

Sage X3

# Lifecycle Policy FAQ

Updated November 2022

# Table of Contents

**What is a Lifecycle Policy? .....3**

**Why have a Lifecycle Policy?.....3**

**What is maintenance? .....3**

**Is maintenance the same as customer support plans and contracts?.....3**

**What versions of Sage X3 are covered by the Lifecycle Policy? .....3**

**What are the Sage X3 Lifecycle stages?.....4**

**What is end of maintenance? .....5**

**Are there any exceptions to the stages of maintenance delivered for Sage X3?.....5**

**What does end of maintenance mean for a customer or a partner? .....6**

**Can we extend the timeline for a customer? .....6**

**Why have we changed the release cadence? .....6**

**Will Bi-annual releases still be cumulative? .....7**

**How long does it take to apply a release?.....7**

**Will Service Packs include Compliance updates for Version 12? .....8**

**Why does the defect severity level of a bug matter? .....8**

**What Lifecycle stages are older versions of Sage X3 in? .....9**

**My customer is demanding a hotfix, but their version of Sage X3 has reached end of maintenance, can we deliver a fix? .....9**

**Who can I contact for more information or support? .....9**



## What is a Lifecycle Policy?

A Lifecycle Policy formalizes a software vendors procedure of withdrawing maintenance for software versions that are behind the latest release.

The Sage X3 Lifecycle Policy specifies how long maintenance will be available for a release of Sage X3, from when the product is available for purchase to when it reaches the end of maintenance date. It is designed to provide consistent and predictable guidelines on maintenance of Sage X3 versions throughout the life of the product.

## Why have a Lifecycle Policy?

It is standard industry practice for technology companies to withdraw maintenance for older versions of software. Every year we invest in research and development to improve our software and services. We do this in line with regular customer feedback and to take into account new technology and changes in legislation. We believe that using the latest software is the best way for us to help our customers run their business effectively. Plus, by concentrating our resources on looking forward, we can help your business move forward too.

## What is maintenance?

Maintenance covers several areas that are delivered by the Sage X3 development teams. It can include the delivery of compliance updates for Sage X3 core legislations, new features, enhancements and bug fixes. A customer with an active Sage X3 subscription, or a valid maintenance and support contract on a version of Sage X3 which is within a Lifecycle stage phase, is eligible for maintenance as outlined in the Lifecycle Policy. The level of maintenance delivered will depend on the Lifecycle maintenance stage of the version of Sage X3.

## Is maintenance the same as customer support plans and contracts?

No, but they are related. Customer support plans, and maintenance contracts provide customers with a range of services and tools from helpdesks, online support, knowledge base as well as the ability to take patches, or when necessary receive hotfixes for severe issues. A customer who has a valid subscription or active maintenance and support contract is eligible for all the services and tools, including receiving any updates or fixes that would be available depending on the Lifecycle stage. A customer who does not have a valid subscription or active maintenance and support contract is not eligible for either maintenance through updates or fixes, or to receive any new releases or the range of customer support services and tools through helpdesks, online support or the knowledge base.

## Who has access to the Lifecycle Policy?

The Lifecycle Policy is published and available to Sage Colleagues, Sage Business Partners and Sage Customers. The Lifecycle Policy can be found on Sage City, internally on the Sales Portal, and on the regional Partner Hub/s.

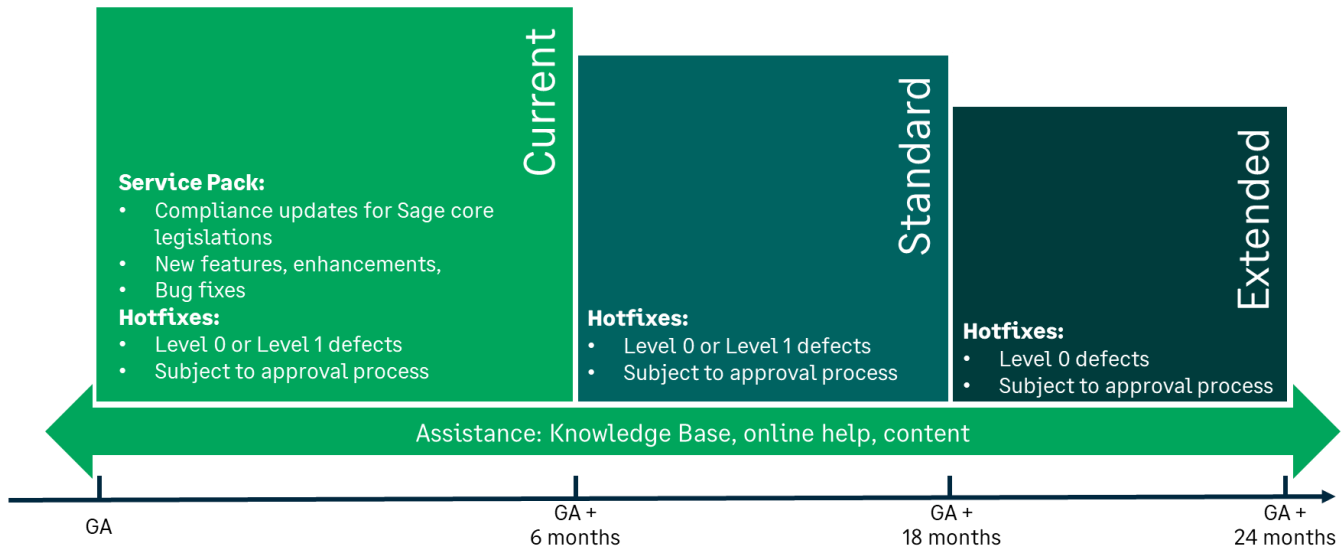
## What versions of Sage X3 are covered by the Lifecycle Policy?

