

# CRM Integration for IBM Collaboration Solutions

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

Looking for the best way to sync Salesforce, Microsoft Dynamics 365, SAP C4C, Oracle Sales Cloud, NetSuite, Sugar, Infor CRM, and other CRMs to IBM Collaboration Solutions and Traveler devices?

Think Riva.

- ✓ Increase sales.
- ✓ Improve customer engagement.
- ✓ Drive CRM adoption and success.
- ✓ Leverage your existing investments.
- ✓ Connect your mobile workforce.
- ✓ Reduce IT management costs.
- ✓ Save time flip-flopping between apps.
- ✓ Connect your CRM/messaging systems.
- ✓ Sync CRM data reliably.

\* Source: Forbes.com

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

Gartner predicts the CRM industry will double in size to \$36B by 2017.\* Riva helps IBM customers increase sales, boost win rates, drive CRM user adoption, and leverage investments in IBM Collaboration Solutions and Traveler mobile devices.

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

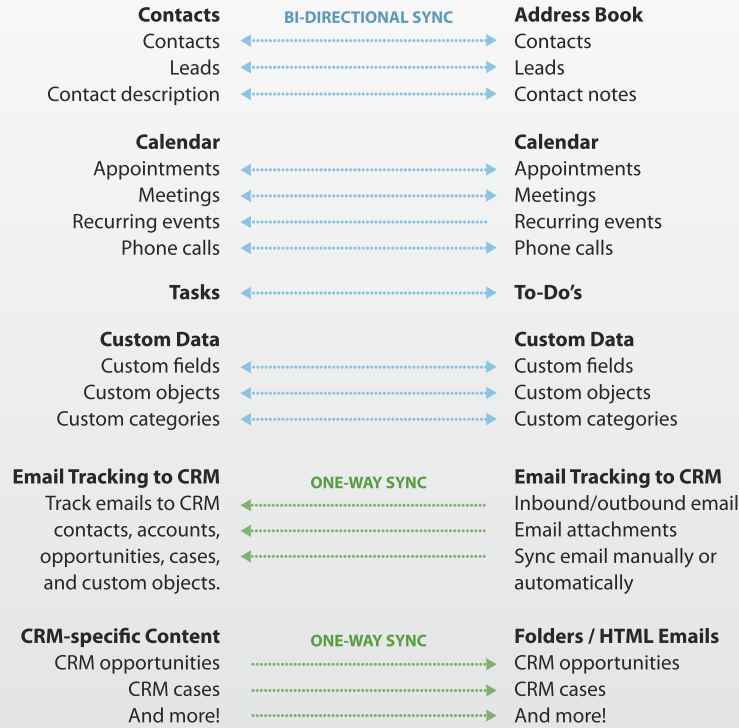
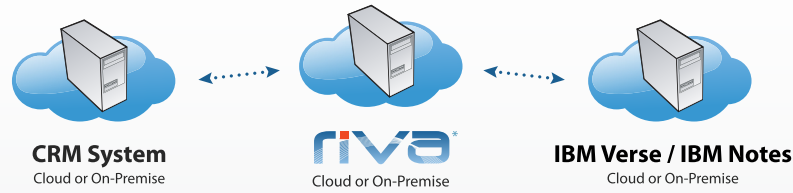
Riva syncs server-side. That means there are no client-side CRM plug-ins to install, configure, or manage or changes required to your mail template.

**Riva Insight** brings relationship intelligence and relevance to IBM Notes. Sales and support teams can quickly access context-aware data from CRM, InsideView, TrustSphere LinksWithin, and public data sources.

Riva is a very powerful tool to have in your ICS toolkit to increase sales productivity and improve customer experience. Contact us to discuss your sync requirements and to test-drive **Riva Sync (Cloud or On-Premise)** and **Riva Insight** today.

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

Seamlessly sync data between your CRM system and IBM Verse, IBM SmartCloud Notes, IBM Notes and Domino, and IBM Notes Traveler devices. Drive CRM adoption and sales productivity with Riva's advanced integration and relationship intelligence features – [Riva Insight](#), [SmartCreate](#), [SmartConvert](#), and [AssignTo](#).



Supported IBM email applications and mobile devices:

- IBM Verse
- IBM SmartCloud Notes
- IBM Notes and Domino
- 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



Riva is trusted by over 1,200 companies globally – including 35+ Fortune 500 companies, 15 of the world's largest banks, and hundreds of small and medium-sized businesses.

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

