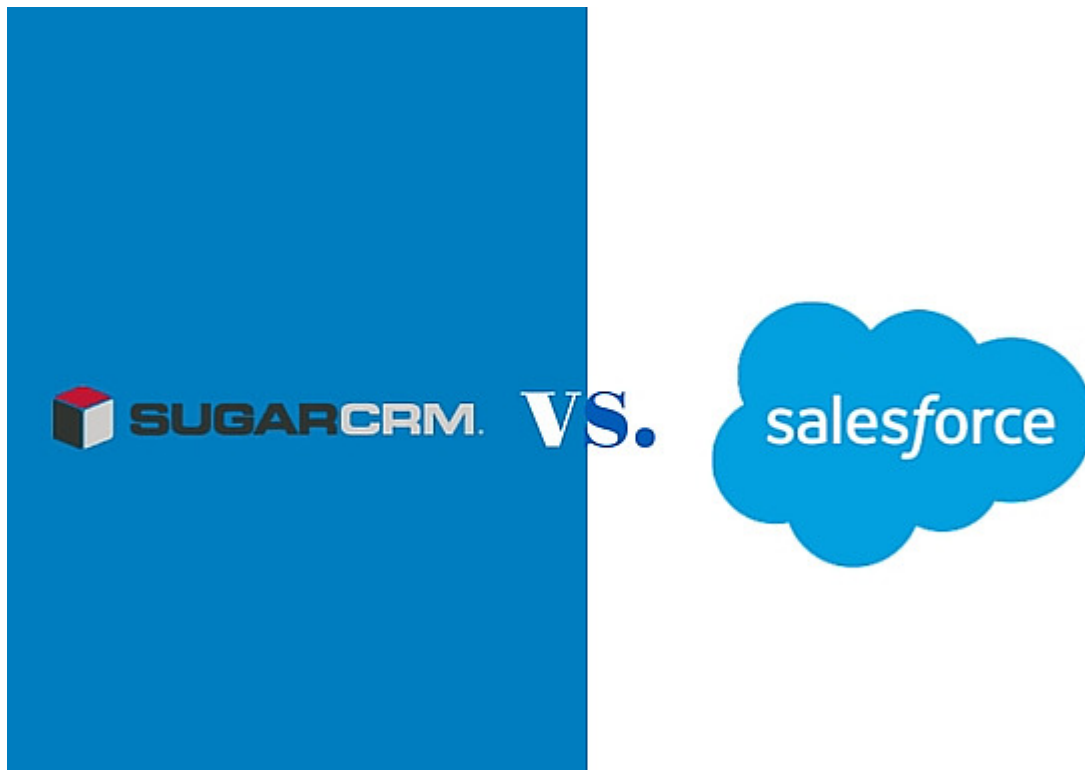


SugarCRM (v7) vs. Salesforce

Product Comparison Matrix



FAYE BUSINESS SYSTEMS GROUP

FAYEBSG.COM | INFO@FAYEBSG.COM | 818-280-4820



Product Comparison Matrix

	SugarCRM Versions			Salesforce Versions			
	Sugar Professional	Sugar Enterprise	Sugar Ultimate	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
Price per user per month	\$40	\$65	\$150	\$25	\$75	\$150	\$300
Price per user per year	\$480	\$780	\$1,800	\$300	\$900	\$1,800	\$3,600
User Limits	no limit	no limit	no limit	5 user max	no limit	no limit	no limit

SALES							
Accounts	✓	✓	✓	✓	✓	✓	✓
Activity tracking and history	✓	✓	✓	✓	✓	✓	✓
Approvals						✓	✓
Contacts	✓	✓	✓	✓	✓	✓	✓
Contract management	✓	✓	✓		✓	✓	✓
Customizable workflows		✓	✓		✓	✓	✓
Lead capture	✓	✓	✓	✓	✓	✓	✓
Lead scoring and assignment	✓	✓	✓	✓	✓	✓	✓
Opportunity genius						✓	✓
Opportunity tracking	✓	✓	✓	✓	✓	✓	✓
Product catalog and tracking	✓	✓	✓		✓	✓	✓
Quote management	✓	✓	✓		✓	✓	✓
Sales forecasting	✓	✓	✓		✓	✓	✓
Sales teams	✓	✓	✓			✓	✓

MARKETING							
Act-On Integration	✓	✓	✓	✓	✓	✓	✓
AdWords Monitoring				✓	✓	✓	✓
Campaign dashboards	✓	✓	✓		✓	✓	✓
Campaigns	✓	✓	✓		✓	✓	✓
Constant Contact Integration	✓	✓	✓	✓	✓	✓	✓
Email Marketing	✓	✓	✓		✓	✓	✓
HubSpot Integration	✓	✓	✓	✓	✓	✓	✓
Lead-to-sale metrics	✓	✓	✓			✓	✓
Marketing reports	✓	✓	✓		✓	✓	✓
Marketo Integration	✓	✓	✓	✓	✓	✓	✓
Salesfusion Integration	✓	✓	✓	✓	✓	✓	✓
Web-to-lead capture	✓	✓	✓	✓	✓	✓	✓

