



CTBOUG

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HOW TO KEEP USERS OUT OF YOUR CUBE


Your Speaker

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From The Xenon Files



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Topics to Cover

- Who is Xenon Consulting?
- Understand BO Lifecycle Support
- Understanding the versionitis syndrome
- Why migrate?
- Release Availability
- Product Roadmap
- When should I migrate?
- Questions ??

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Who is Xenon Consulting Inc.?

- Business Intelligence experts.
 - Founded in 1996 with the mission to be the BI products and services vendor of choice to companies in the Northeast. [Boston – DC]
 - Dedicated to delivering quality products, services and customer support.
 - We offer the complete solution:
 - Software
 - Training
 - Consulting
 - Full Time Placement services

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Who is Xenon Consulting Inc.?

- Partnerships:
 - Appfluent, 2002
 - Provides audit tools for BI and Reporting environments including Business Objects and Cognos
 - Business Objects, 1996
 - Strategic Business Objects Partner
 - Platinum or Gold partner since 2001
 - In the top 3 for training organizations in the United States.
 - HyperRoll, 2003
 - Provides access acceleration tools for BI deployments
- Years of Business Intelligence project work.
- Regional Provider, which keeps our T&E costs low.

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Audience Participation slide

- What do these items have in common?



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Shelf Life Management [SLiM]

- All items in life have a shelf life.
- All items in life have the little mattress and pillow do not remove warning label, but NO ONE has ever read one.
- If you get to the bus stop late, you will miss your bus, for sure!



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Greasy Wheel Syndrome

- The well greased wheel does not squeak



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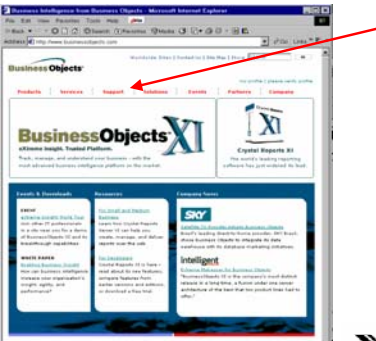
Which version are you running?

- Room Survey—Please complete the brief questionnaire at your seat.
 - Business Objects
 - 5.1
 - 6.1a,b or 3
 - 6.5
 - Crystal
 - 8.5 Pro, 8.5 Std
 - 9
 - 10
 - XI



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Am I Supported?




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Am I Supported?

<http://support.businessobjects.com/programs/lifecycle/default.asp>

To Find your Lifecycle support date



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When am I supported till?

- The "Technical Support Lifecycle" is the time interval during which a Business Objects product version is eligible for patch support and technical support interactive assistance.
- Major Release – [X.y.z]
- Minor Release – [x.Y.z]
- Service Pack – [x.y.Z]

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How does this actually work?

- **Patch Support End Date:**
 - Last date BO will accept new cases that involve patch development to resolve an issue.
 - Last day a customer can purchase or renew their support / maintenance contract.
 - Complimentary interactive assistance is NOT available after this date.

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Tell me more about this!

- **Technical Support Lifecycle End Date:**
 - Last date BO will provide interactive assistance for any given product.
 - Customer **MUST** be current on their support / maintenance contract in order to receive interactive support.

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Patch Support Dates – A/O 7/27/2005

- Business Objects Classic products:
 - 5.1.6 December 2005
 - 6.x -1.a April 2005, 1.b, June 2006, 1.3, July 2006
 - 6.5 July 2006
- Data Integrator
 - 5.5 June 2005
 - 6.0 February 2006
 - 6.1 August 2006
 - 6.5 March 2007
- Crystal Classic Products
 - 8.5 Pro,8.5 Std Sept 2005
 - 9 April 2006
 - 10 Jan 2007
- XI Dec 2007

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And so on..

- Crystal Enterprise

| Version | Platform | Release Date | End of Support | End of Life |
|---------------------|----------------------------|-------------------|--------------------|--------------------|
| 10 | CN, DE, EN, ES, FR, IT, JA | January 07, 2004 | June 09, 2007 | June 08, 2008 |
| 9 Premium, Pro, Std | DE, EN, FR, JA | February 14, 2003 | April 01, 2006 | April 01, 2007 |
| 8.5 Pro | DE, EN, FR, JA | May 01, 2002 | September 30, 2005 | September 30, 2006 |
| 8 Pro, Std | DE, EN, FR, JA | April 16, 2001 | April 30, 2004 | April 30, 2005 |

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Tell us more...

- Crystal Info

| Version | Platform | Release Date | End of Support | End of Life |
|---------|------------|--------------------|--------------------|--------------------|
| 7.5 | JA | September 04, 2001 | September 30, 2004 | September 30, 2004 |
| 7.5 | DE, EN, FR | December 01, 2000 | December 31, 2003 | December 31, 2004 |
| 7.0 MR2 | All | August 17, 2000 | December 31, 2003 | December 31, 2003 |
| 7.0 MR1 | All | June 21, 1999 | December 31, 2002 | December 31, 2003 |
| 7 | All | December 14, 1998 | December 31, 2002 | December 31, 2003 |
| 6 | All | December 01, 1997 | December 31, 2001 | December 31, 2002 |

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Last, but not least!


