How connected systems are transforming the Future of Work

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Abstract (no slide to show)

- 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.

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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-dollarcustomer relationship management (CRM) market.
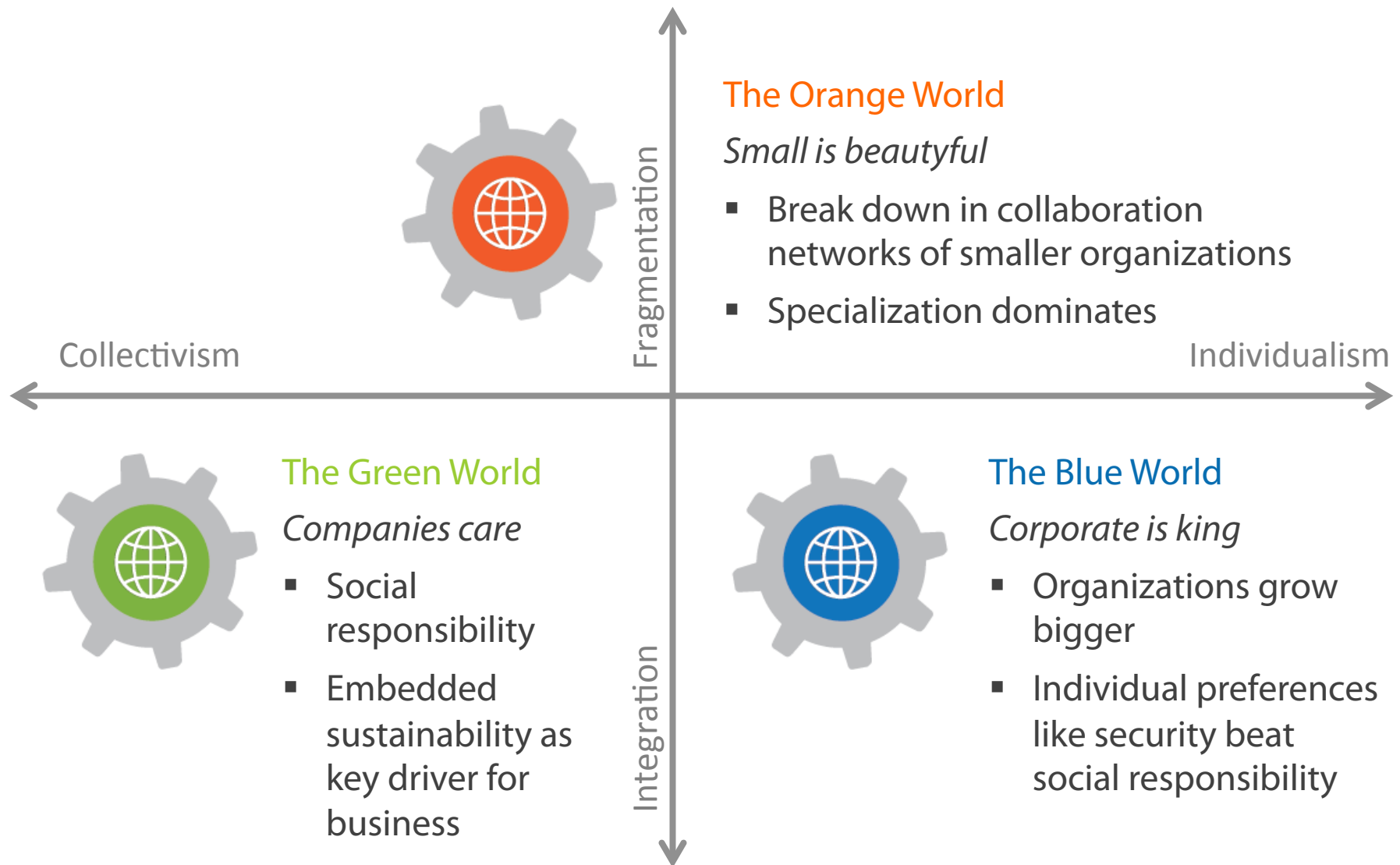
Riva Customers

