



# THE CLOSER FAQ

## How long has Reporting-Central been in business?

Reporting-Central has been in business since 2002. We are part of Axiom Business Software Solutions.

## What type of Great Plains® experience does your team have?

Each of our team members has over 17 years of experience with Great Plains® as End-Users, Great Plains Consultants and ISV Solution providers.

## How long has The Closer been available?

The Closer has been available since Convergence2004, back then we called it the Insight Series. Between 2005 and 2007 our business grew in several areas and with significant input from customers our solutions were improved to include many new features. Leading into 2008 and early 2009 we developed what is today known as The Closer. During Convergence2009, in New Orleans, The Closer was officially released to the entire Dynamics GP® Community.

## Who is using The Closer?

The Closer is actively being used by companies around the world and in many different industries. We have installations in the United States, Canada, Europe, Australia, New Zealand, North Africa, South Africa, Jordan, Saudi Arabia and beyond. Our customer base crosses all industries and ranges from distributors and manufacturers to logistics, financial service firms and not for profits.

## What versions of Dynamics GP® does The Closer support?

Technically, The Closer works with every version of Great Plains® back to v6.0, however, due to changes in the database structures for SOP, POP and INV, we limit support to versions 9.0 through current. Please feel free to call us if you are running an older version or have a special case, such as integration, customization, third party tools or other technical items that may be specific to your situation.

## Is The Closer service pack dependant with each release?

The Closer works with the core tables and fields in Dynamics GP®. As a result, our reconciliations are not impacted by each service pack update. The only possible exception to this may be the Inventory Tool, which we guarantee will be updated as needed with new releases.

## How do I install The Closer?

The Closer takes about twenty minutes to install and the process is quite easy. A Reporting-Central team member will install your license of The Closer with you, you can work with your GP® partner, or you can even do it on your own. We include 30 minutes of professional services for installation and initial testing of The Closer.

## What are the advantages of using The Closer over some of the other reconciliation tools that are available?

The Closer is different than all of the other tools available. It reconciles Inventory, Sales Order, Accrued Purchases, Cost of Sales, Cash, Accounts Receivable and Accounts Payable and Outside Data Sources (ie: PayPal and Credit Cards). The other tools simply do not go nearly as far as The Closer does. In fact, there are no other solutions for reconciliations that are being actively supported. The Closer finds the problems, helps you to simply and easily analyze the errors and spot data trends. The Closer not only explains the root cause but enables you to eliminate the errors from happening again. It is truly the end of ticking and tying and taking write-offs.

## How is end-user support handled for The Closer?

Support is provided by Reporting-Central directly to Dynamics GP® users and partners. Support is provided during normal business hours, however special arrangements can be made if help is required outside of these times.

## Are there any technical requirements for The Closer?

The Closer will run in any operating Dynamics GP® environment, there are no special system requirements to run The Closer.

## Does a user require any special technical ability or training to use The Closer?

The Closer was designed to be easy to use and requires minimal training. Complete user guides and documentation are included with the software and our support team is always available.

## Are there any future development plans for The Closer?

The Closer is constantly being enhanced for the benefit of the Great Plains® customer base. The current plans for development include tools for reconciling Pay Roll, Fixed Assets, Projects and Customer Deposits. We also support reconciliations for Great Plains customers that use many of the other popular ISV add-ons.

## How do I get more information or schedule a demonstration of The Closer?

Please feel free to contact us anytime at [gسالzano@reporting-central.com](mailto:gسالzano@reporting-central.com) or call us at 813-579-4991. You can also visit us on the web at [www.reporting-central.com](http://www.reporting-central.com).

Reporting-Central is focused on making Microsoft Dynamics GP® a better business solution. The Closer will save you time, money and resources by removing the tedious tasks, processes and risks associated with reconciliations. Trust what Dynamics GP is telling you, with the right solutions, everyone wins...