- Crystal Reports

| Version | Platform | Release Date | End of Support | End of Life |
|--------------------------|--------------------------------|--------------------|--------------------|--------------------|
| 10 | CN, DE, EN, ES, FR, IT, JA, KO | January 07, 2004 | January 07, 2007 | January 07, 2008 |
| 9.1 for Business Builder | DE, EN, FR, JA | June 19, 2003 | January 31, 2006 | January 31, 2007 |
| 9.0 Pro | KO | May, 08 2003 | June 30, 2006 | June 30, 2007 |
| 9.0 Adv. Dev, Pro, Std | CN, DE, EN, ES, FR, IT, JA | August 19, 2002 | February 19, 2005* | April 1, 2006 |
| 8.5 Dev, Pro, Std | DE, EN, FR, JA | February 13, 2001 | July 31, 2004* | September 30, 2005 |
| 8.0 | DE, EN, ES, FR, IT, JA | January 31, 2000 | June 30, 2003 | June 30, 2004 |
| 7.0 | All | November 09, 1998 | August 31, 2002 | August 31, 2003 |
| 4.0 for Visual Basic | All | January 01, 1996 | No end date | No end date |
| 6.0 | All | August 29, 1997 | March 05, 2003 | March 05, 2002 |
| 5.0 | All | August 30, 1996 | March 05, 2003 | March 05, 2002 |
| 4.8 32-bit | All | September 01, 1995 | March 05, 2003 | March 05, 2002 |


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Why Migrate?

- Product improvements
 - Single Infrastructure Platform
 - Enhanced features
 - WEBI Reporting
 - Crystal Report based on a Universe
 - Office Integration
- Goldie Locks Syndrome
 - Don't be too far ahead
 - Don't be too far behind
 - At most 2 releases behind



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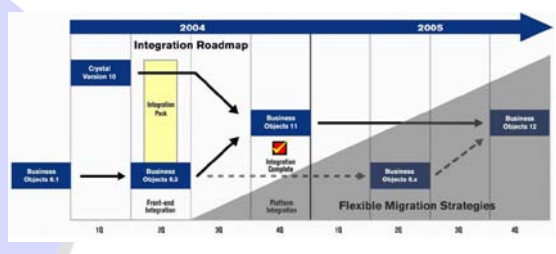
Why be concerned?

- Business Intelligence migrations are challenging:
 - BI applications are now mission critical
 - Organization wide upgrade
 - Lots of coordination with IT and End Users
 - Server upgrade
 - Repository upgrade
 - Universe/Supervisor upgrade
 - Report upgrade
 - SDK application redeployment
 - **COMPLIANCE COMPLIANCE COMPLIANCE!**


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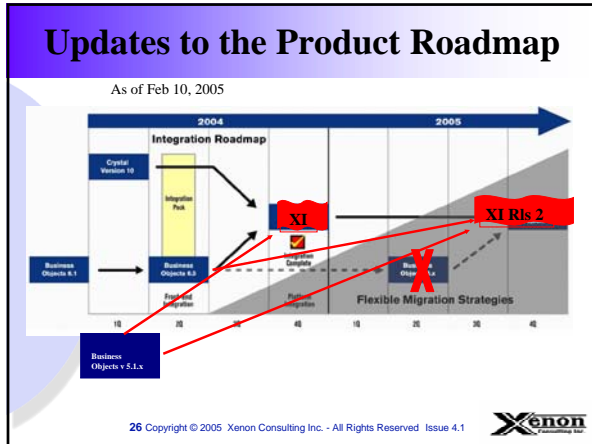


Published Product Roadmap



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When should I migrate?

- Complex question – MUST BE ANSWERED – Time to get on the roof and clean those gutters!
 - Running which release?
 - How many users?
 - Crystal, BO or BOTH?
 - How many reporting environments?
 - Any customization (SDK)?
 - What is the corporate culture with new release adoption

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Product Availability


- **BusinessObjects 6.x products included in XI**
 - Web Intelligence
 - Crystal Reports
 - Designer
 - Info View
 - EPM (Dashboard Manager and Performance Manager)
- **BusinessObjects 6.x products changed in XI**
 - BusinessObjects full client—will be supported in XI Release 2
 - BusinessQuery—superseded by Live Office
 - WebIntelligence OLAP—superseded by OLAP Intelligence
 - BCA Scheduler and Supervisor—superseded by the Central Management Console in BusinessObjects Enterprise XI
 - BCA Publisher and Auditor—partial functionality provided in BusinessObjects Enterprise XI

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Topics we Covered

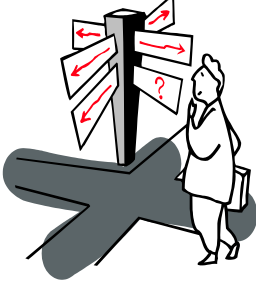
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Questions?

- The best question wins a prize!



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