

# How connected systems are transforming the Future of Work

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engage 



# Abstract (no slide to show)

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- The future of work is about collaborating, innovating, and connecting in new ways. It's about connecting to people, ideas, devices, and systems in ways that create new sources of opportunity and value.
- The future of work is about unprecedented flexibility – virtual teams, more freelance work, a greater focus on specialization and multidisciplinary teams, and mobile workers. The future of work is about millennials and new expectations around technology, collaboration, and organizational structures.
- During this session, we will look at the critical role that integrated systems and platforms play in making the future of work a reality. We will discuss examples of how integrated systems are transforming customer experiences, improving analytics and decision-making, and driving sometimes unexpected sources of value and opportunity for businesses and their stakeholders.

## Kurze Info zu Riva (no slide to show)

- Riva is the market leader in CRM and email integration. Riva integrates a dozen of the world's best CRM systems – Salesforce, Microsoft Dynamics CRM, SAP C4C, Oracle Sales Cloud, SugarCRM, NetSuite, and others – directly with IBM Notes and Domino, IBM SmartCloud Notes, IBM Verse, and IBM Notes Traveler mobile devices.
- Over 1,500 customers globally – including 35+ Fortune 500 companies, 12 of the world's largest banks, numerous Global 1000 customers, and hundreds of SMBs – use Riva to seamlessly sync CRM contacts, calendars, tasks, email, opportunities, cases, custom fields, custom objects, and other CRM data.
- Riva is the bridge between IBM Enterprise Social Solutions and the multi-billion-dollar customer relationship management (CRM) market.

# Riva Customers



BANK OF ENGLAND



ZURICH



NATIXIS

stryker



MÖLNLYCKE  
HEALTH CARE



Yes, you can.



