

## INFO SHEET

# Pitney Bowes Spectrum™

## Enterprise Data Integration Solution

**GAIN INSTANT ACCESS TO CRITICAL APPLICATION DATA – AND MAKE BETTER DECISIONS ACROSS YOUR ORGANIZATION**



### Summary

Unlock the power of your CRM and ERP systems.

- Oracle EBS
- Salesforce.com
- SAP
- Siebel
- Mainframe
- Legacy applications

### Benefits

- Integrate disparate systems
- Create a single view of customers
- Enhance data integrity
- Strengthen management reporting
- Provide for more timely decisions
- Increase staff productivity
- Minimize programming expenses

### OVERVIEW

Accurate, complete and consistent customer information is essential to business success. It provides customer insight, informs decisions and drives strategy. Managed effectively, this information enables organizations to improve customer retention, streamline operations and increase the value of each customer.

Maintaining and integrating quality customer data, however, is one of the greatest challenges executives face – a challenge that becomes more daunting as complex business demands emerge.

Pitney Bowes Business Insight provides the solutions you need to transform disparate data into actionable information, insights that can drive smarter business decisions across your organization. Pitney Bowes Spectrum Enterprise Data Integration Solution, part of the Pitney Bowes Spectrum Technology Platform, can help you unlock the value of your existing data assets.

### Increase The Returns on Your IT Investments

The data you need to run applications, understand customers and make critical business decisions is likely already in your possession.

Yet even after investing millions in sophisticated CRM and ERP platforms, over 2/3 of all organizations have issues with non-standard data and incomplete information. With disparate systems, data silos and inconsistent formats, it's

not surprising that one-off integration efforts can consume 30% of development budgets.

To increase the speed and quality of day-to-day transactions and customer experiences, organizations need a simple, consistent way to extract data, analyze information and provide users the visibility necessary to effectively run their business.

### Make the Connection

The Pitney Bowes Spectrum Enterprise Data Integration Solution provides you with a single source for data integration, so you can access, combine and deliver information from disparate data sources. Your company will benefit from a documented, repeatable process that's easy to define, easy to query and even easier to use. Now you can empower every department with essential business intelligence.

- Combine material management data from SAP with inventory data from a supply-chain management system to provide an end-to-end view of your logistics process.
- Integrate accounting data from Oracle EBS to legacy GL systems to complete your monthly close faster with greater integrity.
- Link order data from Salesforce.com with invoice data from your billing system to generate a complete sales history.
- Leverage Siebel contact history with on-demand web applications to serve up relevant offers and boost cross-sell response.

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## Enterprise Data Integration Solution

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### Smart Decisions Based on Real Data

The Pitney Bowes Spectrum Enterprise Data Integration Solution provides companies with the agility to design and build IT solutions that support dynamic business needs. The full-service capabilities help make existing CRM and ERP systems even more valuable to an organization.

**Sagent® Data Flow Solution:** A powerful and flexible integration engine that also provides business intelligence. And it can be implemented without high IT overhead and training.

**Application Data Services for Oracle EBS:**  
Unlocks the sensitive data stored in Oracle EBS while maintaining the highest level of security and access control.

**Application Data Services for Salesforce.com:**  
Readily integrates XML data from salesforce.com with SQL data from traditional systems – with no programming effort.

**Application Data Services for SAP:** Overcomes the integration challenges associated with SAP, including the proprietary ABAP language, 20,000 tables and complex data structures.

**Application Data Services for Siebel:** Eliminates time-consuming programming and API complexities to create a single view of your customers.

### Leading-edge Functionality

Our data services for the leading CRM and ERP systems provide pre-built content for frequently used business information in the form of standards-based Web services – accelerating projects and reducing risk. With no coding required, companies can eliminate programming complexities, saving time and money.

With the flexibility to drive business intelligence, portal, dashboard and on-demand initiatives, organizations can benefit from new-found visibility quickly across the entire enterprise.

### An Essential Component of the Pitney Bowes Spectrum Technology Platform

The true value data brings to your organization is reflected in the many ways it can advance your overall goals and objectives: increased profits; more efficient operations; and stronger customer relationships. That's why Pitney Bowes provides you with a broad spectrum of mission-critical components and applications – all on a single platform.

GET TO KNOW YOUR CUSTOMERS BETTER AND GAIN THE INSIGHT YOU NEED TO MAKE BETTER DECISIONS – ENTERPRISE-WIDE. FOR MORE INFORMATION ON SPECTRUM ENTERPRISE DATA INTEGRATION SOLUTIONS, CALL US TODAY OR VISIT OUR WEBSITES.

