Solution Components

SUGARCRM

Sugar Subscriptions + CE: March, 2013

	Sugar Community	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate
List price / user / month	free	$35	$45	$60	$100
List price / user / year (contractual term)	free	$420	$540	$720	$1,200
Application or user limits	no 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		✓	✓	✓	✓

SUGARCRM

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Reporting

Feature					
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

Feature					
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

Feature					
Project management		✓	✓	✓	✓
Gantt charts and grids		✓	✓	✓	✓

Configuration

Feature					
Assignment notification	✓	✓	✓	✓	✓
Calculated fields		✓	✓	✓	✓
Configure tabs	✓	✓	✓	✓	✓
Convert lead form	✓	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓	✓

Sugar Subscriptions + CE: March, 2013

Dependent dropdowns		✓	✓	✓	✓
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		✓	✓	✓	✓

Sugar 6.7 Release - CE

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		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

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