Pernod Ricard



UNIVERSITÄTSKLINIKUM  
Schleswig-Holstein



UNIVERSITAT DE BARCELONA



SORIN GROUP  
AT THE HEART OF MEDICAL TECHNOLOGY

TOYOTA

MATERIAL HANDLING

hannover rück

fischerAppelt



NOVO BANCO



GEODIS

LAURIER



BMZ

Bundesministerium für  
wirtschaftliche Zusammenarbeit  
und Entwicklung

StanleyBlack&Decker



PUBLICIS GROUPE



# Connected versus Disruptive

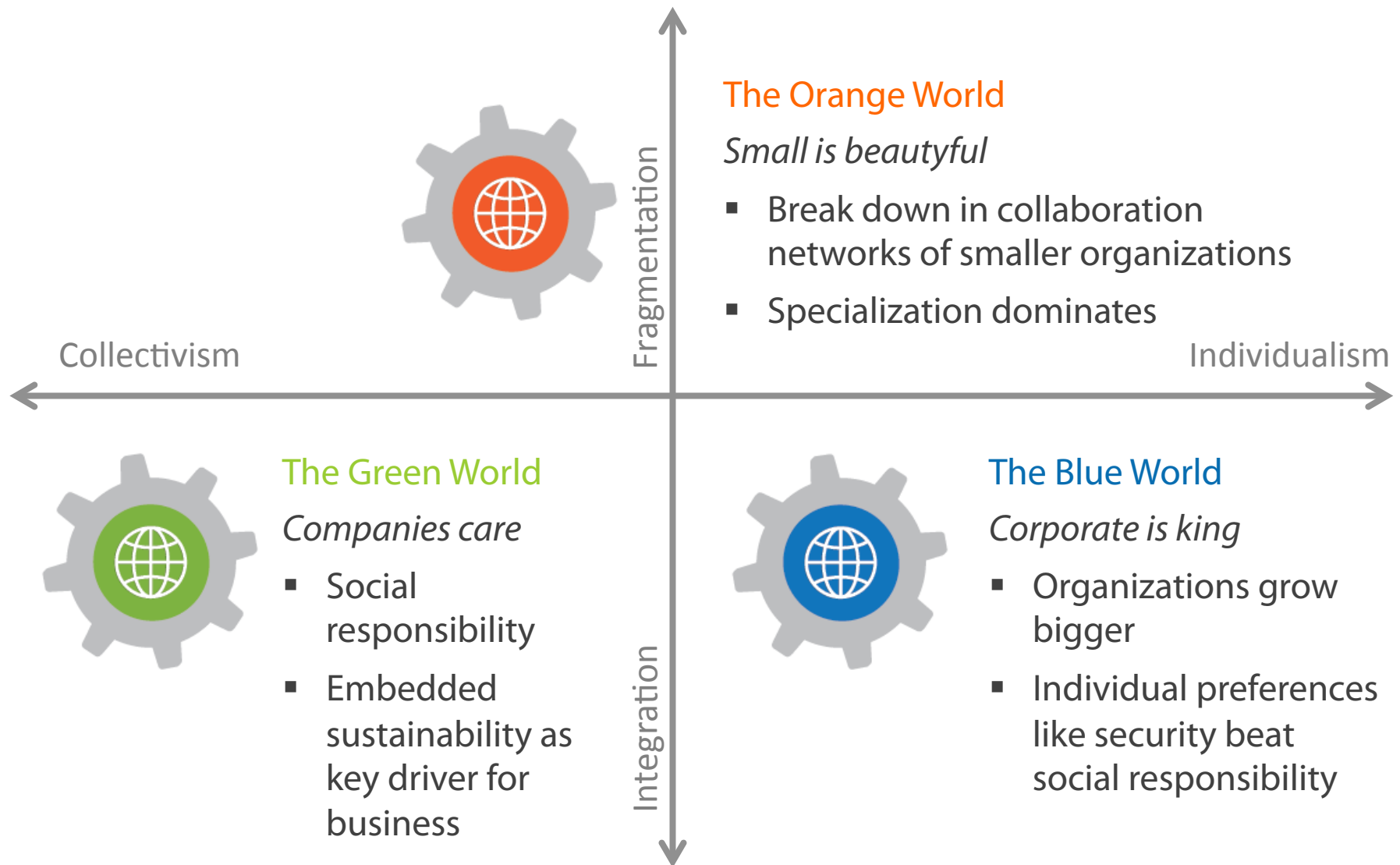
## Disruptive innovations

- New technologies
- Data analytics
- Social networks
- have a huge impact on how people communicate, work and collaborate worldwide
- Rapid Change in all areas is required to cope with rapidly changing world of work
- We need to inhabit this world and get it connected



*The future of work is about  
unprecedented flexibility  
with technology bridging gaps  
we might not even be aware of today*

# The new Worlds of Work



# Drivers & Deals

## The organization's perspective

### Blue World

- Globalization
- Constant innovation
- Scalability is key

### Green World

- Positive social and environmental impact
- Conscience is demanded

### Orange World

- Max flexibility with min fixed costs
- Ad hoc versus long term

## The New Role of HR

- Job security for commitment and flexibility
- Work-live balance for loyalty
- Autonomy and flexibility for short term contracts

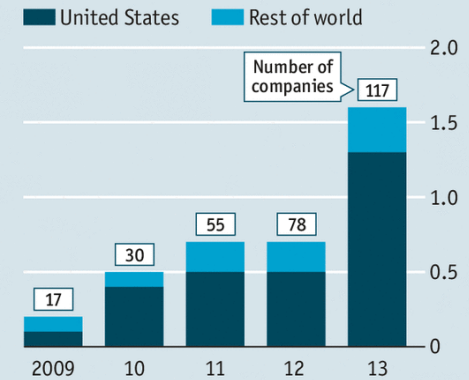
## The employee's perspective

# The On-Demand Economy

- Uber as foundation and inspiration
- New business models & services
  - Handy or Homejoy     Cleaning your apartment
  - Instacart               Groceries to your door
  - Washio                   Washing your clothes
  - BloomThat              Delivering flowers
  - SpoonRocket           Restaurant-quality food within 10 min
- Objectives for
  - Employees              Need to train themselves
  - Corporations            Delivering quality of service & workers' loyalty
  - Governments            Clean up complicated regulatory systems
  - Technology              Tools, security, integration

## Here's an idea

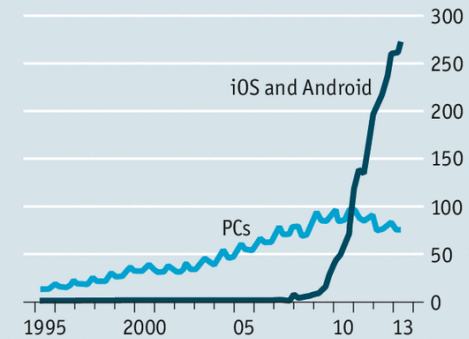
Venture-capital investment in the on-demand economy, \$bn



Source: Crunchbase

## Changing platforms

Global shipments of units, m

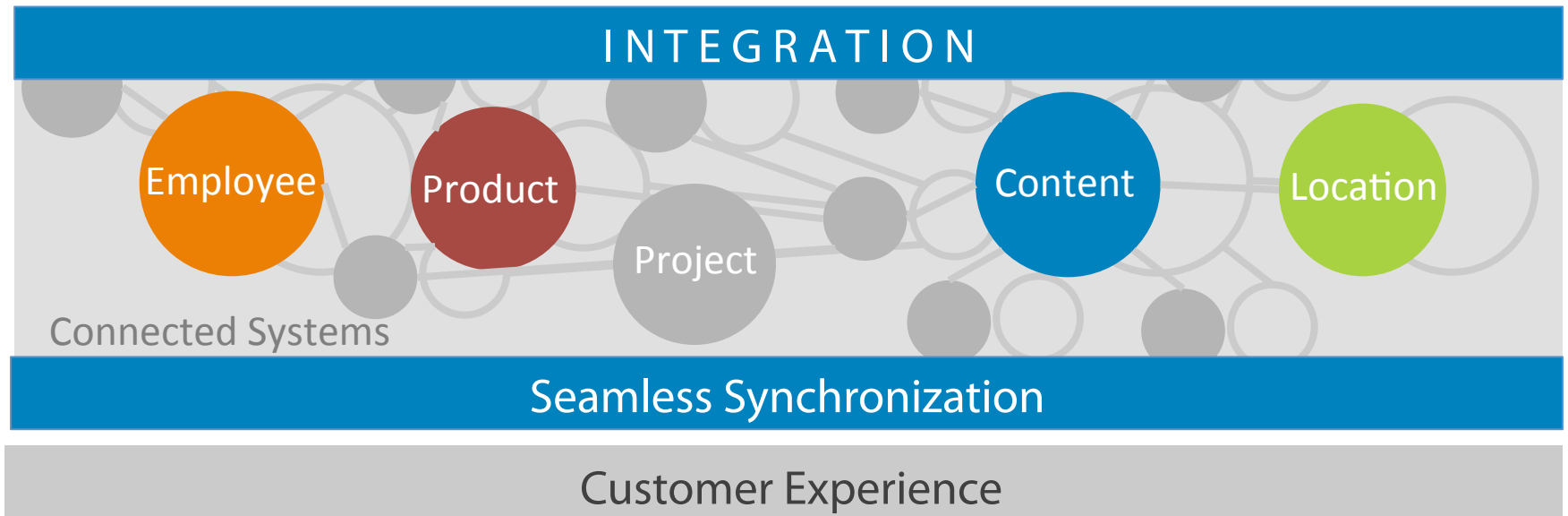


Source: Benedict Evans, Andreessen Horowitz



# The Role of Technology

- Big Data
- Data Analytics
- Performance Optimization
- Home office
- Minimization of environmental impact
- Virtual collaboration
- Remote Specialists



