

| | SUGAR PROFESSIONAL | SUGAR ENTERPRISE | SUGAR ULTIMATE |
|---------------------------------------------------|---------------------------|---------------------------|----------------------------|
| | \$40/utente/ mese | \$65/utente/ | \$150/utente |
| Minimo 10 utenti | \$4,800/anno(mi nimum) | \$7,800/anno (minimum) | \$18,000/anno (minimum) |
| | International pricing a | t: www.sugarcrm.con | n/product/intl-pricin |
| Sales | | | |
| Account Management | Р | P | P |
| Contact & Task Management | P | P | Р |
| Opportunity Management | P | P | Р |
| Activity Streams | P | P | P |
| Personalized Dashlets & Homepage | Р | P | P |
| Activity Scheduling, Tracking & History | Р | P | P |
| Product Catalog & Tracking | P | P | P |
| Quote Management | Р | P | P |
| Sales Opportunity Forecasting | Р | P | P |
| Product-level Forecasting | | P | P |
| Sales Team Management | P | P | P |
| Sales Email Campaigns | Р | P | Р |
| Marketing | | | I |
| Lead Management | P | P | P |
| Lead Routing | Р | Р | P |
| Lead Conversion | P | P | P |
| Lead conversion in Mobile app | P | <u>.</u> Р | P |
| Campaign Wizard | P | Р | P |
| Email Engagement for Sales Reps | P | Р | P |
| Lead Capture Form (Web-to-Lead) | P | Р | P |
| Campaign Dashboards | P | Р | P |
| | * | <u>-</u> | • |
| Customer Service & Support | P | | |
| Call Center Agent Desktop Case/Ticket Management | P | P P | P P |
| Case/Ticket Management Case/Ticket Routing | P | P | P |
| Advanced Case Escalation | P | P | P |
| Issue/Bug Tracking | P | P | P |

Page 1 Editions Comparison

SUGAR EDITIONS MATRICE DI COMPARAZIONE



| | SUGAR PROFESSIONAL | SUGAR ENTERPRISE | SUGAR ULTIMATE |
|--------------------------------------------------------------------------------------|-----------------------|---------------------|-------------------|
| Automatic Case Creation from Inbound Emails | P | P | P |
| Self-Service Portal (up to 100 concurrent portal users) | | Р | P |
| Knowledge Base (internal publishing) | Р | P | P |
| Knowledge Base (internal + external publishing to self-service portal) | | Р | P |
| Relationship Intelligence | | | |
| Access to Contact Information for Over 3 Billion Individuals and Companies Worldwide | \$ | \$ | \$ |
| Enrich Contact Information for Leads, Contacts and Accounts | \$ | \$ | \$ |
| Social Links to Facebook and Twitter | \$ | \$ | \$ |
| Email, Phone and Web Addresses | \$ | \$ | \$ |
| Unlimited Queries for Sales, Service and Marketing Users | \$ | \$ | \$ |
| Workflow | | | |
| Basic Sugar Workflow (Automate Repetitive Tasks, Notification/Alerts) | Р | P | P |
| Advanced Workflow Visual Designer to Model End-to-end Business Processes | | P | P |
| Automate Sequential and Parallel Workflows | | P | P |
| Multi-level Approval Process Flows | | P | P |
| Visual Monitoring of Processes | | P | P |
| Round-Robin and Self-Service Queue Work Distribution Options | | P | P |
| Customizable Email Templates/Notifications | | Р | Р |
| Reusable Business Process Rules | | P | P |
| Task Templates for Sales, Service and Marketing Users | \$ | \$ | \$ |
| Mobile | | | |
| Mobile Web (1) | P | P | P |
| Native Mobile App (iOS & Android) (1) | P | P | Р |
| Studio Editor | Р | P | P |
| Administration & Customization | P | P | P |
| Sugar Logic Business Rules and Calculated Fields | P | P | P |
| Offline Access | P | P | P |
| Mobile Software Development Kit (SDK) | | Р | Р |