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

The Orange World

Small is beautyful

- Break down in collaboration networks of smaller organizations
- Specialization dominates

Fragmentation

Collectivism

Individualism

The Green World

Companies care

- Social responsibility
- Embedded sustainability as key driver for business

The Blue World

Corporate is king

- Organizations grow bigger
- Individual preferences like security beat social responsibility

Integration

http://www.pwc.co.uk/services/human-resource-services/insights/the-future-of-work-a-journey-to-2022.html

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Drivers & Deals

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

http://www.pwc.co.uk/services/human-resource-services/insights/the-future-of-work-a-journey-to-2022.html

The On-Demand Economy

Here's an idea
Venture-capital investment in the on-demand economy, $bn
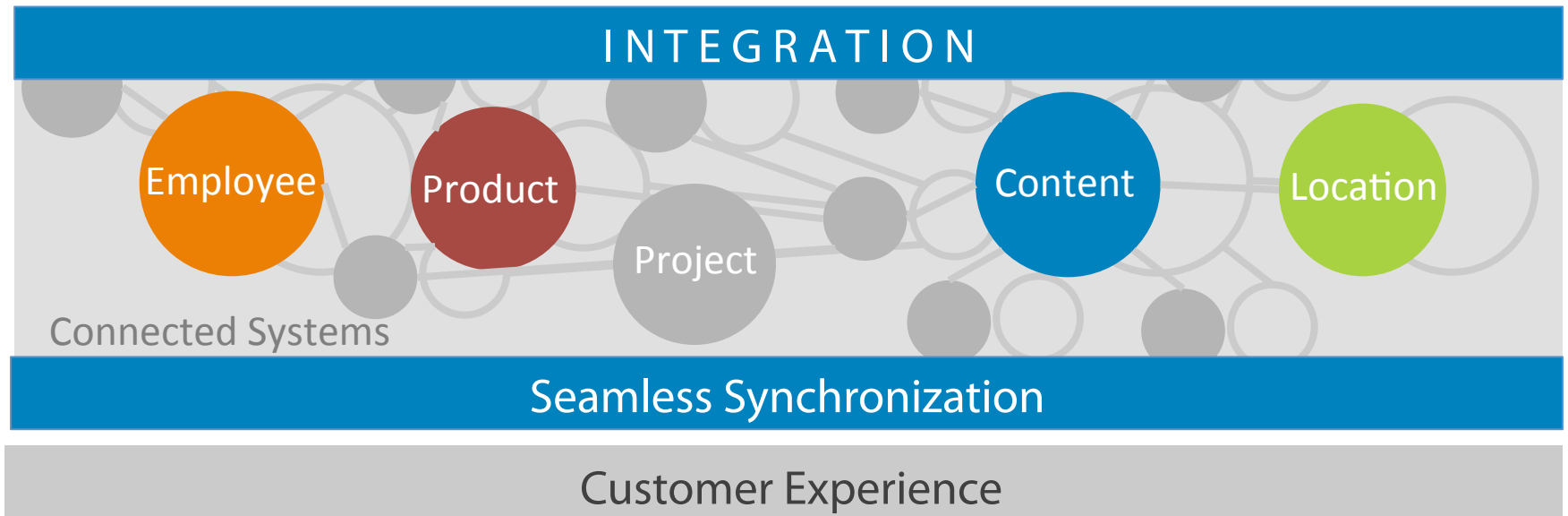Source: Crunchbase
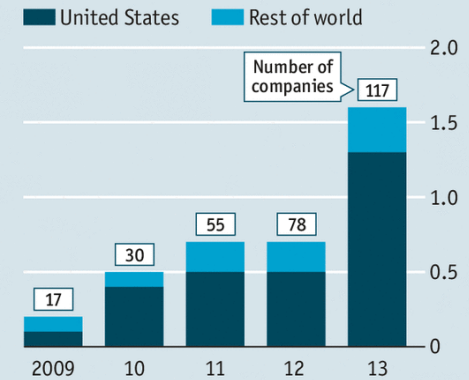
Changing platforms
Global shipments of units, m
Source: Benedict Evans, Andreessen Horowitz
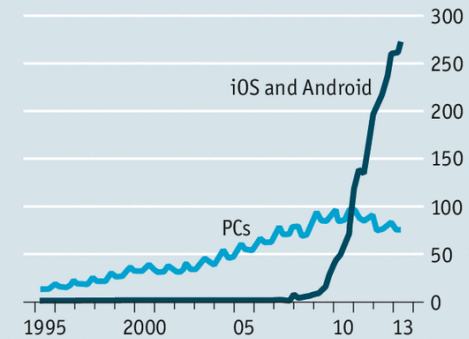
- Uber as foundation and inspiration
- New **business** models & services
  - Handy or Homejoy   Cleaning your appartment
  - Instacart   Groceries to your door
  - Washio   Washing your clothes
  - BloomThat   Delivering flowers
  - SpoonRocket   Restaurant-quality food within 10 min
- Objectives for
  - Employees   Need to train themselves
  - Corporations   Delivering quality of **service** & workers' loyalty
  - Governments   Clean up complicated regulatory systems
  - Technology   Tools, security, integration