All deployments of any version of Sage X3 is covered by the Lifecycle Policy.

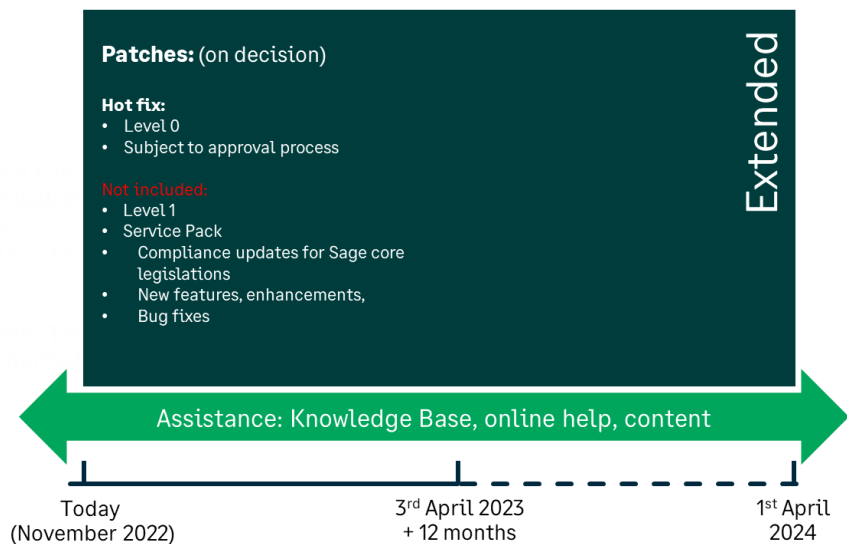
## What are the Sage X3 Lifecycle stages?

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

### Version 12



### Version 11 Lifecycle



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 commence 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

For Sage X3 Version 11 that is 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.

## **What is end of maintenance?**

At the end of the Sage X3 Lifecycle stages a release of Sage X3 enters end of maintenance. Sage will no longer issue patches, updates, bug fixes or security updates. Sage strongly recommends that you stay current – by accepting available updates within a specific timeframe.

## **Are there any exceptions to the stages of maintenance delivered for Sage X3?**

We strongly recommend that customers apply updates or patches on a regular basis to ensure that they are on a recent release, and so they can benefit from any compliance updates, bug fixes, or new features. 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.

## What does end of maintenance mean for a customer or a partner?

This does not mean that the software will stop working when a version reaches end of maintenance. It can still be used; however, Sage will withdraw any maintenance. A customer with an active subscription or a valid maintenance and support contract will still receive support and assistance from their Sage Customer support team, as well as knowledge base, online help and other content and will remain eligible to the latest release of the software.

## Can we extend the timeline for a customer?

No, we will not extend the timeline of maintenance. For customers who are on older versions of Sage X3 we strongly advise that they look to upgrade to the latest release. This will ensure that they are up to date with compliance and security requirements, bug fixes, as well as new features. For customers on Sage X3 Version 12 it is also important that they regularly apply bi-annual releases for the same reasons of staying up to date with compliance and security requirements, bug fixes, as well as new features. Customers running old versions that have already reached end of maintenance are vulnerable to compliance and security risks.

## Why have we changed the release cadence?

At Sage we are constantly striving to build customer centric solutions that deliver real value and help our customers build resilient businesses. A large part of our strategy is to simplify how our Partners and customers can engage with Sage and enjoy new features and functionality available on a regular basis, but also manageable.

As a result, we have listened to our Partners and customers feedback and we are informing you that we have adjusted our release cadence from a quarterly, to a bi-annual cadence of releases for Sage X3 V12. This will mean we will make available a new Release of Sage X3 V12 every 6 months. The first Release for 2023 will take place in April, with the second Release available in October. This means moving forward we will have a Spring and Fall/Autumn Release.

