



# SAP Crystal Reports

## Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Programmer / Reports Designer at a printing company with 1,001-5,000 employees

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### VALUABLE FEATURES

The ability to connect to IDAPI files. I have to use Paradox (Borland) as my database and this version of Crystal Reports is the latest one that still works with IDAPI files. I also rely heavily on the ability to run the reports in the viewer.

### IMPROVEMENTS TO MY ORGANIZATION

The reports can be viewed within our custom software product using the CR Viewer and can additionally be exported to various formats, such as Excel, for further processing. This gives the users the ability to do additional data processing in various ways without having to run a separate report for each variation.

### ROOM FOR IMPROVEMENT

I would like to be able to summarize formulas.

### USE OF SOLUTION

I've been using it in total for thirteen years. This version for five years, and previous ones for eight years.

### DEPLOYMENT ISSUES

This product basically works right out of the box. Except for an upgrade to SP3, we have not had any problems.

### STABILITY ISSUES

We've experienced no issues with performance.

### SCALABILITY ISSUES

It's been able to scale for our needs.

## **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

I haven't used the customer service or technical support options other than searching for documentation on syntax. Searching for help on syntax has been successful. There is a lot of information on the internet for Crystal Reports.

## **PREVIOUS SOLUTIONS**

I have used other versions in another workplace. At my current workplace, Crystal Reports 8 was previously used. This version was selected because of its ability to work with the IDAPI files.

## **INITIAL SETUP**

The setup is very straightforward. We experienced no difficulty installing the product on our systems.

## **IMPLEMENTATION TEAM**

Our in-house technicians installed the product.

## **OTHER ADVICE**

It is an excellent product. Having used other report writers, the only one that comes close is the one in MS Access but that is not a stand-alone product and can only be used with MS Access. Crystal Reports has a great deal of flexibility in how you display your company data. The designer has the ability to create formulas or conditions for almost every feature of the report including suppression and formatting.