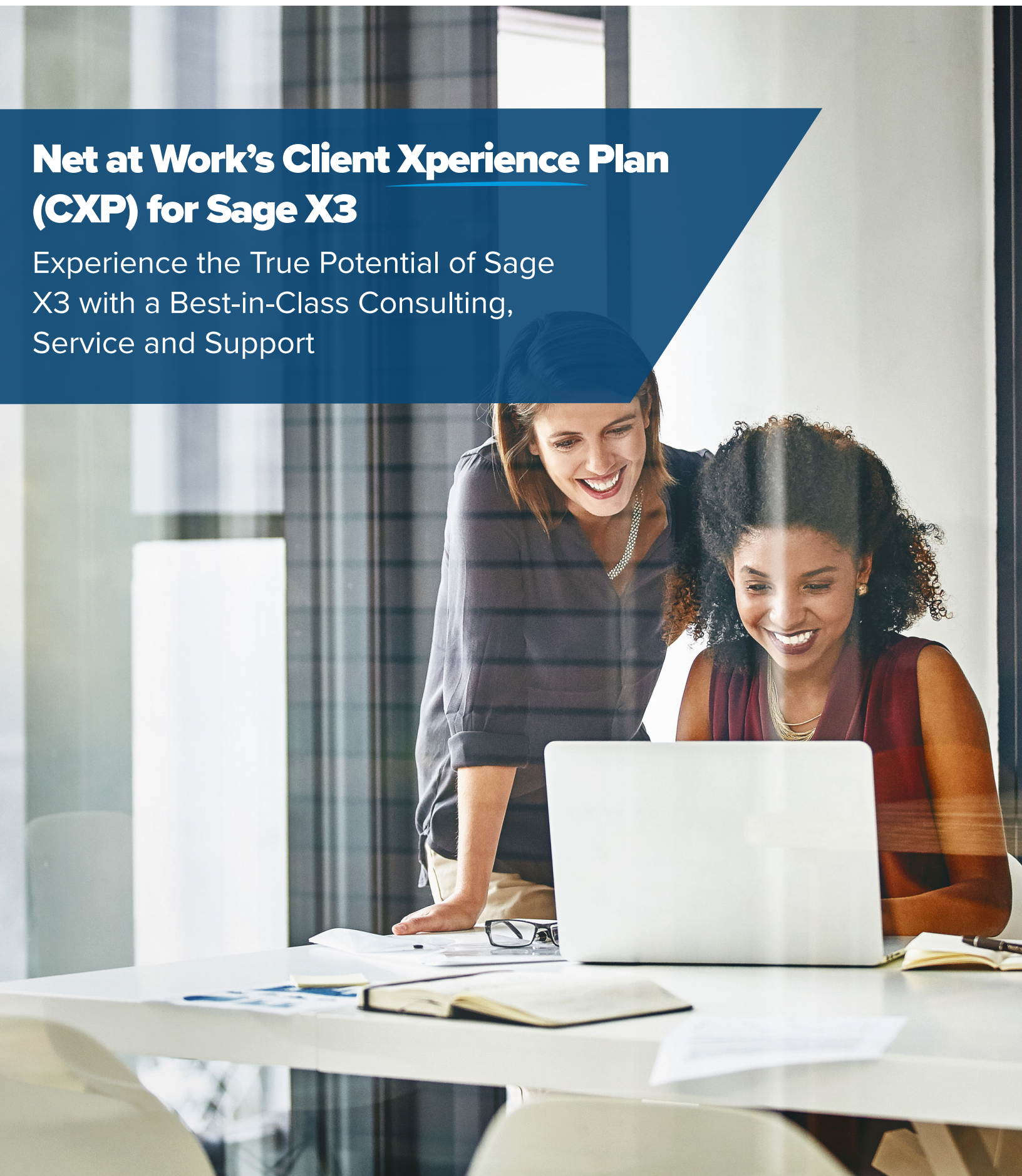


Net at Work's Client Xperience Plan (CXP) for Sage X3

Experience the True Potential of Sage
X3 with a Best-in-Class Consulting,
Service and Support



Sage X3 Client *Xperience* Plans

Proactive, Predictive, & Preventive Support to Keep Your Business Thriving

As the #1 Sage X3 Partner in the US year after year, Net at Work delivers unmatched expertise and value through our Client Xperience Plans (CXPs), ensuring you get the most out of your technology investments from day one.

Our CXPs combine exceptional customer support with the right mix of tools and technical expertise to keep your Sage X3 system performing at its best. Through proactive monitoring and optimization, we resolve issues long before they have a serious impact on your operations. Paired with award-winning response times and deep industry expertise, these plans offer unparalleled value and peace of mind.



What You Can Expect from Our Sage X3 CXPs:



Mission-Critical Support

Our dedicated support team monitors the Net at Work helpdesk queue 24/7, promptly reviewing and assigning cases to the appropriate experts based on client needs.



