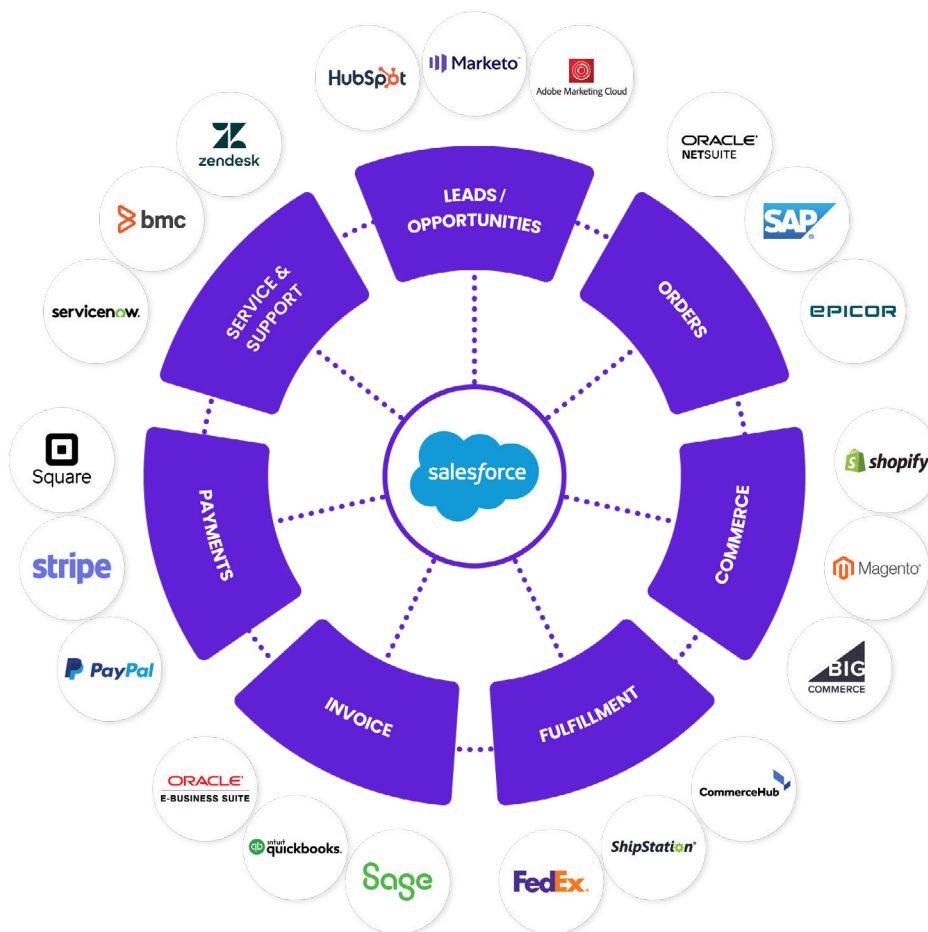


Salesforce Integration

Get Connected and Create a 360° View of Your Customer

Salesforce is a robust, cloud-based CRM system that helps companies in all aspects of their business by utilizing clouds such as Sales, Marketing, Service, Commerce, and Analytics. Yet, most companies also use other software to run the business. To get the most out of Salesforce, you need to connect it to other applications and data sources - be it sales, finance, marketing, logistics, and more. The result can be transformational - a 360-degree view of your business to help drive productivity, innovation, and insights.









Jitterbit's integration and workflow automation platform, Harmony, enables fast, flexible integrations across legacy, on-premises, and cloud applications. It enables you to build reliable, scalable integrations that extend Salesforce into any business process to increase data accuracy, achieve widespread automation, support new business objectives, and improve overall efficiency.



The Business Case for Customer 360

For an organization to thrive, data-driven decisions are imperative. But data typically resides in many applications and systems. To make good decisions, you need information flowing across all the applications that run your business. Creating a seamless customer experience means synchronizing and sharing data across all your systems. Here's how a connected customer experience might look like as customers move from leads to buyers to loyal customers:

Customer 360 Business Process Examples

	Marketing	Share leads sourced through marketing campaigns with sales
	Sales	Move converted leads into opportunities in your CRM system
	Orders	Establish orders in your ERP system from sales quotes in your CRM system
	Shipping	Ship orders in your supply chain systems while updating inventory in your warehouse
	Billing	Connect to your backoffice for financing and billing
	Payments	Tie payments back to your customer service systems
	Support	Synchronize all customer data with your support system to ensure exceptional customer service
	Analysis	Enrich and analyze all data for better decision making

