

## **CONNECT.**

*Connect your accounting, ERP and other business systems to Siebel CRM On Demand rapidly and reliably.*

## **MIGRATE.**

*Migrate data from hundreds of applications (business, database, CRM) to and from Siebel CRM On Demand.*

## **INTEGRATE.**

*Integrate through non-intrusive, Oracle-certified automation — batch, real-time, synchronized updates.*

## **SUCCEED.**

*Succeed fast, with implementations in hours or days.  
Lower total cost, highest ROI.*

> **Rapidly integrate Siebel CRM On Demand with SAP**

> **Automate integration processes in days**

> **Affordable solution**

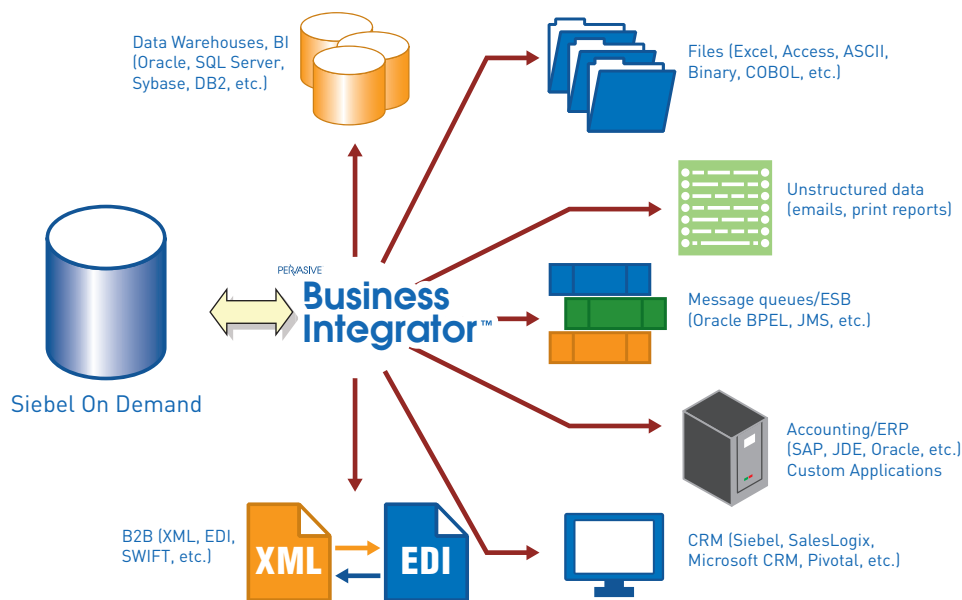
## Rapidly and reliably integrate Siebel CRM On Demand with other business systems

**Integrate** Siebel CRM On Demand with your accounting, ERP, CRM and other business applications as well as your data warehouse and other databases.

**Migrate** legacy systems to Siebel CRM On Demand.

**Get it done in hours or days**, without programming and without any extra hardware or software.

Pervasive's software provides instant connection to all Siebel CRM On Demand objects, including custom objects. With 150+ connectors for most leading application and data resources, dramatically shorten your implementation time, while eliminating the risk, complexity, and high maintenance costs of custom-coded solutions.



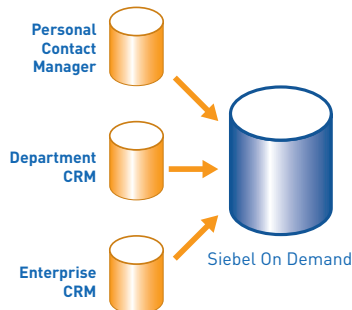
“Pervasive Data Adapters for Oracle provide our customers with robust and affordable business connectivity to more than 200 relevant data and application sources. With Pervasive Data Adapters, our customers have the choice of a fast, reliable way to extend Oracle’s platform to integrate with a broad array of legacy applications and hard to reach data sources, enabling them to leverage the value of their Oracle investment.”

**Amlan Debnath, Vice President, Server Technologies, Oracle**

# Siebel CRM On Demand integration scenarios... and beyond

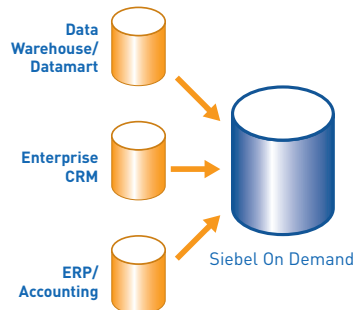
## Data Conversions/Migration

- One-time or periodic batch migration from 150+ sources
- Conversions from multiple sources, flat files, unstructured data
- Updates and appends to customer data from external sources
- Visual mapping tools enable business users to perform transformations
- Rich scripting language supports complex transformations
- Data profiling available to improve data quality