Actionable Analytics

Access new dashboards, reports, and inquiries throughout the year, providing real-time insights to help your team make smarter, data-driven decisions.



Timely & Coordinated Upgrades

We upgrade your Sage X3 system every 18 to 24 months based on your preferred timeline, ensuring your system remains up to date with little to no impact on your finances or operations. CXP customers utilizing Cloud at Work's services also receive free access to test servers for the first two months, allowing you to validate upgrades in a risk-free environment.



Expert Guidance & Business Process Optimization

Our team of business and technical experts provides CXP customers with exclusive access to insights, best practices, and strategic advice to maximize Sage X3 adoption and ROI. We also analyze your critical business processes to identify inefficiencies and recommend workflow improvements that enhance productivity and support both your short- and long-term goals.



Database Administration

Net at Work provides Database Administration setup and monthly maintenance tasks to keep your systems running smoothly. Services include scheduled maintenance with alerts; index and statistics reviews and optimizations; log and temp file management to prevent issues; Mongo data monitoring for health checks; and SQL updates, tuning, and resource analysis aligned with maintenance windows.



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.



Monthly Technical Reviews

Stay ahead of potential risks with a proactive assessment of your system's health. Our monthly technical reviews provide actionable insights through a structured report that outlines key areas requiring attention before the next review. Additionally, you'll receive a completion notification email detailing the process and next steps.

Sage X3 Client *Xperience*

Plans At-A-Glance

Enhanced support & training through an annual subscription.



Support	Core	Select	Premier
# Tickets/Year	Unlimited	Unlimited	Unlimited
Sage X3 User Management	✓	✓	✓
Sage X3 Customizations Support	✓	✓	✓
Simple Report Changes - X3 Crystal, SEI	—	✓	✓
1099 Native Support	Yearly	Yearly	Yearly
Sage X3 Hotfixes #/Year	0	2	4
Technical	Core	Select	Premier
Folder Refreshes #/Year	0	2*	4*
Sage X3 License #/Year	0	1	1
SSL Certificate Update #/Year	0	1	1
Monthly Technical Reviews	0	12	12
Full Preventative Health Check #/Year	0	2	4
Training	Core	Select	Premier
Continuing Education Series	1	3	3
Personalized Remote Training Sessions	0	3	6
Onsite Training Sessions	0	0	3
Business and Process Consulting	Core	Select	Premier
Business process review	0	1	2
Accounting Review	0	2	4
Business Health Assessment	1 Per Year	1 Per Year	1 Per Year
Fractional CIO Yearly Session	0	0	1
Cadence Calls Every 2 Weeks	Included	Included	Included
Technology Roadmap Session	0	1 Per Year	1 Per Year
BI / Analytics	Core	Select	Premier
Access to Report/KPIs from Net at Work's Library	0	3	3
Upgrade	Core	Select	Premier
Technical Upgrade Every 18-24 Months. First Pass/ Live Single Folder.	1	1	1

*Folder Refreshes – Two are included per year. More are available upon request for an additional fee.

*Technical upgrades performed every 18-24 months depending on client preference

Why Sage X3 Users Love Working with Our Team of Experts

"I signed up for Net at Work's Client Xperience Plan (CXP) in 2024, and it has been an incredibly valuable experience. I really appreciate the weekly status calls and the dedicated support from their team, which help me stay on track and plan major IT projects with confidence. Their structured approach and ongoing guidance have made managing complex initiatives much easier."

*Oscar Ramirez, Jr.
Vice President, Bolivar Trading, Inc.*

We are Problem-Solvers and Promise-Keepers

Our Sage X3 CXP team is a highly skilled group of solution architects, project managers, developers, and consultants united by a shared commitment to client success. With a primary focus on providing exceptional client care, we bring decades of real-world industry experience to the table.

By combining deep expertise with hands-on knowledge, we help businesses like yours tackle technological challenges of any size by delivering practical, effective solutions that drive long-term success.

200+

Sage X3 Clients

65+

Sage X3 Experts

400

Years of
Combined Experience

24/7

Support

Our Promise to You:



You're not Just a Number

At Net at Work, you're never just another client. We take the trust you place in us seriously and personally. By building strong relationships, we become true partners. Helping you to unleash the full power of your business.



Local Experts, Nationwide Presence

With 16 offices across the U.S. and Canada—and experts located throughout both countries—we're always nearby, ready to assist whenever and wherever you need us.



The Help You Need, When You Need It

We understand that Sage X3 powers your business-critical operations, and when an urgent issue arises, you need immediate action. That's why our team is available around the clock, ready to respond whenever you need us.



Advocating on Your Behalf

As the largest Sage X3 partner in the US, we have direct lines to Sage leadership. When you need answers, we escalate business-critical issues quickly and ensure the right Sage experts are involved right from the start.



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.

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