Mindover Software

Mindover Software is a Sage business software partner and offers a broad range of Sage CRM, ERP and accounting software solutions including Sage Accpac ERP, Sage MAS 500 and SageCRM. From Texas offices in Austin, Dallas and San Antonio, Mindover Software’s team of professional consultants are 100% committed to improving the efficiency of its customers. Learn more at www.mindovercorp.com or toll-free at (866) 990-3994.