

## Omni and Intelstream Deliver Open Source CRM Integration for Novell GroupWise

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Edmonton, AB and Chicago, IL – October 28, 2008 – Omni Technology Solutions and Chicago-based CRM consultancy, Intelstream, are pleased to deliver Riva CRM Integration™ for Novell GroupWise. Riva enables Novell customers to enhance their existing GroupWise investment by delivering transparent, bi-directional, server-side integration for leading open-source CRMs, such as SugarCRM, info@hand and Bluefin. GroupWise customers faced with recession worries can leverage their existing investment in Novell technologies and benefit from open source solutions to cut costs and drive more value out of their existing technology investment.

"Companies that thrive, rather than merely survive, in this tough economic climate will be those companies that extract as much value as possible from their existing technology investments," said Aldo Zanoni, CEO of Omni. "Existing and new Novell GroupWise customers benefit from the lowest-cost, most stable and most secure messaging and collaboration solution. But, until recently, customers looking for integration for leading CRMs and collaboration applications like Microsoft SharePoint™ were out of luck – there were no GroupWise integration options available. This resulted in companies being faced with financially irresponsible, "rip-and-replace" decisions and migrations. Riva, combined with Intelstream's deep CRM expertise, will allow customers to deploy, customize and leverage the cost advantage of open source CRMs with confidence."

"Intelstream is constantly looking for ways to expand its business and drive more value for customers," said Ray Stoeckicht, Director of Sales at Intelstream. "We chose to partner with Omni, the leading Novell developer in the CRM integration space, to provide CRM deployment and customization expertise for GroupWise customers. This Omni-Intelstream initiative will allow Novell customers to benefit from best-of-breed GroupWise integration and our extensive experience tailoring CRMs to fit customers' environments and unique needs."

Novell customers are invited to contact Omni or Intelstream to learn how GroupWise has become the industry's first integrated collaboration and CRM client. Riva allows GroupWise messages to be quickly and easily archived to CRM accounts, opportunities, quotes and support cases. Riva delivers transparent, two-way, server-side synchronization of GroupWise and SugarCRM appointments, phone calls, tasks, notes and address books on all GroupWise clients (Windows®, Linux®, Mac OS® X, WebAccess™, Evolution™, IMAP, Outlook®, BlackBerry® and GroupWise® Mobile Server devices).

Riva's advanced integration allows GroupWise emails to be automatically converted into CRM opportunities, quotes or cases,

saving end-users time from manually copying data from one application to the other.

To view Omni's on-demand Riva CRM Integration presentations, go to: [www.omni-ts.com/quicktours/](http://www.omni-ts.com/quicktours/). For more information on CRM deployment best practices and quotes, contact Intelstream at 1-800-391-4055 or [www.intelestream.net](http://www.intelestream.net).

#### About Omni

Omni, "The GroupWise Integration Company", delivers the #1 solution for integrating Novell GroupWise with leading CRMs, databases and third-party applications. In addition, Omni has developed and markets a portfolio of management, security and mobility solutions for enterprise users of Novell eDirectory, GroupWise, SUSE Linux Enterprise, Microsoft Active Directory and Exchange. [www.omni-ts.com](http://www.omni-ts.com)

#### About Intelstream

Intelstream Inc. is a Chicago-based consulting firm that delivers solutions to clients seeking enhanced sales, marketing, and customer support related business processes. The company specializes in enterprise resource planning (ERP) and all customer relationship management (CRM) related workflows. Intelstream's development team builds custom-tailored solutions for organizations, industry verticals, and plugins for open source software applications. The company's team of consultants delivers an unparalleled quality of service and support. Intelstream's leaders previously held executive positions at Fortune 500 companies, founded successful technology firms as entrepreneurs, and have expertise developing strategic customer focused business processes. [www.intelestream.net](http://www.intelestream.net)

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