

White paper

Sage Intacct Performance Tiers

Definitions and Technical Overview

November 2023

Table of Contents

Introduction.....3

Performance Tiers Basics3

Performance Tiers4

Appendix A: API Transaction Definition7

Appendix B: Offline Processes Definition8

Introduction

Sage Intacct's "Performance Tier" hosting solutions are for customers who require a high volume of API transactions, premium operations capacity, and/or an increase in concurrency processing of API and offline jobs. The API transactions invocations may originate from web services, smart events, platform triggers, and AJAX calls.

These products replace "Level of Service" (LOS) offerings.

Performance Tiers Basics

Performance Tiers provide options for high volume customers to scale Sage Intacct as their business and usage grows. Performance Tiers also enable Sage Intacct to manage capacity planning and data center operations by placing tenants (companies) on servers which are aligned with their needs.

Each Performance Tier includes the following components:

- API transactions entitlement
- Web services concurrency
- Offline job processing concurrency

API Transaction Entitlement

Each Performance Tier includes an API transaction entitlement. The API transaction entitlements are designed to support customers with varying API usage needs and is used to operationally support the anticipated API transaction volume by assigning server resources to the company.

The API transaction entitlement applies only to the company's own integrations and usage. API transactions from authorized Marketplace Partners, ISV solutions and Sage Intacct's own applications do not count against the Performance Tier transaction entitlement purchased by the customer.

Companies which exceed their monthly Performance Tier API transaction entitlement are charged an overage fee for the API transactions which exceed their tier entitlement. Sage Intacct does not block API transactions that exceed the API transaction entitlement.

Refer to Appendix A: API Transaction Definition for details about how API invocations are measured.

Web Services Concurrency

To prevent any one Sage Intacct customer from consuming server resources at the expense of other customers, Sage Intacct implements concurrency limits on Web Services API calls. When a customer exceeds the number of concurrent invocations, Sage Intacct will retry the excess invocations to see if processes can accept the requests. After a few seconds of retries, Sage Intacct will deny the excess invocations with an error message. Premium Performance Tier levels provide higher concurrency limits.

It is important to note Web Services concurrency does not equate to the number of integrations. A single integration can exceed the concurrency limits if developed to support multiple, parallel processes. Similarly, multiple integrations may safely operate within Web Services concurrency limits if the integrations make small requests that do not overlap for more than two seconds.

To prevent a single integration from consuming all available concurrent processes, Sage Intacct provides higher concurrency processes for the company than any single integration. This is expressed in the form of “application / company” in our API transaction concurrency rate. For example, “6 / 8” indications any single application may use up to 6 API processes at a single point in time while the company can support up to 8 concurrent API processes in total.

Offline Processes

Sage Intacct limits the number of offline processes per company. Companies use these offline processes for activities such as scheduled transactions and offline reports. At our standard Performance Tier 1 Sage Intacct limits each company to one (1) concurrent offline process. Furthermore, queues for offline processes are shared with other companies. So, it is possible that even if a company only has one job in the queue, they will wait in line behind other companies. Premium Performance Tiers offer more concurrency to offline processes and offer isolation from other companies, eliminating waits behind other companies.

Refer to Appendix B: Offline Processes Definition for details about which type of jobs are included in our offline processes.

Performance Tiers

Each Sage Intacct customer will choose a Performance Tier. The standard tier, Performance Tier 1, is the default tier and applicable to most customers. The definitions for each Performance Tier and guidance on which tier is appropriate for a given situation are outlined below.

Performance Tiers are applicable for production tenants only.

Performance Tier summary

Performance tier	API entitlement	API throttle (app / company)	Large job concurrency
Tier 1	100,000	6 / 8	1
Tier 2	250,000	8 / 10	2
Tier 3	1,000,000	12 / 15	3
Tier 4	2,500,000	15 / 20	4
Tier 5	>2,500,000	Custom	Custom

Performance Tier 1

Performance Tier 1 is our standard tier and is included at no cost to each Sage Intacct customers. Tier 1 allows for a generous amount of monthly API transactions but limits offline concurrency processing to a single job. Tier 1 is designed for customers who do not plan to exceed 100,000 monthly API transactions. This performance tier will meet the needs of over 95% of all Sage Intacct customers.