# Integration at the Core

- CRM solutions are the backbone of the modern business and your business's nerve center for all touch points
  - Delivering faster service and support
  - Embracing all strings of customer data for sales, service and marketing
  - Being the platform to be accessed by everyone in your eco system (internal staff – partners – freelance employees anywhere on the planet)
- Gaps need to be closed by integration solutions
  - Bridging CRM with other Line of Business Tools (ERP)
  - Bringing in social information
  - Delivering all information to your finger tips
  - Off and online
  - On desktop and mobile
  - Decentralisation as standard

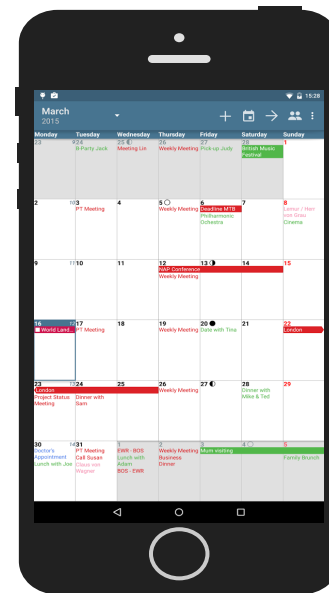
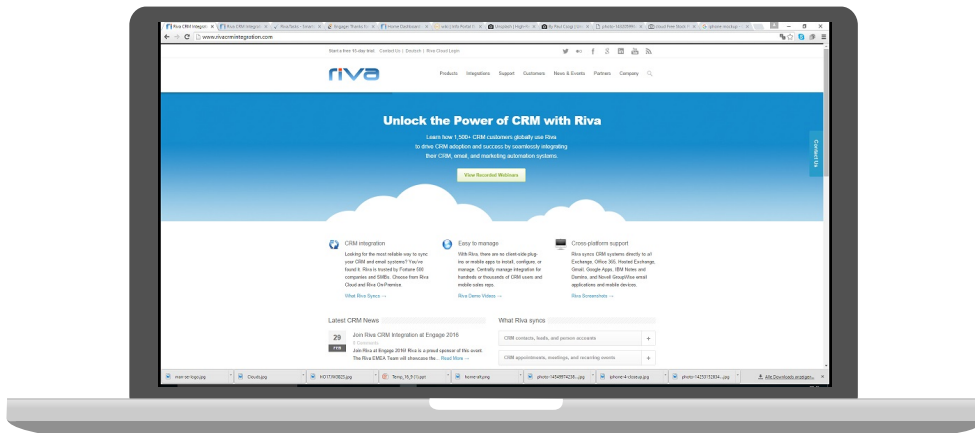
## Example 1: Mr Salesman in 2020

- Communicates via e-mail with customers
- Needs all information on every device
- Embraces social information to satisfy customer
- Does not like to entry data into CRM



# How is Riva different?

- Riva syncs CRM data **directly** to Exchange, Office 365, Lotus Notes, and GroupWise at the **server level**.
- There are **no Outlook plugins** to install, configure, or manage. It's simpler to manage than the Outlook plugin from Microsoft or any other. It's more reliable and syncs data seamlessly.
- We deliver **cross-platform support** (Windows, Mac, mobile). Riva continues to sync, even when Outlook is closed and is highly **customizable**.



*Sync CRM data to the native address book and calendar on iPad, iPhone, Android and BlackBerry mobile devices.*

# Riva Integrations

## CRM Systems



- Salesforce
- Microsoft Dynamics CRM
- Microsoft Dynamics NAV
- Oracle Sales Cloud
- Oracle CRM On Demand
- SAP C4C
- NetSuite
- SugarCRM
- Infor CRM (Saleslogix)
- Sage CRM
- GoldMine
- 1CRM
- IntelCRM
- SuiteCRM

## Email Systems



- Microsoft Exchange
- Office 365
- Hosted Exchange
- IBM Notes and Domino
- Novell GroupWise
- Google Apps and Gmail
- IBM Verse and SmartCloud Notes

## Email Clients

- Windows Outlook
- Outlook Web App
- Outlook on Citrix and Terminal Server
- Outlook for Mac
- Apple Mail
- IBM Notes
- GroupWise, and others.

