

crystal reports®

Support Services

Need a hand?

DSCallards provide a range of support contracts to suit your business needs from a basic 'Named User' email and telephone – Monday – Friday, to a 'Crystal Care Elite' package providing the client with a dedicated team of senior Crystal Reports experts.

Support services include:

DSCallards User Support Contract

This is an annual contract which provides unlimited telephone and email access to DSCallards' Support Desk, five days a week from 9 am to 5 pm.

Business Objects Crystal Care Packs

For the more sophisticated support requirement, DSCallards can support your organisation via the supply of a Crystal Care Pack from Business Objects.

Crystal Care Packs allow the customer to log a single incident case support call with the Business Objects Support Team directly and their experts will continue to assist until the issue has been resolved.



Want to know more?

Please visit www.crystalreports.co.uk or call the Crystal Services Team on: **0800 652 4050**

crystal reports®

Consultancy Services

DSCallards is the number one reseller of Crystal Reports in the UK and Gold Partner of Business Objects and have been working with Crystal Reports for fifteen years. We are widely recognised as the leading provider of Consultancy and Support Services in the UK.

As we work intimately with the most state-of-the-art Crystal Reports solutions and techniques, we have a deep knowledge along with the necessary expertise to augment your Crystal Reports software and realise its maximum potential.

DSCallards Consultancy Services include:

On-Site Consultancy

One of our experienced Consultants can spend time with your team at a time when you need them most. We can make the process smoother and more effective by utilising the expert skills and knowledge of a DSCallards' Consultant.

Implementation

This service meets the needs of an organisation that has just purchased a Crystal Reports Server and involves one of our Crystal Consultants visiting your site to install the Server on your behalf and its configuration to meet your requirements. The Consultant will also assist you to 'hit the ground running' with the technology and include a session on the creation of sample reports.

Report Design, Report Writing and Dashboard Services

Our Business Intelligence (BI) Services can build your reports and dashboards on request within timescales, working to a precise report specification. DSCallards can create reports from almost any data source and bring together information from multiple database systems and repositories. Reports can then be delivered and maintained via our Crystal Support Team.

RELEASE THE POWER OF YOUR CRYSTAL SOFTWARE