

## 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. Because of the many new features being added to the product and the level of partnership selected, we may require certification training for a nominal fee. There are three levels of partnership available: Foil – for referral partners, Epee and Saber for selling partners. Centerline reserves the right to deny or cancel partner requests without cause.

### HOW DO I ORDER PIVOTIER?

Epee and Saber partners place orders in our partner portal. Centerline places all orders for Foil partners. Payments are accepted with orders using PayPal. You may also pay by wire or pre-pay using a check. Orders are shipped after a payment has been acknowledged in our accounts. Selling partners will also need to order the Pivotier Setup granule from Microsoft for a customer's license file.

### WHAT DOES PIVOTIER COST?

The list price ranges between US\$3,000 and US\$9,000 depending on your chosen configuration (contact us for Euro pricing) and includes licensed features for unlimited users (per NAV database). Remittances must be made in US dollars (unless using PayPal). 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 certification training for a nominal charge. Pivotier is shipped with a complete help system, including useful topics. Centerline provides a complete on-line web-training curriculum at no charge to partners and also at 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 package 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 AND WHEN DOES PIVOTIER USE SSRS?

Pivotier generates embedded SQL datasets and RDL (Report Definition Language) from within Dynamics NAV. Reports are normally rendered in the local 2010 Report Viewer control from Microsoft. Consequently, there is no need to install SQL Server Reporting Services to run 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 in the past, 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 Schedules, 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 2010 Report Viewer control. Both can be installed using our Installshield routine.

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

We have modified a handful of base objects in NAV by adding fields without underlying code. Please review the Installation Guide for details. Consequently, Pivotier works with any database, anywhere with very minor modifications.

### 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, create Report Models from Pivotier Queries for use with Microsoft's Report Builder and to schedule report distribution.

### 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 RDL 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, and then save these reports within NAV for use by end-users.

### SO WHAT IF WE NEED MORE FEATURES?

We add functionality based on partner and customer feedback. Centerline is committed to two full release cycles in 2011 so we can be responsive to partner and customer needs.