Performance Tiers 2 - 4

Performance Tiers 2 -4 are our premium tiers. They are intended for customers who require more parallelism in Web Services invocations and/or offline job processing and have high volume requirements. These tiers offer scale to support the customers' usage growth and offer a lower cost per API transaction at the higher levels. These levels are designed for customers who need more than 100,000 and less than 2,500,000 monthly API transactions.

A customer should buy these packages if any of the following apply:

- They need to support more than 8 simultaneous Web Services invocations.
- They have multiple or a single high volume custom integration exceeding 3,000 API transactions a day.
- They anticipate processing between 100,000 and 2,500,000 total transactions per month.
- They need more than 1 simultaneous offline job processing to reduce queuing and speed delivery.

Custom Performance Tier

The Custom Performance Tier reserves the most powerful hardware and processing capacity for the highest volume customers who require extreme transaction throughput, need to support many concurrent integrations, and need to support many concurrent offline jobs and reports. The custom performance tier comes with a dedicated and isolated storage and processing capacity which allows us to customize API and large job concurrency to best match the needs of the customer.

Another benefit of the Custom Performance Tier is that there is no set API transaction entitlement and no overage fees, although Sage Intacct may still throttle incoming API transactions protect overall system availability.

A customer should buy the custom package if any of the following apply:

- They need to support more than 20 simultaneous Web Services invocations.
- They have extremely high load days and require transaction processing capabilities of tens of thousands of transactions per hour.
- They anticipate processing more than 2,500,000 transactions per month.
- They require the most powerful reserved computing resources available.
- They need more than 4 simultaneous offline jobs processing to reduce queuing and speed delivery.

Appendix A: API Transaction Definition

Sage Intacct's API allows users and 3rd party developers to programmatically write to and read from Sage Intacct using a set of methods. These methods may be invoked using the Sage Intacct Web Services, platform triggers, smart events, and AJAX page scripts. Sage Intacct meters the usage of the API by tracking the number of transactions invoked. Sage Intacct uses this metering to enforce concurrency limits and to track and bill for monthly transactions. Transaction entitlements are defined by the customer's specific performance tier.

For purposes of this metering, Sage Intacct defines transactions as follows.

Write Methods

Write methods such as `create()` and `update()` can be used to create, update, or delete one record or many records in a batched operation. Each record created, updated, or deleted counts as a single transaction. Intacct standard objects, such as customer and `glbatch` as well as custom objects are counted. Transaction records, such as bills and invoices that combine headers and line items in a single API method, count as one transaction even if the record has many line items. Complex records, such as contracts and contract lines that have separate API methods for their headers and line items, count each method invocation as one transaction.

Read Methods

Read methods such as `get_list()`, `readByQuery()`, and `query()` can be used to read one or more records. Each invocation of a read method counts as a single transaction, irrespective of how many records are returned. In some cases, a read method may return multiple "pages" of records. In this case, the `readMore()` method is used to return additional pages. Each invocation of `readMore()` counts as a single transaction.

Appendix B: Offline Processes Definition

Many activities in Sage Intacct run offline, asynchronously or may be subject to processing queues as they wait for execution. These queues may be shared with other companies. Certain tasks are categorized as 'large jobs' and are supported with their own dedicated queue and processing resources. Premium performance tiers offer increased concurrency for the 'large job' queue.

Large Jobs Offline Queue

The following tasks are handled within the offline large job queue and take advantage of increased concurrency through Performance Tiers:

- DDS jobs
- Offline reports and memorized report groups executed through the user interface
- Scheduled reports

It's important to note that not all offline or asynchronous tasks are routed through the large job queue. The following tasks are examples of common jobs that utilize other queuing mechanisms and are not supported with our Performance Tiers:

- File imports
- Smart events
- Platform triggers



sageintacct.com
US: 877-437-7765
Canada: 888-878-7675

Sage

©2023 The Sage Group plc or its licensors. All rights reserved. Sage, Sage Logos, and Sage product and service names mentioned herein are the trademarks of Sage Global Services Limited or its licensors. All other trademarks are the property of their respective owners.