

# Boost sales productivity with CRM data automation and relationship intelligence

Supports Sugar Professional, Sugar Enterprise, and Sugar Ultimate

Looking to automatically sync Sugar with your email collaboration system and business applications?

Think Riva!

- ✓ Trusted by 125,000+ CRM users
- ✓ Drive Sugar adoption and success
- ✓ Sync custom objects and custom fields
- ✓ Simple to install and manage
- ✓ Leverage your existing investments
- ✓ Connect your mobile workforce
- ✓ Reduce IT management costs
- ✓ Improve customer engagement
- ✓ Enhance sales productivity
- ✓ Reduce manual data entry
- ✓ Save time flip-flopping between apps
- ✓ Integrate cloud, on-premise, and hybrid CRM and email systems

## **Riva is the leader in CRM data automation, integration, and relationship intelligence.**

Since 2008, Riva has developed advanced integrations for a dozen of the world's best CRM systems, email collaboration platforms, and other business applications.

Riva seamlessly syncs customer relationship data from Sugar to email collaboration systems and mobile devices. Riva also puts relationship intelligence, relationship mapping and analytics, cognitive insights and AI at users' fingertips directly in Office 365 and Outlook.

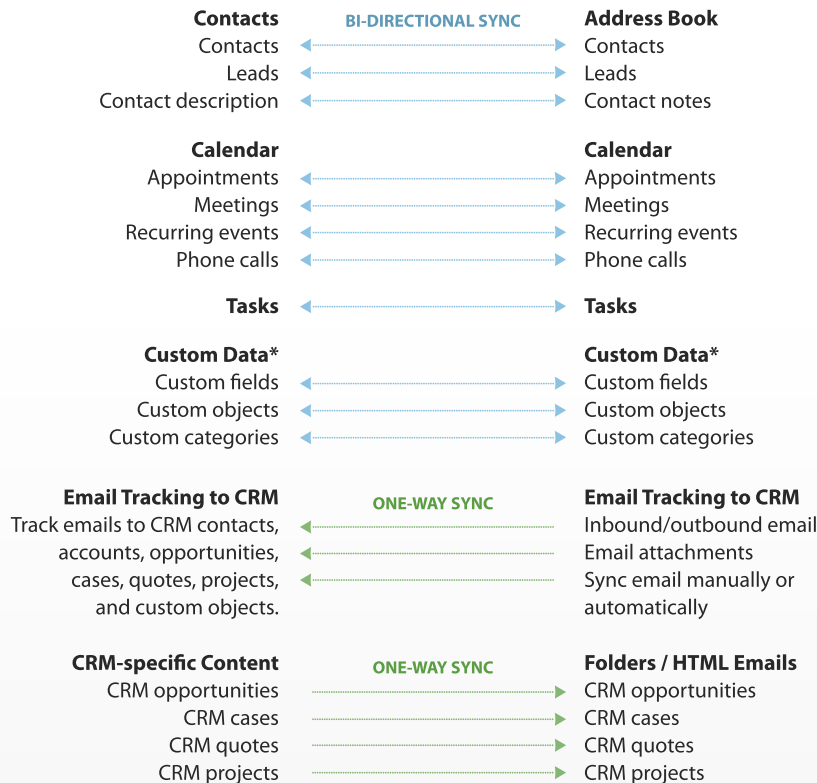
Riva goes beyond the limitations and performance issues of other Office 365, Outlook, Gmail, IBM Notes, GroupWise, and Marketo integrations for Sugar. We combine the reliability and ease of management of direct, server-side sync with the power of a relationship intelligence platform for sales, support, and marketing teams.

Automatically sync Sugar contacts, leads, appointments, recurring events, tasks, opportunities, cases, quotes, projects, custom fields, and custom objects. Log emails from email clients and mobile devices to Sugar records.

Significantly boost sales productivity by putting relationship intelligence to work for your team. Visit our website to learn more about our Riva Insight integrations for InsideView, TrustSphere, Sia by Opentopic, and public data sources.

# Automatically sync data between Sugar and your email collaboration system

Riva automatically syncs Sugar contacts, leads, appointments, recurring events, opportunities, cases, quotes, projects, and custom objects. Get a 360-degree view of your customer relationships with Riva's advanced email logging features. Riva can be configured to sync custom fields and custom objects in Sugar.



## Supported email clients and mobile devices:

- Office 365
- Outlook 2016, 2013, 2010, 2007
- Gmail and G Suite
- Outlook 2016 for Mac
- Apple Mail, Calendar, Contacts (macOS)
- Outlook on Citrix
- Outlook on Terminal Server
- IBM Verse
- IBM Notes 9, 8, 7, 6
- IBM Notes for Mac
- IBM Notes for Citrix
- IBM iNotes
- IBM SmartCloud Notes
- IBM Notes Traveler
- iPad
- iPhone
- Android
- BlackBerry
- Windows Phone
- Surface tablets

\* Custom fields and custom objects may require configuration

## Advanced sync options for all Sugar editions

- |                                  |                                 |                                    |
|----------------------------------|---------------------------------|------------------------------------|
| ✓ Sync resource calendars        | ✓ Duplicate prevention          | ✓ Object layout changes            |
| ✓ Custom field mapping           | ✓ Token matching                | ✓ Attendee matching filter         |
| ✓ Custom contact filters         | ✓ Privatization                 | ✓ Hyperdescriptions                |
| ✓ Custom category mapping        | ✓ Attendee management           | ✓ Contact links                    |
| ✓ Custom appointment subjects    | ✓ Custom email tracking         | ✓ Email tracking to custom objects |
| ✓ Appointment and object filters | ✓ Sync custom CRM event objects | ✓ <b>And much more!</b>            |

Riva customers include 15 of the world's largest banks, 35 Fortune 500 companies, numerous Global 1000 companies, and hundreds of fast-growing SMBs. Our customer satisfaction rate is 98% because Riva delivers significant customer value.

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

