SUGARCRM

Sugar Subscriptions: May, 2013

	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate
List price / user / month	$35	$45	$60	$100
List price / user / year (contractual term)	$420	$540	$720	$1,200
Application or user limits	no limits	no limits	no limits	no limits
Sales				
Accounts	✓	✓	✓	✓
Activity tracking & history	✓	✓	✓	✓
Approvals	+	+	+	+
Business to Business (B2B) configuration	✓	✓	✓	✓
Business to Consumer (B2C) configuration	✓	✓	✓	✓
Competitor tracking	+	+	+	+
Contacts	✓	✓	✓	✓
Contract management	✓	✓	✓	✓
Customizable sales process	✓	✓	✓	✓
Document and integrated content library	✓	✓	✓	✓
Lead capture	✓	✓	✓	✓
Lead scoring, routing, & assignment	✓	✓	✓	✓
Opportunity tracking	✓	✓	✓	✓
Product catalog & tracking	✓	✓	✓	✓
Quote management	✓	✓	✓	✓
Sales forecasting	✓	✓	✓	✓
Sales teams	✓	✓	✓	✓
Territory management	+	+	+	+
Third-party sales methodologies	+	+	+	+
Marketing				
Campaign dashboards	✓	✓	✓	✓
Campaigns	✓	✓	✓	✓
Email marketing	✓	✓	✓	✓
Integration with other marketing automation	+	+	+	+
Marketing campaigns	✓	✓	✓	✓

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Marketing reports	✓	✓	✓	✓
Mass email	✓	✓	✓	✓
Newsletter management	✓	✓	✓	✓
SMS marketing campaigns	+	+	+	+
Web to lead capture	✓	✓	✓	✓
Customer Support				
Advanced case escalation and notification	✓	✓	✓	✓
Bug tracking	✓	✓	✓	✓
Call center	✓	✓	✓	✓
Case escalation and queuing	+	+	+	+
Case management	✓	✓	✓	✓
Customer self-service portal			✓	✓
Customer support email management	✓	✓	✓	✓
Knowledge base	✓	✓	✓	✓
Social CRM				
Blogs	+	+	+	+
Cisco WebEx Meeting Center	✓	✓	✓	✓
Citrix Online GoToMeeting	✓	✓	✓	✓
Email	✓	✓	✓	✓
Facebook	✓	✓	✓	✓
Google Apps	✓	✓	✓	✓
IBM Connections Communities	+	+	+	+
IBM SmartCloud Engage	✓	✓	✓	✓
LinkedIn	✓	✓	✓	✓
Maps	+	+	+	+
Sales intelligence	✓	✓	✓	✓
Social collaboration	+	+	+	+
SMS	+	+	+	+
Twitter	✓	✓	✓	✓

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Mobile CRM (1)				
Browser access for most smartphones and tablets	✓	✓	✓	✓
iOS	✓	✓	✓	✓
Android	✓	✓	✓	✓
BlackBerry		✓	✓	✓
Offline app with local data storage for iOS and BlackBerry	$	✓	✓	✓
Global CRM				
26 languages out of the box	✓	✓	✓	✓
Additional language packs	+	+	+	+
Multi currency support	✓	✓	✓	✓
Right to left language support	✓	✓	✓	✓
Productivity				
Customizable homepage by end user	✓	✓	✓	✓
Email - Plug-in for Microsoft Outlook	✓	✓	✓	✓
Email – Plug-in for IBM Lotus Notes	$	$	✓	✓
Email – Gmail, Yahoo and other IMAP mail	✓	✓	✓	✓
Email - archiving	✓	✓	✓	✓
Email - native email client	✓	✓	✓	✓
Email - templates & tracking	✓	✓	✓	✓
Google Docs integration	✓	✓	✓	✓
Landing pages	✓	✓	✓	✓
Microsoft Word & Excel integration	✓	✓	✓	✓
Multiple home pages and dashboards	✓	✓	✓	✓
Multi-tasking	✓	✓	✓	✓
Offline client			✓	✓
Quick Create	✓	✓	✓	✓
Reminders, alerts and pop-ups	✓	✓	✓	✓
Search – full text search	✓	✓	✓	✓
Search – without leaving current module	✓	✓	✓	✓
Shared calendar	✓	✓	✓	✓
Tasks	✓	✓	✓	✓

