



A Certified Solution Provider for Lucid Data Corporation  LUCID

Crystal Report Creation and Customization Service

This is a solution for customers who want the benefits of using customized reports with PDEExpress, but do not have the time to learn how to use the Crystal Report Design software.

How does it work?

Lucid's customers review their need for a new or customized report with Pestro Consulting, LLC. After an initial consultation, Pestro Consulting provides a quote based on the scope of work. If accepted, the customer signs off on the proposal and issues a purchase order in the amount of the quote. Once the purchase order is received, Pestro Consulting creates or customizes the report and delivers it to the customer. The customer verifies that the report works per the proposal and signs off on an "Acknowledgement of Services Rendered" form. Pestro Consulting then invoices for the actual time spent.

How much does it cost?

This service is quoted on an hourly basis at a rate of \$95/hour with a minimum two-hour charge per project.

What if my requirements change after the report is delivered?

Pestro Consulting, LLC will revise the report and invoice the customer for the additional time spent. If this situation is likely, we recommend issuing the purchase order for an amount slightly higher than the original quote to accommodate changes that were not included in the original scope of work.

Does Lucid's Technical Support Service include creating and customizing Crystal reports?

Lucid's standard technical support service does not include consultations or assistance with creating or customizing Crystal reports. Technical support includes troubleshooting the standard reports delivered with PDEExpress as well as the process for integrating new and customized reports.

Data Conversion Service

This is a solution for customers who want to transfer information from existing data sources into PDEExpress, but do not have the time or capability to convert the information into PDEExpress import files.

How does it work and how much does it cost?

The process and cost are identical to the Crystal Report Creation and Customization Service, but the delivered product is a set of PDEExpress "import ready" files.

Customized Crystal Report Training

This is a solution for customers who want customized training in using the Crystal Report Design software to develop their own reports to use with PDEExpress.

How does it work?

Lucid's customers review their training needs with Pestro Consulting, LLC, who will develop a quote for the customized training. If accepted, the customer signs off on the proposal and issues a purchase order in the amount of the quote. Once the purchase order is received, Pestro Consulting will arrange a training time with the customer. After the training session, Pestro Consulting invoices for the time spent.

How much does it cost?

There are two options for the customized training. The first option is phone consultation and this service is quoted on an hourly basis at a rate of \$95/hour with a minimum two-hour charge. Typical training sessions range from two to four hours. The second option is on-site training and this service is quoted at a daily rate of \$1000/day plus travel expenses.

For further information on these services, please contact Pestro Consulting, LLC via e-mail at support@pestroconsulting.com