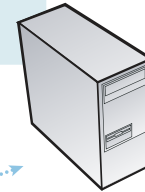


Riva CRM Integration

www.rivacrmintegration.com

The Riva Administrator creates **Riva Sync Policies** that control who receives synchronization and what gets synchronized.

Riva can be running in the cloud (using the **Riva Live** service).



Administrator account with impersonation enabled.

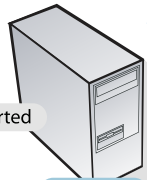
START HERE

Riva gets installed on a Windows Server, VM or Desktop that is running Microsoft .NET 3.5 SP1.

- Windows 2008 / 2008 R2
- Windows 2003 / 2003 R2
- Windows 7 Desktop
- Windows XP Desktop

Administrator account with impersonation enabled.

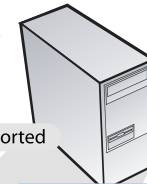
SSL supported



Your CRM accounts can be running in the cloud.

CRM

SSL supported



Your Exchange accounts can be running in the cloud.

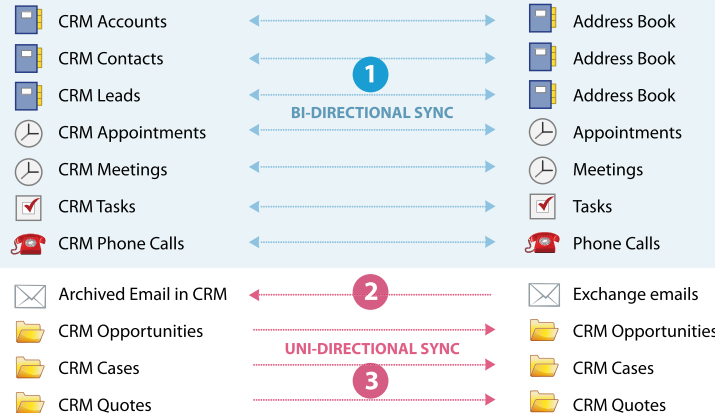
Exchange

Riva is compatible with **on-premise and hosted CRM systems:**

- Salesforce.com
- Microsoft Dynamics CRM
- Microsoft Dynamics NAV
- Oracle CRM On Demand
- Sugar CE / Professional / Enterprise
- SageCRM On Demand
- Saleslogix
- GoldMine and others...

What Riva syncs:

(Sync intervals can be set from 1 min to several hours)



Riva is compatible with on-premise and hosted editions of **Exchange 2003, 2007 and 2010.**

How Riva connects to Exchange:

- Exchange 2010/2007 = Web Services (preferred)
- Exchange 2010/2007/2003 = MAPI or RPC over HTTP
- Note that EWS or MAPI (RPC over HTTP or Outlook Anywhere) are only available for Riva Live.

Supported Exchange clients:

- Outlook 2010 (64-bit and 32-bit)
- Outlook 2007 and 2003
- Outlook Web Access
- Outlook on Citrix and Terminal Services
- Outlook 2011 for Mac
- Entourage 2008 and 2004 for Mac
- Mac OS X 10.6+ (Mail, iCal, Address Book)
- iPad, iPhone, BlackBerry, Windows Phone, Android devices