	SugarCRM				Salesforce Sales Cloud 2				
	BEST VALUE*						BEST VALUE*		
	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
Price / user / month	$35	$45	$60	$100	$5	$25	$65	$125	$250
Price / user / year	$420	$540	$720	$1,200	$60	$300	$780	$1,500	$3,000
User limits	no limit	no limit	no limit	no limit	5 user max	5 user max	no limit	no limit	no limit
SALES									
Accounts	✓	✓	✓	✓	✓	✓	✓	✓	✓
Activity tracking & history	✓	✓	✓	✓	✓	✓	✓	✓	✓
Approvals								✓	✓
Business to Business (B2B) configuration	✓	✓	✓	✓	✓	✓	✓	✓	✓
Business to Consumer (B2C) configuration	✓	✓	✓	✓	✓	✓	✓	✓	✓
Competitor tracking	St	St	St	St		✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓	✓	✓	✓	✓
Contract management	✓	✓	✓	✓			✓	✓	✓
Customizable sales process	✓	✓	✓	✓			✓	✓	✓
Document and integrated content library	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lead capture	✓	✓	✓	✓		✓	✓	✓	✓
Lead scoring, routing, & assignment	✓	✓	✓	✓		✓	✓	✓	✓
Opportunity genius								✓	✓
Opportunity tracking	✓	✓	✓	✓		✓	✓	✓	✓
Product catalog & tracking	✓	✓	✓	✓			✓	✓	✓
Quote management	✓	✓	✓	✓			✓	✓	✓
Sales forecasing	✓	✓	✓	✓			✓	✓	✓
Sales teams	✓	✓	✓	✓				✓	✓
Territory management								✓	✓
Third-party sales methodologies	St / E	St / E	St / E	St / E			E	E	E
MARKETING									
Campaign dashboards	✓	✓	✓	✓			✓	✓	✓
Campaigns	✓	✓	✓	✓			✓	✓	✓
Email marketing	✓	✓	✓	✓			✓	✓	✓
Intergration with 3rd party marketing automation	E	E	E	E				E	E
Google AdWords						✓	✓	✓	✓
Marketing campaigns	✓	✓	✓	✓			✓	✓	✓
Marketing reports	✓	✓	✓	✓			✓	✓	✓
Mass email	✓	✓	✓	✓			✓	✓	✓
Mass email limits (emails per day)	no limit	no limit	no limit	no limit			500	500	500
Newsletter management	✓	✓	✓	✓			✓	✓	✓
SMS Marketing Campaings	E	E	E	E					
Web to lead capture	✓	✓	✓	✓		✓	✓	✓	✓
Web to lead capture limits (leads per day)	no limit	no limit	no limit	no limit		500	500	500	500
CUSTOMER SUPPORT									
Advanced case escalation and notification	✓	✓	✓	✓			✓	✓	✓
Bug tracking	✓	✓	✓	✓			✓	✓	✓
Call center	✓	✓	✓	✓			✓	✓	✓
Case escalation and queuing	St	St	St	St			✓	✓	✓
Case management	✓	✓	✓	✓		✓	✓	✓	✓

www.sugarcrm.com

	SugarCRM				Salesforce Sales Cloud 2				
		BEST VALUE*					BEST VALUE*		
	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
Customer self-service portal			✓	✓				$	$
Customer support email management	✓	✓	✓	✓			✓	✓	✓
Knowledge base	✓	✓	✓	✓			✓	✓	✓
SOCIAL CRM									
Blogs	E	E	E	E		E	E	E	E
Cisco WebEx Meeting Center	✓	✓	✓	✓					
Citrix Online GoToMeeting	✓	✓	✓	✓				E	E
Email	✓	✓	✓	✓	✓	✓	✓	✓	✓
Facebook	✓	✓	✓	✓			E	E	E
Google Apps	✓	✓	✓	✓	✓	✓	✓	✓	✓
LinkedIn	✓	✓	✓	✓		E	E	E	E
LotusLive Engage	✓	✓	✓	✓				E	E
Maps	E	E	E	E	✓	✓	✓	✓	✓
Sales Intelligence	✓	✓	✓	✓		✓	✓	✓	✓
Social Collaboration with other employees	E	E	E	E	✓	✓	✓	✓	✓
Social Collaboration with customers	E	E	E	E					
SMS	E	E	E	E				E	E
Twitter	✓	✓	✓	✓			E	E	E
MOBILE CRM									
Mobile Browser Access for smartphones	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile Browser Access for tablets	✓	✓	✓	✓					
Lite App for Android	✓	✓	✓	✓		chatter only	chatter only	chatter only	chatter only
Lite App for BlackBerry						✓	✓	✓	✓
Lite App for iPad						chatter only	chatter only	chatter only	chatter only
Lite App for iPhone	✓	✓	✓	✓		✓	✓	✓	✓
Lite App for Windows Mobile						✓	✓	✓	✓
App for Android ④	$	✓	✓	✓					
App for BlackBerry ④	$	✓	✓	✓		$	$	$	✓
App for iPad ④	$	✓	✓	✓					
App for iPhone ④	$	✓	✓	✓		$	$	$	✓
App for Windows Mobile						$	$	$	✓
GLOBAL CRM									
# of Languages supported out of the box	22	22	22	22	16	16	16	16	16
Additional Language Packs	E	E	E	E	E	E	E	E	E
Multi-currency support	✓	✓	✓	✓		✓	✓	✓	✓
Right to Left language support	✓	✓	✓	✓					
PRODUCTIVITY									
Customizable homepage by end user	✓	✓	✓	✓					
Email; Plug-in for Microsoft Outlook	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email; Plug-in for IBM Lotus Notes	$	$	✓	✓	E	E	E	E	E
Email; Gmail, Yahoo! And IMAP Mail support	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email; archiving	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email; native email client	✓	✓	✓	✓					
Email; templates & tracking	✓	✓	✓	✓	✓	✓	✓	✓	✓

