

# Salesforce

Get Connected and Create a Single View of Customer Data

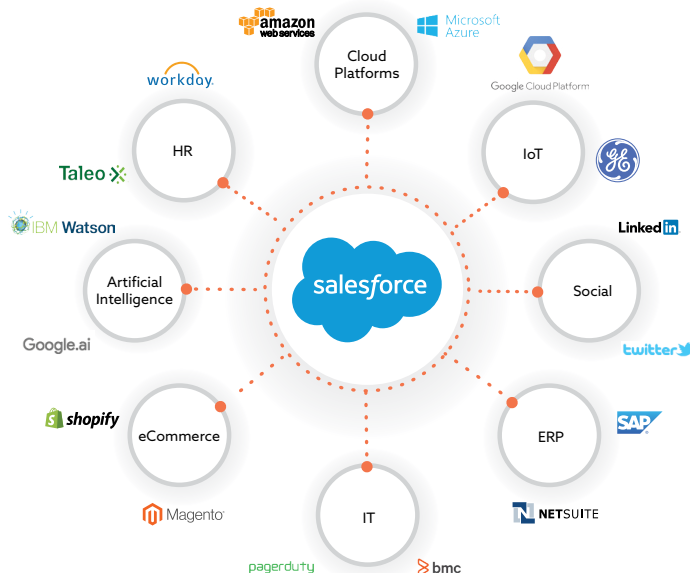


“We estimate that using Jitterbit with its seamless integration with Salesforce saved us at least 33 percent on development time and costs.”

– CORNELIUS MSIPHA, BUSINESS OPERATIONS, BAYER

More than 150,000 businesses use Salesforce to manage customer and prospect data. But most of those businesses also use dozens of other systems to manage sales, financial, marketing, order management, and other processes that affect everyday operations. Connecting Salesforce with these other systems amplifies the value of every app by increasing data accuracy, enabling widespread automation, supporting new use cases, and running businesses more efficiently overall.

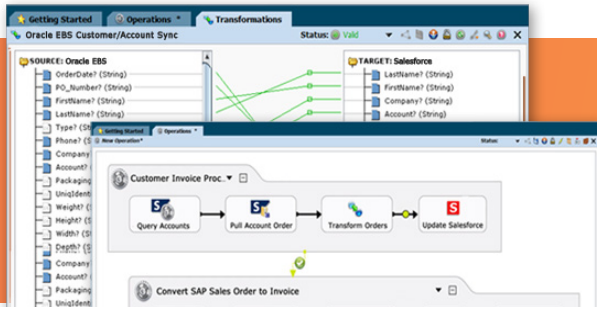
Jitterbit’s API Integration Platform and robust Salesforce connector provides the fastest, most complete way for Salesforce users to integrate their sales, marketing, and support processes with any in-house applications, on-premise systems, or cloud applications. The Jitterbit platform can quickly and easily integrate data such as leads, customers, opportunities, and cases with other applications, giving Salesforce users a single, comprehensive view of the latest customer and product information.



## BENEFITS OF CONNECTIVITY

- ✓ Gain real-time visibility into all aspects of the business
- ✓ Automate processes and streamline business operations
- ✓ Amplify the value of customer information in Salesforce by connecting other systems
- ✓ Save time and empower employees to focus on their core jobs
- ✓ Establish a system of record where data is accurate and synchronized
- ✓ Enable customized sales and marketing offers for customers
- ✓ Tap into the power of the Internet of Things and connected devices
- ✓ Enable real-time customer self-service
- ✓ Realize return on investment quickly, with low total cost of ownership

**Want to learn more?**  
**Contact us.**  
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# One Platform Limitless Opportunities

## JITTERBIT'S SALESFORCE CONNECTOR:

Natively connect any cloud or on-premises application or data source to Salesforce. Capabilities of the connector include:

- ✓ Access to all objects in the Salesforce API as outlined in the Salesforce Developer Documentation
- ✓ Support for the following methods to all available objects: Query, Insert, Update, Upsert, Delete, and Hard Delete
- ✓ Bulk support with the ability to specify batch sizes
- ✓ Predefined functions and variables specific to Salesforce
- ✓ Support for non-bulk PK chunking
- ✓ Configurable retry and time-out settings

Use the Salesforce Connector to automate business processes and integrate Salesforce with your other critical systems. Popular use cases include, but are not limited to:

- ✓ Synchronize key customer data in your ERP, Services, and Marketing systems for a 360° view of the customer in Salesforce
- ✓ Combine Salesforce data with your other business data for enhanced analytics and business intelligence
- ✓ Automate notifications via your internal messaging and chat tools based on changes in Salesforce
- ✓ Provide real-time updates of critical customer information to and from Salesforce

The Jitterbit API Integration Platform, through an intuitive interface, enables companies to design integrations to thousands of applications and data sources as well as create and publish APIs from existing systems to automate critical business processes.

## CONNECT TO 1,000+ ENDPOINTS

### APPLICATIONS

- Salesforce
- SAP
- Workday
- NetSuite
- ServiceNow
- Microsoft Dynamics (CRM, AX, GP, NAV, SL)
- PeopleSoft
- Oracle
- and more

### APIs

- Web Services (SOAP, REST), HTTP/S
- Custom API publishing and management
- OData Services
- and more

### DATABASES

- Oracle
- SQL Server
- DB2
- MySQL
- Sybase
- and more

### OTHER PROTOCOLS

- JDBC/ODBC
- FTP
- File Shares
- LDAP
- SMTP/POP3
- and more

### DATA FORMATS

- JSON
- XML (WSDL, XSD)
- All EDI (X12, EDIFACT, TRADACOMS, XML, CICA, HL7, etc.)
- Flat/Hierarchical Text Structures
- and more

### EXISTING SOA PLATFORMS

- webMethods
- Tibco
- IBM WebSphere
- BEA WebLogic
- and more

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