



Sage X3

Lifecycle Policy

November 2024

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General Terms and information

Preamble

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This document refers to Sage X3, the use of which is governed by a separate agreement.

Disclaimer

Sage may occasionally change Sage X3 product policies and briefing documents, add or remove any information contained in such documents, including the removal or discontinuation of such documents in their entirety, at any time. If Sage makes any such changes, the revised version will be posted on the Sage Community. We encourage you to periodically review all Sage X3 policies and briefing documents relevant to your situation to remain informed.

Sage makes no warranties, express, implied, or statutory, by posting such documents nor about the information contained in such documents. Within a changing environment Sage reserves the rights to release Versions on a convenient cycle and frequency.

While we have made every effort to ensure this document is accurate, we exclude all liability for errors or inaccuracies which may be contained in it.

This document sets out information relative to the maintenance lifecycle for Sage X3 that Sage (“Sage”, “we”, or “our”) will provide to you (“you” or “your”).

This policy is subject to the End User License Agreement (EULA) (“Agreement”) that you entered into with Sage.

In the event of any conflict between a statement within this policy and a term of the Agreement, the Agreement will take priority.

Sage reserves the right to amend this policy from time to time in its absolute discretion and without prior notice to you.

Introduction

Purpose and objective

The Sage X3 Lifecycle Policy is designed to provide consistent and predictable guidelines on the availability of maintenance of Sage X3 Versions. This policy document outlines how long each Version of Sage X3 will be covered by maintenance and support, allowing you to effectively plan your software investment and avoid any gaps in maintenance and/or support.

Please contact Sage Support or your Business Partner if you have any questions.

When you are ready to discuss your move to the latest release of Sage X3, we welcome the opportunity to show you how we have helped customers make the transition and take advantage of the latest Version of Sage X3.

Scope

This policy applies to the Sage X3 product suite (Sage X3, Sage X3 Warehousing) for all Versions up to Sage X3 Version 12 onwards.

This policy excludes solutions that are supplementary to Sage X3 such as add ons delivered by Sage or a third party product and service, or embedded components.

For the record, we differentiate:

- **Support Service:** this service answers to customer's questions as part of the customer maintenance and support contract. The Support is delivered by regional Sage operating companies with an escalation relationship to Sage X3 Product Engineering Level 3 Support team.
- **Maintenance Service:** this service is provided by Sage X3 Product Engineering teams, globally. Sage X3 Product Engineering provides corrections, fixes, workaround, or evolutions for new versions.

This Lifecycle Policy refers to the stages for which Sage X3 is in maintenance service. Once a Version of Sage X3 enters the end of maintenance stage Sage will no longer issue Bug fixes, updates, or Security updates. Sage strongly recommends that you stay current – by accepting available updates within the timeframes outlined in this document. For clarity, a Sage X3 customer who is on a Sage X3 Version that has entered the end of maintenance stage, but has the license rights to use Sage X3 with a current subscription or valid maintenance and support contract, will continue to receive support service and the right to a license for the current Version that is maintained as described in this document.

Lifecycle stages

Lifecycle

The Lifecycle determines the overall maintenance window and level of maintenance support provided for a specific Sage X3 product Version. Each Sage X3 product Version has maintenance support according to the service level guidelines and product Lifecycle stage for that specific Version.

