

# SAP Crystal: Retirement of the SAP Distribution Reselling Model and SAP PartnerEdge Open Ecosystem Sell Specialization

Applies to:

SAP Crystal Reports and SAP Crystal Server

## Information for Distributors

When was the retirement of the distribution model announced?

There was a pre-announcement in early June 2020 sent by email and termination notices were emailed using the contacts maintained by the Distributor in PartnerEdge. In addition, there were reminders in PartnerEdge newsletters as well as on the PartnerEdge portal from July-December 2020. The FAQ was available for download in June 2020 and is now available upon request.

How should I respond to reseller or customer inquiries?

Please remind the reseller to remove the products from their website. In addition, please tell them that you cannot accept or process their order. The final day to transact orders with Distributors and Open Ecosystem Sell partners was December 31, 2020. Redirect Customers / end users to buy directly on the [SAP Store](#); should they need assistance to buy they can contact the SAP Store Support team using this [contact us form](#).

## Information for Open Ecosystem Sell

When was the retirement of the Open Ecosystem sell announced?

There was a pre-announcement in early June 2020 sent by email and termination notices were emailed using the contacts maintained by the Open Ecosystem Member in PartnerEdge. In addition, there were reminders in PartnerEdge newsletters as well as on the PartnerEdge portal from July - December 2020. The FAQ was available for download in June 2020 on the PartnerEdge portal and is still available to active Open Ecosystem Members in PartnerEdge.

How should I respond to customer inquiries?

Please remove the products from your website unless you are an authorized PartnerEdge Sell partner for SAP Analytics. If the customer wants to buy products, they can use the [SAP Store](#), Amazon, Alibaba or an authorized SAP reseller that can be found using the [SAP Partner Finder](#). If the customer needs implementation services, they can work with any partner of their choosing and they can find partners by using the SAP Partner Finder.

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Can I buy product from the SAP Store and resell it to my customer locally or in a different country?

No. The SAP Store is not set up to transact with partners/resellers. It is only set up to transact with End Users. If any company buys product from the SAP Store and resells it, it is a violation of the license agreement.

How can I continue reselling SAP products?

If you are not currently a PartnerEdge Sell partner, please apply for a partnership [here](#). If you are a PE Sell partner, please learn how to become authorized to sell SAP Analytics on the PartnerEdge portal; or contact your PXD or PBM, and ask them how to become authorized for SAP Analytics.

Can a reseller sell maintenance/support?

Only an authorized PartnerEdge Sell partner may qualify if approved by the SAP maintenance team.

### Information for PartnerEdge Sell Partners Authorized to Sell SAP Analytics

How does the distribution shutdown impact me?

If you purchased SAP products from a Distributor in the past, that channel is no longer available. Older Crystal Reports and Server products from 2016 and older, are only available for purchase by customers, not partners, for customers that already own the license: please contact [sapdigitaldeals@sap.com](mailto:sapdigitaldeals@sap.com) to find out if you are eligible to purchase additional licenses for previous versions. In addition, Crystal Reports 2020 is only available on the [SAP Store](#). However, all other products including Crystal Server 2020, Sybase, SQL Anywhere, HANA, ASE, and many others are available on the indirect price list (subject to change).

### Information for Customers

When did this change occur and why I am learning about it now?

Resellers learned of this change in June 2020 and it became effective on January 1, 2021. Resellers were responsible for informing their customers about this change. SAP respects the trusted partner relationship with customers.

What products are affected?

The following product lines were impacted: Crystal Reports, Crystal Server, Sybase, BusinessObjects Enterprise, BusinessObjects Edge, BusinessObjects Web Intelligence, PowerDesigner, Data Services, Information Steward, Data Integrator, ASE, SQL Anywhere, Adaptive Server, Data Hub, HANA.

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Are these products going away?

No. In fact, there were new releases of Crystal Reports and Crystal Server in 2020. Refer to our support portal for information on release schedules. SAP Analytics information can be found [here](#). You can also contact SAP at [customer@sap.com](mailto:customer@sap.com).

How can I buy these products in the future?

Crystal Suite 2020 is only available on the [SAP Store](#), Amazon and Alibaba. SAP PartnerEdge Sell partners that are authorized to sell SAP Analytics in your country, can also resell most of the current versions of the products available. You can find authorized partners by using the [SAP Partner Finder](#). Below is a visual of the filters you should use to find a partner.

The screenshot shows the 'Filters' section of the SAP Partner Finder tool. It includes a 'Reset' button at the top right. The filters are organized into three main sections: 'Find a Partner', 'Location', and 'SAP Solutions'. Under 'Find a Partner', there is a dropdown menu set to 'SAP PartnerEdge Sell'. Under 'Location', there are dropdown menus for 'United Kingdom' and 'All States', along with input fields for 'Postal Code' and 'City'. Under 'SAP Solutions', there are dropdown menus for 'Analytics' and 'Business Intelligence', and a checkbox for 'SAP Recognized Expertise' which is currently unchecked.

What are my payment options through the SAP store?

Credit cards are accepted in most countries as well as invoice and purchase orders with terms in some countries. Please contact the [SAP Store Support team with questions using this form](#).

What if I am a government customer that must purchase through a partner?

Authorized partners can be used to purchase products on the SAP Indirect Price List. However, older products such as Crystal Reports and Crystal Server 2013, and Crystal Reports 2020 are ONLY available for purchase using the [SAP Store](#). The SAP Store has worked with many government agencies around the world. If you have questions, please use the [contact us form here](#). You may have to use a sole source justification to purchase from SAP directly. Remember, Crystal Reports is included when Crystal Server is purchased - which is available through authorized PartnerEdge partners that can be found using the [SAP Partner Finder](#).

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Who can I contact with questions?

Start by looking at the [SAP Store](#) or [www.crystalreports.com](http://www.crystalreports.com). If your questions remain unanswered, use the [contact us form here](#).

Where can I find product information and help like I did with my reseller?

[www.crystalreports.com](http://www.crystalreports.com) is a great website with a wealth of information. In addition, you can get help via email or chat using the [SAP Store](#).

Who do I contact for my maintenance renewal?

First, check with your partner to see if they are still authorized to sell maintenance. Second, if they are not selling maintenance or you want to work with a different partner, follow the instructions above to locate a new partner using the [SAP Partner Finder](#). Lastly, you can contact the SAP Store using the [contact us form here](#).

I need to find old keycodes and license information. Who do I contact?

For Crystal Server you can find your keys on the [SAP Support Portal](#). For other products or in case of difficulty you can contact the Support team using the [contact us form here](#). SAP has maintained the purchase history through distribution.