http://www.economist.com/news/briefing/21637355-freelance-workers-available-moments-notice-will-reshape-nature-companies-and

The Role of Technology

- Big Data
- Data Analytics
- Performance Optimization

- Home office
- Minimization of environmental impact

- Virtual collaboration
- Remote Specialists

Centralized hierarchies *Loose hierarchies* *Democracies* *Markets*

INTEGRATION

Employee Product Project Content Location

Connected Systems

Seamless Synchronization

Customer Experience

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 tipps
  - Off and online
  - On desktop and mobile
  - Decentralisation as standard

https://www.salesforce.com/blog/2015/01/what-crm-means-connected-age.html

- 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

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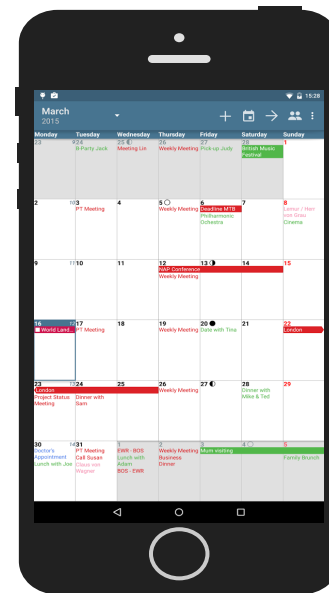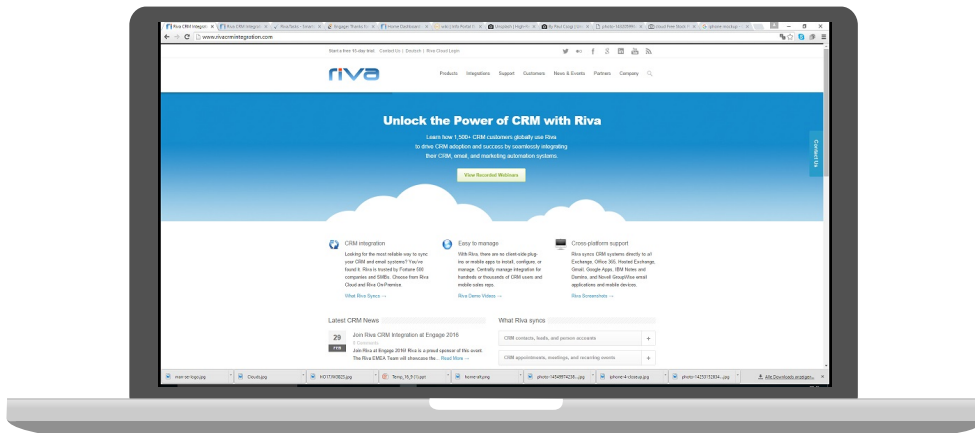
Sync CRM data to the native address book and calendar on iPad, iPhone, Android and BlackBerry mobile devices.

