

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



Sage X3 Client *Xperience* Plans

Maximize the Value of Your Sage X3 Investment with Best-in-Class Consulting, Service, and Ongoing Support

At Net at Work, being client champions drives everything we do, and our Client Xperience Plans (CXPs) reflect that commitment. Designed specifically for Sage X3 clients, CXPs deliver proactive support, expert guidance, and personalized service to help your organization operate with the utmost confidence. More than a support offering, CXPs enhance the overall user experience while positioning your business for long-term growth, continuous improvement, and lasting success.



What You Can Expect from Our Sage X3 CXPs:



Proactive, Predictive, & Preventive Support

Our Client Xperience Plans are designed to keep your Sage X3 environment stable, secure, and performing at its best. By proactively identifying potential risks and addressing them early, we help your teams prevent disruptions before they can have a serious impact on your operations. The result is greater system reliability, improved performance, and peace of mind for your leadership team.



Always Here for You

When issues arise, you can count on Net at Work to respond 24/7, 365 days a year. Our support model ensures requests are quickly triaged and routed to the right experts, with critical issues immediately escalated to senior resources. This approach minimizes downtime and ensures your operations stay on track, even in high-impact situations.



Business and Technical Expertise with a Measurable ROI

CXPs extend beyond traditional support by providing access to experienced business and technical advisors who understand your industry, your business-specific needs, and the Sage X3 capabilities required to support them. Our experts work closely with your team to evaluate key processes, identify opportunities for improvement, and align your system with evolving business goals. This collaborative approach helps increase efficiency, improve scalability, and deliver greater return on your Sage X3 investment.

Sage X3 Client Xperience Plans At-A-Glance

Exceptional 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	—	✓	✓
Simple BI Formatting Updates	—	Unlimited	Unlimited
1099 Native Support	Yearly	Yearly	Yearly
Sage X3 Hotfixes #/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 Two Weeks	Included	Included	Included
Technology Roadmap Session	0	1 Per Year	1 Per Year

"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.*

Reasons Our Clients Love The CXP

Problem-Solvers and Trusted Partners

Our Sage X3 Client Xperience Plan team is composed of experienced solution architects, project managers, developers, and consultants, all united by a shared commitment to client success. With decades of real-world industry experience, our team focuses on delivering exceptional client care at every stage of your journey.

By combining deep expertise with practical, hands-on knowledge, we help organizations address complex technology challenges with effective solutions that support long-term growth and sustained success.

200+

Sage X3 Clients

65+

Sage X3 Experts

400

Years of
Combined Experience

24/7

Support

Our Promise to You:

✔ You Are a Valued Partner

At Net at Work, you are never just another client. We take the trust you place in us seriously and build lasting relationships grounded in accountability and transparency. Our approach takes customer service to another level, allowing us to act as true partners invested in helping you unlock the full potential of your business.

✔ Local Expertise, Nationwide Reach

With 16 offices across the United States and Canada, and experts located throughout both countries, Net at Work is always within reach. Our broad presence ensures you receive timely, knowledgeable support wherever your business operates.

✔ Advocacy You Can Rely On

As Sage's largest partner in the United States and a recent recipient of Sage's Top X3 Partner in North America award, Net at Work maintains close relationships with Sage leadership. When business-critical issues arise, we advocate on your behalf, escalating concerns quickly and ensuring the right Sage experts are engaged from the outset.



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.