



**sage** X3  
Lifecycle Policy  
June 2020

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# 1. 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 City website. 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 support 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.

# 2. Introduction

## 2.1. 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 support, allowing you to effectively plan your software investment and avoid any gaps in 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.

## 2.2. Scope

This policy applies globally to Sage X3.

This policy applies to all Sage X3 versions up to and including Version 11, and Sage X3 Version 12 onwards.

This policy excludes solutions that are supplementary to Sage X3 such as third party products and services, or embedded components.

# 3. Lifecycle stages

## 3.1. Lifecycle

The Lifecycle determines the overall maintenance window and level of maintenance support provided for a specific Sage X3 product or service version. Each Sage X3 product or service 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 support as described in this document.

### Continuous servicing and support with Sage X3 Version 12

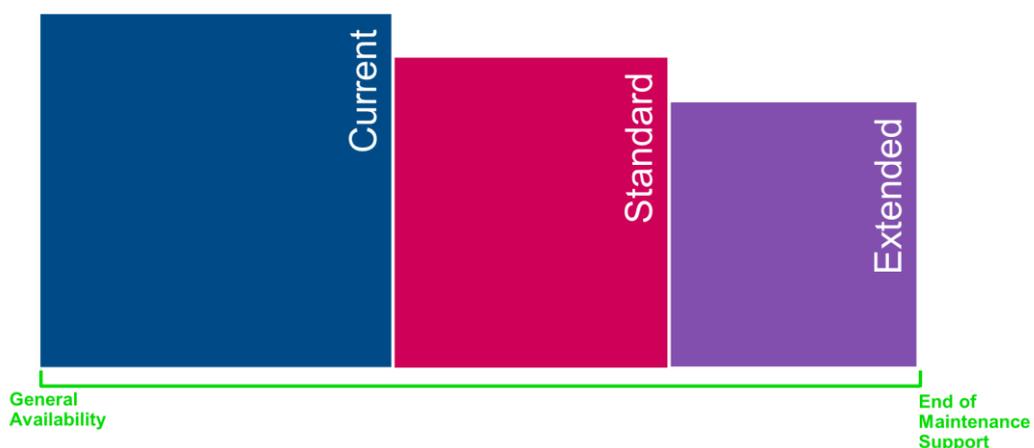
Continuous Maintenance servicing and support will be provided if you stay current by applying Sage X3 Quarterly Update releases on a regular cadence. By staying current you will ensure that that you can continually receive the benefit of new capabilities, enhancements, and fixes, which Sage believes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

### Maintenance servicing and support for Sage X3 version 11 and earlier

Sage X3 Versions 6, 7, PU8, PU9, and 11 each have a defined maintenance support window according to the service level guidelines and product lifecycle stage for that specific version or offering as described in this policy.

## 3.2. 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.



Sage X3 Lifecycle stages

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 support for that release. The maintenance support 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 any given Version of Sage X3. Current maintenance stage commences at the date of GA of the release for Sage X3 Versions 6, 7, PU8, PU9, and 11, and for Sage X3 Version 12 the GA date of a Quarterly Update release.

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

For Sage X3 Versions 6,7, PU8, PU9, and 11 releases that are in Current maintenance Sage may deliver:

- A patch list delivered approximately every 3 months 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

For Sage X3 Versions 6, 7, PU8, PU9, and 11 releases that are in Standard Maintenance Sage may deliver:

- A patch list delivered quarterly 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

## **Extended maintenance**

Extended maintenance is the third Lifecycle stage and begins at the end of the Standard maintenance stage.

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

- Hotfixes for Severity Level 0 defects

For Sage X3 Versions 6, 7, PU8, PU9, and 11 that are in Extended Maintenance Sage may deliver:

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

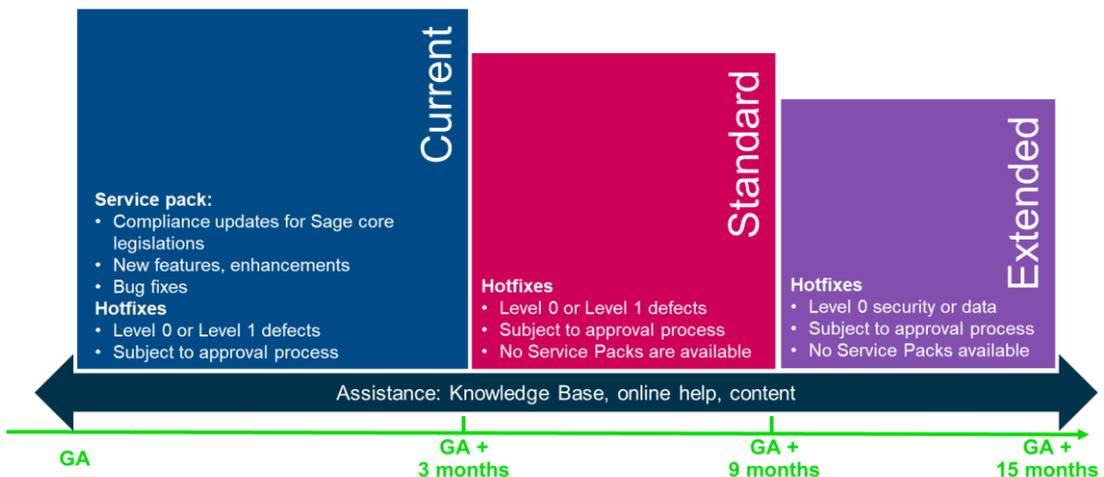
### End of maintenance

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 a specific timeframe.

### 3.3. 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.



Sage X3 Version 12 Lifecycle timeline

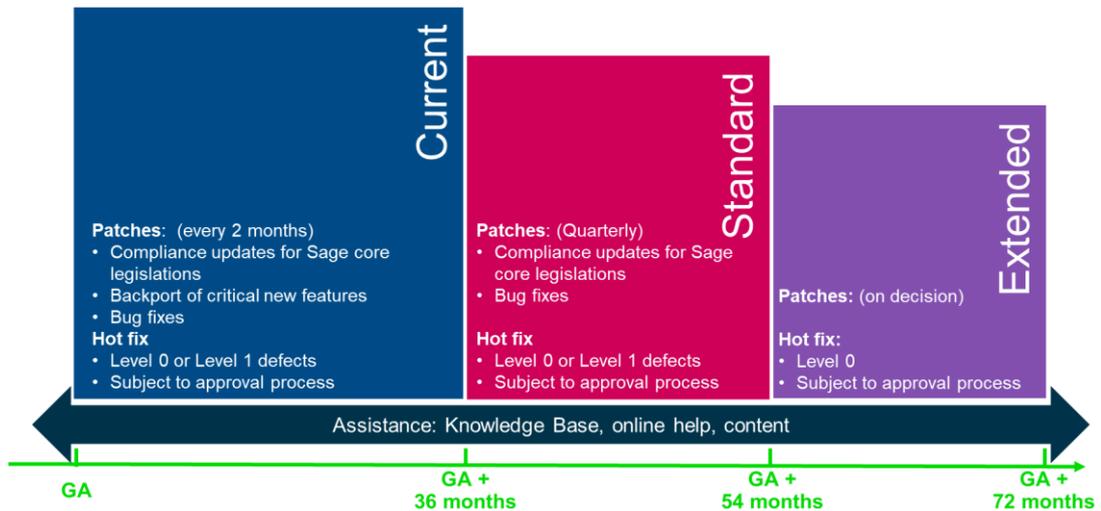
For an on-premises deployment of Sage X3 Version 12 you are in full control of the deployment and must follow this policy. You are in control of installing updates on your on-premises environments. Sage will deliver maintenance support for your on-premises Sage X3 software as outlined in this document, but only if you keep your Sage X3 solution current according to this policy. In keeping current you are getting all new features and any bug fixes.

For Single-tenant Sage X3 deployments please refer to the relevant handbook.

## Sage X3 Versions 6, 7, PU8, PU9, and 11

You are eligible for maintenance support from the date the Version reaches general availability until the Version enters End of maintenance.

The following chart outlines the timeline and level of maintenance for each Lifecycle maintenance stage for Sage X3 Versions 6, 7, PU8, PU9, and 11.