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
- InteleCRM
- 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

Sync options may vary by CRM and email system.
©rivacrmintegration.com

Riva Enterprise Architecture Overview
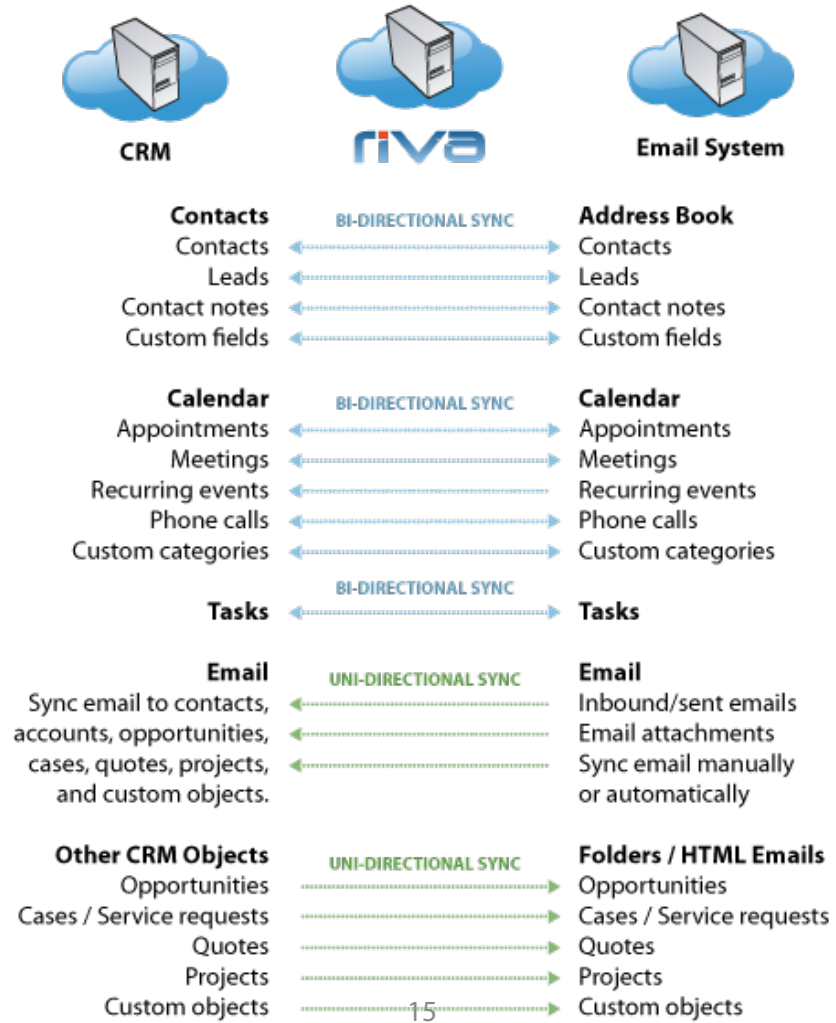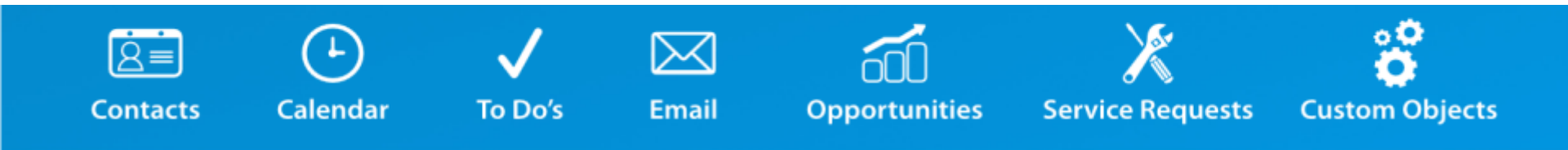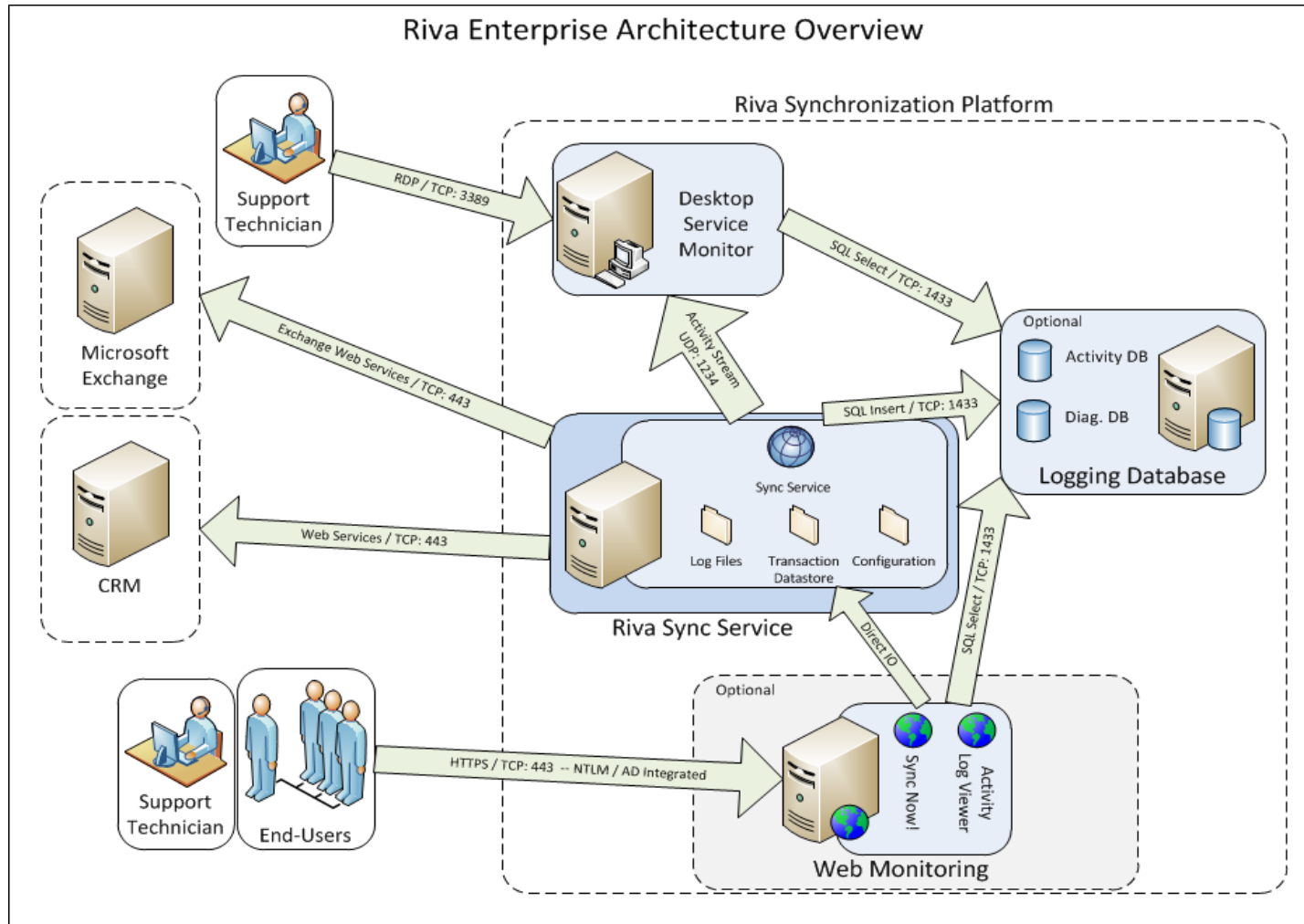
Riva Smart Convert Folders™

- Automate the creation of opportunities, cases and quotes – and associated contacts and accounts if they don't already exist.

