SUGARCRM

SUGAR
ULTIMATE

OUR MOST ADVANCED FEATURES PLUS
OUR HIGHEST LEVEL OF SUPPORT

CRM THAT PUTS INDIVIDUALS FIRST

Sugar helps you make personal, one-to-one connections with every customer. With Sugar, your entire organization can build better customer relationships that set you apart from your competitors, grow sales, improve satisfaction, and drive more effective marketing campaigns.

Sugar puts your individual needs first, unlike traditional CRM systems that focus on tracking and managing sales by using a "one size fits all" approach. Our innovative user-focused design, Sugar UX™, is simple, engaging, and consistent whether you're at your desk or on a mobile device. Sugar UX's contextual intelligence helps you discover new customer insights, collaborate more effectively, and make better, faster decisions.

UNSURPASSED SUPPORT AND RELIABILITY FOR CRITICAL APPLICATIONS

Sugar Ultimate ensures you'll have both application and developer support at your fingertips, 24 hours a day. An Ultimate subscription includes unlimited support cases, phone support with one-hour P1 response time, an assigned Technical Account Manager and technical support representative, an extended system health check and much more. SugarCRM also provides an exclusive uptime SLA for Sugar Ultimate subscribers. Contact SugarCRM Sales for complete details.

THE ULTIMATE IN CRM CAPABILITY TO SUPPORT YOUR BUSINESS TODAY AND IN THE FUTURE

24x7 phone support, developer support, and go-live support included

Single-system management with the lowest total cost of ownership

Powerful, open platform

Designed for enterprise infrastructure deployment and integration

MODERN USER INTERFACE

Reduce training expense and increase adoption with SugarUX.

- Embedded contextual intelligence panel on each page
- Activity stream shares rich content for teamwork and quick feedback
- Single-page presentation of relevant data and insight
- Common operations performed with fewer clicks

CLOUD OPTIONS SIMPLIFY IMPLEMENTATION

Select the best hosting option for your business with Sugar's flexible deployment.

- Sugar On-Demand (SaaS)
- Sugar On-Site behind a firewall
- Public clouds (IBM SmartCloud Enterprise, Amazon EC2, Microsoft Azure, Rackspace)
- SugarCRM partner clouds
- Sugar Private Cloud

COLLABORATION, ENGAGEMENT, AND ANALYSIS

Have immediate visibility into data updates, activities, and interactions with Sugar activity streams.

- Engage customers socially through Twitter
- Create, manage, and analyze sophisticated marketing programs with Marketo integration
- Meet and collaborate from within Sugar using IBM SmartCloud Engage, Google Docs, Cisco WebEx, GoToMeeting
- Use your existing business applications with Sugar: Microsoft Outlook, Word, Excel, IBM Lotus Notes

- Get a more complete customer view with integrated Dun & Bradstreet (D&B) business insight
- Capture your business contacts and communications quickly and effectively by importing contacts from Gmail, IMAP, Google and D&B, then archiving email automatically

ACCURATE SALES FORECASTING

Get reliable forecasts at the line item level; unlimited draft scenarios.

- Revenue line item forecasting
- Custom forecast periods
- At-a-glance pipeline and quota achievement status
- Draft function for "what-if" scenarios

MOBILE CRM SUPPORT

Provide full productivity and flexibility for remote teams with SugarCRM Mobile.

- Work seamlessly with no-cost native apps for iOS and Android, plus Sugar's mobile browser support for any smartphone or tablet
- Reduce training and boost productivity with Sugar's shared interface for desktop and mobile

ADVANCED REPORTING AND BUSINESS INTELLIGENCE

Make smarter decisions with enterprise-grade analytics and real-time reports.

- Expanded business analysis and decision-making capabilities with Sugar Analytics Powered by Cognos Business Intelligence
- Customizable real-time reports, charts, and dashboards
- Multiple homepage dashboards
- Pre-configured dashboards including: sales pipeline, lead source, monthly pipeline by outcome, opportunities by lead source
- SQL reporting integrates data from various sources into a single report

READY FOR GLOBAL DEPLOYMENT

Support international teams easily using Sugar's extensive language capability.