CUSTOMER SUPPORT							
Bug tracking	✓	✓	✓		✓	✓	✓
Call center	✓	✓	✓		✓	✓	✓
Case management	✓	✓	✓	✓	✓	✓	✓
Customer Service Portal		✓	✓			\$	\$
Knowledge base	✓	✓	✓		✓	✓	✓

SOCIAL CRM							
Facebook	✓	✓	✓		●	●	●
Google Apps	✓	✓	✓	✓	✓	✓	✓
Internal Chat	✓	✓	✓	✓	✓	✓	✓
LinkedIn				●	●	●	●
Maps	●	●	●	✓	✓	✓	✓

MOBILE CRM							
App for Android 4	✓	✓	✓	✓	✓	✓	✓
App for iPhone	✓	✓	✓	✓	✓	✓	✓
App for Windows Mobile				\$	\$	\$	✓

Product Comparison Matrix

	SugarCRM Versions			Salesforce Versions			
	Sugar Professional	Sugar Enterprise	Sugar Ultimate	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
GLOBAL CRM							
# of Languages supported	22	22	22	16	16	16	16
Multi-Currency support	✓	✓	✓	✓	✓	✓	✓
PRODUCTIVITY							
Customizable homepage	✓	✓	✓				
Email templates	✓	✓	✓	✓	✓	✓	✓
Global contact search	✓	✓	✓	✓	✓	✓	✓
Google Docs integration	✓	✓	✓	✓	✓	✓	✓
Offline access	✓	✓	✓		\$	✓	✓
Outlook Plugin Available	✓	✓	✓	✓	✓	✓	✓
Reminders and Alerts	✓	✓	✓	✓	✓	✓	✓
Search dropdown	✓	✓	✓				
Shared calendar	✓	✓	✓	✓	✓	✓	✓
Suggestions	✓	✓	✓				
Tasks	✓	✓	✓	✓	✓	✓	✓
Word and Excel Integration		✓	✓		✓	✓	✓
REPORTING							
Custom reports	✓	✓	✓	✓	✓	✓	✓
Custom report type limits	no limit	no limit	no limit	50	50	200	2,000
Customizable Dashboards	✓	✓	✓		✓	✓	✓
forecasting	✓	✓	✓		✓	✓	✓
Lead scoring	✓	✓	✓	✓	✓	✓	✓
Matrix reports	✓	✓	✓		✓	✓	✓
Sales pipeline	✓	✓	✓		✓	✓	✓
Scheduled reports	✓	✓	✓		✓	✓	✓
SQL reporting		✓	✓		✓	✓	✓
COLLABORATION							
Activity management	✓	✓	✓	✓	✓	✓	✓
Activity streams/chatter	✓	✓	✓	✓	✓	✓	✓
Document management	✓	✓	✓	✓	✓	✓	✓
Workflow automation	✓	✓	✓			✓	✓
PROJECT MANAGEMENT							
Gantt charts and grids	✓	✓	✓				
Project Management	✓	✓	✓				
CONFIGURATION							
Assignment notification	✓	✓	✓		✓	✓	✓
Calculated fields	no limit	no limit	no limit	✓	✓	✓	✓
Configure tabs	✓	✓	✓		✓	✓	✓
Custom fields per module	no limit	no limit	no limit	100	100	500	500
Custom fields	✓	✓	✓	✓	✓	✓	✓
Drag-and-drop dashboards	✓	✓	✓			✓	✓
Run-time filters	✓	✓	✓		✓	✓	✓
Workflow automation		✓	✓			✓	✓

Product Comparison Matrix

	SugarCRM Versions			Salesforce Versions			
	Sugar Professional	Sugar Enterprise	Sugar Ultimate	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited

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SECURITY							
Access control by user	✓	✓	✓	✓	✓	✓	✓
LDAP authentication	✓	✓	✓		✓	✓	✓
Role-based access	✓	✓	✓		✓	✓	✓
Team-based access	✓	✓	✓		✓	✓	✓

CLOUD COMPUTING							
Cloud storage capacity	15GB	60GB	250GB	12GB	12GB	12GB	12GB
On-premise hosting	✓	✓	✓				
Remote hosting	✓	✓	✓				
Saas (cloud) offering	✓	✓	✓	✓	✓	✓	✓

LEGEND	
Feature Included	✓
Additional Cost	\$
Requires an Add-on	●



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