



Sage X3 Version 11 end-of-support guide

Upgrade paths to modernise and future-proof your Sage X3 investment.



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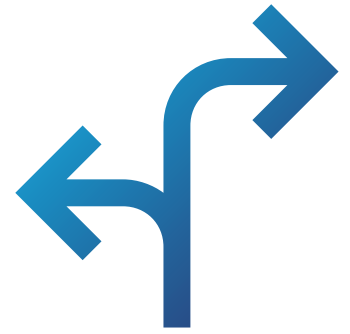
Introduction

Sage X3 Version 11 reaches the end of support and maintenance from Sage* on 1 April 2024. If you are operating Sage X3 Version 11, you might have reached a point where you are considering the option to upgrade to the latest version of Sage X3, which is Sage X3 Version 12.

For many businesses, Sage X3 performed exactly the way you wanted it to when you first implemented the Enterprise Resource Planning (ERP) system in your business. However, as your business grows and also evolves, you often need more sophisticated and modern functionality.

When applications are no longer supported, this poses a risk for an organisation. Not having access to critical security updates creates security vulnerabilities and no more security fixes being issued means that your applications are a minefield of security hazards. For this reason alone, organisations should act as soon as possible. A firewall and antivirus are not sufficient protection against such vulnerabilities, which hackers are quick to exploit.

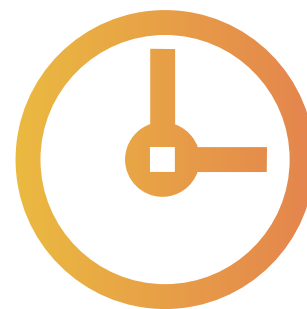
This guide addresses the challenges and risks associated with running a business-critical system, such as ERP, on an unsupported software product. In addition, it discusses how organisations benefit from upgrading to a new, fully supported release, such as Sage X3 Version 12.



***This will be the end date of support and maintenance from Sage. Inixion supports several 'legacy' versions, to the best of our ability and with the existing patches available from Sage for a particular version. If you have an older version of Sage X3, or don't want to upgrade to Version 12 for the moment, Inixion can provide support!**

Sage X3 Version 11 end-of-support dates

Sage's announcement of the end-of-support, from Sage, for Sage X3 Version 11 means that by 1 April 2024, Sage will no longer issue bug fixes, updates or security updates for Version 11. Customers will however have access to existing fixes, Knowledge Centre and Online help. Below outlines the end-of-support timeline.



Sage version	End of standard maintenance	End of extended maintenance	End of maintenance
Sage X3 Version 11	1 July 2022	3 January 2022	1 April 2024

Staying on Sage X3 Version 11 may seem like an easy option, especially if the ERP is working for your organisation without any issues. However, this is not necessarily the right path to take. Organisations will potentially face growing system issues both internally and externally, which may force a discussion that the business isn't quite ready for.

Some organisations may also be inclined to assume that there is minimal risk associated with a system which was running successfully for several years, even if it is no longer supported. After all, surely all bugs have been found by now? So, what could go wrong? There are, however, significant risks involved, and sadly, they are very real.

We recommend that rather than waiting for issues to arise, start your new ERP journey and those conversations now keeping in mind future business goals and growth targets.

'Bug's'; the software not doing something it should, or a problem is found in a process, which does take time to become known. Of more concern are security issues: vulnerabilities in the software, which become apparent over a course of time as that software is used and exposed; hackers are adept at finding these.

Risks of running unsupported ERP software

Organisations evolve as the demands of the markets change, and ERP systems should equally evolve to support these changes. If not, the ERP system no longer supports the business processes, and hence the purpose of an integrated ERP is at stake.

To protect the ERP investment, the ERP system needs to keep pace with the business requirements and changes. Hence it is necessary to adapt, adjust and use new features. Hardware, database software, office productivity systems, business intelligence tools and cloud computing have all evolved hugely, but the ability to take advantage of these innovations is severely hampered when using unsupported ERP software that relies on the technology and functionality of the past.

Business system changes shouldn't be taken lightly – there is work to do with designing, configuring, testing and retraining users. Planning well ahead before the End of Life (EOL) takes effect, allows ample time to execute correctly and avoid the issues identified above. Below are some specific risks of keeping an out-of-support ERP system.



Security

When software is out-of-support, patches, bug fixes and security upgrades stop. Security is compromised because vendors no longer offer a security patch if a vulnerability is discovered, leaving you open to cyber-security hacks.