- Save time for sales people!
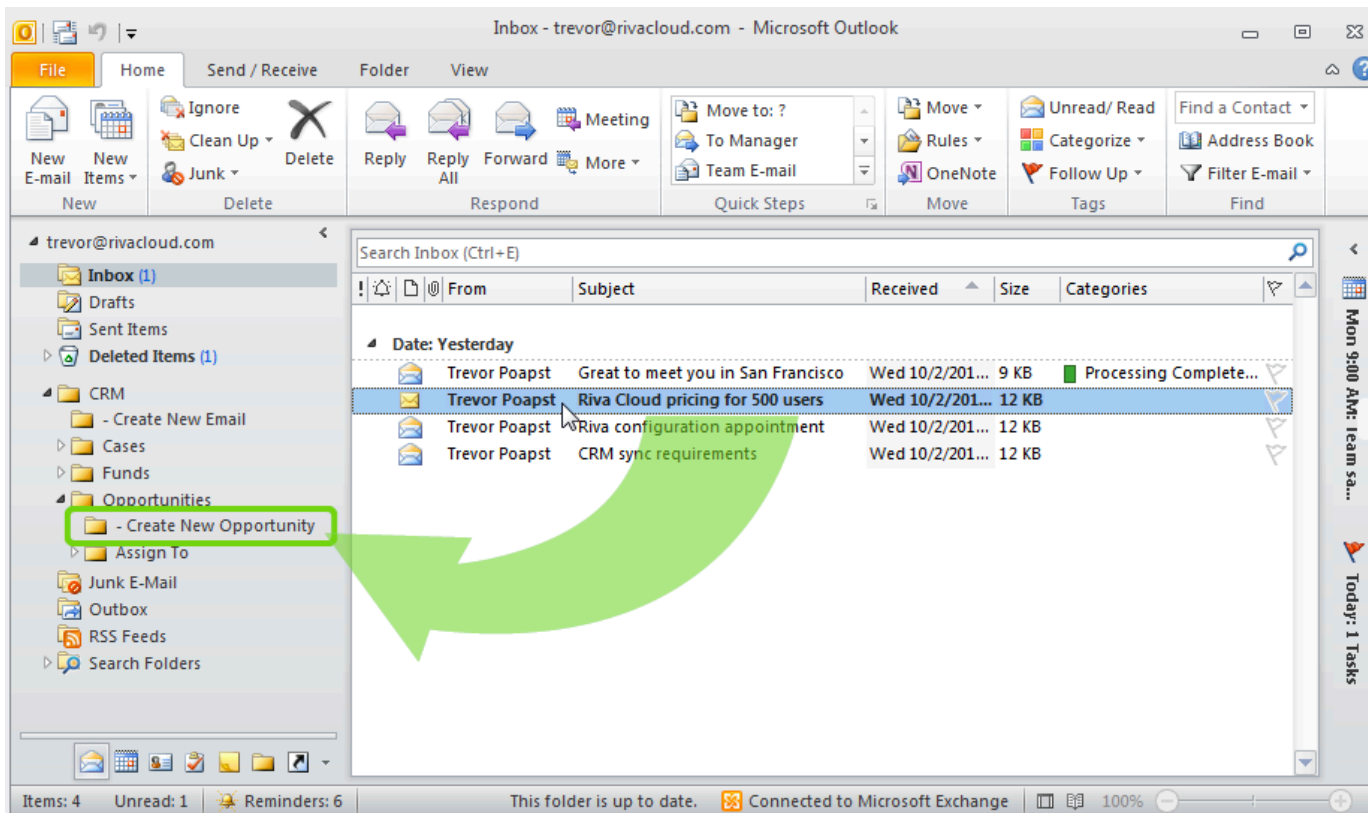
Riva AssignTo Folders™