## Mobile Devices



- iPad
- iPad mini
- iPhone
- Android
- BlackBerry
- Windows Phone
- Microsoft Surface

# Integration for your entire team



**Windows desktops and laptops**



**Mac OS X desktops and laptops**



**Virtual desktops**  
(Citrix, Terminal Services)



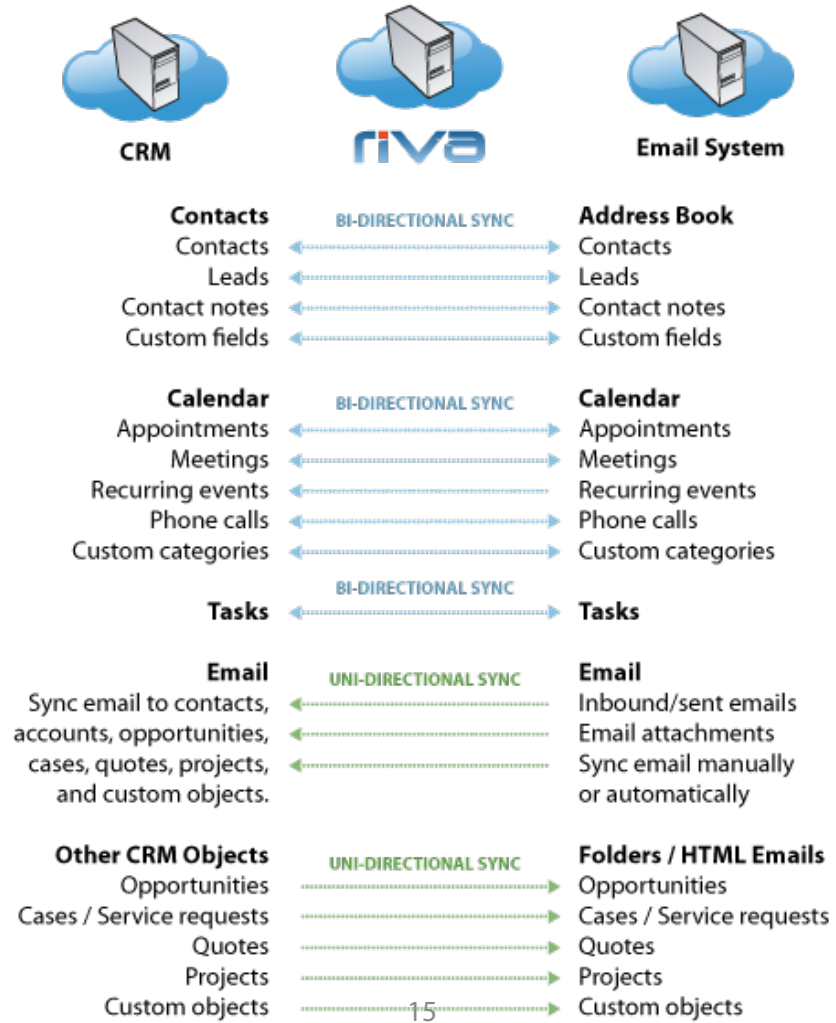
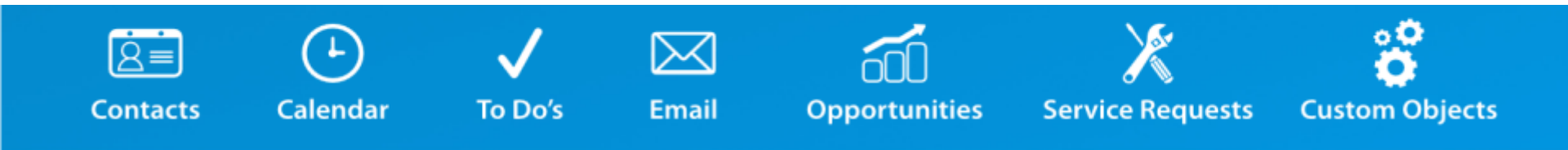
**Webmail clients**  
(Office 365, Outlook Web App, iNotes, GroupWise WebAccess)