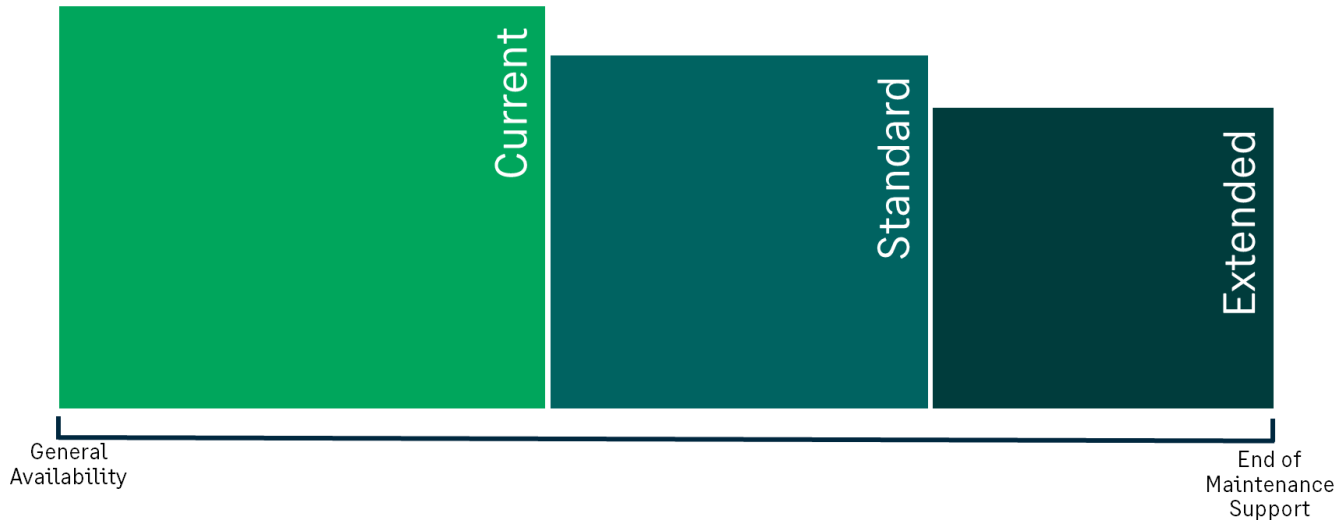
A customer who has the license rights to use Sage X3 with a current subscription or valid maintenance contract will receive maintenance and support as described in this document.

Continuous maintenance and support with Sage X3 Version 12

Continuous Maintenance and support will be provided if you stay current by applying Sage X3 Update releases on a bi-annual basis. By staying current you will ensure that you can continually receive the benefit of new capabilities, enhancements, and fixes, which Sage believes will help you increase your business productivity through adoption of new functionality and reduce day-to-day business risk.

Lifecycle maintenance stages

When a version of Sage X3 is made Generally Available (GA) it begins a journey through the lifecycle maintenance stages – Current, Standard and Extended.



The Lifecycle maintenance stage for a release of Sage X3 will determine the level of maintenance support that is delivered. Once a release reaches end of maintenance, Sage will no longer deliver maintenance for that release. The maintenance delivered in each Lifecycle maintenance stage is described below:

Current maintenance

This is the first Lifecycle stage, and the most robust and complete level of maintenance available for that

Version of Sage X3. Current maintenance stage begins at the date of GA of the release for Sage X3 Version 12 with a bi-annual release cadence.

For Sage X3 Version 12 releases that are in Current maintenance Sage may deliver:

- A Service pack that may include compliance updates for Sage core legislations, new features, enhancements or bug fixes
- Hotfixes for Severity Level 0 defects or Severity Level 1 defects

Standard maintenance

Standard maintenance is the second Lifecycle stage and begins when the Current maintenance stage expires and ends when the product enters Extended maintenance.

For Sage X3 Version 12 releases that are in Standard maintenance Sage may deliver:

- Hotfixes for Severity Level 0 defects or Severity Level 1 defects.

Extended maintenance

Extended maintenance is the third Lifecycle stage and begins at the end of the Standard maintenance stage and ends when the product reaches the end of the extended maintenance stage as published.

For Sage X3 Version 12 releases that are in Extended Maintenance Sage may deliver:

- Hotfixes for Severity Level 0 defects

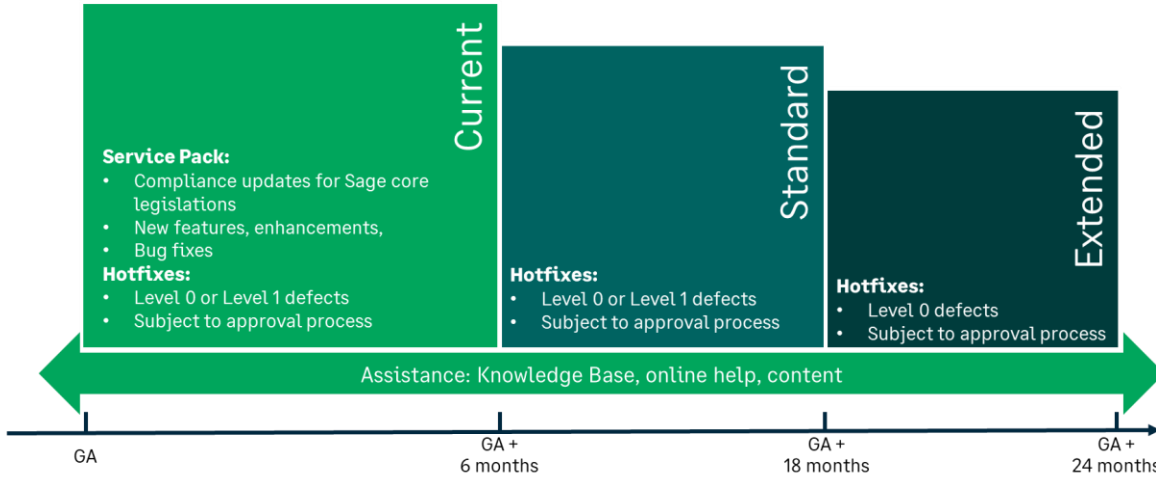
Sage reserves the right to deliver Service Packs or hotfixes for any Version that is within any of the aforementioned maintenance stages solely at our discretion based on the commercial viability and technical feasibility of such a decision. The delivery of Service Packs or hotfixes of this nature are exceptions and should not be misunderstood as within policy.

