

# Composite Application Data Services for Salesforce.com



## ADVANTAGES

Data Services for Siebel offer 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.

Composite Application Data Services™ for Salesforce.com (SFDC) enable instant access to SFDC and deliver its content as pre-built, reusable data services. Data Services for SFDC allow enterprises to quickly and easily implement a service-oriented architecture (SOA), providing companies with the agility to build IT solutions that support dynamic business needs.

Customer data from SFDC is invaluable not only within the system, but also in the larger context of your enterprise. For example, combining order data from SFDC with invoice data from a billing system to provide a customer's complete sales history - helping you make day-to-day business decisions. However, integrating XML data from SFDC with SQL data from traditional systems requires extensive programming effort.

Data Services provide SFDC data and deliver it as standards-based Web services or SQL. Data Services for SFDC deliver high-level abstracts of the most common business objects, such as Leads, Accounts, and Cases. This enables SOA-compliant applications, as well as traditional front-end applications such as a reporting tool, to consume the content, providing users with the visibility they need to effectively run their businesses. (See reverse for sample list of SFDC services.)

## USAGE

Data Services for SFDC have immediate impact on a wide range of projects:

- **SOA Data Services** – Enterprises need to get SOA up and running quickly. Data Services for SFDC deliver pre-built services, providing out-of-the-box content in the form of standards-based Web services, accelerating your path towards SOA.
- **Single View of a Customer** – On-demand aggregation of operational and historical data about a given customer (or any other business object) across SFDC and other data sources improve visibility for sales and service professionals.
- **Data Integration** – Data Services for SFDC are read/write, enabling easy insert and update of key data, with all application business rules enforced, without a big infrastructure effort. Access, combine, and deliver information from disparate data sources, including SFDC, Oracle EBS, and Siebel.
- **Operational Business Intelligence** – Data Services for SFDC are read/write, enabling easy insert and update of key data, with all application business rules enforced, without a big infrastructure effort. Access, combine, and deliver information from disparate data sources, including SFDC, Oracle EBS, and Siebel.

## SFDC 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

### APPLICATION DATA SERVICES

#### APPLICATION SOURCES

- Salesforce.com

#### OTHER SOURCES

- SAP R/3 4.6, 4.7, mySAP 5.0, 6.0
- SAP BW 3.5, BI 7.0
- Siebel eBusiness Applications 7.7, 7.8
- Oracle E-Business Suite 11.5.10

### COMPOSITE INFORMATION SERVER

#### SOFTWARE REQUIREMENTS

- Composite Information Server 3.7 or higher

#### ACCESS INTERFACES

- JDBC 1.6.0, 2.0 & 3.0, ODBC 3.521
- SOAP 1.1
- SOAP/JMS - TIBCO EMS, Sonic MQ
- ADO.NET 32bit and 64 bit
- REST

#### STANDARDS

- JDK 1.6, J2EE 1.3, JNDI
- WSDL 1.1, SOAP 1.1, XSLT 1.0, XML Schema 1.0, SAX and DOM
- SQL 92, 99
- Unicode support

#### PLATFORMS

- 32-bit, 64-bit JVM
- Server
  - Microsoft Windows 2000, 2003, XP, Vista Business Edition
  - Solaris 9
  - Red Hat Enterprise Linux AS 3, 4, 5 32/64 bit
  - SUSE Linux Enterprise Server v9.3, v10, 32/64 bit
  - IBM AIX 5.3, 53000-07
  - HP-UX 11.11, B.11.11.0412.5 Gold Base 11i
- Client for Composite Studio and Designer
  - Windows 2000, XP, and Vista

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