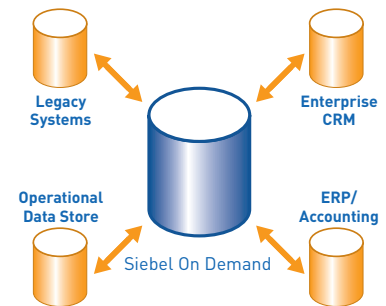
## Regular Updates/Data Synchronization

- Automation for event-driven or scheduled activity, bi-directional
- Load-offload into data warehouses, data marts or other target systems
- Summary A/R updates from accounting systems
- Lead insertion using complex lead allocation logic
- Reusable components, non-intrusive
- Visual mapping tools enable business users to perform transformations
- Rich scripting language supports complex transformations



## Real-Time Updates

- Automation for real-time transactions, bi-directional updates
- ERP and trading partner integration
- Synchronization of orders, invoices, product and other information
- Data exchange with other CRM systems
- Direct connectivity to enterprise applications, message queues
- Reusable components, non-intrusive
- Visual mapping tools enable non-developers to perform transformations
- Rich scripting language supports complex transformations



## The fastest, most reliable, most economical way to:

- Synchronize account master and customer contact data
- Initiate orders based on closed opportunities
- Share invoicing information to improve collections
- Check product availability and inventory levels
- Confirm credit and payment histories
- Research support incidents before the next sales call
- Improve cross-sell and up-sell opportunities by sharing purchase histories

## Comprehensive Connectivity

Pervasive connectors enable rapid access to heterogeneous data. A comprehensive set of 150+ connectors allows a broad range of seamless connectivity to file systems, databases, message buses, EDI networks, Web-enabled applications, business applications and industry-standard protocols on numerous platforms. Also included is Pervasive's unique capability to process non-relational and semi-structured content buried in most companies.

### File

|                        |                      |                 |                             |                             |                              |
|------------------------|----------------------|-----------------|-----------------------------|-----------------------------|------------------------------|
| Access                 | Clarion              | dBASE V (IDAPI) | FoxPro                      | Magic PC                    | WordPerfect 6.0 (Mail Merge) |
| Access 97              | Clipper              | DIF             | LDIF                        | MAILERS+4 (dBASE)           | Wordstar (Mail Merge)        |
| Access 2000            | CLF Webserver        | Enable          | Lotus 1-2-3                 | Microsoft Word (Mail Merge) | WordPerfect 4.2/5.0          |
| Access XP              | DataEase             | Excel           | Lotus Notes                 | Paradox v5 (IDAPI)          | Visual FoxPro                |
| Alpha Four             | DataFlex             | Excel 2000      | Lotus Notes 5               | Quattro Pro Windows v5      | Visual dBASE 5.5             |
| ASCII (Delimited)      | DJ Log File Data     | Excel XP        | Lotus Notes Structured Text | Rich Text Format (RTF)      |                              |
| ASCII (Delimited) Join | dBASE II, III (III+) | Folio Flat File | Lotus Works                 | Unicode (Delimited)         |                              |
| ASCII (Fixed)          | dBASE IV             | Foxbase         | Mac ASCII Delimited         | Unicode (Fixed)             |                              |

### Database

|                            |                            |                      |                                |                             |                         |
|----------------------------|----------------------------|----------------------|--------------------------------|-----------------------------|-------------------------|
| Oracle 7.x                 | Btrieve v6                 | eXcelon XIS 3.0      | ODBC 3.x Multimode             | SQL Server 2000 Multimode   | Sybase SQL Anywhere     |
| Oracle 8.x                 | Btrieve v7                 | Hitachi Hi-RDB       | ODBC 3.5                       | SQL Server 2005             | Sybase SQL Anywhere 6   |
| Oracle 8.x Multimode       | Btrieve v8                 | IDAPI                | ODBC 3.5 Mul mode              | SQL Server 2005 Mass Insert | Sybase SQL Mass Insert  |
| Oracle 9i                  | CA dB-Fast                 | Informix DB Loader   | RBase 4.5 (ODBC)               | SQL Server 2005 Multimode   | Sybase SQL 11           |
| Oracle 9i Multimode        | C-ISAM                     | Informix (ODBC)      | Red Brick                      | SQL Server BCP              | Sybase SQL 11 Multimode |
| Oracle 10g                 | Cloudscape                 | Informix Online DS   | Scalable SQL                   | SQL Server Mass Insert      | Teradata (Fastload)     |
| Oracle Direct Path         | CWM                        | Informix/SE          | SQLBase                        | SQL Server (ODBC)           | Velocis (ODBC 3.x)      |
| Oracle SQL Loader          | DB2 7.2 Univ. DB           | Ingres (ODBC 3.x)    | SQL Script                     | Sybase 11.x                 | Watcom SQL v5           |
| Pervasive.SQL              | DB2 7.2 Univ. DB Multimode | Interbase(IDAPI)     | SQL Server 6.x                 | Sybase 11.x Mass Insert     | Watcom SQL (ODBC)       |
| Pervasive.SQL v8           | DB2 Loader                 | JDBC                 | SQL Server 7 Mass Insert       | Sybase 11.x Multimode       |                         |
| Pervasive.SQL v8 Multimode | DB2 UDB Mass Insert        | MUMPS (ODBC)         | SQL Server 7 (OLEDB)           | Sybase 12.x                 |                         |
| Pervasive.SQL v9           | DB2 (ODBC)                 | MySQL                | SQL Server 7 (OLEDB) Multimode | Sybase 12.x Mass Insert     |                         |
| PostgreSQL                 | DB2 Univ. DB               | NonStop SQL/MX       | SQL Server 7 (OLEDB)           | Sybase 12.x Multimode       |                         |
| PostgreSQL (ODBC 3.x)      | DB2 Univ. DB Multimode     | ODBC 3.x             | SQL Server 2000                | Sybase BCP                  |                         |
| Btrieve v5                 | eXcelon                    | ODBC 3.x Mass Insert | SQL Server 2000 Mass Insert    | Sybase (ODBC)               |                         |