- 26 languages included, 80+ available via language packs
- Right-to-left language support

CUSTOMER SELF-SERVICE PORTAL

Enhance online customer support: trouble tickets, bug reports, FAQs.

- Increased customer satisfaction
- Reduced support costs
- Control over the data available to your customers

REMOTE DATABASE BACKUPS

Receive database backups, via FTP, on a weekly basis.

- Direct access to your valuable business data
- Additional data redundancy
- Offline reports at your convenience

	SUGAR ULTIMATE	SUGAR ENTERPRISE
Support / Development		
24x7x365 Support Hours	Included	Available
Phone Support	Included	Included
P1 Response Time	1 Hour	2 Hours
Assigned Tech Support Rep	Included	Available
Developer Support	Included	Available
24x7x90 Go-Live Support	Included	Available
Support Contacts	5	4
Support Cases	Unlimited	Unlimited
Health Check	Extended	Basic
On-Demand Services		
Dedicated On-Demand	Included	Available
Development Sandboxes	5	2
Document Storage on Sugar	250GB	60GB
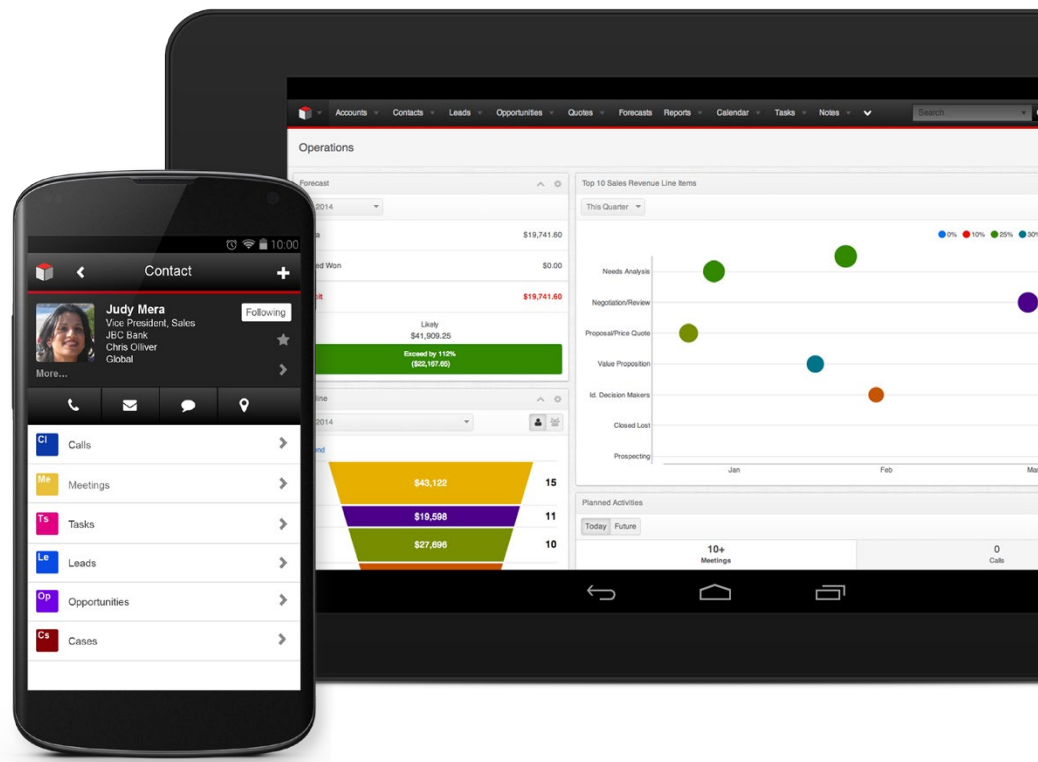
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