

FREQUENTLY ASKED  
QUESTIONS

## Sage X3 Cloud-Hosted Specialization

*Frequently-asked questions for  
Sage partners*



### What is the Sage X3 Cloud-Hosted specialization?

The Sage X3 Cloud-Hosted specialization is designed to enable you and your customers to gain all the benefits of on-premise and the cloud, with none of the limitations of either.

Earning this distinction affirms your status as a cloud-hosting specialist for Sage X3, recognised by Sage as expert at delivering this service for customers.

#### **How do I achieve specialization status?**

No, our Sage X3 Cloud SaaS offering remains a focus for us. We are and will continue to add new items to the roadmap to improve the offering.

#### **How will partners achieve specialization status?**

First, you must attain the Sage ERP competency, which is a prerequisite for this specialization. To apply, complete a security and service level questionnaire. This will go into some detail and require appropriate evidence related to the hosting data center. Subjects covered include data center security policies, disaster recovery plan, infrastructure penetration (pen) testing targeting application and server, support, and monitoring.

We also expect that you will upgrade customers at least once per annum and execute the upgrade

in accordance with the Sage X3 Product Lifecycle Policy.

Sage will evaluate your responses to the questionnaire and reach out as necessary to qualify the evidence you provide. We will aim to inform you within 15 working days if you have been successful in the review.

#### **What if I want to apply for this specialization but do not meet the requirements set out by Sage?**

Go ahead and apply. If and where you do not meet the criteria, we will provide feedback on the steps to take so you can qualify.

#### **How long does the specialization status last?**

We will review your specialization status annually. We ask you to communicate any changes that impact your ability to meet the requirements, or may ask you to demonstrate that you still meet them.

The requirements may change from time to time, and we may request additional evidence between your annual reviews. If you can't supply the necessary information, your specialization status may be removed.

#### **Is there a cost for partners to apply?**

No, there is no cost.

# The Sage X3 Cloud-Hosted specialization is designed to enable customers and partners to gain all the benefits of on-premise and the cloud, with none of the limitations of either.

## **Are there any requirements for licensing and pricing?**

Yes, you must offer your hosted service on a subscription basis.

## **Why subscription?**

The entire technology industry is going through a major shift from up-front license costs to a business model focused on subscription. This change in focus is a positive step and provides choices for customers that are interested in more flexible and affordable payment options.

A subscription model encourages us to continuously improve our product and add value for customers, to encourage subscription renewal. That motivates us to remain at the forefront of innovation, driving continuous value in our solutions to deliver continuous customer satisfaction and retention. That's good for us, and it's good for you, our partner.

Research has found that consumers often find subscriptions convenient, time and money saving. As subscription pricing is paid for over a period, it can make a product seem more affordable.

Subscriptions allow greater freedom for the consumer and require a smaller up-front investment and transparent and simple pricing.

This strategy will generate ongoing recurring revenue for you on an annual basis, giving you the reassurance of predictable and sustained revenue.

For more info, visit: [www.sage.com/partners](http://www.sage.com/partners)

## **Does this mean that Sage is moving focus away from the single and multi-tenant cloud solutions?**

No, our Sage X3 Cloud SaaS offering remains a focus for us, for our customers and partners who are well-served by that delivery model. We will continue to add new items to the roadmap to improve the offering.

## **Can I choose my own hosting provider?**

Yes, you can. You can host in your own data center, or use a third-party hosting provider of your choice provided the service meets the security, robustness, and resiliency requirements. Our relationship is with you, our Business Partner. You own the relationship with the hosting provider.

## **Who can I contact for more information?**

Reach out to your Sage Partner Account Manager.