RKL eSolutions has organized some of the most Frequently Asked Questions from our customers that have explored or are exploring replacing Sage 500 with Sage X3.

Is Sage X3 an upgrade of Sage 500?

- No, Sage X3 is a separate solution with different capabilities, user interfaces, technology, and workflows.

Will my data migrate?

- Masterfile data like Natural Accounts, Customer, Vendors, Items, and Open Invoices do migrate with standard tools delivered with Sage X3. However, this does not infer that the data migration tool is plug-and-play. As with any new system, RKL eSolutions recommends that data coming from Sage 500 is reviewed to ensure data accuracy and cleansed as necessary to maintain data integrity in Sage X3.

What about my historical data?

- RKL eSolutions does not recommend the conversion of historical data. We use standard applications such as Sage Enterprise Intelligence to link tables from multiple databases for data access, management, and reporting. This tool eliminates the need for complex and costly historical data conversations.

Will my Sage add-ons work with Sage X3?

- Most Sage applications including Sage FAS, Sage CRM, Sage Intelligence, Sage Enterprise Intelligence already include connectors to Sage X3 and are included in the base product. Some third party add-ons like Avalara, TrueCommerce EDI, and SmartLinc include connectors but there may be nominal fees to implement. Contact RKL eSolutions to assess your current system and confirm compatibility beforehand.

Are there price incentives?

- Yes. Customers that are current on its Sage Business Care Plan, receive special price incentives. Those that are off plan may also be eligible for a Sage in the family discount. The incentives can change quarterly so contact RKL eSolutions for current promotions.

When will Microsoft discontinue support of Visual Basic 6.0?

• At this time, Microsoft is continuing to support Visual Basic 6.0 Runtime (VB6) components and applications. Microsoft's "It Just Works" commitment is that VB6 will continue to run on supported Windows versions but support is limited to critical security issues. Sage 500 modules were developed using the Microsoft VB6 IDE language and its support was discontinued in August 2008. Sage is communicating to and educating its customers to begin the process of exploring replacements within the Sage portfolio before it's too late. (Source: Microsoft Support Statement for Visual Basic 6.0)

What browsers are supported with Sage X3?

• Sage X3 delivers a web-native, user interface compatible on the most popular browsers including: Internet Explorer (IE), Google Chrome, Safari, FireFox, and Microsoft Edge. The flexible browser support allows Sage X3 to be deployed on almost any device for a Mobile experience.

What are web services?

• Web services are used to provide real-time interfaces between any ERP System and an external 3rd party or custom application. Sage X3 Web Services can be used to expose custom or existing Sage X3 objects and functions as web services.

Does Sage X3 come with web services?

• Yes, Sage X3 includes web services for common Sage-compatible products like SageCRM and Avalara. Sage X3 delivers two additional web service connectors with the standard product and additional connectors are available for purchase.

How much should I budget for this project?

• As with any ERP replacement, budget expectations vary based on the license requirements and project scope. We recommend a budget that includes provisions for IT infrastructure, software, and implementation fees. RKL eSolutions can help with an assessment and estimate specific to your company.