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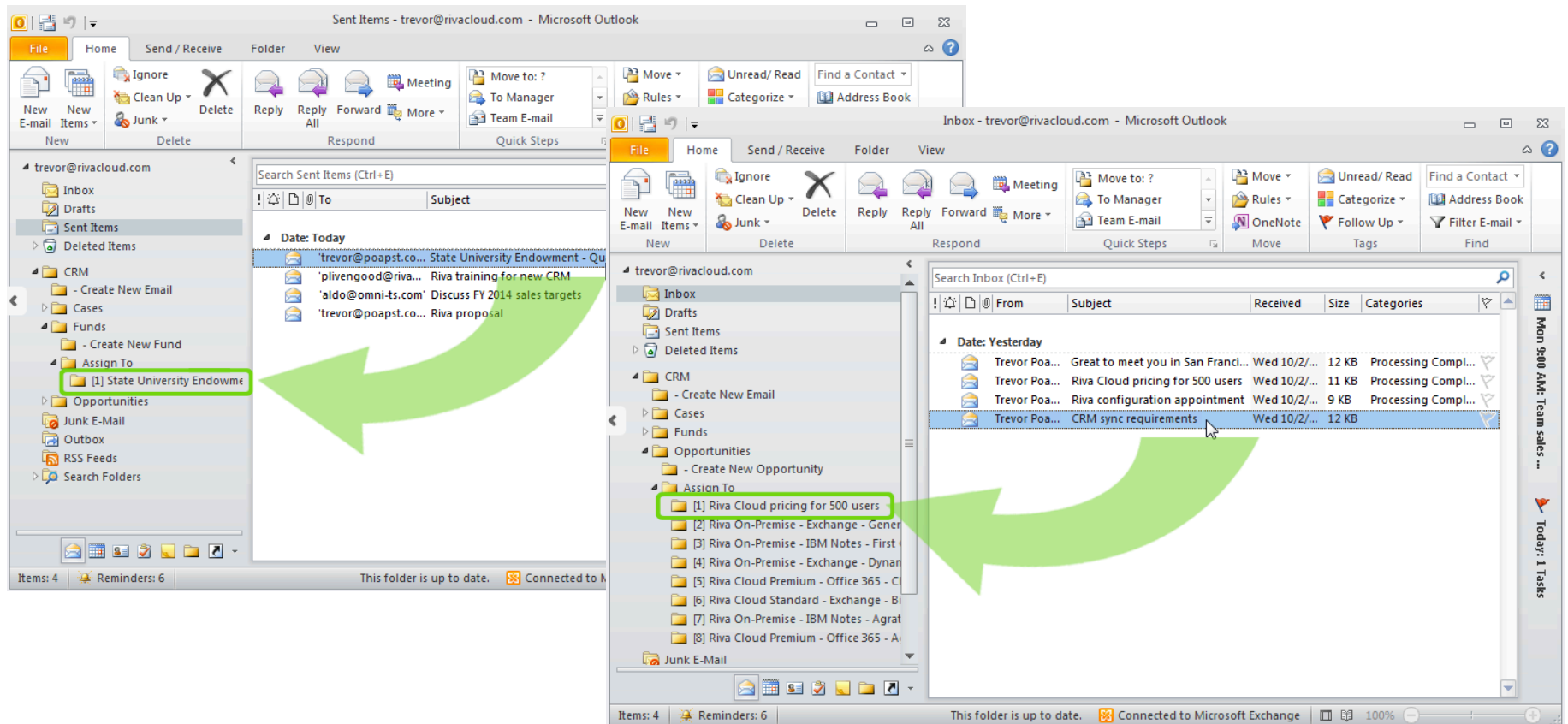
Riva Benefits

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

Administration
- 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

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

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Example 1: Mr Salesman in 2020

Inbox - aldo@rivacloud.com - Outlook

Track in CRM
Riva Insight

Track emails to specific CRM records

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

Riva Insight

Search

Click to open
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

CRM Data

View Riva Insight settings ⚙

Introducing Riva Insight

- 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

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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/

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)

Riva Insight Screenshots (for Notes| recent interactions)

- Faces a problem and calls vendor

- Expects immediate solution for his problem

- His request gets transfered ...