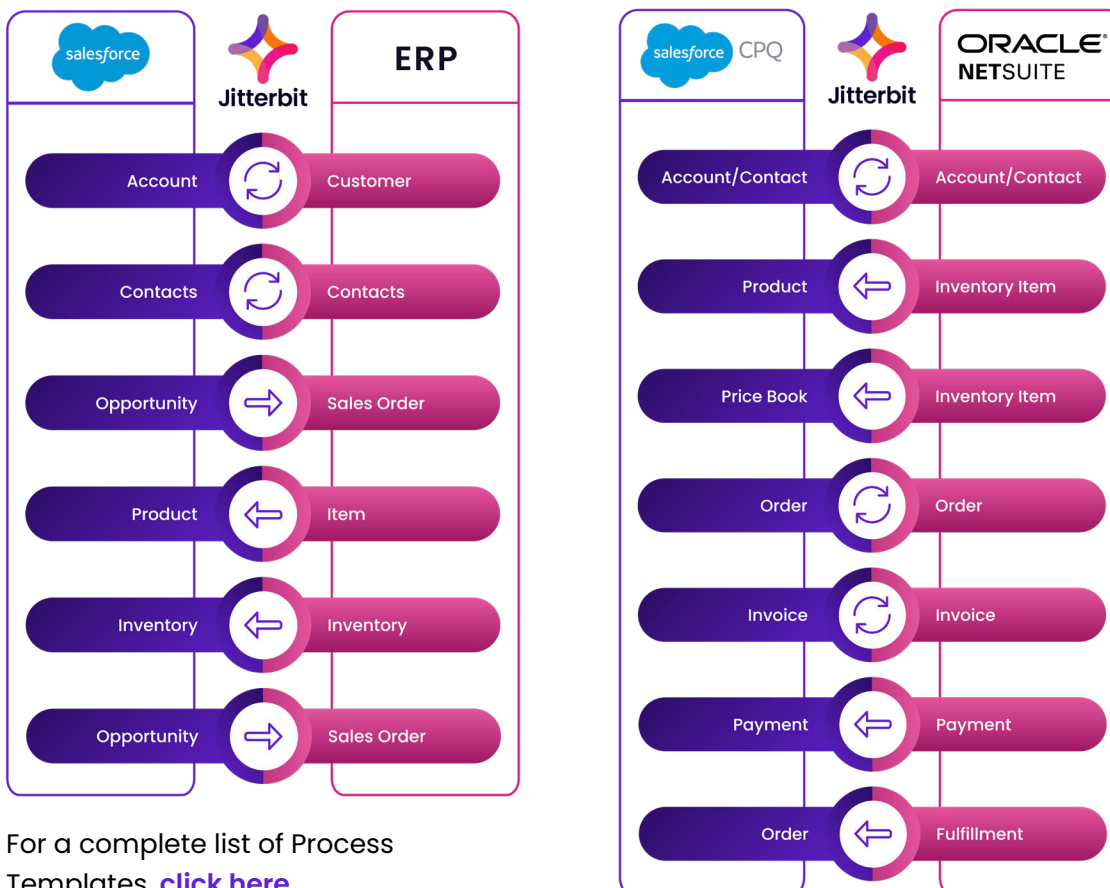
Jitterbit is a close Salesforce partner and has several solutions on the Salesforce AppExchange. With decades of experience building Salesforce integrations, Jitterbit and our community of certified partners have the expertise to provide you with integration solutions that enable fast time-to-value, drive greater efficiencies in your organization, and increase the flexibility to pivot to new business opportunities quickly.

Fast-track Common Integration Use Cases with Process Templates

A Jitterbit Process Template solution includes pre-built integration workflows for a specific use case. Designed based on best practices gained from years of experience helping Salesforce customers integrate these workflows, Process Templates can reduce the time to deploy integrations by 50-80%, and free up your IT resources for more strategic initiatives. Jitterbit Process Templates are:

- Packaged solutions that accelerate connections to commonly used objects, fields, and processes
- Pre-built workflows that automate data synchronization between objects such as Customer, Opportunity, Product, Price Book, Order, and Fulfillment
- Extensible and customizable to meet your unique requirements

Jitterbit offers Process Templates for a variety of typical business process use cases. For example:



For a complete list of Process Templates, [click here](#).