www.sugarcrm.com

10050 North Wolfe Drive ▪ SW2-130 ▪ Cupertino, CA 95014 USA ▪ T: 408.454.6900 ▪ F: 408.873.2872

04-10-008CM

	SugarCRM				Salesforce Sales Cloud 2				
	BEST VALUE*						BEST VALUE*		
	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
Email; Lotus Notes Domino Server Connector	✓	✓	✓	✓					
Google Docs integration	✓	✓	✓	✓	✓	✓	✓	✓	✓
Landing pages	✓	✓	✓	✓		✓	✓	✓	✓
Microsoft Word & Excel integration	✓	✓	✓	✓			✓	✓	✓
Multiple home pages and dashboards	✓	✓	✓	✓					
Multi-tasking	✓	✓	✓	✓					
Offline access			✓	✓			$	✓	✓
Reminders and alerts	✓	✓	✓	✓	✓	✓	✓	✓	✓
Search - global search	✓	✓	✓	✓	✓	✓	✓	✓	✓
Search - present results without navigating away from current module/object	✓	✓	✓	✓					
Shared calendar	✓	✓	✓	✓	✓	✓	✓	✓	✓
Shortcut bar	✓	✓	✓	✓					
Tasks	✓	✓	✓	✓	✓	✓	✓	✓	✓
REPORTING									
Advanced charts	✓	✓	✓	✓			✓	✓	✓
Analytic snapshots							✓	✓	✓
Custom reports	✓	✓	✓	✓		✓	✓	✓	✓
Custom report type limits	no limit	no limit	no limit	no limit		50	50	200	2,000
Customizable forecasting	✓	✓	✓	✓			✓	✓	✓
Dashboards	✓	✓	✓	✓		✓	✓	✓	✓
Dashboards - customizable	✓	✓	✓	✓			✓	✓	✓
Dashboards - multiple dashboards on homepage	✓	✓	✓	✓					
Dashboards - opportunities by lead source	✓	✓	✓	✓		✓	✓	✓	✓
Dashboards - sales pipeline	✓	✓	✓	✓			✓	✓	✓
Matrix reports	✓	✓	✓	✓			✓	✓	✓
Pre-built Reports	✓	✓	✓	✓	✓	✓	✓	✓	✓
Read-only report access	✓	✓	✓	✓				✓	✓
Scheduled reports	✓	✓	✓	✓			✓	✓	✓
SQL reporting			✓	✓					
COLLABORATION									
Activity management	✓	✓	✓	✓	✓	✓	✓	✓	✓
Activity streams / Chatter	✓	✓	✓	✓	✓	✓	✓	✓	✓
Activity streams with social media integration	✓	✓	✓	✓					
Content genius					✓	✓	✓	✓	✓
Document management and attachments	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dynamic teams/Queues ①	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employee directory	✓	✓	✓	✓					
Ideas community							✓	✓	✓
Process visualizer								✓	✓
Team notices	✓	✓	✓	✓		✓	✓	✓	✓
Workflow automation	✓	✓	✓	✓				✓	✓