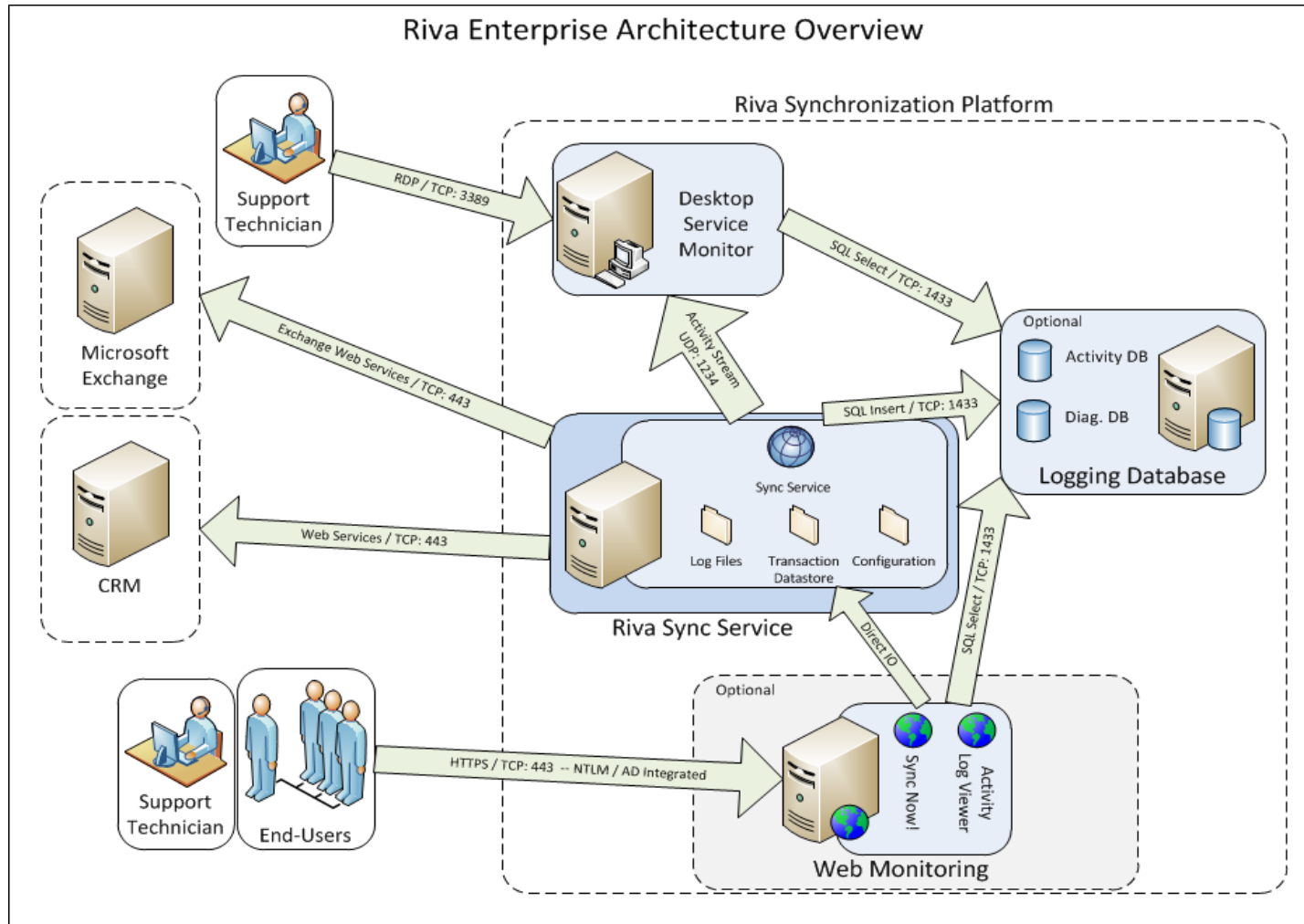
**Smartphones and tablet PCs**  
(iPad, iPhone, Android, BlackBerry, Windows Phone, Surface tablets)

Riva extends the power of CRM and social!