### Application

|                  |                        |                     |                         |                |               |
|------------------|------------------------|---------------------|-------------------------|----------------|---------------|
| AccountMate      | Great Plains DOS       | Microsoft IIS ELF   | Peachtree Acct.         | Sales Ally     | Solomon Acct. |
| ACT! for Windows | Great Plains UNIX/Mac  | NetSuite            | Personal Librarian      | Salesforce.com | SPLUS         |
| Apache CLF       | Navision Financials    | Oracle Applications | Platinum Acct.          | SAP IDoc       | SPSS          |
| Champion Acct.   | Macola Acct.           | Oracle Siebel CRM   | RealWorld Acct.         | SAP BAPI       | Statistica    |
| CYMA Acct.       | Market Force           | On Demand           | Remedy ARS              | SAS            | SYSTAT        |
| GoldMine         | Microsoft Dynamics CRM | PayChex DJF         | Sage CRM SalesLogix 6.2 | SBT Acct.      | USMARC        |

### Technology

|                   |       |                      |                        |        |            |
|-------------------|-------|----------------------|------------------------|--------|------------|
| BizTalk XML       | FTP   | LDAP                 | MQSeries (Fixed ASCII) | SOAP   | XML Schema |
| Email             | HTTP  | MSMQ (Extractor)     | MQSeries (XML)         | TCP/IP | XML DTD    |
| Email Attachments | HTTPS | MSMQ (Fixed ASCII)   | Oracle AQ              | URL    | XML XDR    |
| Erwin             | HTML  | MSMQ (XML)           | Oracle BPEL            | URI    |            |
| FF Queue          | JMS   | MQSeries (Extractor) | SGML                   | XML    |            |

### Legacy

|                     |                        |                   |                       |                           |                     |
|---------------------|------------------------|-------------------|-----------------------|---------------------------|---------------------|
| ACUCOBOL (ODBC 3.x) | Binary Line Sequential | C-tree 4.3        | QSAM                  | Variable Sequential (MVS) | (SyncSort)          |
| ACUCOBOL-GT v7      | COBOL Copybook         | Fujitsu COBOL     | Sequential Binary     | Variable Sequential       | Variable Sequential |
| BAF                 | COBOL Flat File        | ISAM              | Tape Drive Sequential | (Record-V UniKix)         | (User Defined)      |
| Binary              | C-tree Plus            | Micro Focus COBOL | VSAM                  | Variable Sequential       |                     |

### B2B

|               |               |                        |                            |          |
|---------------|---------------|------------------------|----------------------------|----------|
| ACORD         | HCFA 1500-NSF | HR-XML                 | Text (Delimited - EDIFACT) | UB92-NSF |
| EDI (EDIFACT) | HIPAA         | MIB                    | Text (Delimited - HL7)     |          |
| EDI (X12)     | HL7           | Text (Delimited - EDI) | TRADACOM                   |          |

## About Pervasive Software

Pervasive Software provides embeddable data integration software that speeds the flow of data between applications and between organizations. Our robust technology and over 20 years of data integration expertise allow customers to re-use the same software for integration scenarios that span data warehouses, real-time application integration and data exchange with trading partners.

## Contact Us

**www.pervasive.com**  
**1-800-287-4383** (North America)  
**1-512-231-6000** (Main Office)  
**+32-70-23-37-61** (Europe)

For other international contacts, please visit  
[www.pervasive.com/company/contact/index.asp](http://www.pervasive.com/company/contact/index.asp)