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Reporting				
Advanced charts	✓	✓	✓	✓
Custom reports	✓	✓	✓	✓
Customizable forecasting	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓
Dashboards - customizable	✓	✓	✓	✓
Dashboards - multiple on homepage	✓	✓	✓	✓
Dashboards - opportunities by lead source	✓	✓	✓	✓
Dashboards - sales pipeline	✓	✓	✓	✓
Matrix reports	✓	✓	✓	✓
Pre-built Reports	✓	✓	✓	✓
Read-only report access	✓	✓	✓	✓
Scheduled reports	✓	✓	✓	✓
SQL reporting			✓	✓
Collaboration				
Activity Streams with social media integration	✓	✓	✓	✓
Activity management	✓	✓	✓	✓
Document management and attachments	✓	✓	✓	✓
Document management in the Cloud	✓	✓	✓	✓
Dynamic teams	✓	✓	✓	✓
Employee directory	✓	✓	✓	✓
Online meetings	✓	✓	✓	✓
Team notices	✓	✓	✓	✓
Workflow automation	✓	✓	✓	✓
Project Management				
Project management	✓	✓	✓	✓
Gantt charts and grids	✓	✓	✓	✓
Configuration				
Assignment notification	✓	✓	✓	✓
Calculated fields	✓	✓	✓	✓
Configure tabs	✓	✓	✓	✓
Convert lead form	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓
Dependent dropdowns	✓	✓	✓	✓

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Drag-and-drop custom layouts	✓	✓	✓	✓
Formula Builder	✓	✓	✓	✓
Image fields	✓	✓	✓	✓
Mobile Studio Editor	✓	✓	✓	✓
Workflow automation rules	✓	✓	✓	✓
User Interface Configuration				
Drag to customize home page	✓	✓	✓	✓
Embedded mash-ups	✓	✓	✓	✓
Rename fields, tabs and labels	✓	✓	✓	✓
Multiple tabs on the home page	✓	✓	✓	✓
Customization				
Custom modules	✓	✓	✓	✓
Custom record types	✓	✓	✓	✓
Module Builder	✓	✓	✓	✓
Open Source	✓	✓	✓	✓
PHP code development (2)	✓	✓	✓	✓
SugarLogic	✓	✓	✓	✓
Test customizations in development sandbox	✓	✓	✓	✓
Integration				
Cloud Connectors	✓	✓	✓	✓
Integrated third-party apps	+	+	+	+
My Portal Dashlets	✓	✓	✓	✓
Web-services API - SOAP	✓	✓	✓	✓
Web-services API - REST	✓	✓	✓	✓
Security				
Access control by User	✓	✓	✓	✓
Access control by Team	✓	✓	✓	✓
Access control by Role	✓	✓	✓	✓
Advanced password management	✓	✓	✓	✓
LDAP / Microsoft Active Directory	✓	✓	✓	✓
SAML support	✓	✓	✓	✓

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Data Management and Data Back-up				
Data import	✓	✓	✓	✓
Data import from Google Contacts and LinkedIn	✓	✓	✓	✓
Data import de-duplication	✓	✓	✓	✓
Relational database backup	✓	✓	✓	✓
Multi-instance database	✓	✓	✓	✓
Object database connectivity (ODBC) (2)	✓	✓	✓	✓
Bi-weekly Sugar On-Demand secure database back-up for customer download	✓	✓	✓	✓
Daily Sugar On-Demand secure database back-up for customer download	$	$	✓	✓
Support for Microsoft SQL Server (2)	✓	✓	✓	✓
Support for MySQL database	✓	✓	✓	✓
Support for Oracle database (2)			✓	✓
Support for DB2 database (2)			✓	✓
Cloud Computing				
Sugar On-Demand (SaaS)	✓	✓	✓	✓
Sugar On-Demand document storage	15GB	30GB	60GB	250GB
Sugar On-Demand sandbox (3)	0	1	2	5
Sugar On-Demand dedicated hosting environment				✓
Sugar On-Site	✓	✓	✓	✓
Sugar Private Cloud (Premium On-Demand)			$	$
Partner Cloud (VAR or Service Provider)	✓	✓	✓	✓
Public Cloud (Amazon EC2, IBM SmartCloud Enterprise, Microsoft Azure, or Rackspace clouds)	✓	✓	✓	✓
BitNami Cloud Deployment to Amazon EC2	$	$	$	$

✓ Included in base user subscription

\+ Can be built in Sugar Studio or is available as a downloadable application via SugarExchange, for free or at an additional fee

$ Additional subscription fees apply

(1) SugarCRM provides access to mobile phones and tablets either through mobile browsers or mobile applications. Refer to the Supported Platforms page at http://support.sugarcrm.com/05_Resources/03_Supported_Platforms/Mobile_Supported_Platforms for a current list of access methods.

(2) Available for Sugar On-Site, partner and public cloud deployments, not available in Sugar On-Demand

(3) Sugar On-Demand sandboxes are only available to Sugar On-Demand or Sugar Private Cloud customers.

Get your **FREE TRIAL** of Sugar at www.sugarcrm.com/freetrial