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**WebSphere Service
Providers retained by
IBM, specializes in
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solutions, content and
collaborative portals,
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dashboards, data
cleansing strategies
and security models.
We look forward to
assisting with your
project and can help
with governance and
application manage-
ment strategies
to ensure a smooth
rollout and ongoing
maintenance.**



Need to Integrate Salesforce with Other Systems?

Salesforce.com is the most commonly used cloud-based Software as a Service platform for Customer Relationship Management (CRM). Companies like yours have made the strategic decision to use Salesforce to manage customer contacts, track sales orders, streamline sales processes, etc. In fact, Prolifics itself is a Salesforce customer.

Our own experiences, and those with our customers who use Salesforce, have given us an in-depth understanding of what it takes to ensure that this CRM solution is made universally available within the enterprise – to business processes that require customer information or to portal applications and mashups combine customer information with data from other systems.

As the world's largest Systems Integrator specializing exclusively in IBM technologies, Prolifics has proven experience and jumpstart enablers to assist when integrating Salesforce into an infrastructure. Below are some common integration patterns.

Contact your Prolifics representative or send an email to solutions@prolifics.com to schedule a FREE 30-minute one-on-one Discovery call to learn more!

Integration Hub

Many organizations seek to integrate Salesforce with other systems and could benefit from an Enterprise Service Bus. Reusable enterprise services are exposed via an Enterprise Service Bus and all the end applications use these enterprise services to communicate with end systems so that the hub can provide the common functionality and the governance needed when performing system integration. Having this integration, for example, would allow your warehouse to have access to customer shipping addresses while your accounting department could access complete billing histories.

Event-based Model

Another common requirement is to trigger a transaction based on an event within Salesforce such as new information being entered or a change in the data. The transaction would be forwarded to other internal, external or partner systems through the enterprise service bus. As an example if an opportunity is moved to the "Closed Won" status at 100% probability, then the system may trigger collecting order information to send to the company's accounting system.

Data Migration and Integration

It is very typical for customers to need the ability to bulk load customer data from their existing homegrown systems into Salesforce. These kinds of requirements are also common when mergers and acquisitions happen and new customer data needs to be loaded. During the bulk load of CRM data, there may also be a need to cleanse the information before loading it into Salesforce.

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