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*Welcome to Brad Buzzelli,
BridgeBuilder's newest Crystal
Reports/Crystal Enterprise
Trainer/Consultant!*

Business Objects Partner Conference Re-cap

BridgeBuilder attended the annual BOBJ Partner Conference in Palm Springs, California May 12th-13th. The conference was very well attended with over 234 partners represented from around the world.

During the conference we learned that both Crystal Reports and Crystal Enterprise will remain as Business Objects products moving forward. Crystal Enterprise will begin to integrate Business Objects classic features in Version 11, due out early next year, with full integration realized in Version 12.

We will continue to update you on the product roadmaps as new details become available. If you have any immediate questions or needs please contact Samantha Ferrie at Samantha.ferrie@bridgebuilder.com or 888-274-3432.

Join us at the Charlotte ITEC Trade Show.

BridgeBuilder will be exhibiting at the Charlotte ITEC show June 9th-10th at the Charlotte Convention Center. Stop by our booth (#624) to learn more about our training and consulting services for the Business Objects product suite and pick up some free BridgeBuilder prizes.

Make sure to bring your business cards to register for our free drawing which will include some free classes!

To learn more about the show or to register please visit www.goitec.com.

BridgeBuilder Attending BEST Software Conference

BridgeBuilder will be attending the BEST Insights Conference June 10th-13th in Orlando, Florida. This conference is attended by all BEST software partners from around the world and is sure to be an informative couple of days. As you may know, many BEST products such as SalesLogix and MAS Accounting come bundled with Crystal Reports.

Look in the July newsletter for a re-cap of the conference!

Tips & Tricks

Tip #1 INDEXING IN SQL TO INCREASE REPORT PERFORMANCE

If your reports are running slow this generally is the result of the underlying SQL queries. Utilizing proper indexing can greatly increase SQL performance and query time efficiency. If you are a report developer consider notifying your DBA to create indexes for the following situations:

- 1) Add secondary indexes for columns that are heavily used for data retrieval. An index may already exist on the primary key but consider a secondary index on a field such as LastName or CompanyName if you are constantly using 'order by' for those particular fields on the report.
- 2) If you are using server side grouping consider creating an index on the grouped field. Again, you would need to notify your DBA so they will be aware

of the grouped field to consider if indexing will increase the query speed.
3) If you are creating reports that use serverside functions (ie: avg(lys)) then you may want to consider a secondary index on those summarized communication between the report developer and the DBA to keep the report design and database architecture working together smoothly and efficiently. fields, especially for summary reports. This allows your DBMS to perform the entire query from indexed data alone (sometimes referred to as index-only plan) and can increase report performance. Again, the main consideration is to make sure there is adequate

Mental Break!!!

Answers to May's Brain Teasers:

Brain Teaser #1

A medieval king needed to work out how he could recruit fighting men for the battle ahead. However, there were so many distractions around the castle, his thinking became confused. So in order to change his daze into knights, he asked for a secluded walk to be made so he could ponder in peace. The head gardener was given the job of planting lines of high bushes. First, he planted a line running 100 paces east. Then from the end of that line he planted a line 100 paces north, then 100 west, 98 south, 98 east, 96 north, 96 west, and so on. This made a square spiral path 2 paces wide.

If the king intended to walk down the middle of the path, how long was the path?

Answer: 5000 paces.

Brain Teaser #2

Four of these consumer products share a common characteristic. Which is the odd one out, and what's different about it?

- 1) Phonograph
- 2) Silly Putty
- 3) Velcro

- 4) Teflon
- 5) Microwave oven

Answer: All these except Velcro were discovered by accident.

June's Brain Teasers:

Brain Teaser #1

"Do you always believe what you see?" asked Brad, taking four cards from a regular pack of playing cards and discarding the rest. "What do you mean?" replied Joel. Brad showed Joel his four cards : an ace, a three, a ten and a jack. After secretly arranging them in a certain order, he dealt them face down in a line on the table. "I've seen this trick before!" cried Joel. "You want me to tell you where the jack is." "*The jack!*" exclaimed Brad. "There are two jacks in these four cards." How is it possible and where are they in the four face-down cards?

Brain Teaser #2

Cory the Treasurer was a bit of a scatterbrain, and he had forgotten how many gold, silver and bronze coins were kept in the town vaults. So he decided to ask the three guards, each of whom guarded one type of coin, how many coins were in his charge. However, the guards were uncooperative, and the best that Cory could get from each was a statement about the numbers of coins in the other two vaults. Jay, who was guarding the gold, said there were 3000 silver and 5000 bronze coins; Scott, who was in charge of the silver, said there were 3000 gold and 5000 bronze; while Karen, who was protecting the bronze, said there were 4000 gold and 3000 silver. Unfortunately, only one guard was being truthful, each of the other two stating at least one false amount. If there were 12000 coins altogether, how many of each type were there?

Send **BOTH** of your correct answers to Samantha.Ferrie@BridgeBuilder.com and win a BridgeBuilder mug! **First 10** correct answers win.
Good luck!

Upcoming Public Training Dates-including Raleigh classes!!!

Charlotte, NC

Crystal Reports 9 Classes

Level 1 June 21-22

Level 2 June 23-24

Level 3 June 25

Crystal Reports 10 Classes

Level 1 July 26-27

Level 2 July 28-29

Level 3 July 30

Applying Report Design Methodology & Expertise August 2-4

Level 1 September 13-14

Level 2 September 15-16

Level 3 September 17

Crystal Enterprise 10 Classes

Designing & Deploying a Solution June 28-29

Administering Users/Content July 19-20

Administering Servers July 21-22

Building & Implementing Business Views August 16-17

Raleigh, NC

Crystal Reports 10 Classes

Level 1 July 12-13

Level 2 July 14-15

Level 3 July 16

Level 1 September 27-28

Level 2 September 29-30

Level 3 October 1

Applying Report Design Methodology & Expertise October 4-6

Call to Register

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