Net@Work®
BUSINESS PERFORMANCE UNLEASHED

The Sage X3 *XPERIENCE*

Unleash the Value of Sage X3 with a Best-in-Class Consulting, Service & Support Experience

Sage X3 *XPERIENCE* Managed Service Plans

Proactive, Predictive, & Preventive Support Your Business Needs to Thrive

Recognized as the Top Sage X3 Partner in the US, Net at Work is uniquely qualified to provide you with the best possible customer Xperience while delivering the most value from your technology investment today and in the future.

Our Xperience Service Plans include white-glove customer support along with the right mix of tools and access to expertise. We manage your ERP system so it will always exceed your expectations. By proactively monitoring, performance tuning and testing your system regularly, we circumvent the larger issues and keep your system, and your business, running optimally.

Our best-in-class response times and deep industry knowledge offer unparalleled value and peace of mind resulting in a service Xperience like none other.
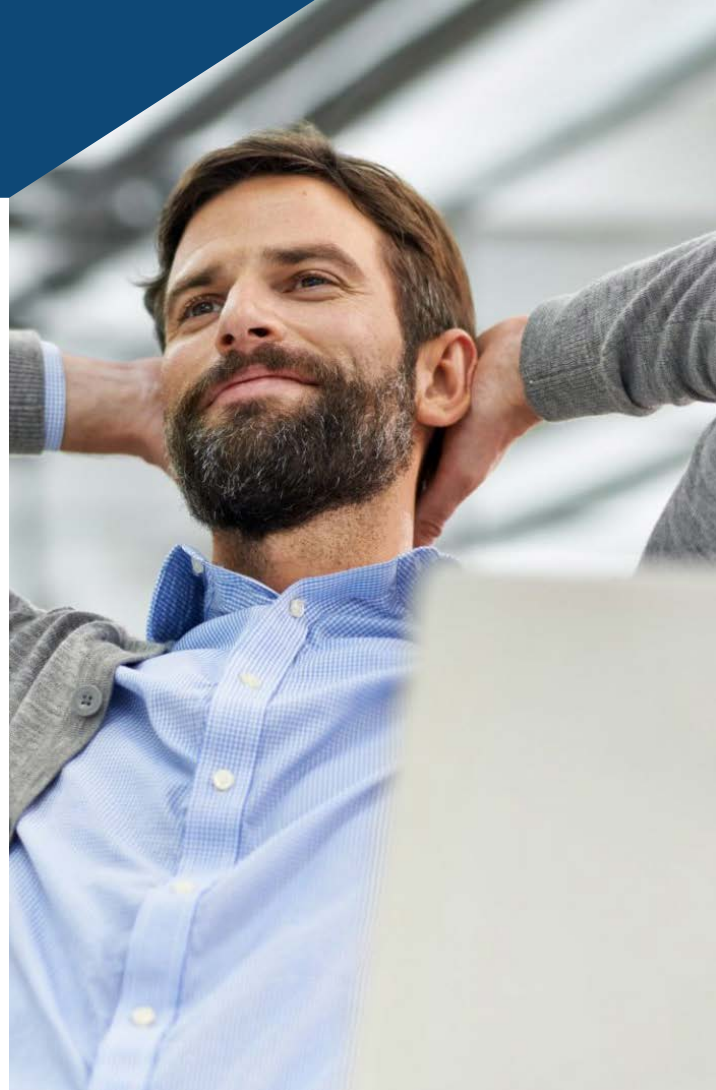
What You Can Expect from Our *XPERIENCE*:

Mission-Critical Support
From your consultant—not the helpdesk. Get the support you need at the speed you expect for whatever issues arise.

Actionable Analytics
In the form of new dashboards, reports, or inquiries throughout the year that provide actionable insights that empower users and improve overall business performance.

Annual Upgrades
For customers hosted with Cloud at Work, we'll upgrade your Sage X3 software annually. Upgrade your technology without upending your budget.

Expert Guidance
Our deep bench of business and technical experts gives Xperience customers exclusive access to advice and best practices to help you drive adoption and get the most out of your Sage X3 investment.

Business Process Optimization
We'll review your critical business processes and their impact on short- and long-term goals, then suggest efficiencies to transform unproductive routines into highly optimized processes that drive success.

Database Administration
Net at Work will provide Database Administration setup and monthly maintenance tasks. Services include scheduled maintenance with alerts; index and statistics reviews and optimizations; log and temp files management; Mongo data monitoring; SQL updates coordinated with maintenance windows; and SQL resource analysis and tuning.

