Sage ERP X3 Certified Development Professional and Sage Certified Solution programs
Frequently asked questions
As of November 2014

Q: What are these new programs?
A: These new programs are designed to provide developers and organizations with a pathway to integrate their solutions to Sage ERP X3, establish and maintain the skillsets needed to integrate those solutions, achieve Sage-recognized certification statuses at individual and solution levels, and earn new incremental revenue opportunities through Sage.

Sage ERP X3 Certified Development Professional (SCDP) program: This first new program gives individuals the opportunity to achieve a Sage-recognized developer-level certification status by completing developer course curricula on Sage University. Individuals may apply to become a SCDP and must complete and pass the Sage University developer curricula to achieve recognition as a certified developer for Sage ERP X3. Individuals must renew their certifications annually and complete any required incremental training to maintain their certified status.

> Initial program cost: $3,000 per individual
> Annual renewal: $1,000 per individual

Sage ERP X3 Certified Solution (SCS) program: Through this second new program organizations may submit their Sage ERP X3 add-on solutions for certification testing and resale to Sage channel partners and end users. Sage tests for version compliance, best practice integration methodologies, stability, data integrity, and more to provide an elevated level of confidence to both the developer and Sage customers that the add-on solution meets Sage standards. To be eligible to apply to the SCS program, an organization must maintain at least one SCDP on staff for Sage ERP X3. Solutions that pass testing will be added to the Sage price list and Sage directory via a certified solution agreement with Sage. Sage channel partners and end users will be able to find Sage-certified third-party add-on solutions from a single Sage directory and purchase these solutions directly from Sage.

> Initial program fee: $8,500 per Sage ERP X3 certified solution; includes certification testing and a credit toward Sage Summit exhibitor costs
> Annual renewal: $8,500 per certified solution; annual renewal will be waived if Sage rev share from sales of the certified solution exceeds $8,500 per annum

Solution providers must have an active Sage Certified Development Professional registered with Sage and have a current Sage Development Care Plan to be eligible to join the Sage Certified Solution program.

Q: Are these new programs available for Sage ERP X3 developers and solution providers globally?
A: The new programs will launch initially for North American developers with plans to roll out to other global regions in the following months. Sage ERP X3 Certified Solution providers will potentially be able to have their solutions also sold by other Sage OpCos. (The provider will need to sign separate regional certified solution distribution agreements with each Sage Opco.)

Q: What are the requirements to join each program? And what are the benefits each program provides?
A:

Requirements	Sage ERP X3 Certified Development Professional program	Sage ERP X3 Certified Solution program
Submit application	Yes, Sage Certified Development Professional Application	Yes, Sage Certified Solution Application
Pay program fees	$3,000 per person	$8,500 per solution per year
Complete coursework training and pass with an 80% passing grade	Yes	---
Maintain certification status by paying the annual renewal fee and passing annual renewal assessments	Yes, $1,000 annual renewal fee	---
Purchase annual Development Care Plan and sign ISV License and Support agreement	---	Yes, to gain access to Sage ERP X3 software and developer support
Sign Certified Solution agreement	---	Yes
Submit software and documentation and pass Sage solution certification testing	---	Yes
Maintain a minimum of one Sage ERP X3 Certified Development Professional on staff	---	Yes

Provide first-level support to customers	---	Yes, the solution provider is responsible for providing direct customer support for its solution
Maintain N-1 version compatibility with the latest Sage ERP X3 product version or updates	---	Yes, within 60 days of Sage releasing such update or version

Benefits	Sage ERP X3 Certified Development Professional program	Sage ERP X3 Certified Solution program
Receive on-demand, live online and in-room training and course material	Yes	---
Sage ERP X3 developer certification recognized at an individual level	Yes	---
Access to incremental gap and recertification training as Sage releases new versions	Yes	---
Access to Sage ERP X3 software and keys	---	By purchasing the Advanced Development Care plan
Access to Sage development support	---	By purchasing the Advanced Development Care plans
Solution listing on Sage price sheets and directory	---	Yes
Incremental revenue opportunities	---	Rev share earned from perpetual or cloud licensing sales and M&S Invoicing and billing handled by Sage
Increased exposure to Sage sales channel and customers	---	Through participation in Sage Summit and other partner event opportunities
Certified Solution logo for marketing purposes	---	Yes
No minimum new license sales commitment	---	No minimum new license sales commitment required
Credit toward Sage Summit event costs		Yes

Q: What comes with a Sage Development Care Plan?
A: Organizations that employ at least one Sage ERP X3 Certified Development Professional may purchase a Sage Development Care Plan. Sage Development Care Plans provide resources and support to build integrations to that particular Sage product.

The Sage ERP X3 Development Care Plan includes:

Sage Development Care level	Cost	Sage resources included
Advanced	$5,000 USD annually for Sage ERP X3	Includes access to NFR (Not for Resale) Sage ERP X3 software and keys. Includes 20 developer support cases.

Solution providers will not receive Sage ERP X3 keys until they have registered a Sage ERP X3 Certified Development Professional and that individual has successfully completed and passed Sage ERP X3 developer training curricula.

Q: Can organizations certify their Sage ERP X3 solution through the Sage Certified Solution program and then sell it directly to Sage channel partners and end users?
A: No. Sage channel partners and customers will only be able to purchase third-party certified solutions from Sage. Under the new Certified Solution program Sage channel partners and customers will have just a single destination to go to in order to easily locate and purchase third-party certified solutions.

