SUGARCRM.

Minimum 10 users	SUGAR PROFESSIONAL	SUGAR ENTERPRISE	SUGAR ULTIMATE
	$40/user/mo	$65/user/mo	$150/user/mo
	$4,800/year (minimum)	$7,800/year (minimum)	$18,000/year (minimum)
	International pricing at: www.sugarcrm.com/product/intl-pricing		
Sales			
Account Management	✓	✓	✓
Contact & Task Management	✓	✓	✓
Opportunity Management	✓	✓	✓
Activity Streams	✓	✓	✓
Personalized Dashlets & Homepage	✓	✓	✓
Activity Scheduling, Tracking & History	✓	✓	✓
Product Catalog & Tracking	✓	✓	✓
Quote Management	✓	✓	✓
Sales Opportunity Forecasting	✓	✓	✓
Product-level Forecasting		✓	✓
Sales Team Management	✓	✓	✓
Sales Email Campaigns	✓	✓	✓
Marketing			
Lead Management	✓	✓	✓
Lead Routing	✓	✓	✓
Lead conversion	✓	✓	✓
Lead conversion in Mobile app	✓	✓	✓
Campaign Wizard	✓	✓	✓
Email Engagement for Sales Reps	✓	✓	✓
Lead Capture Form (Web-to-Lead)	✓	✓	✓
Campaign Dashboards	✓	✓	✓
Customer Service & Support			
Call Center Agent Desktop	✓	✓	✓
Case/Ticket Management	✓	✓	✓
Case/Ticket Routing	✓	✓	✓
Advanced Case Escalation	✓	✓	✓
Issue/Bug Tracking	✓	✓	✓

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	SUGAR PROFESSIONAL	SUGAR ENTERPRISE	SUGAR ULTIMATE
Automatic Case Creation from Inbound Emails	✓	✓	✓
Self-Service Portal (up to 100 concurrent portal users)		✓	✓
Knowledge Base (internal publishing)	✓	✓	✓
Knowledge Base (internal + external publishing to self-service portal)		✓	✓
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)	✓	✓	✓
Advanced Workflow Visual Designer to Model End-to-end Business Processes		✓	✓
Automate Sequential and Parallel Workflows		✓	✓
Multi-level Approval Process Flows		✓	✓
Visual Monitoring of Processes		✓	✓
Round-Robin and Self-Service Queue Work Distribution Options		✓	✓
Customizable Email Templates/Notifications		✓	✓
Reusable Business Process Rules		✓	✓
Task Templates for Sales, Service and Marketing Users	$	$	$
Mobile			
Mobile Web (1)	✓	✓	✓
Native Mobile App (iOS & Android) (1)	✓	✓	✓
Studio Editor	✓	✓	✓
Administration & Customization	✓	✓	✓
Sugar Logic Business Rules and Calculated Fields	✓	✓	✓
Offline Access	✓	✓	✓
Mobile Software Development Kit (SDK)		✓	✓

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

	SUGAR PROFESSIONAL	SUGAR ENTERPRISE	SUGAR ULTIMATE
Connectors			
Exchange, Yahoo and other IMAP mail	✓	✓	✓
Microsoft Outlook	✓	✓	✓
IBM Notes	$	$	$
Google Mail	$	$	$
Twitter & Facebook	✓	✓	✓
LinkedIn Sales Navigator	+	+	+
Act-On and Marketo	+	+	+
Netsuite, Intacct, Microsoft Dynamics	+	+	+
PandaDoc & DocuSign	+	+	+
CTI Connectors	+	+	+
Third-party Applications downloadable from SugarExchange	+	+	+
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 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)		✓	✓
Full Access to DB (On-site only)	✓	✓	✓

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

✓ 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 a current list of access methods.

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

(3) Sugar cloud sandboxes are only available to Sugar cloud customers.

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