This has been much anticipated by our ecosystem, and we have received overwhelming positive feedback that this will make it easier to manage upgrades and consume new features and functionality, whilst reducing the time required updating environments and testing – of particular importance in controlled and regulated industries.

This will mean moving forward we will be offering maintenance on the current V12 Release and the previous 3 Releases, i.e. N-3. In practice this means our customers will now enjoy 24 months maintenance cover, where they previously received 15 months – representing a 60% increase in cover.

Furthermore, to help our Partners and customer make the move to V12 and the new Release cadence and Lifecycle Policy, we will also extend maintenance on Version 11 for a further 12 months until 1st April 2024.

This will allow us to continue to build on the momentum we have built over the last two years and

provide our customers and partners with a robust roadmap supporting their continued business transformation using Sage X3.

## Benefit of changes - Win, Win!

### Benefits to Customers

- Make it easier to stay within the LCP
- Reduce amount of time and resource required for testing with ATP
- Customers will now enjoy a longer period of maintenance
- Continue to receive compliance, security, regulatory updates in a timely fashion
- Increased peace of mind

### Benefits to Business Partners

- More time to update customers to latest version – less stress and pressure
- Alignment/improvement on competitor solution cadence and lifecycle policy
- Alignment with Sage BMS solutions
- Allows easier planning of resources and investment aligned to Sage and customer demands

## Will Bi-annual releases still be cumulative?

Version 12 bi-annual Update releases will still be cumulative, this means that a customer no longer has to step through each update individually, but can apply the latest update, with the confidence that all updates in the intervening bi-annual update releases will be applied. This ensures that you can benefit from continuous maintenance, 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.

## How long does it take to apply a release?

Given that no two customer installations are the same, we cannot give an exact timing, however testing, and experience from Live Services, and some customer feedback indicates that it will take in the region of between 7 to 10 hours to apply updates. The Cumulative update process has been significantly optimized in recent releases. Cumulative updates ensure that any element is applied only once, and all child endpoints in a solution are updated in parallel. A multiple-step update

spanning several releases is reduced to a single step. This has drastically reduced the time it takes to run the technical update (patching) for a full Sage X3 solution.

## Will Service Packs include Compliance updates for Version 12?

On the current release, Service Packs may be delivered by Sage that could include compliance updates, features and/or bug fixes (check consistency). 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.

## Why does the defect severity level of a bug matter?

Defect Severity is the classification of a software defect (bug) that indicates the degree of negative impact on the quality of software, and the impact to the customer. The defect severity level is assigned and managed by the Sage X3 L3 team in consultation with customer support and development following established processes.

There are 4 defect severity levels for Sage X3: Hot fixes will only be considered for Severity 0 or Severity 1 bugs depending on the Lifecycle stage of the release.

| <b>Severity Level 0<br/>– (P0 Blocker)</b>                                                                                                                                                                                                   | <b>Severity Level 1<br/>– (P1 Critical)</b>                                                                                                                                                                                   | <b>Severity Level 2<br/>– (P2 Major)</b>                                                                                                                                                                                                                      | <b>Severity Level 3<br/>– (P3 Minor)</b>                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Application or Service is not available<br>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. | 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. | 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.) | Issue that does not cause any slowdown or stopping of the business process - cosmetic or ergonomic feature and all other questions. |

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.

## What Lifecycle stages are older versions of Sage X3 in?

The chart below outlines the Lifecycle stage for Sage X3 Version 11 and earlier. The date indicates when a release enters a Lifecycle stage. For example, Sage has taken the decision to extend the current maintenance from 3rd April 2023 to 1st April 2024. PU9 went into end of maintenance on 1<sup>st</sup> July 2021.

| Version                     | Current | Standard    | Extended       | End of Maintenance |
|-----------------------------|---------|-------------|----------------|--------------------|
| Sage X3 Version 11          |         | 1 July 2022 | 3 January 2022 | 1 April 2024*      |
| Sage X3 Version PU9         |         |             |                | 1 July 2021        |
| Earlier versions of Sage X3 |         |             |                | 1 July 2020        |

Date indicates when a version enters the lifecycle stage

\*Sage has taken the decision to extend the current maintenance from 3rd April 2023 to 1st April 2024.

