

Client Technical Xperience Plan (CTXP) for Sage X3



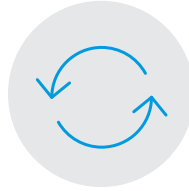
Client Technical Xperience Plan (CTXP) for Sage X3

Stay Focused on Your Business. We'll Handle System Performance

Ensure your system remains secure, stable, and optimized with Net at Work's CTXP for Sage X3. Our proactive approach helps prevent issues before they arise, keeping your business running efficiently and securely.

Folder Refreshes

Maintain an accurate, up-to-date test environment with two folder refreshes included per year and more available upon request. This allows your team to safely test new configurations, troubleshoot issues, and validate changes before deployment. Thereby reducing risk and ensuring smooth upgrades.



- **Full Endpoint Replication** – A secure and accurate copy of your production endpoint is transferred to the test environment, ensuring data integrity and consistency.
- **Environment Configuration** – Adjustments to database connections, system parameters, and integrations to align with test environment requirements.
- **Validation & Integrity Checks** – Post-copy verification to ensure data accuracy, proper system functionality, and alignment with expected configurations.

Yearly Sage X3 License and SSL Certificate Update

We proactively manage your Sage X3 licenses and SSL certificates to maintain system functionality, security, and compliance. Helping to minimize disruptions and protect your business from potential risks.



- **License Renewal & Validation** – Acquisition and installation of Sage X3 license keys to ensure uninterrupted access.
- **SSL Certificate Renewal & Installation** – Securing encrypted connections to protect sensitive data.
- **System Compatibility Check** – Pre-update verification to prevent conflicts and ensure seamless transitions.
- **Testing & Validation** – Post-update checks to confirm successful licensing and security configurations.
- **Completion Notification** – A confirmation of updates performed.





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Monthly Technical Reviews



Stay ahead of potential risks with a proactive assessment of your system's health. Our monthly technical reviews provide:

- **Actionable Insights** – A structured report outlining areas that require attention before the next review.
- **Post-review Summary Communications** – An email confirmation detailing the process and next steps.

Quarterly Preventative Health Check



A comprehensive deep-dive into your system's performance, security, and overall health to ensure it continues operating efficiently.

- **Comprehensive Report** – Insights from past reviews, performance metrics, and key findings.
- **Expert Recommendations** – Tailored guidance on optimizations, security enhancements, and best practices.
- **Strategic Review Meeting** – A dedicated session with our ERP specialists to discuss findings and align strategies with business goals.

Remote Access Management



Our Remote Access Management service provides secure, on-demand connectivity to your systems for efficient troubleshooting, maintenance, and support through encrypted, auditable sessions. Using enterprise-grade tools like ScreenConnect, our team can remotely access servers within moments, thereby eliminating the need for external user administration.

Sage X3 Release Upgrade



Our Technical team will perform a two-phased upgrade of your environment every other year. This approach enables you to leverage the latest product enhancements while optimizing deployment efforts. Each upgrade will include a First-Pass upgrade against an isolated test instance for validation before scheduling the Live cut-over.

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Proactive Maintenance. Expert Support. Total Peace of Mind.

With Net at Work's CTXP for Sage X3, you benefit from ongoing system optimization, preventative maintenance, and expert guidance. Experiencing total peace of mind as a result.

CTXP Subscriptions At-A-Glance

Technical	Core	Select	Premier
Folder Refreshes Per Year	2*	2*	4*
Yearly Sage X3 License Update	1	1	1
Yearly Sage X3 SSL Certificate Update	1	1	1
Monthly Technical Reviews	Included	Included	Included
Full Preventative Health Checks Per Year	4	4	4
Remote Access Management	--	Included	Included

Upgrade	Core	Select	Premier
Technical. First Pass / Live Single Folder	0	0	1*

*Folder Refreshes: More than the per-year provided amount are available upon request for an additional fee

*Technical Upgrade: Performed every 18-24 months depending on client preference

*Pricing for Premier will be calculated on a per-client basis

READY TO GET STARTED?

Leave the complexity, security risks, and budget constraints of constant maintenance to Net at Work. Whether you're looking to reduce costs or improve security, the CTXP Plan for Sage X3 is the obvious choice. Contact us today.



netatwork.com/sagex3



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Experience strategic support and expert guidance for your business.
Contact Net at Work today to learn more about our Sage X3 Client Xperience Plans and the benefits they can deliver.