Sage X3 (Enterprise Management)
Product Lifecycle and Support Policy

Blytheco
Transforming Companies

At Blytheco, our mission is transforming companies. Our primary goal is to ensure our clients have all the information they need to make effective business decisions as well as remain equipped with the tools to make the most of their software investments.

Since the release of Sage X3 in 2004, Sage continues to invest in the modernization, development, and advancement of Sage X3 (Enterprise Management). As part of that modernization, Sage has released a new product features, support policy, support levels, and a new life-cycle timeline for maintenance and support.

This guide was developed to help you navigate these new releases and understand the options and resources available to you at each stage of your product journey.

sage X3 (Enterprise Management)

Sage X3 (Enterprise Management) version 12 is the fastest and most agile version release yet. Sage has modernized the entire Enterprise Management platform, including a new responsive design, digitalization of financial processes, improved EDI, integration through APIs, enhanced performance of key processes, improved mobile experience, and more!
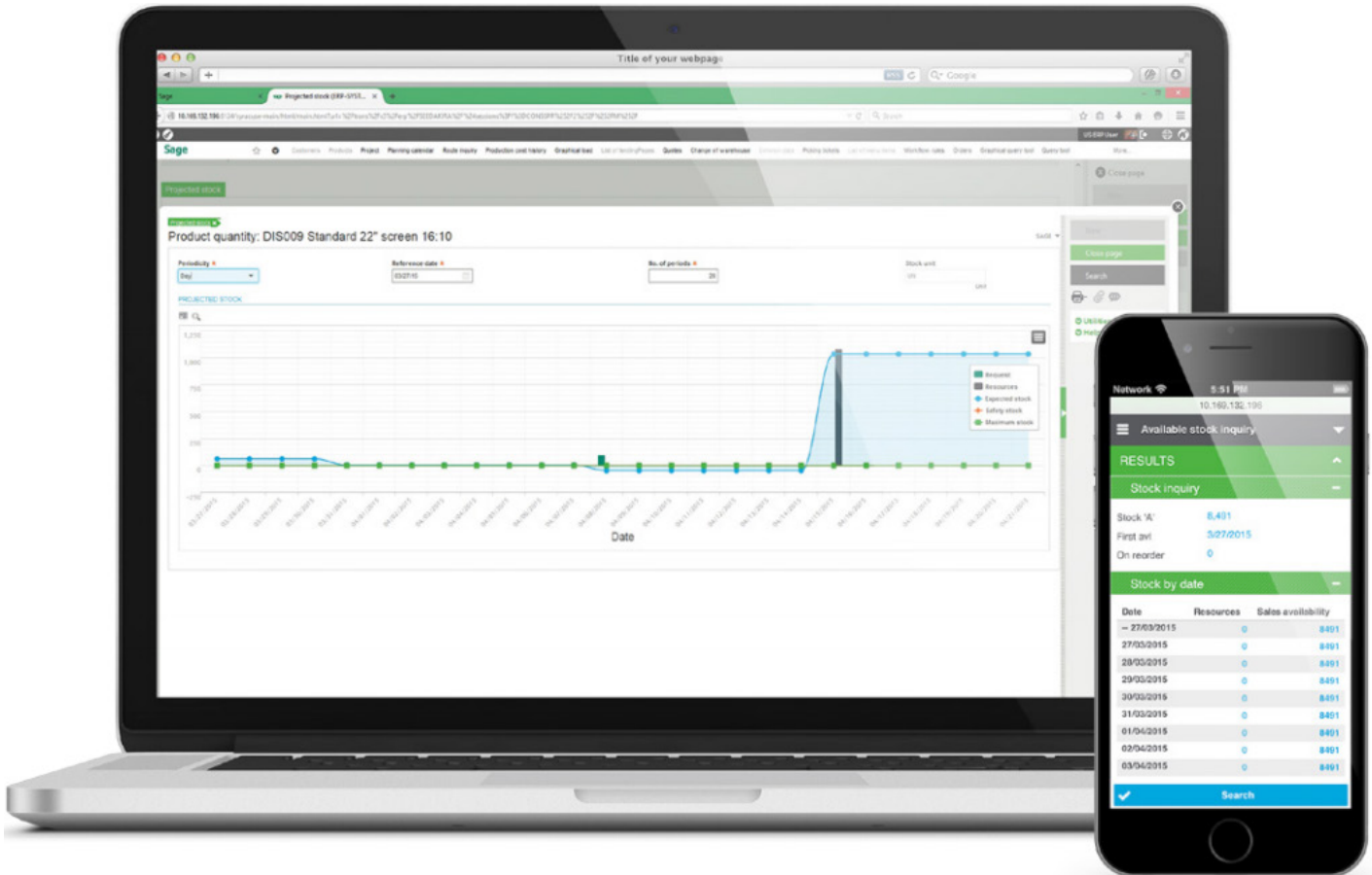
Sage X3 (Enterprise Management) Support Levels by Severity