- 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 ...
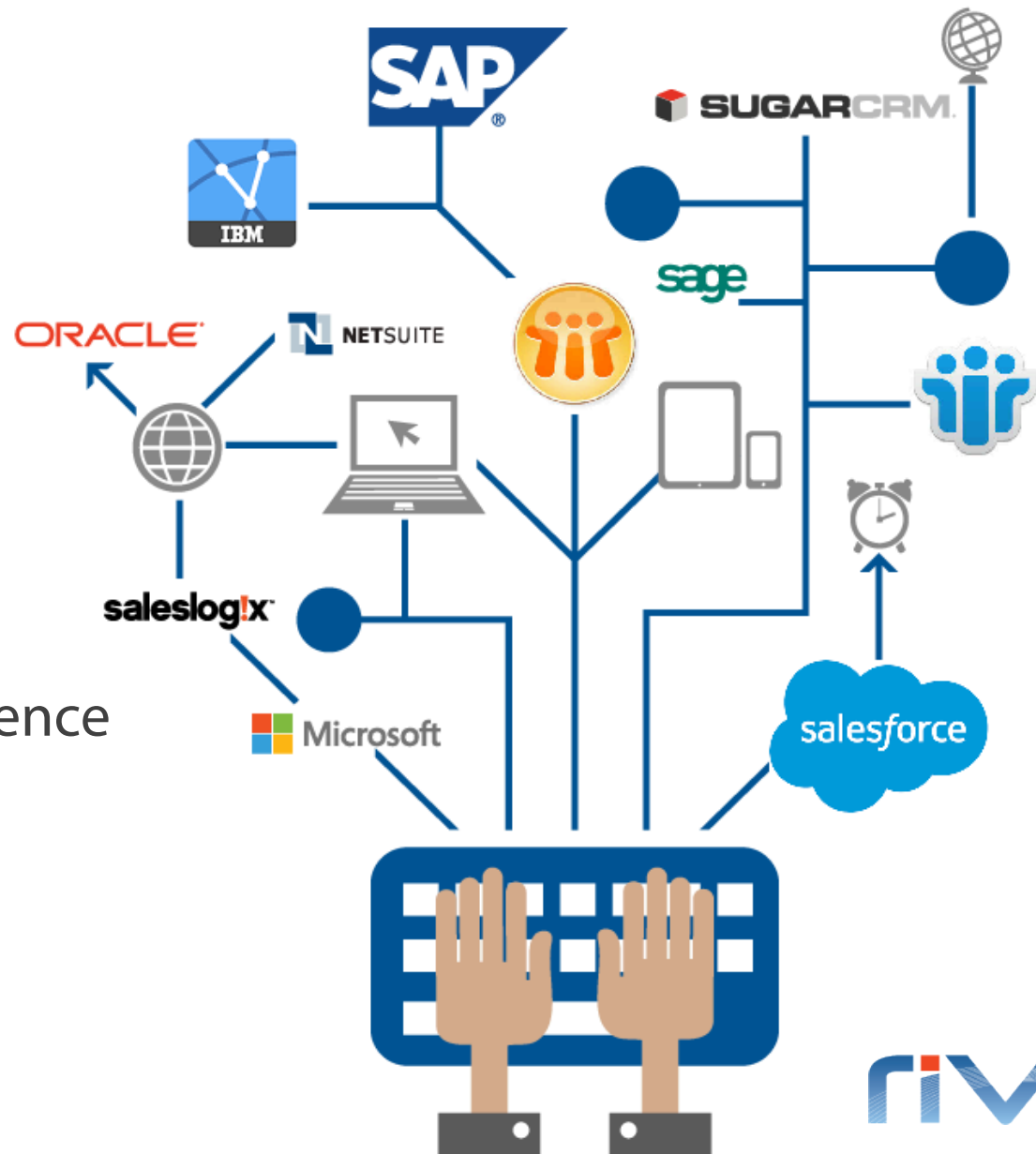
- Seamless experience
- Value and opportunity for businesses

Summary

- 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!