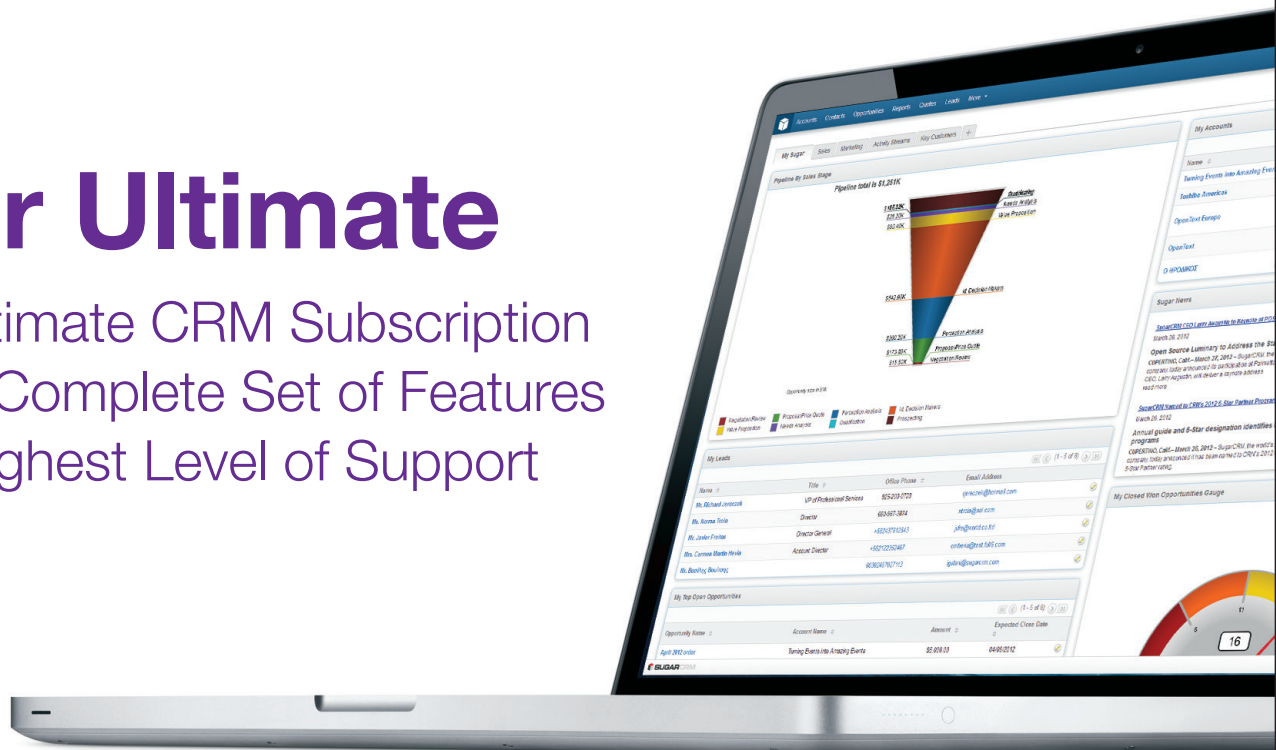**SUGARCRM**

Sugar Ultimate

Sugar's Ultimate CRM Subscription Delivers a Complete Set of Features and our Highest Level of Support

Everything You Need in a CRM Solution

Sugar Ultimate is our most feature-complete subscription, ready to support complex global applications including Mobile CRM and Social CRM components. Even better, this power is delivered with an unparalleled user experience and the brilliant flexibility of Sugar's open source platform.

Ultimate Customization, Ultimate Power

Sugar Ultimate has the capability to integrate with your legacy systems and applications using Web Services or Enterprise Service Bus (ESB) solutions, and it includes an array of administration tools and resources to create custom modules for any CRM application. If you can dream it, Sugar Ultimate has the power to make it a reality.

Unsurpassed Support for Mission-Critical Applications

Sugar Ultimate ensures you'll have both application and developer support at your fingertips, 24 hours a day, every day. An Ultimate subscription includes unlimited support cases, phone support with one-hour P1 response time, an assigned technical support representative, an extended system Health Check and much more.

Ultimate Capabilities for your Applications Now and in the Future

CRM without limits, running on our flexible, intuitive and open CRM platform.

Our most complete package of sales, support, marketing, and collaboration features.

Self-service portal enables cost-effective customer support applications.

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

Enterprise infrastructure deployment, Domino Server connectivity.

Social CRM

Sugar includes pre-built integrations to the most popular collaboration and social media applications.

- Social media: Twitter, LinkedIn, Facebook
- Collaboration: IBM LotusLive, Google Docs, Cisco WebEx, GoToMeeting
- Plug-ins: Microsoft Outlook, Word, Excel, IBM SmartCloud for Social Business
- Connector: Lotus Domino Server.
- Sales insight: InsideView and Hoovers.
- Gmail, IMAP, Google and LinkedIn contacts import, email archiving

Ready for Global Deployment

Sugar's extensive language support accelerates the localization process.

- 22 languages
- Right-to-left (RTL) language support

Offline Client

Use Sugar Ultimate without an Internet connection for true "anytime, anywhere" access.

- While in flight
- In remote or secure locations without Internet access

Mobile CRM Support? We Hear You!

Mobile applications have become a business necessity, so Sugar Ultimate works with a broad range of devices:

- Sugar Mobile for iPhone, Android, and Blackberry
- Offline Sync for Sugar Mobile Plus
- iPad-optimized browser access with support for HTML5-based charts
- Mobile browser access on most late generation smartphones
- Customized experience optimized for mobile devices

Advanced Reporting

Turn data into insight with Sugar Ultimate's real-time reports.

- Customizable 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

Database and Cloud Integration

Industry-standard database support for high performance and flexible implementation.

- Databases: Oracle, IBM DB2, Microsoft SQL Server, MySQL
- Cloud integration: IBM WebSphere Cast Iron, Talend

Customer Self-service Portal

For customer support applications, the Sugar Portal enables your customers to open, edit, and access their own trouble tickets.

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

Enterprise-level Performance

Sugar Ultimate delivers the throughput and sub-second response time required by the most demanding CRM applications.

Read our technical white paper: "SugarCRM Scalability and

Performance Benchmarks"

Modern User Interface.

Our new design makes working with Sugar quicker and easier.

- Enhanced calendar (recurring events, email reminders, iCal integration)
- Full text search
- Convenient single navigation bar
- Performance and caching improvements for faster response

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

Cloud Options to Simplify Implementation.

Sugar's flexible deployment lets you host your application where it most benefits your business:

- Sugar on-demand
- Public clouds (IBM SmartCloud Enterprise, Amazon EC2, Microsoft Azure, Rackspace)
- Private clouds (IBM, VMWare)
- On-site behind your firewall

Sugar Ultimate includes our most comprehensive support package, plus additional On-Demand capabilities and Lotus Domino Server connectivity.

Get your **free trial** of Sugar Ultimate: www.sugarcrm.com/freetrial

or call SugarCRM: 1.877.842.7276

	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
Connectivity		
Lotus Domino Server Connector	Included	Available

SugarCRM

Customer relationship management CRM software for business. In the cloud, online, on demand, onsite - the best sales, email and mobile CRM integration.

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Faye Business Systems Group is a software and technology consulting firm that assists a variety of organizations in the selection, implementation, and customization of the right software for the right task. We specialize in accounting, ERP, and CRM software, and offer specialized services.

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