SUGARCRM

	SUGAR PROFESSIONAL	SUGAR ENTERPRISE	SUGAR ULTIMATE
Minimum 10 users	$40/user/mo $4,800/year (minimum)	$65/user/mo $7,800/year (minimum)	$150/user/mo $18,000/year (minimum)
Sales			
Accounts Management	✓	✓	✓
Contacts & Task Management	✓	✓	✓
Opportunity Management	✓	✓	✓
Activity Streams	✓	✓	✓
Personalized Dashlets & Homepage	✓	✓	✓
Activity Tracking & History	✓	✓	✓
Product Catalog & Tracking	✓	✓	✓
Quote Management	✓	✓	✓
Sales Opportunity Forecasting	✓	✓	✓
Revenue Line Item Forecasting		✓	✓
Sales Team Management	✓	✓	✓
Sales Email Campaigns	✓	✓	✓
Marketing			
Drip Campaigns	✓	✓	✓
Lead Routing	✓	✓	✓
Convert Lead Form	✓	✓	✓
Campaign Wizard	✓	✓	✓
Email Marketing	✓	✓	✓
Newsletter Management	✓	✓	✓
Landing Pages	✓	✓	✓
Campaign Dashboards	✓	✓	✓
Service			
Case/Ticket Management	✓	✓	✓
Advanced Case Escalation	✓	✓	✓
Bug Management	✓	✓	✓
Concurrent customer Self-service Portal Users		100	100
Knowledge Base	✓	✓	✓

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Workflow			
Basic Sugar Workflow (Notification/Alerts, Auto-update, Email Templates, Change Management)	✓	✓	✓
Formula Builder & Sugar Logic	✓	✓	✓
Mobile			
Mobile Web	✓	✓	✓
Native Apps (phones/tablets-iOS & Android)	✓	✓	✓
Studio Editor	✓	✓	✓
Administration & Customization	✓	✓	✓
Sugar Logic	✓	✓	✓
Offline Access	✓	✓	✓
Reporting			
Advanced Graph & Chart Support	✓	✓	✓
Customizable Dashboards & Homepage	✓	✓	✓
Customizable Reports	✓	✓	✓
Matrix Reports	✓	✓	✓
Pre-built Reports	✓	✓	✓
Read-only Report Access	✓	✓	✓
Scheduled Reports	✓	✓	✓
Advanced Reporting (SQL based)		✓	✓
Platform			
Email Management, Archiving & Email Templates	✓	✓	✓
Quick Create	✓	✓	✓
Reminders, Alerts and Pop-ups	✓	✓	✓
Shared Calendar	✓	✓	✓
Employee Directory	✓	✓	✓
Filtering & Drag-drop Capabilities on Lists	✓	✓	✓
Custom Fields & Modules	✓	✓	✓
Module Builder	✓	✓	✓
Calculated Fields	✓	✓	✓
Configurable Tabs	✓	✓	✓
Drag-and-drop Custom Layouts	✓	✓	✓
Customizable Homepage	✓	✓	✓

Multiple Dashboards on Homepage	✓	✓	✓
Web-services API (SOAP/REST)	✓	✓	✓
Document and Project Management	✓	✓	✓
Sugar Studio - WYSIWIG Editor	✓	✓	✓
Internationalization			
33 Languages included	✓	✓	✓
Additional language packs	+	+	+
Multi currency support	✓	✓	✓
Integration (Connectors & Plug-ins)			
Cisco WebEx	✓	✓	✓
Citrix Online GoToMeeting	✓	✓	✓
Dun & Bradstreet	✓	✓	✓
Google Apps (Google Drive, Google Contacts)	✓	✓	✓
Microsoft Word & Excel	✓	✓	✓
Exchange, Yahoo and other IMAP mail	✓	✓	✓
Twitter & Facebook	✓	✓	✓
LinkedIn Contacts	+	+	+
Marketo and Act-On	+	+	+
CTI Connectors	+	+	+
DocuSign Connector	+	+	+
Third-party Applications downloadable from SugarExchange	+	+	+
IBM Connections	+	+	+
IBM Notes	$	✓	✓
Sugar Connector for IBM Cognos	$	$	$
SMS	+	+	+
Security			
Access control by User	✓	✓	✓
Access control by Team	✓	✓	✓
Access control by Role	✓	✓	✓
Advanced password management	✓	✓	✓
LDAP / Microsoft Active Directory	✓	✓	✓
Single Sign On (SAML)	✓	✓	✓

Data Management and Data Back-up

Data import	✓	✓	✓
Relational Database backup	✓	✓	✓
Multi-instance Database	✓	✓	✓
Bi-weekly Sugar On-Demand Secure Database Back-up (for customer download)	✓		
Daily Sugar On-Demand Secure Database Back-up (for customer download)		✓	✓
Support for MySQL Database	✓	✓	✓
Support for Microsoft SQL Server (2)	✓	✓	✓
Support for Oracle Database (2)		✓	✓
Support for DB2 Database (2)		✓	✓
Full Access to DB (Onsite only)	✓	✓	✓

Cloud Computing & Storage

Sugar On-Demand (SaaS)	✓	✓	✓
Sugar On-Demand document storage	15GB	60GB	250GB
Sugar On-Demand sandbox (for on-demand only)	0	2	5
Sugar On-Site	✓	✓	✓
Partner Cloud (VAR or Service Provider)	✓	✓	✓
Public Cloud (Amazon EC2, Microsoft Azure, or Rackspace clouds)	✓	✓	✓
IBM Connections Cloud	+	+	+
BitNami Cloud Deployment to Amazon EC2	$	$	$

✓   Included in base user subscription

+   Can be built in Sugar Studio or is available as a downloadable application via SugarExchange, for free or at an additional fee

$ Additional subscription fees apply

*   Minimum annual subscription starts at $4,800/user/year, including 10 user licenses.
**   Minimum annual subscription starts at $7,800/user/year, including 10 user licenses.

(1) SugarCRM provides access to mobile phones and tablets either through mobile browsers or mobile applications. Refer to the Supported Platforms page at http://support.sugarcrm.com/05_Resources/03_Supported_Platforms/Mobile_Supported_Platforms for a current list of access methods.

(2) Available for Sugar On-Site, partner and public cloud deployments, not available in Sugar On-Demand. Contact your SugarCRM representative for availability.

(3) Sugar On-Demand sandboxes are only available to Sugar On-Demand.

Get your FREE TRIAL of Sugar at www.sugarcrm.com/freetrial