# What Riva syncs



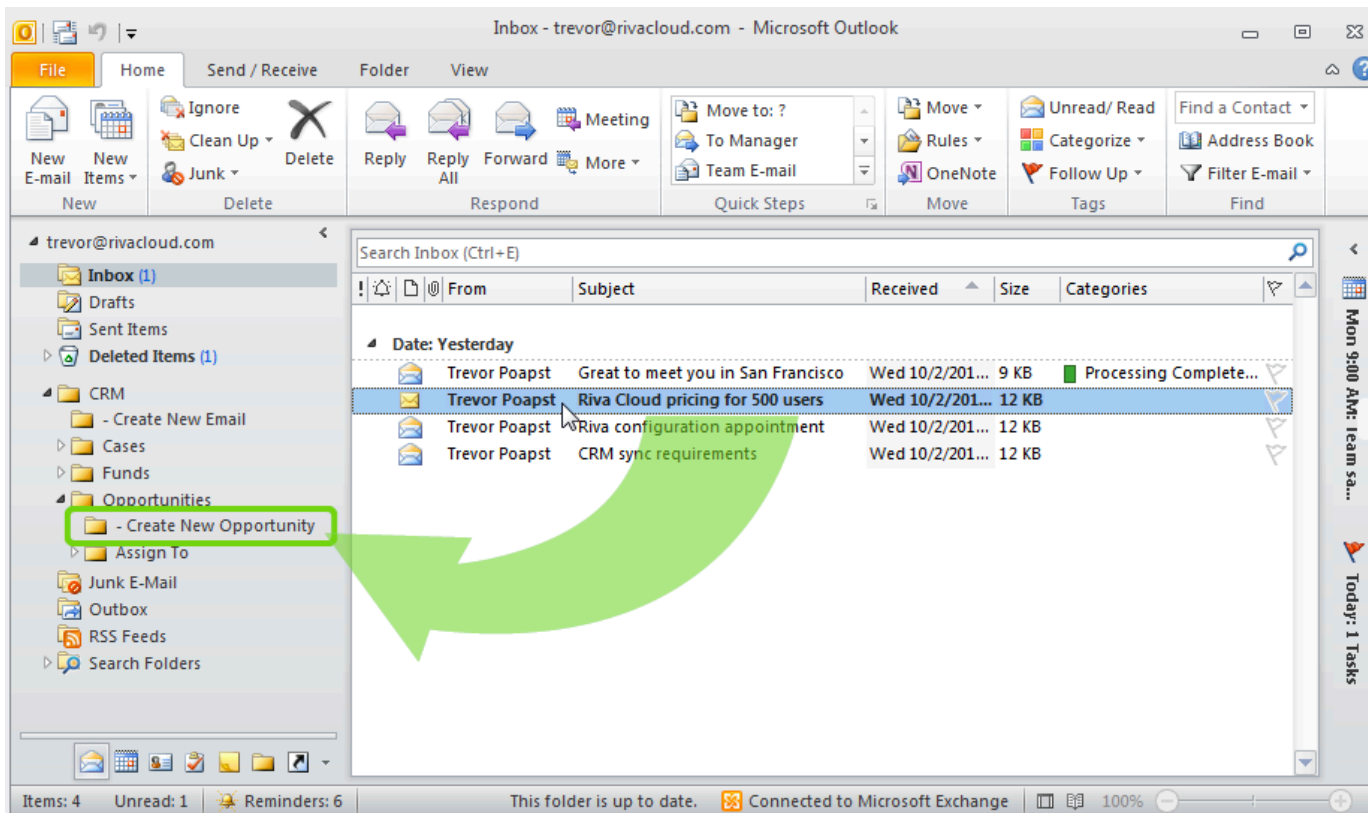
# Riva System Architecture





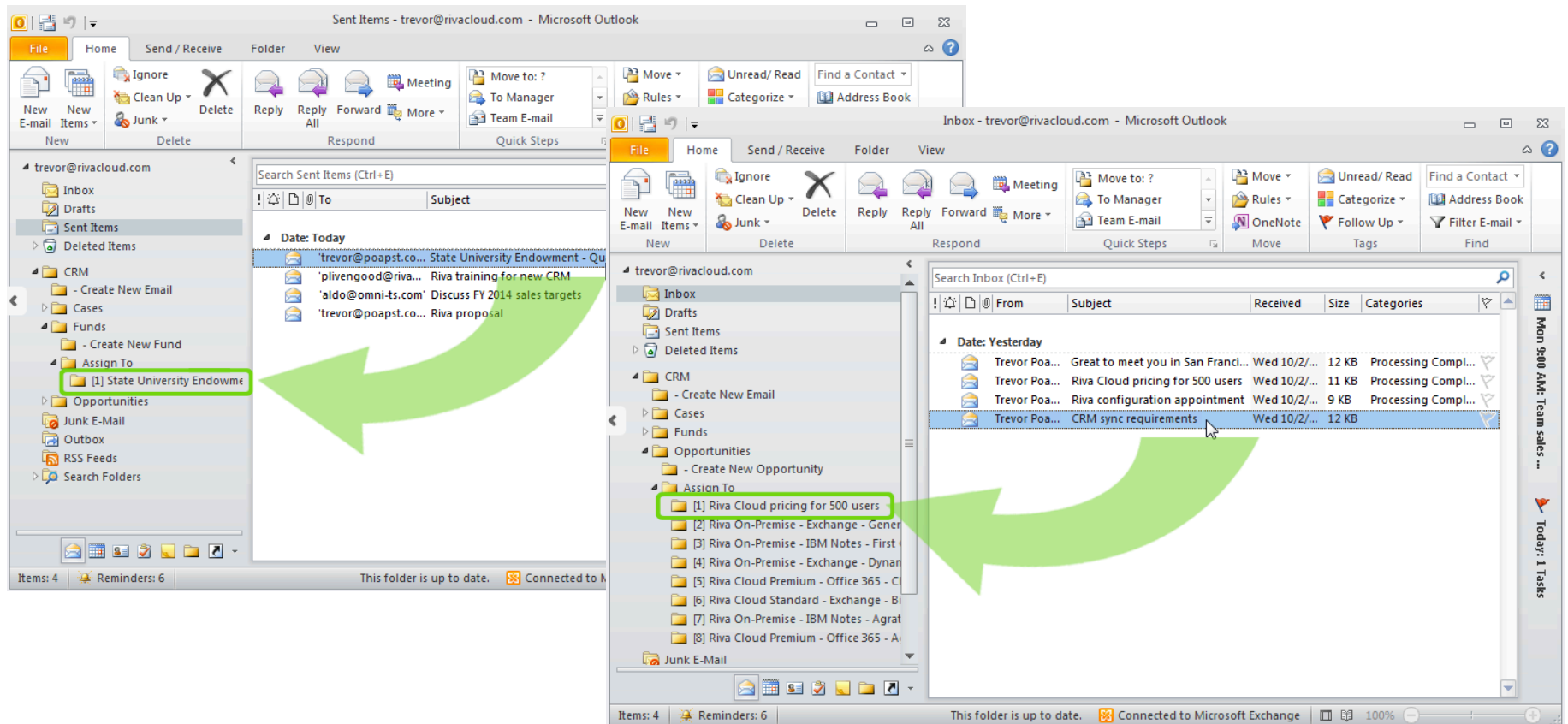
# Riva Smart Convert Folders™

- Automate the creation of opportunities, cases and quotes – and associated contacts and accounts if they don't already exist.
- Save time for sales people!



# Riva AssignTo Folders™

- Archive emails against opportunities, contacts, accounts, cases or quote – or custom objects



# Riva Benefits



- Supports over 14 CRM and 4 email systems
- Back-end, reliable server-based synchronization



- No plug-ins to install or manage
- One-way or two-way integration
- Transparent and easy administration in one installation
- Rule-based sync policies
- Secure architecture
- Extensive customization capabilities



- Powerful productivity features
- Native mobile CRM integration
- Increased CRM adoption

# Example 1: Mr Salesman in 2020



Inbox - aldo@rivacloud.com - Outlook

Track emails to specific CRM records

Track in CRM

Search Current Mailbox (Ctrl+E) | Current Mailbox

CRM search (contacts, accounts,...)

