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Crystal Reports 2008

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Background

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Evaluation Methodology

BIScorecard® evaluates vendor products with the view of a customer who wishes to buy a full BI suite or integrated toolset. Products are evaluated according to major functional areas ranging from query and reporting to architecture and administration. Within each functional area, we score vendors on various features. This list of criteria is based on:

- Features that customers often look for in evaluations
- Capabilities that are generally available in competitive products
- Vendor marketing claims that are either a point of differentiation or confusion

To evaluate products, we rely on vendor briefings and demonstrations, documentation, and customer feedback. To ensure an objective, consistent comparison of products, we also evaluate the software hands-on. Various versions of Crystal Reports have been tested since 2003. This review reflects additional tests of Crystal 2008 conducted in Q1 2008.