DATA SHEET

Pitney Bowes Spectrum™

Enterprise Data Integration Solution

GAIN INSTANT ACCESS TO CRITICAL APPLICATION DATA—AND MAKE
BETTER DECISIONS ACROSS YOUR ORGANISATION

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
- Minimise 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 organisations 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 organisation. 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 60 percent of all organisations 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 percent of development budgets.

To increase the speed and quality of day-to-day transactions and customer experiences, organisations need a simple, consistent way to extract data, analyse 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 provide relevant offers and boost cross-sell response.

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.

Pitney Bowes Spectrum™

Enterprise Data Integration Solution

EUROPE/UNITED KINGDOM

Minton Place
Victoria Street
Windsor, Berkshire SL4 1EG

main: 44.1753.848200
fax: 44.1753.621140

www.pbbusinessinsight.co.uk

UNITED STATES

One Global View
Troy, NY 12180-8399

main: 800.327.8627
fax: 518.285.6070

www.pbinsight.com

ASIA-PACIFIC/AUSTRALIA

Level 7
1 Elizabeth Way
North Sydney NSW 2060

main: 61.2.9437.6255
fax: 61.2.9439.1773

www.pbinsight.com

PITNEY BOWES BUSINESS INSIGHT IS HEADQUARTERED OUT OF THE UNITED STATES

PITNEY BOWES BUSINESS INSIGHT

With the industry's most comprehensive set of solutions for maximising the value of customer data, Pitney Bowes Business Insight helps organisations more effectively locate, connect with and communicate to their customers in today's global markets.

Pitney Bowes
Business Insight

The full-service capabilities help make existing CRM and ERP systems even more valuable to an organisation.

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.

Sagent® Data Flow: A comprehensive set of data transformation tools for analysing information, creating meaningful reports and better understanding critical data about your business.

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, organisations 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 organisation 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. Learn more about the Pitney Bowes Spectrum™ Enterprise Data Integration Solution and gain the insight you need to make better enterprise-wide decisions.

For more information, call us today at +44.1753.848.200 or visit www.pbinsight.com.

The Pitney Bowes Spectrum™ Solutions and Business Services

Spectrum Enterprise Data Quality Solution
- Address Now
- Advanced Matching
- Universal Addressing
- Data Normalisation
- Universal Name

Spectrum Enterprise Location Intelligence Solution
- Enterprise Geocoding
- Enterprise Location Intelligence
- Enterprise Routing

Spectrum Enterprise Data Integration Solution
- Data Services for Oracle
- Data Services for Siebel
- Data Services for SFDC
- Data Services for SAP
- Sagent Dataflow

Spectrum Enterprise Data Governance Solution
- Profiler Plus
- Monitor Plus

Spectrum Business Services
- Spectrum OnDemand
- Enterprise Routing
- Global Sentry
- Enterprise Tax Management
  - Sales & Use
  - Payroll
  - Personal Property
  - Insurance Premium Tax
- Business Application Connectors
  - Data Quality Connector for:
    - MySAP CRM v.5.0, v.6.0
    - MySAP ERP v.5.0, v.6.0
    - Siebel Enterprise Apps v.7.8, v.8.0
    - Siebel Industry Apps v.7.8, v.8.0