Link to CRM account

Google Maps, Wikipedia, Search, News, Weather, Website

Local time (company)

Name and title for all email recipients

Phone numbers (office, home, cell, other)

Click to send email

Local time (contact)

View upcoming appointments

Recent emails, appointments, and tasks

Click to open InsideView

InsideView

Thu 6:01 PM

Abe Alexon

Manager CRM Deployment

(512) 423-5555

(512) 824-3385

(512) 707-1247

aalexon@insideview.com

Thu 8:01 PM

Upcoming Events

Recent Interactions

- Email: Problem with the printer in the Ac...  
Sent On: Yesterday
- Email: Need quote for 55 users of Riva fo...  
Sent On: Yesterday
- Email: Please send me a copy of the Riva...  
Sent On: Yesterday
- Riva demonstration for your team  
Start: Last Monday 11:00 AM

View Riva Insight settings

CRM Data

# Introducing Riva Insight

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- Riva Insight provides the **advantages of a client-side enhancement** without suffering from the CRM data sync problems of the traditional Outlook / Notes plug-in

## Riva Insight delivers:

- The industry's first server-side, centrally managed and controlled client plug-in
- Direct access to data from CRM and the multiple targets
- The ability to provide relevant CRM and third-party information to users based on their roles in the company
- The ability to expand Riva Insight's real-time access to CRM and data from multiple sources

# Riva Insight

## Standard Options

- All CRM-based fields, objects and values
- Wikipedia
- Google+
- Local weather
- Local time
- ...

Early Access Program:

[http://  
www.rivacrmintegration.com/  
insight/early-access-program/](http://www.rivacrmintegration.com/insight/early-access-program/)

## Potential Enrichment Partners

- Inside View
- LinkedIn
- Twitter
- Data.com
- S&P Capital IQ
- Thomson and Reuters
- Factiva
- Dun & Bradstreet
- Stock Ticker
- ...

# Riva Insight Screenshots (for Notes | access to all email accounts)

The screenshot displays a CRM email interface. On the left is a sidebar with a navigation menu for 'demo az' (DOMINO-NA1) including folders like 'Inbox (1)', 'Drafts', 'Sent', 'Follow Up', 'All Documents', 'Junk', 'Trash', 'Chat History', and 'Views'. Under 'Folders', there are sections for 'CRM', 'Opportunities (46)', and 'Tickets (19)', each with a 'Create New' option and an 'Assign To' button. Below these are 'Archive', 'Tools', and 'Other Mail'.

The main area shows an email list with columns for 'Who', 'Subject', 'Date', and 'Size'. The selected email is from Praveen Kalla with the subject 'Need quote for 65 users of Riva for Notes', dated Oct 9 11:30 AM, and a size of 1K.

The detailed view of the selected email shows it was sent by Abe Alexon to Praveen Kalla on 10/09/2014 at 11:30 AM. The sender is identified as 'Administrator' and the recipients are 'aalexon, aaggarwal, saprabhakar'. The email content is 'Thanks.'.

On the right side, there is a 'Riva Insight' panel for 'sap.com' with a search bar and 'Contacts' dropdown. It lists contacts: Balaji Vummiti, Karan Sood, and Praveen Kalla. Praveen Kalla's details are shown: 'Head of Engineering, Customer Engagement & Com...', email 'p.kalla@sap.com', and actions for 'Enrich', 'Log A Call', and 'Schedule'. Below this are sections for 'Upcoming Interactions' and 'Recent Interactions'.

At the bottom right, there is a 'Day-At-A-Glance' widget with a settings gear icon.

# Riva Insight Screenshots (for Notes| recent interactions)

The screenshot displays the Riva Insight interface. On the left is a navigation sidebar with options like 'demo az', 'DOMINO-NA1', 'My Contacts', 'Groups', 'By Category', 'By Company', 'Birthdays & Anniversaries', and 'Trash'. The main area shows a table of contacts with columns for Name, E-mail, Phone, Company, Modified, and Category. The contact 'Abe Alexon' is highlighted in blue. On the right, a detailed view for 'Abe Alexon' is shown, including his title 'Director of Operations, Operations', phone numbers, email address, and a list of 'Upcoming Interactions' and 'Recent Interactions'.

Name	E-mail	Phone	Company	Modified	Category
Abbate, Virginia	vegan46@example.info	Business: 3983956667 Home: 4252889267 Mobile: 9473938869 Fax:	MISSISSIPPI BANKS 34786	10/29/2014	SalesLogix
Abigail__Keefe	sales.sugar@example.edu	Business: (780) 423-4200 Home: Mobile: Fax:	example.edu	10/29/2014	SalesLogix
Able, Abby	abby.keefe@ssh.com	Business: +1 (780) 423-3467 Home: +1 (780) 988-6545 Mobile: +1 (780) 707-4567 Fax: +1 (780) 332-4222	Super Star Holdings Inc 409091	10/27/2014	
Administrator, Network	admin@phoenixmotor.demo	Business: Home: Mobile: Fax:	phoenixmotor. demo	10/29/2014	SalesLogix
Agan, Megan	info.beans@example.co.uk	Business: (145) 467-0820 Home: (499) 545-9404 Mobile: (874) 926-4559 Fax:	3'rd Round Funding 287576	10/29/2014	SalesLogix
Aldo__Zanoni	aldo@rivademo.onmicrosoft.com	Business: Home: Mobile: Fax:	rivademo. onmicrosoft.com	10/29/2014	SalesLogix
Alexon, Abe	aalexon@anutrientsystems.com	Business: 403.824.3385 Home: (403) 780-8881 Mobile: 403.824.3468 Fax: (403) 456-3289 Pager: 403.657.7890	Anutrient Systems	10/29/2014	
Alexon, Abe	aalexon@anutrientsystems.com	Business: Home: Mobile: Fax:	anutrientsystems. com	10/29/2014	SalesLogix
Almström, Henrik	henrik@rivacloud.com	Business: +1.408.675.5020	Riva Live	10/29/2014	SalesLogix

