

# Composite PerformancePlus Application Adapter for Salesforce.com



## ADVANTAGES

The Composite PerformancePlus Application Adapter for Salesforce.com offers the following features and benefits:

- **Pre-built Content** – Frequently used business information already packaged with context, accelerating projects and reducing risks
- **No Coding** - Eliminates ABAP programming and API complexities, saving you time.
- **Non-invasive Access** - To SObjects via auto-generation of Sforce Object Query Language (SOQL) calls.
- **Data Integrity** - Enforces user authentication and visibility rules as defined in SFDC.
- **Optimized Performance** - Faster than basic adapters, using specialized query algorithms.
- **Data Caching** - Table and file caching to mitigate the impact of frequently requested queries.
- **Data Updates** - Supports transactional inserts, updates, and deletes.

The Composite PerformancePlus Application Adapter™ for Salesforce.com enables specialized access to the cloud application and delivers its content as standards-based data services. Used with the Composite Information Server, the adapter allows IT to quickly and easily implement a range of initiatives including Business Intelligence (BI), Dashboard, Analytics, Single View projects and more.

Customer data from Salesforce.com is valuable not only within the cloud, but also in the larger context of your enterprise. For example, business users frequently need to extract customer data from Salesforce.com and combine it with invoice data from a billing system. This creates a 360° view of a customer's complete history, which helps them make day-to-day business decisions. However, integrating XML data from Salesforce.com with SQL data from traditional systems requires extensive programming effort.

The Composite PerformancePlus Application Adapter for Salesforce.com surfaces cloud data and delivers it as SQL-based views or XML-based Web services. The adapter also has the option of generating high-level abstracts of the most common business objects, such as Leads, Accounts, and Cases. Business users then see the content presented within their front-end business applications (usually integrated with other enterprise data), which provide them with the visibility and insight needed to effectively run the business. (See reverse side for sample list of Salesforce.com services.)

### Performance Difference

The Composite PerformancePlus Application Adapter for Salesforce.com provides performance optimization capabilities and development acceleration far beyond competing products. In addition to intelligently evaluating and leveraging underlying data source capabilities to ensure optimal federated query performance, Composite PerformancePlus Application Adapters also provide:

- **Certified Vendor-Specific Connectivity API** – Access proprietary Salesforce.com data using vendor-approved access methods.
- **Relational Representation of Source Data** – Standardize data structures to accelerate development.
- **Business Canonical Abstraction of Source Data** – Standardize data semantics to simplify development.
- **Vendor-specific Engineered Functions** – Supercharge performance beyond vendor's standard capabilities.

## USAGE

The Composite PerformancePlus Application Adapter for Salesforce.com has immediate impact on a wide range of projects:

- **Business Intelligence (BI)** – Whether for reporting, performance management, or operational monitoring, BI needs data. Easy access to cloud data makes BI development projects faster and less risky.
- **Dashboards** – Fresh data makes your dashboards more insightful. Delivering on-demand data from the cloud may be a critical factor in your project's success.
- **Analytics** – Whether figuring out past trends or predicting future scenarios, data is the critical ingredient. Approved access to Salesforce.com provides you with the confidence that you have reliable data.
- **360° Views** – Achieving a complete view of customer, products, or other assets, require data not only from Salesforce.com. Integrating complementing data outside the system provides a true 360° view of your enterprise.

## SALESFORCE.COM DATA SERVICES (SAMPLE LIST)

### Accounts

Account Details  
All Accounts  
My Accounts  
New Last Week  
New This Week

### Campaigns

All Active Campaigns  
Campaign Details  
My Active Campaigns

### Cases

All Closed Cases  
All Open Cases  
Case Details  
International - Escalations  
International - Platinum, Gold  
International - Silver, Bronze  
My Cases  
My Open Cases  
Partner Relations  
US - Escalations  
US - Platinum, Gold  
US - Silver, Bronze

### Contacts

All Contacts  
Birthdays This Month  
Contact Details  
My Contacts  
New Last Week  
New This Week

### Contracts

All Activated Contracts  
All Contracts  
All Draft Contracts  
All In Approval Contracts  
Contract Details  
My Activated Contracts  
My Draft Contracts  
My In Approval Contracts

### Leads

All Open Leads  
International Leads  
Lead Details  
My Unread Leads  
Today's Leads  
US Leads

### Opportunities

All Open Leads  
International Leads  
Lead Details  
My Unread Leads  
Today's Leads  
US Leads

### Products

All Products  
Product Details

### Solutions

All Reviewed Solutions  
All Unreviewed Solutions

## SPECIFICATIONS

### SOFTWARE REQUIREMENTS

- Composite Information Server 4.0 or higher

### APPLICATION VERSIONS

- Salesforce.com

### OTHER PERFORMANCEPLUS APPLICATION ADAPTERS

- Oracle E-Business Suite 11.5.8, 11.5.10
- SAP R/3 4.7, mySAP 5.0, 6.0
- Siebel CRM 7.7, 7.8, 8.0

### PERFORMANCEPLUS DATA ADAPTERS

- Oracle Essbase 9.3
- SAP BW 3.5, BI 7.0
- Web Content

### PERFORMANCEPLUS CORE ADAPTERS

- Greenplum 3.3
- Hadoop/Hive
- HP Neoview 2.3, 2.4
- IBM DB2 8, 9
- Informix 9.4
- MS Access
- MS Excel
- MS SQL Server 2000, 2005, 2008
- MySQL 4.1, 5.0
- Netezza NPS 4.0, 4.5, 4.6, 5.0
- Oracle 9i, 10g, 11g, RAC
- Sybase 12.5, 15
- Sybase IQ 15
- Teradata 2 r6.2, 12, 13

### PLATFORMS

- Server
  - IBM AIX 5.3x
  - HP-UX B 11.11x
  - Red Hat Enterprise Linux AS 3 32bit, 4x, 5x
  - Sun Solaris 9x
  - SUSE Linux Enterprise Server 9.3 32bit, 10x
  - Microsoft Windows 2000, 2003, 2008, Vista Business Edition, XP, Win 7
- Client for Studio
  - Microsoft Windows 2000, 2003, XP, Vista, 2008, Win 7
- 32-bit, 64-bit JVM