Page 2 Editions Comparison



| | SUGAR PROFESSIONAL | SUGAR ENTERPRISE | SUGAR ULTIMATE |
|-----------------------------------------------|-----------------------|---------------------|-------------------|
| Reporting | | | |
| Advanced Graph & Chart Support | Р | P | P |
| Customizable & Shareable Dashboards | P | P | P |
| Customizable Reports | P | P | P |
| Drill-through on Charts | Р | P | P |
| Pre-built Reports | P | P | P |
| Scheduled Reports | Р | P | P |
| Advanced Reporting (SQL based) | | P | P |
| Platform | | | |
| Email Management, Archiving & Email Templates | Р | P | P |
| Quick Create of New Records | P | P | P |
| Reminders, Alerts and Pop-ups | Р | Р | P |
| Shared Calendar | P | P | P |
| Employee Directory | P | P | P |
| Filtering & Drag-drop Capabilities on Lists | Р | P | P |
| Custom Fields & Modules | Р | P | P |
| Module Builder to Create Custom Modules | Р | Р | P |
| Calculated Fields | Р | Р | P |
| Configurable Tabs | Р | P | P |
| Drag-and-drop Custom Layouts | Р | P | P |
| Customizable Homepage | P | P | P |
| Multiple Dashboards on Homepage | P | P | P |
| Role-based-Views configuration for Admins | | P | P |
| Web-services API (SOAP/REST) | P | P | P |
| Document Management | P | P | P |
| Sugar Studio - WYSIWIG Editor | P | Р | Р |
| Internationalization | | | |
| 34 Languages Supported | P | P | P |
| Additional Language Packs | + | + | + |
| RTL Support | Р | P | Р |
| Multi-currency Support | P | Р | P |

