

# Reports Sunset - FAQ

This Frequently-Asked-Questions (FAQ) document is intended to be distributed to anyone who should be aware of the Reports Sunset plans:

- External: Customers.
- Internal: Customer-facing teams, like Sales (AEs, SDRs), Solution Engineering, and Customer Success (Consulting and Client Partners).

Number	Questions
1	<b><i>What is changing?</i></b>
<i>Diligent is sunsetting the Reports App in HighBond. Customers have been using this App to drive insights on their Projects, Frameworks and Strategy data, by building custom reports, visualizations and dashboards from pre-configured views.</i>	
2	<b><i>Why is Diligent sunsetting the Reports App?</i></b>
<i>The Reports App has proved to have multiple functionality deficiencies as well as performance and scaling issues, as detailed in this Help Doc <a href="https://help.highbond.com/helpdocs/highbond/en-us/Content/reports/reports/limitations_considerations.htm">https://help.highbond.com/helpdocs/highbond/en-us/Content/reports/reports/limitations_considerations.htm</a>. In light of this fact, Diligent has decided to build a new reporting App called Activity Center, which aims to improve user experience and product performance. The App is built on top of AWS QuickSight technology, which allows users to leverage and take advantage of QuickSight's native features – calculated fields, filters, advanced formatting, insights and much more.</i>	
3	<b><i>When is Diligent sunsetting the Reports App?</i></b>

- **November 2023:**
  - Strategic customers and partners will be informed of the sunset plan by Diligent representatives directly.
- **December 1st, 2023:**
  - Public announcement of the sunset plan to existing customers by Product Marketing.
  - End of Sale (except Africa region) - Diligent will no longer include the Reports App as part of the HighBond platform for new customers. Please note that the App will still be available for existing customers and users will be able to continue business-as-usual.
- **December 1st, 2024:**
  - End of Service & End of General Availability (except Africa region) - Technical Support & Customer Success services will cease and customers will no longer be able to access the Reports App. Users should ensure they have saved any reports they might need for later use on their system, and have fully transitioned to the Activity Center App. Exceptions on a case-by-case basis may be approved by Senior Leadership for strategic customers to continue using the Reports App for a couple more months to ease transition.
- **2025:**
  - End of Life - The Reports App will finally go offline and therefore become unavailable.

<b>4</b>	<b>Does this apply to all regions?</b>
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No, it does not. The Reports App will be sunset in all federal regions (GovCloud, DOD/DFAS) and all commercial regions (US, Canada, Germany, Singapore, Australia, Brazil and Japan) **except Africa.**

<b>5</b>	<b>Why is the Africa region exempt from the Reports App sunset plans?</b>
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The Africa region is exempt from the Reports App sunset plans because we cannot offer an alternative reporting solution to our African customers. AWS QuickSight is the underlying technology the Activity Center App is built on, and it's currently not available in the Africa region (more details [here](#)). The Activity Center App will be available in Africa as soon as AWS QuickSight is available in Africa - current ETA is H1 2024 (last updated: 10-11-2023). If you need an update on the ETA, please reach out to [Angeles Contarbio](#).

<b>6</b>	<b>How will this impact new clients, as of December 1st 2023?</b>
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There won't be any impact for new clients, as of December 1st 2023, given that they don't have any data to migrate from Reports to Activity Center. The new reporting App called Activity Center will replace the Reports App in new sales made, as of December 1st 2023. Please note that the HighBond platform provides a wide variety of reporting solutions apart from the Reports App; these are available for customers to use and are not impacted by the Reports App sunset. For more details on all reporting options available, please refer to this Help Doc [https://help.highbond.com/helpdocs/highbond/en-us/Content/get\\_started/reporting.htm](https://help.highbond.com/helpdocs/highbond/en-us/Content/get_started/reporting.htm)

<b>7</b>	<b>How will this impact existing clients?</b>
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*There will not be an automated migration from Reports to Activity Center, so customers will have to manually build existing reports, visualizations and dashboards in the Activity Center App.*

**8**

***When will the Activity Center App be available?***

*The Activity Center App will be readily available for customers to use as soon as now. We're actively working (and will continue working in 2024) on multiple initiatives to make sure customers don't lose any functionality when migrating from the Reports App.*

**9**

***How do customers switch to the Activity Center App? How do they migrate their data?***

*The Activity Center tile will be displayed in Launchpad for existing customers, so they won't need to reach out to Technical Support to get access. Even though the reports migration will be manual, Diligent will provide multiple resources so customers can smoothly transition to the new App and seamlessly build the reports, visualizations and dashboards they need.*

**10**

***Will there be an Academy course to learn how to use the Activity Center App?***

*Yes, there will be an Academy course available in early 2024, and it will be NASBA certified and offer CPE credits. There will also be a mini course, which will be available in mid 2024, to help facilitate the transition from Reports to Activity Center. This course will compare and contrast the Reports and Activity Center Apps, and guide users through how to recreate a common report and dashboard in the Activity Center App.*

**11**

***When exactly will the Reports App finally go offline?***

*There is no fixed date just yet. However, customers can expect the Reports App to go offline within 2025. As of that date, the Reports App will be unavailable.*

**12**

***In the Reports App, you can broadcast a report to others and also distribute the report to others via email - when will this be available in the Activity Center App?***

*Current ETA is end of Q1 2024 (last updated: 10-11-2023). If you need an update on the ETA, please reach out to [Angeles Contarbio](#).*