Lifecycle timeline

Sage X3 Version 12

The following chart outlines the timeline and level of maintenance delivered for Sage X3 Version 12 Lifecycle maintenance stages.

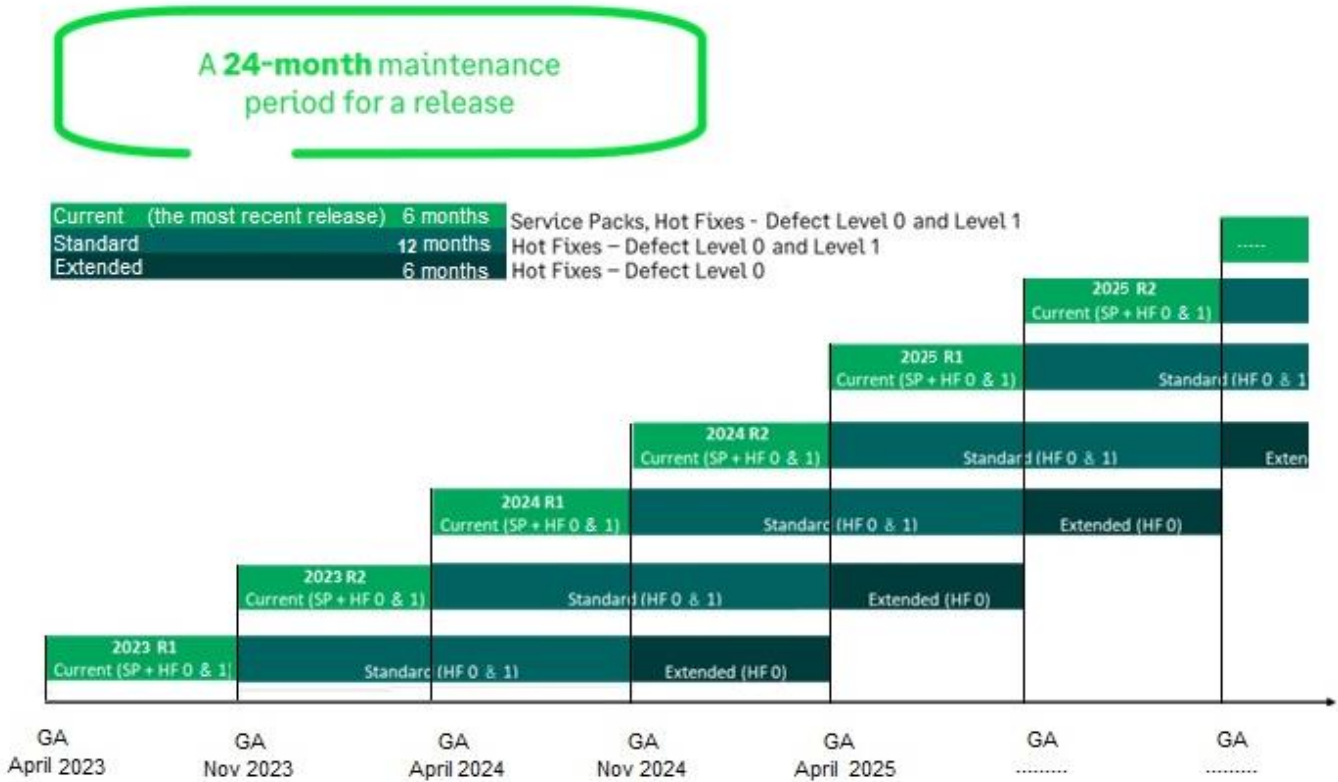
Version 12



Sage X3 Lifecycle status

Sage X3 Version 12 Lifecycle status

The table below identifies the key dates of maintenance stages for Sage X3 Version 12 bi-annual Update Releases.



