City of Torrance

Client
City of Torrance

Industry
Government

Client Benefit
Crystal Reports Upgrade – Time Advantage System

Modules
Business Objects - Crystal Reports XI

Hardware & Software
Hardware - Various Server Configurations
Database – MS SQL
Platform – Microsoft 2000 SP4

Project Description
The overall goal was to upgrade The City of Torrance's existing Crystal Reports 7 reports to the latest release Crystal Reports XI. This was necessary to allow for the upgrade of the City of Torrance's Time Advantage System which has Crystal Reports embedded.

Scope of Services
5x Technology provided services for implementation, configuration, and testing of CR XI. Some of the service items included: training; support services; and report creation & project management.

> **"5x Technology provided quality service and completed the project above expectations"**
>
> Linda Tsu
> *IT Analyst*

A short list of work performed:
- Assess overall information distribution needs with IT and business management.
- Assess & Implement integration with other custom development projects.
- Provide coaching on administration, installation, and management.
- Upgraded Crystal Reports from version 7 to version XI.
- Validated that all upgraded reports met client's expectations.

Benefits
Upgrading to Crystal Reports XI has allowed all departments to view information in an accurate timely manner. The Time Advantage Web Based System reporting upgrade resulted in improved performance for the HR department. The partnership between information and technology has increased productivity and reduced downtime for many personnel throughout City of Torrance.