**Riva Insight**

**Abe Alexon**

Director of Operations, Operations

403.824.3385  
 (403) 780-8881  
 403.824.3468  
 (403) 456-3289  
 aalexon@anutrientsystems.com

Enrich Log A Call

Schedule

Upcoming Interactions

Recent Interactions

- Client Engagement Review  
Start: Today, 11:00 AM
- Riva technical review for GSB  
Start: Last Tuesday 4:00 PM
- Meet to review the Denver project  
Start: Last Friday 3:30 PM
- Riva demonstration for your team  
Start: Wed, Oct 15, 2014 5:00 PM
- Review Denver Project Timeline  
Start: Thu, Oct 02, 2014 9:00 AM
- Email: Problem with the printer in t...  
Sent On: Thu, Oct 09, 2014 12:00 AM

Day-At-A-Glance

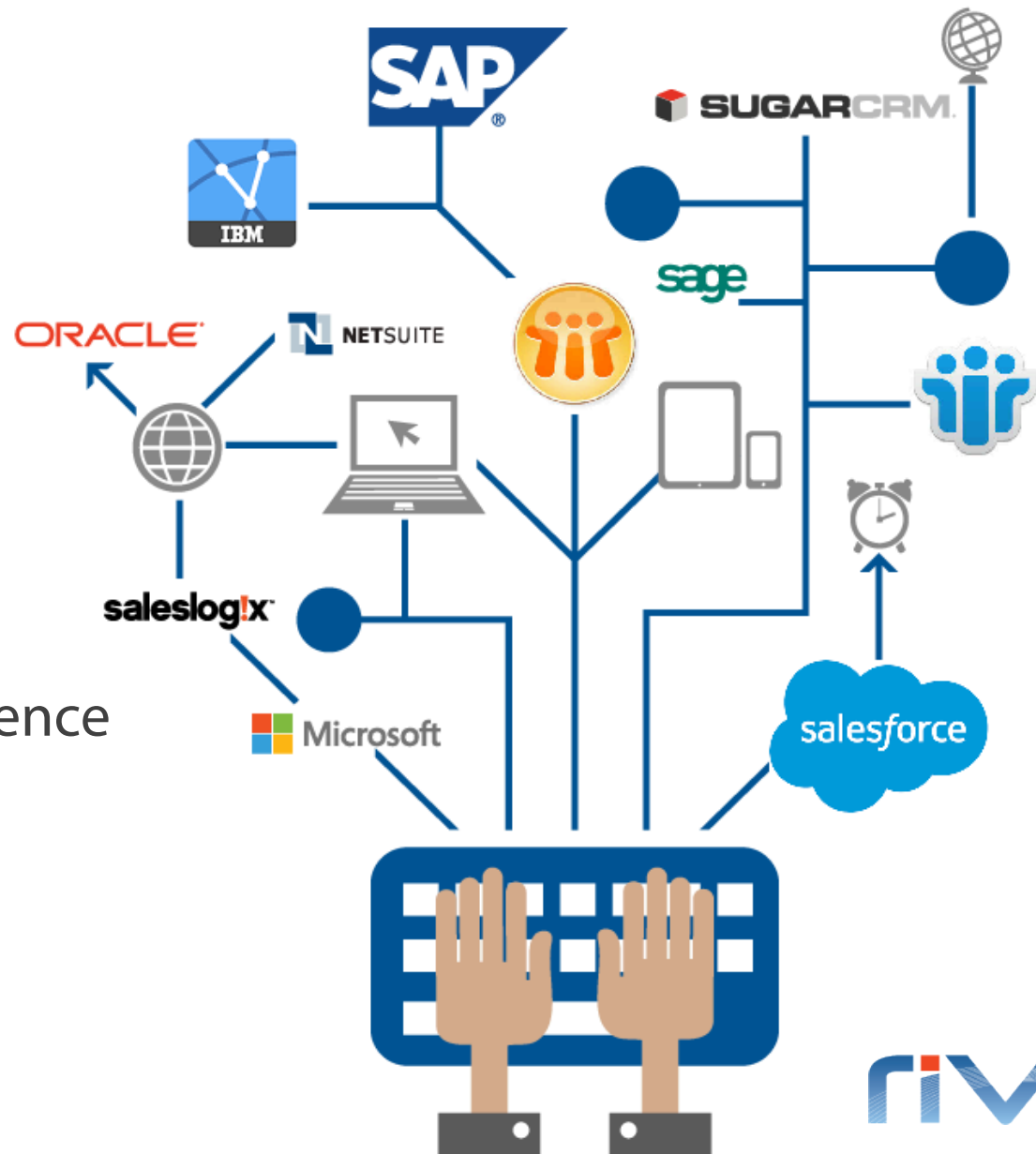


## Example 2: Mr Customer in 2020

- Faces a problem and calls vendor
- Expects immediate solution for his problem
- His request gets transferred ...
  
- Integration solutions ensure that workflows are much faster because systems are customized to reflect company specific settings
- Information is feed not only to a central database but the any device the individual employee in charge is using



# When all comes together ...



- Seamless experience
- Value and opportunity for businesses

# Summary

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- The future of work is about millennials and **satisfying** their new expectations around technology, collaboration, and organizational structures **with connected systems.**
- **Thanks for listening!**
- **Visit our booth to learn more!**