Incompatible software

New applications are released almost daily, and these are optimised for the most recent operating systems. That means when using out-of-support ERP, you cannot use the latest applications or upgrade to the latest versions. If you are holding on to legacy applications, you will not have access to the latest features and developments. This causes issues with your systems, as they are unable to communicate with each other.



'Landlocked' operating systems and ageing hardware platforms

The issue concerning operating systems and out-of-support software needs to be highlighted as a key risk to any business. Out-of-support software is not only not optimised for the most recent operating systems, but also often incompatible entirely, leaving the business 'landlocked' to legacy operating systems and therefore vulnerable to viruses, malware and cyber-attacks.

As hardware platforms need replacement, the operating system is almost always replaced/upgraded also. If the hardware cannot be replaced due to the out-of-support software being incompatible with the new operating system, the business is exposed to a potential hardware failure with little or no backup options.



Higher operational costs

Out-of-support software costs more; whether it's through lost/stolen data, updating and maintaining with third parties, legal liabilities, or lost revenue from downtime or issues. The cost of upgrading to a new ERP can sometimes seem large and prohibitive from a business point of view. But consider the consequences of a security breach, major bug or data loss. The peace of mind that comes with having a fully secure and supported system that won't randomly go offline is worth the investment.

Opportunities for business efficiencies

There is no doubt that information systems are evolving rapidly. Ten-year-old or even five-year-old software can already be outdated. The quality of ERP software continues to grow rapidly. The better your ERP system is, the better you support your business and customers – and your suppliers too.

In many cases, migrating to the latest ERP version reduces the need for customisations and 3rd party products, potentially saving thousands of pounds per year in maintenance costs. In addition, this ensures operating a standard product supported by one partner in a more cost-effective manner.

Implementing Sage X3 also offers the opportunity to re-evaluate decisions that were made when you implemented Sage X3 Version 11. This allows businesses to assess whether they are still offering the benefits required and to adopt or make changes, if necessary. It also presents the perfect opportunity for cleansing existing data and thus enhancing data quality.



Move to Sage X3 Version 12



For many businesses today, there will be an urgency to find a new solution or a new ERP support partner to deal with this end-of-support announcement. However, it's important to note that many Sage X3 partners, including Inixion, are offering their own "extended support", which helps to mitigate some risks, but this is not a long-term solution and does not in any way remove the risks associated with staying on out-of-support (from the vendor/author) software. Partners only have access to the existing patches for out-of-support versions and any major issue or vulnerability could require extensive re-configuration, bespoke development or even rendering areas of a system as inoperable.

Organisations need to be prepared and should start the discussions of migrating to other ERP solutions as soon as possible. Start by thinking about the strategic goals and objectives of the business, the things you need and require, and build that into your requirements and then start there.

About Sage X3

[Sage X3](#) is Sage's flagship ERP system, offering you the core business functionality you may have from your current Sage system, but so much more. Sage X3 is highly configurable and offers industry-specific functionality – from finance and distribution to manufacturing and supply chain. It can be deployed on-premises or in the cloud.

Some of the key benefits of Sage X3 are:

- **Fully scalable** – a flexible system that will grow with your company
- **An accurate view of business data** – by using one solution for all your data you minimise the room for error and save time by eliminating duplication of workload
- **Real-time control** – complete control, visibility and interaction across the whole business and its processes
- **Multi-everything** – multi-currency, multi-company, multi-ledger, multi-site, multi-legislation, allowing you to easily manage everything
- **Highly configurable to your unique processes** – a flexible solution unique and tailored to your organisation
- **Integration with other business-critical systems** – Sage X3 can be integrated with other business-critical systems, extending the functionality and still giving you a single version of the truth
- **Access anywhere, anytime from any device** – having access to real-time data wherever you are on any mobile device or tablet

Sage X3 benefits and functionality

The latest version is Sage X3 Version 12 is 2022 R3, which contains updated enhancements as well as the below standard functionality:

Financial management

Sage X3 has fully integrated financial functions; including cost and budget accounting, commitments and fixed assets. As it's "multi-everything" it easily handles transfers from one country to another, between sites, subsidiaries and your headquarters.

The flexible accounting structure (multi-ledger and multi-chart of accounts) promotes a real-time global vision while accommodating local operational requirements.

Inventory management

Manage your entire inventory and supply chain process seamlessly in Sage X3. Keep up with demand and ensure optimal efficiency through real-time monitoring of inventory status. Inventory control is configurable by site with the application of multi-site, multi-warehouse and multi-location management. In real-time, incorporate powerful quality control functions including total traceability of inventory quantities and lot and serial numbers.

