

# CRM Integration for IBM Collaboration Solutions

Supports IBM Notes and Domino, IBM SmartCloud, and IBM Verse.

Looking for the best way to sync Salesforce, Microsoft Dynamics CRM, SAP C4C, Oracle Sales Cloud, NetSuite, SugarCRM, Infor CRM, and other CRMs to your IBM Collaboration Solution?

Think Riva.

- ✓ Increases sales.
- ✓ Improves customer engagement.
- ✓ Drives CRM adoption and success.
- ✓ Leverages your existing investments.
- ✓ Connects your mobile workforce.
- ✓ Reduces IT management costs.
- ✓ Saves time flip-flopping between apps.
- ✓ Connects your CRM/messaging systems.
- ✓ Syncs CRM data reliably.

\* Source: Forbes.com

## **Riva syncs a dozen of the world's best CRM systems directly to IBM Notes and Domino, IBM SmartCloud, and IBM Verse.**

Gartner predicts the CRM industry will double in size to \$36B by 2017.\* Riva helps IBM customers fully benefit from customer relationship management while leveraging their existing IBM infrastructure and investments.

Riva seamlessly syncs CRM contacts, leads, calendars, tasks, email, opportunities, cases, custom fields, custom objects, custom categories, and more. And you can control whether the integration is one-way, two-way, manual, or automatic with our rule-based Riva Sync Policies.

Riva syncs server-side. That means there are no client-side CRM plug-ins to install, configure, or manage. And Riva supports *all* IBM email applications and IBM Notes Traveler mobile devices (iPad, iPhone, Android, BlackBerry, and Windows Phones).

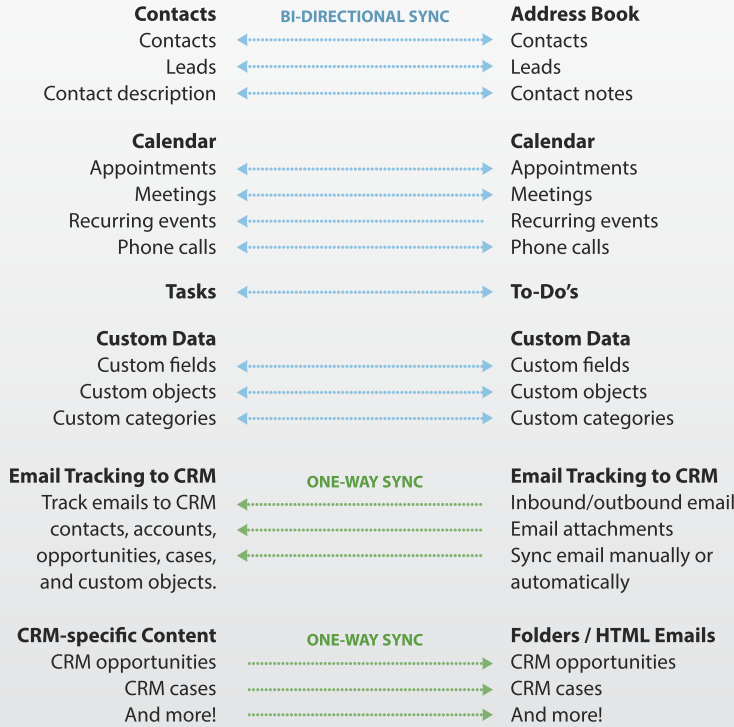
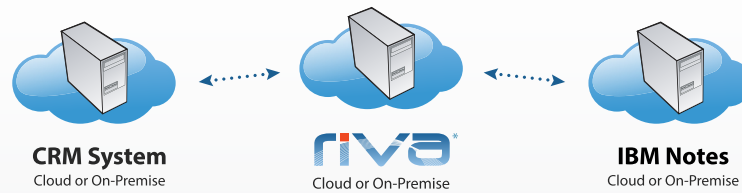
Riva Insight now delivers a new CRM sidebar for IBM Notes that provides additional customer insight and convenience.

If your company would like to increase sales and improve customer engagement, Riva is a very powerful tool to have in your ICS toolkit. Contact us to discuss your unique sync requirements and test-drive Riva Cloud or Riva On-Premise today.

Riva – The leader in CRM and email integration.

# The best way to sync CRM data to IBM Collaboration Solutions

Riva not only syncs more CRM data and provides more control over how data gets synchronized, but Riva also delivers advanced automation features – *SmartCreate, SmartConvert, and AssignTo* – that reduce manual CRM data entry and increase end-user productivity and satisfaction.



Supported IBM email applications and mobile devices:

- IBM Verse
- IBM SmartCloud
- IBM Notes
- IBM Notes for Mac
- IBM Notes for Citrix
- IBM iNotes
- IBM Notes Traveler
- iPad
- iPhone
- Android
- BlackBerry
- Windows Phone
- Surface tablets

\* Sync features may vary by CRM. Custom data integration requires professional services.

## CRM partners



ORACLE®



SUGARCRM

sage



GoldMine

Riva is trusted by over 1,000 companies globally – including 30+ Fortune 500 companies, 12 of the 50 largest banks, and hundreds of small and medium-sized businesses.

Call 408.675.5015 ■ Or visit [rivacrmintegration.com](http://rivacrmintegration.com)

