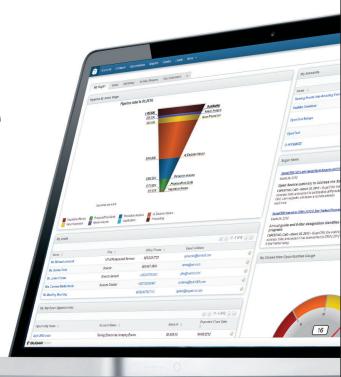**SUGARCRM**

Sugar Enterprise

The Most Demanding CRM
Applications Require the
Power, Scale, and Flexibility
of Sugar Enterprise

Powerfully Intuitive

Sugar Enterprise includes all the capability and functionality expected in the most sophisticated customer-facing applications. Add the ease of use that's a result of the industry's most intuitive user experience and you'll see why people simply love using Sugar. No compromises, just great CRM.

Open and Flexible, Just Like Your Organization

Use the CRM solution that fits your business processes today and in the future. Sugar's open source platform provides unlimited flexibility and control over your CRM deployment. Make unrestricted customizations, integrate with any third-party or legacy system using Web Services or Enterprise Service Bus (ESB) solutions, or build completely new modules with easy-to-use administration tools.

Make Your Business Stand Out with Sugar's Power and Value

Give your customers a differentiated experience and separate your business from your competition with Sugar's powerful tools. Take advantage of Sugar's exceptional value and build a completely unique customer experience at a cost that is right for you.

Key Features that Make Sugar the Best Choice for Enterprise Applications:

The most flexible, intuitive and open CRM platform—CRM without limits.

Complete sales, support, marketing, and collaboration features.

Advanced customization and integration to support end-to-end business processes.

Portal capabilities extend Sugar to both customers and partners.

Deploy on enterprise infrastructure for the most scalable and robust solutions.

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
- 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

Mobile CRM Support? We Hear You!

Mobile applications have become a business necessity, so Sugar Enterprise 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 Enterprise'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

Offline Client

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

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

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

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

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 Enterprise 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"

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

Enterprise-class Premium Support

Sugar Enterprise support reflects the mission-critical nature of CRM applications.

- Live phone support
- 2 hour or less response time for critical issues
- Regular account reviews
- Unlimited number of cases
- 24x7x365 customer support available

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 Enterprise has become the mature, mission-critical application that we hoped it would become, and we're only just getting started."

Lee Vinton
Mgr. of Business Engineering
Bright House Networks

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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