Page 3 Editions Comparison



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| Microsoft Outlook P | | PROFESSIONAL | ENTERPRISE | ULTIMATE |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------|------------|----------|
| Microsoft Outlook | Connectors | | | |
| IBM Notes | Exchange, Yahoo and other IMAP mail | Р | Р | P |
| Google Mail S S S S Twitter & Facebook P P P P P LinkedIn Sales Navigator + + + + + + + + + + + + + + + + + + + | | Р | Р | P |
| Twitter & Facebook P P P LinkedIn Sales Navigator + + + + Act-On and Marketo + + + + Netsuite, Intacct, Microsoft Dynamics + + + + PandaDoc & DocuSign + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + + | IBM Notes | \$ | \$ | \$ |
| LinkedIn Sales Navigator | Google Mail | \$ | \$ | \$ |
| Act-On and Marketo | Twitter & Facebook | Р | P | P |
| Netsuite, Intacct, Microsoft Dynamics | LinkedIn Sales Navigator | + | + | + |
| PandaDoc & DocuSign | Act-On and Marketo | + | + | + |
| CTI Connectors + + + + + + + + + + + + + + + + + + + | Netsuite, Intacct, Microsoft Dynamics | + | + | + |
| Third-party Applications downloadable from SugarExchange | PandaDoc & DocuSign | + | + | + |
| SMS + + + + + + + Security Access control by User PPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPP | CTI Connectors | + | + | + |
| Access control by User Access control by Team Access control by Team Access control by Role Advanced password management P Advanced password management P Advanced password management P Active Directory P P P P P P P P P P P P P | Third-party Applications downloadable from SugarExchange | + | + | + |
| Access control by User Access control by Team P Access control by Team P Access control by Role Access control by Role P Access control by Role P Access control by Role P P P P Access control by Role P P P P P Access control by Role P P P P P P P P P P P P P P P P P P | SMS | + | + | + |
| Access control by Team Access control by Role Access control by Role Advanced password management P Advanced password management P EDAP / Microsoft Active Directory P Single Sign On (SAML) P Data Management and Data Back-up Data Import P Relational Database backup P Multi-instance database P Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) Support for Oracle Database (2) F Support for DB2 Database (2) P P P P P P P P P P P P P | Security | | | |
| Access control by Role Advanced password management P Advanced password management P Advanced password management P Advanced password management P P P Advanced password management P P P P P P P P Data Management and Data Back-up Data Import P Relational Database backup P Multi-instance database P Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) Support for Microsoft SQL Server (2) Support for DB2 Database (2) P P P P P P P P P P P P P | Access control by User | P | Р | P |
| Advanced password management Description of Microsoft Active Directory Poly Data Management and Data Back-up Data Import Description of Microsoft Active Directory Data Import Poly Poly Poly Poly Poly Poly Poly Poly | Access control by Team | P | P | P |
| LDAP / Microsoft Active Directory Single Sign On (SAML) P P P P Data Management and Data Back-up Data Import P Relational Database backup Multi-instance database Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) Support for Oracle Database (2) Support for DB2 Database (2) P P P P P P P P P P P P P P P P P P | Access control by Role | Р | P | P |
| Single Sign On (SAML) Data Management and Data Back-up Data Import P P P P Relational Database backup Multi-instance database Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) Support for Oracle Database (2) Support for Oracle Database (2) Support for DB2 Database (2) P P P P P P P P P P P P P P P P P P | Advanced password management | P | P | P |
| Data Management and Data Back-up Data Import P Relational Database backup Multi-instance database Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for pustomer download) Support for MySQL Database (2) Support for Microsoft SQL Server (2) P Support for Oracle Database (2) Support for DB2 Database (2) P P P P P P P P P P P P P P P P P P | LDAP / Microsoft Active Directory | P | P | P |
| Data Import Relational Database backup P Relational Database backup P Relational Database backup P Relational Database backup P P P P Relational Database backup P P P P Rulti-instance database P P P P P P P P Customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) P P P Support for Microsoft SQL Server (2) P P P Support for Oracle Database (2) Support for DB2 Database (2) P P P P | Single Sign On (SAML) | Р | Р | P |
| Relational Database backup Multi-instance database P Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) Support for Microsoft SQL Server (2) Support for Oracle Database (2) P Support for DB2 Database (2) P P P P P P P P P P P P P | Data Management and Data Back-up | | | |
| Multi-instance database Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) Support for Microsoft SQL Server (2) Support for Oracle Database (2) Support for DB2 Database (2) P P P P P P P P P P P P P | Data Import | Р | P | P |
| Bi-weekly Sugar cloud Secure Database Back-up (for customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) Support for Microsoft SQL Server (2) P Support for Oracle Database (2) Support for DB2 Database (2) P P P P P P P P P P P P P | Relational Database backup | Р | Р | Р |
| customer download) Weekly Sugar cloud Secure Database Back-up (for customer download) Support for MySQL Database (2) PPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPP | Multi-instance database | Р | Р | Р |
| customer download) Support for MySQL Database (2) P Support for Microsoft SQL Server (2) P Support for Oracle Database (2) P Support for DB2 Database (2) P P | | P | P | P |
| Support for Microsoft SQL Server (2) Support for Oracle Database (2) Support for DB2 Database (2) P P P P | | | Р | P |
| Support for Oracle Database (2) Support for DB2 Database (2) P P | Support for MySQL Database (2) | Р | Р | P |
| Support for DB2 Database (2) P P | Support for Microsoft SQL Server (2) | Р | Р | P |
| | Support for Oracle Database (2) | | P | Р |
| Full Access to DB (On-site only) | Support for DB2 Database (2) | | P | P |
| | Full Access to DB (On-site only) | Р | Р | P |

SUGAR

Page 4 Editions Comparison



| SUGAR | SUGAR | SUGAR |
|--------------|------------|----------|
| PROFESSIONAL | ENTERPRISE | ULTIMATE |

| Cloud Computing & Storage | | | |
|-------------------------------------------------------------------------------------|------|------|-------|
| Sugar cloud (SaaS) | P | P | P |
| Sugar cloud document storage | 15GB | 60GB | 250GB |
| Sugar cloud sandbox (3) | 0 | 2 | 5 |
| Sugar On-Site | P | P | P |
| Partner Cloud (Partner Managed by VAR or Service Provider) | P | P | P |
| Public Cloud (Customer Managed in Amazon EC2, Microsoft Azure, or Rackspace clouds) | P | P | P |
| BitNami Cloud Deployment to Amazon EC2 | \$ | \$ | \$ |

- P Included in base user subscription
- + Can be built in Sugar Studio or is available as a downloadable application on SugarExchange for free or at an additional fee.
- \$ Additional subscription fees apply
- (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 acurrent list of access methods.
- (2) Available for Sugar On-Site, partner and public cloud deployments, not available in Sugar cloud. Contact your Sugar CRM representative for availability.
- (3) Sugar cloud sandboxes are only available to Sugar cloud customers.

Richiedi una free trial a customer@pokerspa.it

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