Level - 0   Application or service is not available. Security or the data integrity is compromised (harmful viruses, spyware and other malicious software) that can compromise company data and information.

Level - 1   Defect that causes the customer's business process to be blocked. End users are not capable of completing a business process or all the business processes managed by Sage Enterprise Management. There is no workaround that fits the customer's context.

Level - 2   Defect that causes an inconvenience in part of a customer's business process, or that causes the business process to be delayed or hindered. Information request, question that requires a quick response. (For example: Pre sales, critical installation etc.)

Level - 3   Minor defect of the product that does not cause any slowdown or stopping of the business process; cosmetic or ergonomic feature.

Sage X3 (Enterprise Management) Support Phases

Sage has introduced their new lifecycle support policy. This policy includes three phases of software maintenance designed to digress over time. The charts below outline each phase, timing, as well as the support and resources available to you at each phase. If you remain on the current version, you will always have full support coverage.

Current	Standard	Lifeline	No Longer Supported
• Includes compliance for Sage's core legislations • Corrections for severity levels 0-1 delivered via hot fixes[1] and patches • Corrections[2] for severity levels 2-3 delivered via patches only • Patches[3] are released every two months • Backport possible • Support: partner support, Sage online knowledge base, Sage online help and resources	• Compliance extension available for Sage's core legislations • Corrections for severity levels 0-1 delivered via hot fixes and patches • No corrections available for severity levels 2-3 • Patches are released once a quarter • Support: partner support, Sage online knowledge base, Sage online help and resources	• No legislative compliance • Corrections for severity levels 0 delivered via hot fixes • No corrections available for severity levels 1-3 • No new patches are released. Access to existing patch list available • Support: partner support, Sage online knowledge base, Sage online help and resources	• Includes V5, V140, and V130 • No legislative compliance • No corrections available for severity levels 0-3 • No new patches are released. Access to existing patch list available • Support: partner support, Sage online resources

[1]**Hot Fixes:**   A hot fix is a "one-off" update specifically built for a specific customers issue.

[2]**Corrections:**   Corrections refer to the resolution of an issue/support request; executed as either a patch or fix.

[3]**Patches:**   Patches are mass updates. Patch lists are released periodically by Sage and typically contain hundreds of small fixes and improvements for various items within your Sage environment.

Sage X3 (Enterprise Management) Lifecycle Support Timeline and Key Dates

Version	Current	Standard	Lifeline
6	N/A	Through 09.31.18	10.01.18 – 03.31.20
7	N/A	Through 12.31.18	01.01.19 – 06.30.20
8	N/A	Through 12.31.18	01.01.19 – 06.30.20
9	Through 12.31.19	N/A	01.01.20 – 06.30.21
11	Through 12.31.19	01.01.20 – 06.30.21	07.01.20 – 12.31.22
12	Through 06.30.21	07.01.21 – 12.31.22	01.01.23 – 06.30.24

Blytheco Upgrade Center

To help clients optimize their software and streamline business efficiencies, we have developed the Blytheco upgrade center. Using our proven process, our in-house team of Sage X3 (Enterprise Management) experts, can help you make the most of your Sage software. Whether you are planning on upgrading to version 12, hoping to optimize your business processes, better train your staff, or simply explore your options and plan for the future, we are here to help.

For a free upgrade consultation, product support, or general questions regarding solution compatibility, call: 949.583.9500.

"We basically restructured all our business processes to take advantage of Sage X3's flexibility, customizability, and the ability to run on-premise, or as a cloud-based solution—whichever we need.

In the next 10 years, we're planning to double our business and aim our focus to the pharmaceutical side, growing significantly. I can see Sage X3 growing with us and allowing us to continue to develop and grow as the industry develops and grows."

—Kory Keenan, IT Manager
Kobayashi Americas

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