Accelerate Integrations with Recipes

Jitterbit's Integration Recipes are pre-built integration mappings that move data in one direction between like objects across two applications or systems. You can think of these as the building blocks for the Process Templates or custom use case specific integrations. Use pre-built recipes to quick start your integrations between systems. Examples include:



Sync Marketo Leads to Salesforce Contacts



Migrate Salesforce Contacts to SAP Contacts



Sync Salesforce Leads to Zendesk Leads



Migrate Salesforce Accounts to Workday Customers

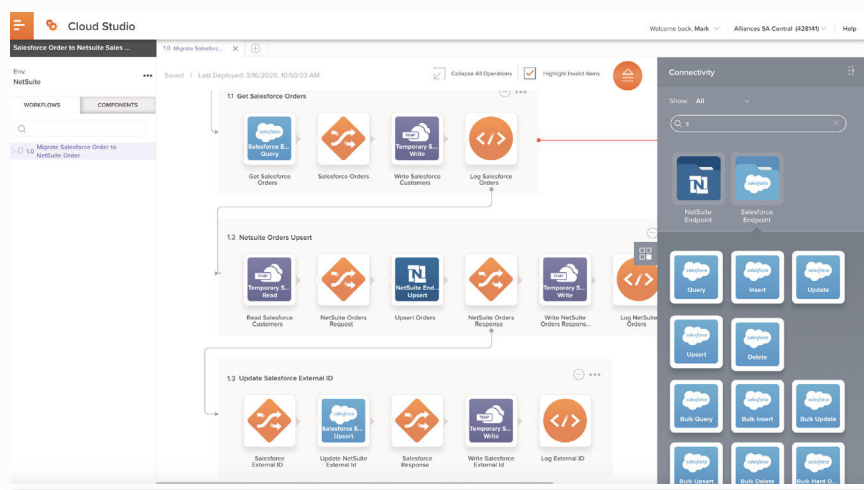
For a complete list of Salesforce Integration Recipes, [click here](#).

Connect Anything to Salesforce with Connectors

Natively connect any cloud or on-premises application or data source to Salesforce. Jitterbit's connectors for Salesforce allow you to connect to your Salesforce instance, add or delete records, update existing data, retrieve data for use in Jitterbit integrations, and more. Our Salesforce connectors enable you to:

- Access all objects in the Salesforce API as outlined in the Salesforce Developer Documentation
- Support the following methods for all available objects: Query, Insert, Upsert, Delete, and Hard Delete
- Bulk support with the ability to specify batch sizes
- Predefine functions and variables specific to Salesforce
- Configure retry and time-out settings
- Connect to various clouds including Sales, Service, Marketing, Community, Einstein Analytics, and more

For a complete list of our Salesforce connectors and their capabilities, [click here](#).



← Jitterbit Salesforce Connector

Enable Rapid Innovation with Jitterbit Harmony

Jitterbit Harmony, an integration and workflow automation platform, has all the integration tools you need to share data, automate business processes, and create new efficiencies. Easily create, design, and manage integration projects to orchestrate all your critical business processes.



Design integrations

- Connect any data, application (SaaS, cloud, or on-premise), or device
- Intelligently map data fields
- Build powerful workflows
- Infuse any application with artificial intelligence
- Automate business processes to streamline operations



Deploy anywhere

- Create and publish APIs internally or externally
- Run cloud, on-premise, or hybrid
- Create secure local connections with lightweight agents
- Scale elastically to meet needs in real time
- Count on high availability with smart agent groups



Manage from any device

- Manage from the Harmony Cloud
- Provide secure access with user-based permissions
- Get real-time alerts and a complete audit trail
- Optimize intelligently across unlimited environments
- Manage your APIs and view enhanced analytics

To learn more, visit us at jitterbit.com/salesforce

Connect to 1,000+ Endpoints

APPLICATIONS

- DocuSign
- Epicor
- Marketo
- Microsoft Dynamics
- Oracle (EBS, NetSuite & PeopleSoft)
- Salesforce
- Sage
- SAP
- ServiceNow
- Shopify
- Workday and more

APIS

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

DATABASES

- Oracle
- SQL Server
- DB2
- MySQL
- MongoDB

OTHER PROTOCOLS

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

DATA FORMATS

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

EXISTING SOA PLATFORMS

- webMethods
- Tibco
- IBM WebSphere
- BEA WebLogic



Jitterbit empowers businesses to optimize their connectivity and scalability through a single integration and workflow automation platform. Our mission is to turn complexity into simplicity so your entire organization can work faster and more efficiently.

Jitterbit, Inc. • jitterbit.com • +1.877.852.3500