On the current release, Service Packs may be delivered by Sage that could include compliance updates, features and/or bug fixes. Service Packs are delivered at Sages’ discretion and specifically for compliance to enable our customers to meet time-bound compliance milestones. This means that if you are on the current release and there is a pending compliance milestone, a Service Pack will grant you an opportunity to install the latest compliance update without necessarily installing the upcoming release. In effect, this gives Sage X3 customers a window of at least 6 months for which the current release will have the necessary compliance features. For clarity, compliance features are only delivered in the upcoming release or through a Service Pack for only the current release when a time-bound compliance milestone necessitates it. Sage reserves the right to deliver Service Packs or hotfixes for any Version that is within any of the aforementioned maintenance stages solely at our discretion based on the commercial viability and technical feasibility of such a decision.

Exceptions

The Sage X3 Lifecycle Policy provides a set of standard Lifecycle practices and timelines so that you can proactively plan for Product Lifecycle management changes. Some circumstances may create an inability for Sage X3 to adhere to the outlined practices and timelines.

Sage is not responsible if Sage X3 components are deprecated or are made obsolete. In this scenario, Sage may deliver an alternate solution to ensure continuity of functionality. Example of embedded components include but are not limited to: Microsoft SQL[®] database or runtime, Oracle[®] database or runtime, MongoDB[®], SAP Crystal Report[®] or SAP Business Objects[®] components, HighCharts graphical components etc. following industry standard practices the compatibility of corrections and fixes with releases older than the current release is not guaranteed.

Sage is not responsible for any support or maintenance commitments made by Sage Channel Partners or other service providers.

The Sage X3 Lifecycle Policy does not apply to third party products. Original manufacturer's policies will apply to third party products when resold by Sage.

The Sage X3 Lifecycle Policy does not govern any customizations, add-ons or changes made to the code by Sage Consultants, Customers, Sage Channel Partners or other service providers.

Glossary

Lifecycle – Defines the period of time that a particular release of Sage X3 is considered for maintenance. Please refer to the Lifecycle stages section in this document for details on the lifecycle stages, and the level of maintenance delivered during the lifecycle of a release. You are entitled to maintenance as long as you stay current as outlined in the servicing and licensing requirements published for Sage X3 and have the rights to use the product or service.

General Availability (GA) – the date from which a new version of Sage X3 is released or a Sage X3 Version 12 bi-annual Update Release is generally available for purchase.

Product Defect – any characteristic of a product which hinders its usability for the purpose for which it was designed.

Defect Severity – is the classification of a software defect (bug) that indicates the degree of negative impact on the quality of software.

Defect Severity Level	Support Priority	Definition
0	P0 - Blocker	Application or Service is not available Security or the data integrity is compromised (harmful viruses, spyware and other malicious software attack that can compromise company data and information) Applicable to Cloud and On-premise.
1	P1 - Critical	Issue that causes the customer's critical business process to be blocked. End users are not capable of completing this business process or all the business processes and no workaround has been found that fits the context.
2	P2 - Major	Issue 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: presales, critical installation, etc.)
3	P3 - Minor	Issue that does not cause any slowdown or stopping of the business process - cosmetic or ergonomic feature and all other questions.

Bi-Annual – Twice a year

Release- Delivery dates & cadence decided by Sage Product

A full, packaged update for the product containing all technical, application, and reference data components.
(Legal definition: Final Version of an application and a deployable software package. It is a new and upgraded

application bringing fixes and new features as well as an updated Versioning number.)

Cumulative Updates – Applies to Sage X3 Version 12. To ensure that you can benefit from continuous maintenance Sage X3 Version 12 bi-annual updates are now cumulative which makes applying updates much simpler and more straightforward and optimizes time intensive update operations.

- Cumulative updates are effective from the GA of Sage X3 Version 12 2019 R4. This allows you to stay current more easily and benefit from continuous maintenance by adopting the latest Sage X3 Version 12 Release and applying new features, enhancements, fixes and security updates in a single process.
- When you apply a bi-annual Release the optimized cumulative update process reduces the overall update window.

Hot fix – Requested by customer/partner and arbitrated by Product Engineering Level 3 Support (L3), or requested by L3

Subject to technical and commercial feasibility

A bug fix built for a specific release, current or not. It may be delivered to a single customer or published by Sage to all customers.

