

SUGAR EDITIONS COMPARISON MATRIX



	SUGAR PROFESSIONAL	SUGAR ENTERPRISE	SUGAR ULTIMATE
	\$40/user/mo	\$65/user/mo	\$150/user/mo
Minimum 10 users	\$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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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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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	✓	✓	✓

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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 On-Demand Secure Database Back-up (for customer download)	✓	✓	✓
Weekly Sugar On-Demand 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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Cloud Computing & Storage			
Sugar On-Demand (SaaS)	✓	✓	✓
Sugar On-Demand document storage	15GB	60GB	250GB
Sugar On-Demand sandbox (for on-demand only) (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 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