



Comparison between Riva and CRM plug-ins for Outlook

	Riva Integration Server	Outlook Plug-ins	
<i>Basic</i>	Basic CRM sync (address book, calendar...)	✓	
	Mobile CRM access	Separate application	
<i>Advanced Features</i>	Upgrade-safe (mail system, workstation)	✓	
	Server-to-server synchronization	✓	
	Syncs with all Exchange and GroupWise clients	✓	
	Syncs multiple CRM instances	✓	
	No Outlook plug-ins required	✓	
	Advanced CRM sync (opportunities, cases, quotes)	✓	Limited
	Syncs recurring appointments and multi-day events	✓	Limited
	Syncs email attachments	✓	Limited
	Syncs custom CRM fields and objects	✓	
	Advanced automation and productivity features	✓	
	Centralized, policy-based management	✓	
<i>Supported Systems</i>	Exchange 2010, 2007, 2003 (On-premise, Hosted, BPOS)	✓	Limited
	Mac Office 2011 and Entourage 2008	✓	
	Mac OS X (Apple Mail, iCal, Address Book)	✓	
	iPad, iPhone, BlackBerry, Windows Phone, Android...	✓	Separate application
	Microsoft Outlook and Outlook on Terminal Services	✓	
	Outlook Web Access	✓	
	Compatible with 64-bit OS (Windows 7, Vista)	✓	Limited
Novell GroupWise (server and client)	✓		

Why CRM customers purchase Riva:

- Server-to-server data integration - NO Outlook or mobile device plug-ins to install, configure or maintain.
- First CRM integration solution for Mac (Office 2011 for Mac; Entourage 2008; Apple Mail, iCal, Address Book).
- Syncs CRM to native address book and calendar apps on iPad, iPhone, BlackBerry, Android and others.
- Syncs email attachments, custom fields, recurring appointments and multi-day events.
- Supports Outlook, Outlook Web Access, Outlook on Terminal Services and multiple CRM instances.
- Riva SmartConvert and AssignTo Folders - advanced automation features that reduce manual data entry.
- Compatible with 64-bit Windows 7 and Vista desktops.

Visit www.rivacrmintegration.com for more information or contact Omni at +1.780.423.4200 or sales@omni-ts.com.