Customer service

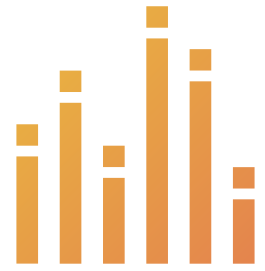
Deliver to customer expectations. Full integration with sales, inventory, purchasing, finance and manufacturing provides a 360-degree understanding of customer activity.

Manufacturing management

Sage X3 includes a full suite of manufacturing functionality allowing you to manage all your manufacturing processes from one single system. The system supports planning, scheduling and production control activities for both process and discrete manufacturing. It is also flexible enough to adapt to unique or mixed manufacturing modes.

Reporting and business analytics

Make faster strategic decisions by having real-time data at your disposal. Real-time analytics, alerts and notifications enable you to respond quickly to changing business conditions.



Sage X3 Version 12 2022 R3, the latest release* as of the publication of this guide, includes updates to the VAT Framework including a 'VAT on payments checkbox' to display the related fields in the VAT returns function.

*The current release cadence from Sage is two major releases a year.

Sage X3 Version 12 2022 R3 includes enhanced mobile automation.

'Time tracking' allows you to track time for an unplanned operation.

'Material consumption' enhancements can display lots/ sublots in stock for individual components.

Sage X3 Version 12 add-ons and licensing

When moving from Sage X3 Version 11 to Version 12, your business doesn't need to give up familiar Business Intelligence (BI) tools such as Sage Enterprise Intelligence (SEI), if you are using them already – whilst SEI may also need to be upgraded to its latest release, SEI maintains compatibility with all current releases of Sage X3. Inixion also has a selection of document management and exchange rate add-ons and many more – which we also ensure are 100% compatible with new releases. See a list of Inixion's complementary products and enhancements that can augment your Sage X3 solution capabilities [here](#).



Some other additional enhancements have been added to Sage X3 Version 12 as set out below:

New Product Design

This is a sandbox environment that allows the development of new or revised bills of material (BOMs), based on existing or as-yet uncreated raw materials or subassemblies. The function allows the costs to be viewed as the BOM is being created. Once created the new BOM can be published, and any new products can be automatically created. It is also possible to generate work orders within the function to place manufacturing orders for prototypes.

License Plate Management

Re-usable license plate numbers can be related and assigned to warehouse containers such as pallets or totes. These containers can be filled with any number of stock lines from different products and different lots and then moved easily around the warehouse as a single entity either using the main Sage X3 client, or the use of barcode scanners.

Serial Number Traceability

When a serial-numbered finished product has been produced a function allows the serial numbers of any components to be linked to it. These components do not need to be serial numbered in stock allowing for easier stock management of components.

Non-Conformance

A new function allows the raising of a non-conformance report, for example, as a result of a customer return or a finished goods receipt that has failed a quality control check. This report then allows for the root-cause analysis of the problem and identifies any required remedial action that needs to be taken.

Licensing

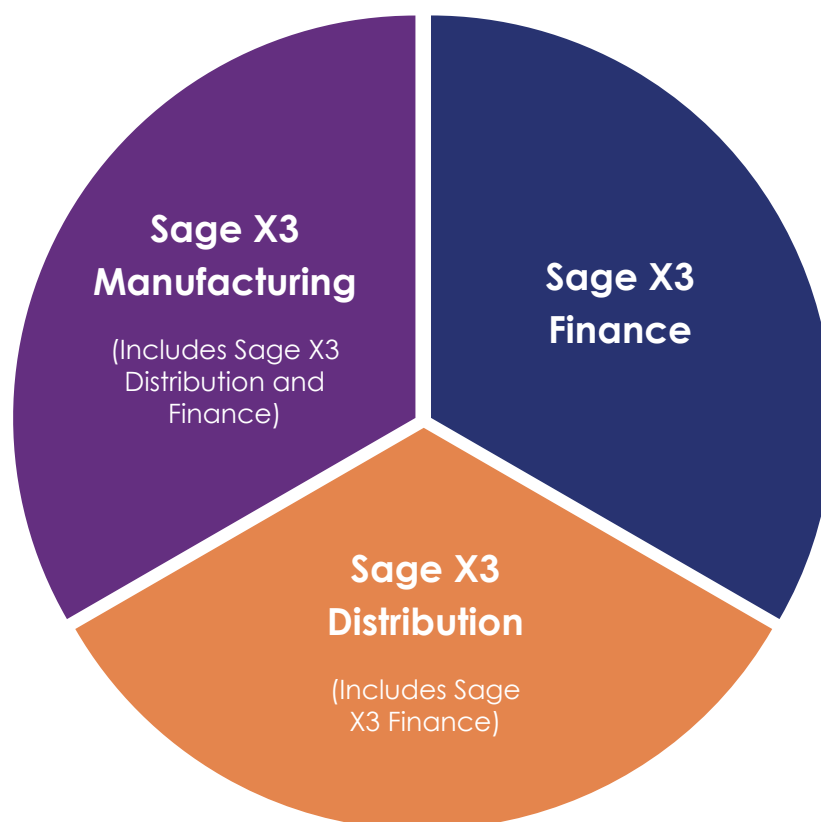
Sage X3 Version 12 is licensed the same as Sage X3 Version 11 with the familiar modular approach, that suits different needs.