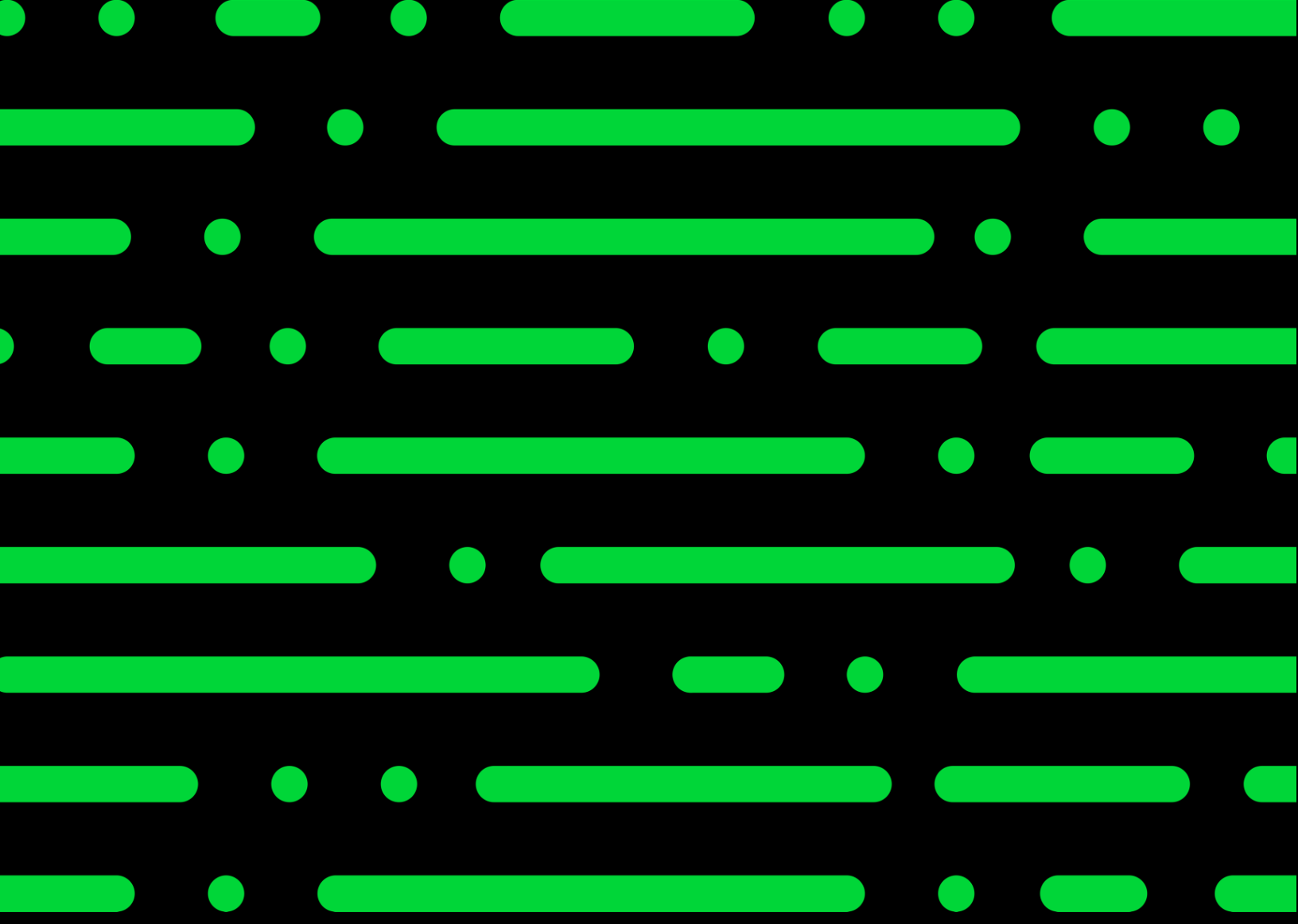
Hotfixes are subject to technical and commercial feasibility and long-term viability.

(Legal definition: Single correction provided to customers.)

Sage Core Legislation – developed and maintained by Sage for its target markets including but not limited to, Austria, Australia, Belgium, Canada, Denmark, France, Germany, Ireland, Portugal, South Africa, Spain, Switzerland, United Kingdom and USA.

Service Pack - Delivery dates & cadence decided by Sage Product (+ market requirements)

A set of bug fixes, new feature or a set of new features targeting a specific compliance requirement. Delivered as a package (patch) outside of the regular cycle. Applies only to the latest release.



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