# Client Technical Xperience Plan (CTXP) for Sage X3

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## 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.

## 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.

- **Completion Notification** – 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—ensuring it continues to run 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.
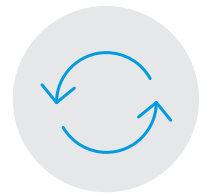
## Sage X3 License and SSL Certificate Update

We proactively manage your Sage X3 licenses and SSL certificates to maintain system functionality, security, and compliance. Helping to minimize disruptions and protecting 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.

## 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.

- **Completion Notification** – A notification of refresh performed.

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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 Features & Schedule

| Technical | |
|---|---|
| Technical Reviews | Monthly |
| Full Preventative Health Check | Quarterly |
| Sage X3 License & SSL Certificate Update | Yearly |

| Support | |
|---|---|
| Folder Refreshes | 2 per year Included. Additional upon request |

| Pricing | |
|---|---|
| Monthly Subscription | Starting at $1,200 per month |

## 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.

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## WE'RE ABOUT SOLVING YOUR BUSINESS CHALLENGES.

Net at Work combines technology and business expertise with exceptional care and communications to build long-term, trusted relationships. Ready to unleash the power of your business? Contact us.