www.sugarcrm.com

10050 North Wolfe Drive ▪ SW2-130 ▪ Cupertino, CA 95014 USA ▪ T: 408.454.6900 ▪ F: 408.873.2872

	SugarCRM				Salesforce Sales Cloud 2				
		BEST VALUE*					BEST VALUE*		
	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
PROJECT MANAGEMENT									
Project management	✓	✓	✓	✓					
Gantt Charts and Grids	✓	✓	✓	✓					
CONFIGURATION									
Assignment notification	✓	✓	✓	✓			✓	✓	✓
Calculated Fields	✓	✓	✓	✓		✓	✓	✓	✓
Configure tabs	✓	✓	✓	✓			✓	✓	✓
Convert lead form	✓	✓	✓	✓			✓	✓	✓
Custom fields	✓	✓	✓	✓	✓	✓	✓	✓	✓
Custom fields per Module/Object ①	no limit	no limit	no limit	no limit	25	100	100	500	500
Dependent dropdowns	✓	✓	✓	✓		✓	✓	✓	✓
Drag-and-drop custom layouts	✓	✓	✓	✓			✓	✓	✓
Image fields	✓	✓	✓	✓		✓	✓	✓	✓
Mobile Studio Editor	✓	✓	✓	✓			$	$	✓
Workflow automation rules	✓	✓	✓	✓				✓	✓
USER INTERFACE CONFIGURATION									
Drag to customize home page	✓	✓	✓	✓					
Embedded Mash-ups	✓	✓	✓	✓		✓	✓	✓	✓
Grouped Tabs/Custom Apps ①	no limit	no limit	no limit	no limit	1	1	5	10	no limit
Rename fields, tabs and labels	✓	✓	✓	✓			✓	✓	✓
Multiple tabs on the home page	✓	✓	✓	✓					
Module Builder	✓	✓	✓	✓					
Visualforce					✓	✓	✓	✓	✓
CUSTOMIZATION									
Custom modules/custom objects ①	✓	✓	✓	✓	✓	✓	✓	✓	✓
Total custom modules/objects ①	no limit	no limit	no limit	no limit	5	50	50	200	2,000
Custom record types	✓	✓	✓	✓			✓	✓	✓
Open Source	✓	✓	✓	✓					
"PHP/Apex and Force.com code development ① ③"	✓	✓	✓	✓				✓	✓
SugarLogic/Apex and Force.com ①	✓	✓	✓	✓				✓	✓
Test customizations in a development sandbox	✓	✓	✓	✓				✓	✓
INTEGRATIONS									
Cloud Connectors	✓	✓	✓	✓					
Integrated third-party apps ②	E	E	E	E	E	E	E	E	E
Jigsaw data services							$	$	$
My Portal Dashlets	✓	✓	✓	✓					
Web-services API (REST)	✓	✓	✓	✓				✓	✓
Web-services API (SOAP)	✓	✓	✓	✓				✓	✓
Web-services API limits (calls per day)	no limit	no limit	no limit	no limit				1,000	5,000
SECURITY									
Access control by User	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access control by Team/Group ①	✓	✓	✓	✓			✓	✓	✓
Access control by Role	✓	✓	✓	✓			✓	✓	✓

www.sugarcrm.com

10050 North Wolfe Drive ▪ SW2-130 ▪ Cupertino, CA 95014 USA ▪ T: 408.454.6900 ▪ F: 408.873.2872

04-10-008CM

	SugarCRM				Salesforce Sales Cloud 2				
	BEST VALUE*							BEST VALUE*	
	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
Advanced password management	✓	✓	✓	✓	✓	✓	✓	✓	✓
LDAP / Microsoft Active Diretory	✓	✓	✓	✓			✓	✓	✓
SAML Support	✓	✓	✓	✓	✓	✓	✓	✓	✓
DATA MANAGEMENT AND DATA BACK UP									
Data import	✓	✓	✓	✓	✓	✓	✓	✓	✓
Data import de-duplication	✓	✓	✓	✓	✓	✓	✓	✓	✓
Data loader								✓	✓
Database backup/export ①	✓	✓	✓	✓	✓	✓	✓	✓	✓
Database backup in relational database format	✓	✓	✓	✓					
Multi-instance database	✓	✓	✓	✓					
Multi-tenant database					✓	✓	✓	✓	✓
Object database connectivity (ODBC) ③	✓	✓	✓	✓					
Scheduled database backup/export ①	✓	✓	✓	✓			$	✓	✓
Scheduled daily database backup/export ①	$	$	✓	✓					
Support for Microsoft SQL Server ③	✓	✓	✓	✓					
Support for MySQL DB ③	✓	✓	✓	✓					
Support for Oracle DB instance ③			✓	✓					
CLOUD COMPUTING									
Private Clould (On-Site hosted)	✓	✓	✓	✓					
Partner Cloud (VAR or Service Provider hosted)	✓	✓	✓	✓					
Public Cloud (EC2 or Azure hosted)	✓	✓	✓	✓					
Vendor Cloud (SaaS hosted)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Vendor Cloud document storage ⑤	15GB	30GB	60GB	250GB	12GB	12GB	12GB	12GB	12GB
Vendor Cloud sandbox	0	1	2	5				1	✓
PARTNER									
Partner channel management								$	$
Partner portal & community								$	$
Real-time partner collaboration							✓	✓	✓

The information in this comparison datasheet was compiled from datasheets available on www.sugarcrm.com and www.salesforce.com

* Best Value as determined by SugarCRM and Salesforce.com
√ = Included in base user subscription
$ = Additional fee applies
E = Available as an add-on
St = Studio configuration in SugarCRM
① SugarCRM terminology/Salesforce.com terminology
② Integrations are available on Sugarforge or SugarExchange for SugarCRM and AppExchange for Salesforce.com.
   Some Integrations are free, some integrations are available at an additional fee.
③ Available for Sugar private, partner and public cloud deployments
④ Sugar Mobile Plus available in Aug 2011, Android available Dec 2011
⑤ For salesforce; All editions have a minimum of 1GB of data and 11GB of file storage shared by all users. Additional data storage is available on a per-user basis