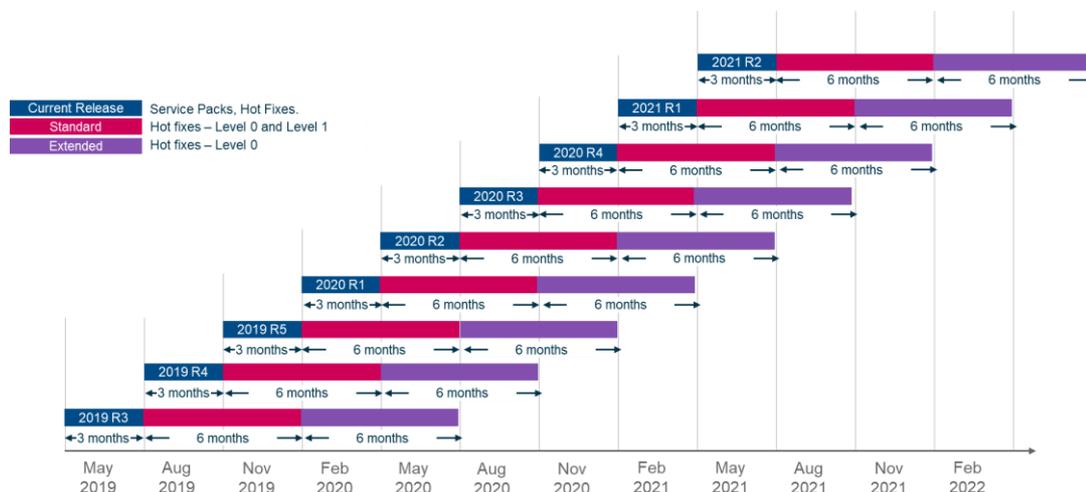
*Sage X3 versions 6,7, PU8, PU9, and Version 11 Lifecycle timeline*

The Lifecycle timeline for releases of dependent complementary third party applications, add-ons and extensions are usually aligned to the Lifecycle stage of the core Sage X3 Version.

# 4. Sage X3 Lifecycle status

## 4.1. Sage X3 Version 12 Lifecycle status

The table below identifies the key dates of maintenance stages for Sage X3 Version 12 Quarterly Update Release.



## 4.2. Sage X3 Lifecycle status for version 11 and earlier

The table below identifies the key dates for when Sage X3 Versions 6, 7, PU8, PU9, and 11 enters Current, Standard and Extended Phases of support.

	Current	Standard	Extended	End of Maintenance
Sage X3 Version 11		1 July 2020	3 January 2022	3 April 2023
Sage X3 Version 9				1 July 2021
Sage X3 Version 8				1 July 2020
Sage X3 Version 7				1 July 2020
Sage X3 Version 6				1 July 2020

# 5. 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<sup>®</sup> database or runtime, Oracle<sup>®</sup> database or runtime, MongoDB<sup>®</sup>, SAP Crystal Report<sup>®</sup> or SAP Business Objects<sup>®</sup> 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 Life Cycle Policy does not govern any customizations or changes made to the code by customers, Sage Channel Partners or other service providers.

## 6. 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 Quarterly 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.

- **Severity 0: System down, blocking**
  - The application or Service is not available - (Applies to Sage X3 Single-tenant and Sage multi-tenant deployments only)
  - Security or data integrity is compromised (harmful viruses, spyware and other malicious software attack) that can compromise company data and information. (Applies to all Sage X3 deployment types)
- **Severity 1: Critical** – A defect that causes a business process to be blocked and no workaround has been found that fits the context. For example:
  - Users are not able to complete a business process
  - or business processes managed by Sage X3 will not successfully complete.
- **Severity 2: Major** – A defect that causes an inconvenience in part of a business process or causes the business process to be delayed or hindered.
- **Severity 3: Minor** – A defect that does not cause any slowdown or stopping of business processes, is cosmetic or an ergonomic feature.

**Patch List** – Applies to Sage X3 Versions 6, 7, PU8, PU9, and 11. A patch list contains 1 or more bug fixes. It may also contain compliance updates for Sage Core legislations and new features or enhancements.

**Quarterly Update Release**– Applies to Sage X3 Version 12. A quarterly update release will be made available that may contain:

- Compliance updates for Sage core legislations
- New features
- Enhancements
- Bug fixes

**Cumulative Updates** – Applies to Sage X3 Version 12. To ensure that you can benefit from continuous servicing and support Sage X3 Version 12 quarterly 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 general availability of Sage X3 Version 12 2019 R4 Quarterly Update Release. This allows you to stay current more easily and benefit from continuous services and support by adopting the latest Sage X3 Version 12 Quarterly Update Release and applying new features, enhancements, bug fixes and security updates in a single process.
- When you apply a Quarterly Update Release the optimized cumulative update process reduces the overall update window.

**Hot fix** – is a single correction provided to customers to resolve a Severity level 0 defect or Severity level 1 defect.

**Version** – is the 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.

**Sage Core Legislation** – developed and maintained by Sage for its target markets including but not limited to Angola, Austria, Australia, Belgium, Brazil, Canada, France, Germany, Poland, Portugal, South Africa, Spain, Switzerland, UK and USA.