Sage 500 to Sage X3 Migration FAQ

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.

What is the future of Sage 500?

It's hard to believe sometimes, but Sage 500 was first released in 1998 and is now over 20 years old. Its underlying programming language, VB6, is now considered legacy and is no longer a viable development tool. Sage 500 is essentially in support-only mode for clients – releases include general usability enhancements and security patches.

With that said, Sage 500 hasn't aged very well recently. Because of its limited programming language, the User Interface and User Experience have fallen behind modern solutions. Sage has no plans to update the user interface, upgrade from Visual Basic 6, or transition Sage 500 to the cloud.

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 by Microsoft. 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)

Is it time to replace Sage 500?

Simply stated, growing companies are increasingly choosing cloud ERP solutions. While not right for every company and every situation, cloud solutions are now quite mature and offer comparable or superior features to on-premises solutions. In addition, cloud solutions offer an enhanced user experience, intuitive reporting and analytics, streamlined integration, and access from anywhere on any device with just an Internet connection.

Sage has invested heavily in cloud solutions as part of its "Sage Business Cloud" initiative. At the same time, Sage has a large and loyal customer base utilizing on-premises applications such as Sage 500. Sage and RKL have committed to maintaining a "Customer for Life" strategy. Fundamentally, this means that the customer is in control and has the freedom to choose. In other words, Sage will continue to support existing applications and no Sage customer will be forced to migrate to another product unless they are ready and choose to do so.

Should I be exploring cloud solutions?

Yes. This doesn't mean that you have to migrate immediately. But it's always strategic to understand your options, especially if one of more of the following is true of your organization:

- **Challenges**: over-reliance upon Excel spreadsheets for reporting / analytics, too much paper and email, employees spend too much time not adding value, and you're confident that "there has got to be a better way"
- **Rapid growth:** happening now or anticipated in the next 12 – 18 months
- **Multi-Entity / Location**: managing a complex organizational structure requiring consolidations, eliminations, inter-entity transactions, allocations, etc.
- **Industry**: Software, Business & Professional Services, Not-for-Profit, Financial Services, Healthcare, Entertainment, Hospitality
- **Integration**: using one or more cloud solutions for lines of business that need to integrate to core finance
- **Release Management**: falling behind on enhancement releases and updates.

Relying on a Cloud solution makes me nervous, why should I consider cloud-accounting?

The benefits of online accounting software can transform your business. Sage X3 Cloud, hosted on Amazon Web Services, offers a **lower cost of ownership** than legacy on-premises solutions. Sage X3 delivers world-class security backups, and disaster recovery, protecting your financial data at a much higher level and at a lower cost than if you did it yourself.

Sage X3 also delivers **automatic quarterly upgrades**—no business disruption, no costly hardware upgrades and no additional service costs for your organization. You'll always be on the latest release of the software.

Is Sage X3 an upgrade of Sage 500?

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

Switching solutions sounds a lot like work; how can RKL help?

It's true, switching solutions takes work. Unfortunately, the "easy button" for system migrations is still in development! RKL is the largest consulting organization dedicated only to Sage ERP solutions. Our Sage product knowledge uniquely positions us to provide a smooth migration from Sage 500 to Sage X3 for you.

Will my data migrate?

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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. Other 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.

Where's the Return on Investment (ROI)?

It doesn't make any sense to convert from one application to another "just because." A clear and compelling business case is essential. There are hard and soft costs to consider. We're here to help you document ways in which you could increase revenue, decrease costs, and accelerate decision-making to be more competitive. Together, we can consider what the best decision is for your organization and prepare ROI statements.

We just recently renewed our Sage 500 support plan, are there incentives to recoup some of that investment?

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. Sage and RKL eSolutions want to make sure you have the best solution and technology platform to operate your business effectively and profitably. There are automatic discounts and 'In the Family' incentives that reward your existing relationship with Sage and RKL.

What browsers are supported with Sage X3?

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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 as well as non-Sage solutions like Salesforce, AvidXchange, and Adaptive Insights by Workday. 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.