



Business Intelligence Xperience Plan (BIXP) for Sage X3

Smarter Insights, Expert Guidance, and Ongoing BI Support for Sage X3



Proactive BI Support for Sage X3

Proactive BI Support That Keeps Your Business Moving Forward

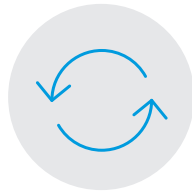
Net at Work's Business Intelligence Xperience Plan (BIXP) is designed to help Sage X3 clients maximize the value of their investment. The plan delivers expert support, the right mix of tools, and proven best practices to keep your BI environment performing at its best, while proactively identifying and resolving issues before they impact operations. Paired with award-winning response times and deep industry expertise, BIXP provides the confidence and peace of mind that your technology is always in capable hands.



What You Can Expect from Our BI Service plans for Sage X3

Expert Care for Your BI Reporting Environment

Receive ongoing support to ensure your validated reports continue to perform as expected. The plan includes unlimited break/fix support, simple report updates such as formatting changes, and the addition of existing fields. This approach helps ensure consistency and reliability across your reporting environment.



Timely & Coordinated Upgrades

Keep your BI software current with coordinated, in-place, per-server upgrades aligned with publisher guidance on the most recent releases. Upgrades are performed one to four times per year based on your preferred timeline, providing access to new dashboards, reports, and processes with minimal disruption to your operations.



Actionable Analytics

Access to the latest dashboards, reports, and processes throughout the year. Giving your team real-time visibility and insights to make smarter, data-driven decisions.



Expert Guidance & Delta Training

Gain exclusive access to insights, best practices, and strategic advice to maximize your BI investment and ROI. Our BI team stays ahead of upcoming releases and shares strategic recommendations, including beta test best practices, to support your productivity and long-term success.



Proactive BI Support for Sage X3

BI Xperience Plan for Sage X3 At-A-Glance

Ongoing support and training included with your annual subscriptions

Business Intelligence	Core	Select	Premier
BI Support	—	Unlimited	Unlimited
Simple BI Formatting Updates	—	Unlimited	Unlimited
BI New Features Training (Related to Upgrade)	1 Per Year	2 Per Year	4 Per Year
BI Excel Add-in Training (Related to Upgrade)	1 Per Year	2 Per Year	4 Per Year
BI Report & Dashboard Development Tokens	2 Per Year	4 Per Year	8 Per Year

Business & Process Consulting	Core	Select	Premier
Monthly BI Cadence Calls	Included	Included	Included

BI Analytics	Core	Select	Premier
Access to Reports & KPIs from NaW Library	0	3	3

Upgrade	Core	Select	Premier
In-Place BI Solution Upgrade Per Year	1	2	4

Development Tokens for New Reports and Dashboards

Your BIXP includes an annual allocation of Development Tokens to support new reporting and dashboard initiatives. This flexible model allows you to enhance and evolve your analytics throughout the year while maintaining clear visibility into scope, effort, and value.

Tokens represent defined units of development effort and are used to plan and prioritize BI projects of any size. Regular check-ins with our BI team help ensure your analytics remain aligned with evolving business needs, while templates delivered with BI upgrades keep reporting relevant and current. Each request is assessed by our experts and assigned the appropriate number of tokens based on complexity. For example:

- **Small (2 Tokens)** – Ideal for quick enhancements, such as creating a new report from an existing data model with minimal groupings, parameters, or calculated fields.
- **Medium (4 Tokens)** – Perfect for mid-sized projects like developing a new report or dashboard from a data model that needs moderate adjustments or combines multiple models.
- **Large (8 Tokens)** – Designed for more complex initiatives, such as building advanced dashboards or reports that require new queries, data models, or intricate parameters and groupings.

Proactive BI Support for Sage X3

We are Problem-Solvers and Client Champions

Our Sage X3 BI team is comprised of experienced business intelligence developers and consultants united by a shared commitment to client success. With decades of real-world industry experience, we focus on delivering practical solutions and exceptional client care at every stage of the engagement.



Our Promise to You

Personalized Partnerships That Put You First

At Net at Work, you are never just another client. We take the trust you place in us seriously and personally. By building strong relationships, we become true partners who help you unlock the full potential of your business.

Always-Ready Support

Your Business Intelligence platform plays a critical role in supporting Sage X3 operations. When performance issues or data disruptions occur, timely response matters. Our BI Xperience team is available around the clock to ensure your analytics remain reliable, accurate, and uninterrupted.

Advocating on Your Behalf

As the largest Sage X3 partner in the United States, Net at Work maintains close relationships with Sage leadership. When business-critical issues arise, we advocate on your behalf, escalating concerns quickly and ensuring the right Sage experts are engaged from the outset.

READY TO GET STARTED?

Take control of your Sage X3 analytics with a Business Intelligence Xperience Plan designed to keep your BI environment current, reliable, and aligned with your business goals. Contact Net at Work today to learn how a tailored BIXP can help maximize the value of your analytics investment.



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WE'RE ABOUT SOLVING YOUR BUSINESS CHALLENGES.

Net at Work combines technology and business expertise with exceptional care and communications to build long-term, trusted relationships. Ready to unleash the power of your business? Contact us.