Q: How do solution providers earn revenue through the Sage Certified Solution program?
A: Once an organization has paid the $8,500 program fee, signed the Sage Certified Solution agreement, and successfully passed certification testing, then Sage will add the certified solution to Sage price sheets. Sage channel partners and end users can purchase the certified solution directly from Sage, and Sage pays a revenue share to the certified solution provider based on the net sales price.

Sage will work with the solution provider to determine product license SKU descriptions and pricing, annual M&S SKU descriptions and pricing, or product subscription SKU descriptions and pricing depending on if the certified solution is a perpetual license-based solution or a subscription-based solution.

Q: Do Sage channel partners receive a percentage of a certified solution's sale?
A: Yes. The Sage channel partner of record receives a revenue share of the certified solution's net sell price.

Q: What happens if a solution provider fails to maintain the N-1 version compliance requirement?
A: Sage will initially test a solution provider's solution for N-1 version compliance. The solution must meet this to pass the initial certification testing and achieve a Sage Certified Solution status.

Once in the program, the certified solution partner must maintain the same N-1 version compliance when Sage releases new product versions. The provider has 60 days after Sage releases a new version to ensure their solution is compatible with the new Sage version release. If the provider is not N-1 version compliant by day 60, Sage will reduce the provider's revenue share fees until the provider's solution meets the N-1 version compliance requirement.

Marketing FAQ

Q: How will Sage promote the Sage ERP X3 certified solutions in the new Sage Certified Solution program?
A: Sage will list each certified solution in our upcoming new e-directory and promote that e-directory to Sage ERP X3 channel partners and sales teams, installed base end users, and new prospect customers. Traffic drivers will include monthly e-newsletter announcements and spotlights for new certified solutions as they become added, email blasts to create awareness of and value in the Sage e-directory, social media reach activities, SEO activities and more.

Sage will provide and promote a comprehensive and informative online e-directory that gives visitors an easy-to-use single resource for certified third-party solutions. Visitors will be able to search for certified solutions, read detailed product feature information about each solution, understand which Sage product versions each solution supports, contact the certified solution provider for more information, and more.

Q: Will Sage provide certified solution providers with marketing tools?
A: Yes, Sage ERP X3 solution providers who join the certified solution program and complete certification testing will receive a Sage marketing kit. The kit includes a Sage Certified Solution logo, SEO and SEM optimization best practice recommendations to help the providers promote their certified solution, a press release template, and email template, and website copy.

> **Sage certified solution providers may use the Sage Certified Solution logo only in conjunction with specifically promoting their certified solution. Providers may not use the logo to promote their organization as a Sage certified developer.**

Q: Is every Sage ERP X3 Certified Solution provider required to exhibit at Sage Summit?
A: Yes, every Sage Certified Solution provider must exhibit at Sage Summit each year. This is your opportunity to showcase your solution, meet Sage channel partners, make customer connections, and build your relationship with Sage. Each provider is responsible for its exhibitor, travel, and lodging costs. However, Sage will give you a $2,000 credit per solution certified toward your exhibitor costs as a benefit to being in the Sage Certified Solution program.

FAQ for existing Sage ERP X3 silver, gold, endorsed developer, and reseller partners:

Q: Will the new programs replace the existing silver, gold, and endorsed partner programs?
A: Yes, the new SCDP and SCS programs are planned to eventually replace the existing silver, gold, and endorsed programs for Sage ERP X3 third party solutions.

Beginning October 2014, new Sage ERP X3 developer organizations will only be able to access Sage ERP X3 developer tools and support by purchasing the new Development Care Plan. Organizations must have a registered Certified Development Professional for Sage ERP X3 before they are eligible to buy a Development Care Plan for Sage ERP X3 development.

Existing Sage ERP X3 developers will still have access to developer tools and support until their current subscriptions expire, at which point they will need to purchase Development Care Plans to continue entitlement to Sage ERP X3 tools and support.

Any Sage ERP X3 developers who wish to submit an add-on solution into the Certified Solution program must have at least one Certified Development Professional registered for Sage ERP X3 and have a current Development Care Plan.

Q: Are existing Sage ERP X3 silver, gold and endorsed partners eligible to participate in these new programs?
A: Existing developer partners will be able to access Sage ERP X3 developer tools and support under their existing program subscriptions until they expire. We encourage silver, gold, and endorsed partners to become familiar with the new programs as soon as possible.

Existing partners may join the Sage ERP X3 Certified Solution program but must have at least one Sage ERP X3 Certified Development Professional on staff and have an active Development Care Plan for Sage ERP X3.

Q: Can existing Sage ERP X3 silver, gold, and endorsed partners join the new SCDP and SCS programs before their existing subscriptions expire?
A: Yes. Existing partners can apply into the SCDP and CSC programs before their annual program subscriptions expire. Sage will work with them to transition from their current agreements to the new SCDP and SCS agreements.

Q: Can Sage reseller partners submit a Sage ERP X3 add-on solution into the Certified Solution program?
A: Yes, Sage reseller partners who have developed a Sage ERP X3 add-on can submit their add-on into the Sage Certified Solution program. However, the Sage reseller partner must have at least one registered Sage ERP X3 Certified Development Professional on staff to support its solution.

How to contact the Sage ISV team:

For Sage 500 ERP and Sage ERP X3
questions please contact:

Chris Corder
Sr. Product Manager, Sage
6561 Irvine Center Drive
Irvine, CA 98618

chris.corder@sage.com
Direct**:** 949-864-7159