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Desk hours - 8:30-8:00 Eastern

www.sap.com

Vendor Program Overview

Business Objects is the vendor for Crystal Reports, a worldwide leader in data reporting software.

Key Products

Crystal Reports 2008 - A data-mining software that takes information from databases and create an easy to read report. 2008 is the latest version.

Xcelcius Engage 2008 - Create engaging and interactive dashboards. It provides end-users with access to up-to-minute company data in a simple and actionable interface.

CR 2008 Visual Advantage - Crystal Reports 2008 Visual Advantage is a bundled product that includes Crystal Reports 2008 and Xcelcius Engage.

Crystal Reports Server 2008 - Crystal Reports Server 2008 is a complete report management solution that enables IT professionals to securely share, schedule, and deliver interactive reports over the web, in email, and Microsoft Office documents. This is essentially a mass viewing license. To create the reports, they must have the CR 2008 desktop product.

CrystalReports.com - Crystalreports.com is a service to distribute Crystal Reports files over the Web instead of by email or hard copy. Crystal Reports will host your files so you don't have to deploy anything or depend on IT.

Maintenance/Support

Crystal Reports Server 2008 Enterprise Support - Enterprise Support must be purchased with the Server License. Enterprise Support includes Technical Support and Software Updates for one year from the date of purchase.

Media

All media is provided via free electronic download. When an order is processed, the customer will receive a license confirmation email containing a download link for the media.

Authorization Requirements

There are no specific authorizations needed for Business Objects licensing.

Ordering Requirements

There are no minimums for Business Objects orders. To assure prompt processing of your purchase, please be sure to include the following information when placing your order with us:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code

4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)

Product Delivery

Business Objects normal processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied in on the license e-mail. The license confirmation email contains a download link for the media.

Pricing Programs

Government/Education: Gov-Ed skus are reserved for: State, Local and Federal Government agencies; K-12; Higher Educational institutions; Non-Profit agencies. Proof of eligibility is required.

If purchasing products for a Government end user on Click2License, please note your government pricing will not be visible to you. Your government discounted pricing will apply when your order is processed.

Corporate Desktop Product Pricing Levels:

- Level 1 1-2 licenses
- Level 2 3-9 licenses
- Level 3 10-49 licenses
- Level 4 50+ licenses

Important Notes

Business Objects does not support downgrades.

Business Objects has a month end order cut off at 6pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing.