

## FREQUENTLY ASKED QUESTIONS

### HOW DO I BECOME A PARTNER?

Our partner page provides a [link](#) to submit your information. You have to agree to our [terms of use](#) and acknowledge our [partner agreement](#). The partner agreement is a subset of conditions found in your Microsoft SPA agreement, and should not pose any additional legal review for your company. There are no fees required to become a partner nor for product training (excepting out-of-pocket expenses for on-site training). Centerline reserves the right to deny or cancel partner requests without cause. US partners will need to submit a W9 form before placing orders.

### HOW DO I ORDER PIVOTIER?

Once you have been authorized, you place orders in our partner portal. Payments are accepted with orders using PayPal. You will also need to order the Pivotier Setup granule from Microsoft for your customer's license file.

### WHAT DOES PIVOTIER COST?

The list price is US\$5,000 (contact us for Euro and UK pricing) and includes all features for unlimited users (per NAV database). Remittances must be made in US dollars. Maintenance is assessed at 16% per year. Please contact [marketing@centerlinesft.com](mailto:marketing@centerlinesft.com) for information on partner discounts.

### HOW DO I LEARN PIVOTIER?

Partners can attend web training sessions at no charge. Pivotier is shipped with a complete help system, including useful topics. Centerline will provides a complete on-line web-training curriculum at no charge to partners and also no charge to customers on maintenance.

### WHAT IF I NEED HELP FROM CENTERLINE?

We provide unlimited support for standard product issues. However, issues regarding specific customer or specific report issues will require a support agreement or other billing arrangement. If your customers wish to contract services from Centerline, we prefer that these services are billed through a partner, hence preserving the partner-customer relationship.

### HOW DOES PIVOTIER USE SSRS?

Pivotier generates dynamic SQL and RDL (Report Definition Language) from within Dynamics NAV. Reports are rendered in the local Report Viewer control from Microsoft. Consequently, there is no need to install SQL Server Reporting Services to run ad-hoc and financial reports. Pivotier fully respects the NAV security model and handles the interpretation of flowfields and option fields for rendering in the Report Viewer.

Pivotier also provides integration to SSRS with the ability to publish Report Models and Reports from within Dynamics NAV. For these capabilities, SSRS must be installed.

### WHAT'S THE DIFFERENCE BETWEEN PIVOTIER AND JET REPORTS?

At Centerline, we are great fans of Jet Reports and we believe that this is a great product delivered by great people. However as fairly prolific recommenders and implementers of Jet Reports we identified the following challenges with Jet Reports which we believe Pivotier addresses in a beneficial manner:

- 1) Performance – Pivotier makes direct SQL Calls to the NAV database and uses true reporting versus spreadsheet technologies. Consequently performance against larger tables is going to be measurably better when using Pivotier.
- 2) Usability – our experience with Jet customers was that the product was often viewed as “technical” and hence very often only accepted by power users versus the average, non-technical user.
- 3) Technology – Pivotier uses RDL and direct SQL calls. Using reporting technologies versus spreadsheet technologies reduces complexity, increases processing efficiency and eliminates an often unwanted “extra” application for users to adopt.
- 4) Security – Pivotier pushes data out to reports and hence fully respects NAV roles and permissions. Reports are accessed and run from NAV forms or pages and report access can also be limited using NAV roles. Defining queries also ensures field-level security for ad-hoc reporting.
- 5) Server Integrity – Since Pivotier ad-hoc reporting is based on pre-defined queries, the IT department can manage the way their SQL Server is accessed to ensure that users don't create inefficient queries.

Also, Pivotier is designed to be a unified reporting solution for both developers and end users. As such we seek to displace expensive 3<sup>rd</sup>-party tools, as well as Account Scheules, Analysis Views, FRx and the C/SIDE Report Designer.

### WHAT NEEDS TO BE INSTALLED TO RUN PIVOTIER?

You will need to install our Pivotier dll and the Microsoft Report Viewer control (if necessary). Both can be installed using our Installshield routine.

### WHICH OBJECTS IN BASE NAV NEED TO BE MODIFIED? IS IT W1 READY?

We have modified two base objects in NAV. We have added two fields to the G/L Account table and the G/L Account Card. Consequently, Pivotier works with any database, anywhere with a very minor modification. The W1 database needs one North American improvement which added a Currency Symbol field to the Currency table.

### DO I NEED TO INSTALL SSRS?

Only if you wish to use the Pivotier integration to SSRS which allows you to publish Pivotier reports to SSRS and to create Report Models from Pivotier Queries.

### WHAT ABOUT ISV AND OTHER CUSTOM OBJECTS?

All table objects defined in C/SIDE are available for reporting in Pivotier.

### CAN WE CUSTOMIZE PIVOTIER?

No. Pivotier has been designed to provide easy, ad-hoc reporting from Dynamics NAV. By its very essence, Pivotier is designed to reduce complexity and be more “canned” than flexible. However, we allow partners to generate Transact-SQL, SSRS Report Models, as well as RRDL source which can all be extended or modified for additional reports. The integration to Visual Studio Report Designer allows developers to design new reports using real NAV data, then save these reports within NAV for use by end-users.

### SO WHAT IF WE NEED MORE FEATURES?

We understand that this product will need to evolve. Centerline is committed to 2 full release cycles in 2009 and in 2010 so we can be responsive to partner and customer needs.