



## Pre Upgrade Questionnaire – Please Complete and Return

We ask you to complete this brief questionnaire to ensure that the time our consultants are on site returns the very best value for you, the customer. The information this document provides us with contributes to the preparation for your upgrade project which we aim to deliver with the minimum disruption to your day.

If you are moving from older versions of Sage to V24, saved searches are likely to be lost, please make a note of any you need to keep prior to our visit so you can recreate the process. If you are unsure how to do this ,please contact us at [support@qil.co.uk](mailto:support@qil.co.uk)

Please follow the link to double check your hardware requirements <https://my.sage.co.uk/public/help/askarticle.aspx?articleid=13689>

When would you like the upgrade to be installed? We will do our best to match your ideal date.	Month	Week of the Month Approximately/Best Days
What is your Administrator Log In?	(If you would prefer us to telephone you for it – we can)	
What is your Sage Manager Password?	(If you would prefer us to telephone you for it – we can)	
Do you have any errors when running the Sage Accounts Data Check?	Details Please:	
Please provide your IT Hardware support company's contact details (if you are not supported by the Qi Cover team for Hardware and Networks*	Name	Email
	Contact Number	Mobile
Details of your Qi Bespoke system		
Details of any Bespoke system via another 3 <sup>rd</sup> Party.		



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How many machines do you have Sage Accounts installed on now?  What is your current version (Help/About)?	Are there any additional machines you wish accounts to be installed on? Are these <i>additional</i> USERS to your network?	Total number of machines
How many machines do you have Sage Manufacturing installed on now?	Are there any additional machines you wish Manufacturing to be installed on? Remember – if you want <i>ADDITIONAL</i> USERS in total – you will need to purchase additional licences but if you do not wish to increase your <i>CONCURRENT</i> users we can install Manufacturing to additional machines for ease of users that ‘travel’ around the building.	Total number of machines
Have you double checked the hardware requirements for your ‘Sage’ machines and your server (see link) ?	Number of machines with suitable specification	Number of machines that do not meet specification

Thank you for taking the time to complete this document. Please sign and return to [support@gil.co.uk](mailto:support@gil.co.uk). If you have any questions – please call **01525 243490**

Your Name/Date

\*If you would like to consider Qi Ltd for your Hardware and Networks cover please tick the box and we will get in touch to have a chat about your IT infrastructure and how we can help you  (If you already have a QiCover contract with us – you will qualify for a multiple cover discount.)