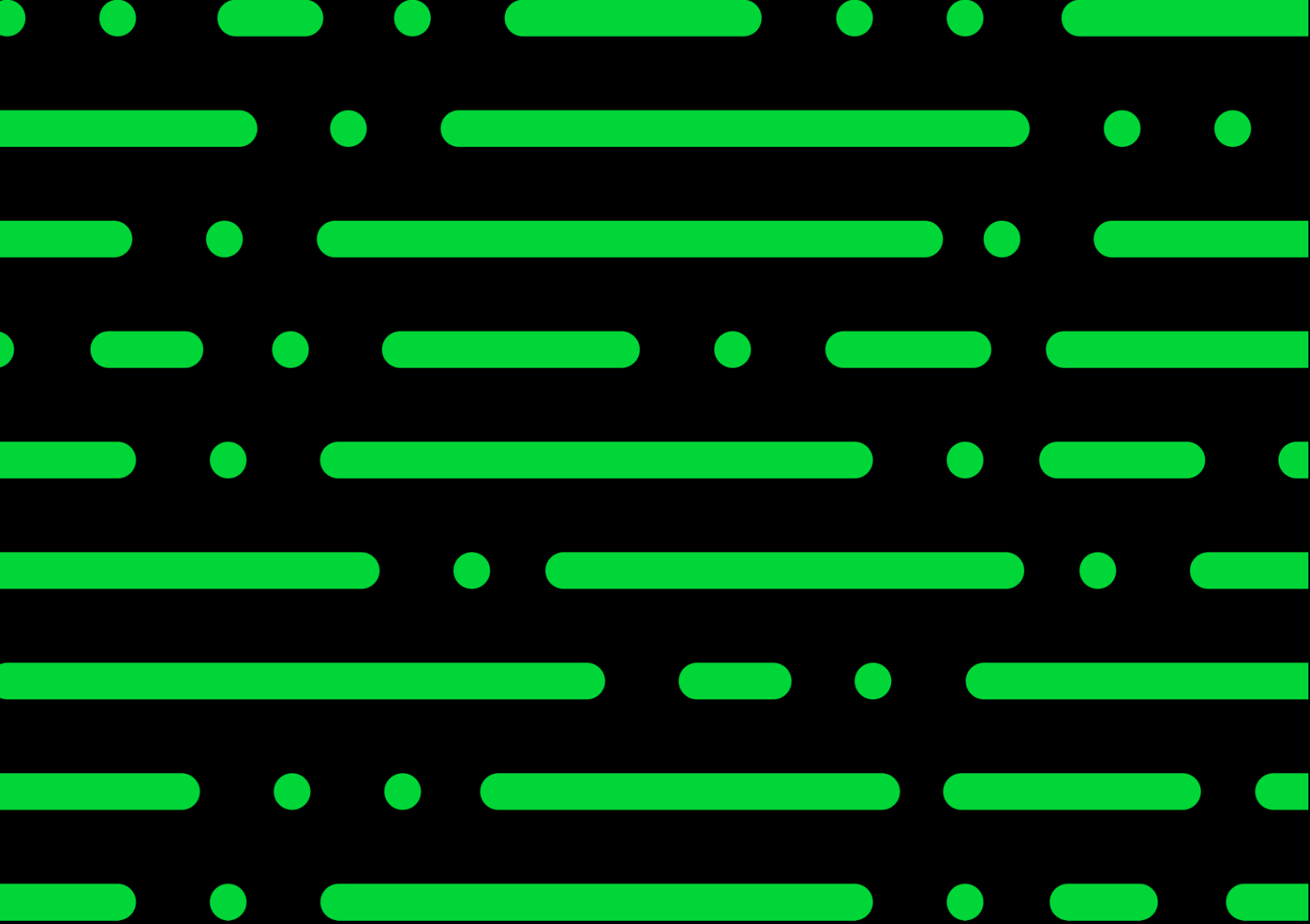
Note: Sage X3 will not be extending the maintenance for compatibility with the IBM AIX operating system. For customers using IBM AIX as an operating system, Sage hereby informs you that the maintenance of compatibility between IBM AIX and Sage X3 will be end of maintenance as per the previously published date of 3rd April 2023.

## My customer is demanding a hotfix, but their version of Sage X3 has reached end of maintenance, can we deliver a fix?

No, we will not provide fixes for versions of Sage X3 that have reached end of maintenance. Where the issue has been fixed in a later release, we will advise the customer that they need to apply the necessary updates to move to the later release. If the issue still exists in the latest release, we will apply the fix to the latest release.

## Who can I contact for more information or support?

Sage colleagues please contact [Martin.James@sage.com](mailto:Martin.James@sage.com) or your regional Sage X3 Product Marketing Manager. Partners please contact your Partner Account Manager.



[sage.com](https://www.sage.com)

Sage

©2022 THE SAGE GROUP PLC OR ITS LICENSORS. SAGE, SAGE LOGOS, SAGE PRODUCT AND SERVICE NAMES MENTIONED HEREIN ARE THE TRADEMARKS OF THE SAGE GROUP PLC OR ITS LICENSORS. ALL OTHER TRADEMARKS ARE THE PROPERTY OF THEIR RESPECTIVE OWNERS.