"I'd recommend the Net at Work team to any other company... they are large enough to have all the necessary technical and accounting expertise in house, yet still small enough to not have the red tape common in larger firms."

Robert Dolinski
Managing Member of Brick It

We are Problem-Solvers and Promise-Keepers

Our Sage X3 Xperience Team is a team of problem-solvers and promise-keepers. With a strong focus on client care, our Sage X3 Xperience team is a highly trained, experienced group of solution architects, project managers, developers, and consultants that help companies solve their toughest technology challenges by drawing from decades of real-world experience in the industries they are now advising.

200+
Sage X3
Clients

65+
Sage X3
Experts

400
Years of
Combined Experience

100%
In-House
Support

Our promise to you:

You're not Just a Number

Here, you'll always be treated as more than just a number. We take the trust you place in us seriously and personally. It's the relationships we form that allow us to partner with you to truly unleash the power of your business.

Consultants with Real-World Expertise

Our consultants draw from decades of real-world experience in the industries they are now advising— so they know your business.

The Help You Need, When You Need It

We know that we are supporting your business-critical applications and if there is an urgent issue, we need to move now. We're available at all hours — when you need us, we are there.

Local Assistance Just Around the Corner

There are times when you just need that "local" presence. With experts in 35 states and 18 offices throughout the U.S., there is always someone that can come to you.

Advocating on Your Behalf

As the largest Sage partner in the US, when we talk, Sage listens. We escalate mission critical issues with incredible success working with the appropriate teams at Sage.

Sage X3 *XPERIENCE* Plans At-A-Glance

Enhanced support & training through an annual subscriptions.

Support	Standard	Premier
# tickets/year	Unlimited	Unlimited
Patches/hotfixes as required for ticket resolution	2	Unlimited
Health check and performance benchmark	Bi-Annual	Quarterly
Application service monitoring	✓	✓

Training	Standard	Premier
Personalized remote training classes	3	6
Onsite training sessions	0	3
Access to training sessions from Net at Work library	✓	✓

Business & Process Consulting	Standard	Premier
Business process review	1	4
Accounting review	2	4
Tactical planning calls	Included	Included
Technology roadmap sessions	Included	Included

BI/Analytics	Standard	Premier
Report/alert/KPI per year	3	6

Database Administration	Standard	Premier
Proactive tuning and performance optimization for your Sage X3 database	✓	✓

Upgrades	Standard	Premier
1 upgrade pre-scheduled per year (must be hosted with Cloud at Work)	✓	✓

Net@Work

What type of remote training is included?

You can join live continuing education classes up to once a month (depending on plan level) to ask questions and get functional support on specific topics. All subscribers will have access to view and download from the recorded library of training courses.

Is onsite training available?

Premier plan subscribers will have up to 3 onsite training sessions that can cover any topics with content specific to the client's business processes (travel expenses will apply).

When/how do I receive new reports and can I request a specific report?

You will receive new dashboards, reports, or inquiries throughout the year as they become available. We will install them for you and send you a functional brief and instructions on how to access. Submit your ideas for new reports and queries and we will consider rolling them into the plan.

How often will business process reviews take place and what is the process?

A senior Net at Work consultant will review a critical business process up to four times per year (depending on plan level). We will suggest efficiencies, answer questions, and personalize your Visual Process Flows and dashboards to make Sage X3 easier to use and more effective and enjoyable for your team.

What about accounting reviews?

Up to 4 accounting reviews per year are included in the service plans. A Net at Work finance expert will review commonly overlooked account reconciliation activities with your team to ensure the best practices are passed to your team for clean month ends.

Are executive briefings included?

Your Account Manager or the Team Manager of the Net at Work Sage X3 team will meet with your executive team up to once a month. Once or twice a year, we will meet with you to help you develop and then monitor a personalized technology roadmap for your Sage related systems. We will share news about upcoming releases and help you plan and budget for the short and long term.

Who do I work with to resolve issues?

You will continue to work with your usual consultants but copy the Helpdesk who will provide tracking and reporting for tickets. Tickets will be for remote Technical Support on functionality already deployed. Also included are preliminary design sessions for new functionality or reports, which will then be estimated and delivered as a separate consulting engagement.

What about patches and hotfixes?

Net at Work will install patches and hotfixes for you as required by the tickets to ensure you are getting the most from your Sage maintenance and support.

Is proactive monitoring included in Xperience plans?

Net at Work will conduct quarterly health checks to keep your system running at peak performance. A Net at Work-developed process will also monitor services and trace files to alert us to any problems before your users notice any impact.

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