

# EDITIONS COMPARISON OVERVIEW

## Feature Parity

- SugarCRM is at feature parity with salesforce.com.
- In fact, SugarCRM offers more feature functionality than salesforce.com Group Edition and salesforce.com Professional Edition.

## SugarCRM Is More Cost Competitive

- Salesforce.com Group Edition is priced similarly to Sugar Professional but is limited to a maximum of 5 users and lacks essential sales automation functionality like quotes, forecasting and team selling as well as custom reporting capabilities.
- Salesforce.com Professional Edition is 2x the cost of Sugar Professional but lacks workflow automation, API support and cloud connectors to Hoovers™, Jigsaw, ZoomInfo, LinkedIn and Twitter.
- Salesforce.com Enterprise Edition (their best value, according to their website) is more than 4x the cost of Sugar Professional (our best value), but offers pretty much the same feature functionality.
- In fact, salesforce.com will offer steep discounts to meet the SugarCRM price points. These discounts are one-time discounts; they do not apply to additional licenses, upsells or renewals.

## Salesforce Penalizes Successful Customers

- Salesforce.com believes that more functionality provides greater value and therefore justifies a higher price point, effectively penalizing their customers for being successful in their CRM implementation.
- Salesforce.com customers who are successful in their CRM implementation end up upgrading from Group Edition to Professional Edition to Enterprise Edition. And at 4x the cost, they get pretty much everything they can get in SugarCRM.
- In fact, salesforce.com equates customer success with an upsell opportunity.

## Hidden Limits and Cost Everywhere

- Salesforce.com arbitrarily limits customer usage on several features, leaving customers that reach any such limits no choice but to upgrade to a more expensive edition to circumvent the limit.
- In fact, Salesforce.com produces a 9-page document to describe the various limitations among its editions.

## Large Enterprises Are The Main Focus for Salesforce

- Salesforce.com's product development efforts are for large enterprise customers.
- In fact, the user guide for the summer '10 release is over 2,700 pages long and is filled with feature functionality build to the specifications and requirements for large enterprises.