Licensing for Sage X3, for new implementations*, is subscription-based with different license costs depending on what platform you need. There are three core platforms: Finance, Manufacturing and Distribution.

Sage X3 Manufacturing includes finance and distribution platforms, Sage X3 Distribution contains the finance platform and Sage X3 Finance is a stand-alone platform. It is highly configurable and flexible and can be deployed on-premises or in the cloud.

The advantage of Sage X3 is its flexibility. However, this means that licensing and costs depend on several factors and are unique to the organisation. [Talk to us](#) for help with understanding your Sage X3 licensing needs.

*Customers with existing Sage X3 deployments with a non-subscription-based license (e.g., 'Perpetual'), can continue with their licensing method as they move from Version 11 to 12. This is subject to any changes in this policy as determined by Sage from time to time.



ERP support partner

We help our customers with every aspect of Sage X3, from selection through to implementation, and for the lifetime of their system. We ensure that you start with the right solution for your unique requirements and assist you to ensure that Sage X3 stays fit for purpose whilst your organisation expands and evolves.

Find out more about our service portfolio [here](#).

Reasons to choose inixion



Laser-like focus on Sage X3

Sage X3 is the only solution Inixion works with. This laser-like focus ensures that we know the intricacies of Sage X3 inside and out and how it can be applied to various industries, with the ability to think 'outside the box' to help solve more complex business challenges.



Partnership and quality approach

Our focus is on building partnerships with customers and acting as an extension of their team and in-house capabilities. This approach has served us very well - we boast an impressive 'zero-failed' projects to date accolade.



Unrivalled product knowledge

We have a combined experience of over 250+ collective years and many of our Inixion employees were previous end-users of Sage X3, giving us the advantage of unrivalled product knowledge. Additionally, many from the Inixion team have worked in the industry and have a real-world insight into the complex processes faced by businesses.



Inixion thought very carefully and deeply about our unique and specific needs. They have a huge level of expertise and are really focussed on the project in hand.

John Bradley
Group Financial Director



Upgrade support resources

2-hour free demo and briefing

Our free demo and briefing will highlight the key functionality available in Sage X3 and demonstrate the areas relevant to your organisation.

[Book your demo here.](#)



ERP selection checklist

Our comprehensive ERP selection checklist highlights three critical categories and has been created to help guide you in selecting the right ERP system with the right functionality to give you a head start during your ERP selection due diligence.

[Access your checklist here.](#)

Signs it's time to upgrade or replace your ERP system

Discover the pain points our customers experienced that signalled it was time to upgrade or replace their ERP system. Includes video case studies.

[Download the guide here.](#)

Have you outgrown your current Sage solution?

This guide helps you identify the signs you have outgrown your current Sage solution, and the key benefits and functionality of Sage X3.

[Download the guide here.](#)

About Inixion

At [Inixion](#), we don't just implement ERP systems, we deliver success

Founded in 2006, Inixion is a trusted Sage ERP partner with a 100% implementation success rate and a reputation for delivering long-term value. We specialise in Sage X3 for manufacturers and distributors across the UK and USA, and Sage Intacct for professional and business services companies in the UK.

What sets us apart? Many of our consultants have worked in the industries we serve. That means we bring real-world understanding to every project, combining deep product expertise with genuine business insight.

Above all, we believe in building mutual value. Our approach is collaborative, transparent, and outcomes-driven. Whether you're scaling, streamlining, or modernising, we're with you every step of the way.

Zero failed projects. Proven results. Trusted by industry.

Speak to our team today: enquiries@inixion.com



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