

	SugarCRM		Salesforce Sales Cloud 2				
	BEST VALUE*		BEST VALUE*				
	Sugar Professional	Sugar Enterprise	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
Price / user / month	\$30	\$50	\$5	\$25	\$65	\$125	\$250
Price / user / year	\$360	\$600	\$60	\$300	\$780	\$1,500	\$3,000
User limits	no limit	no limit	5 user max	5 user max	no limit	no limit	no limit
<b>SALES</b>							
Accounts	✓	✓	✓	✓	✓	✓	✓
Activity tracking & history	✓	✓	✓	✓	✓	✓	✓
Approvals						✓	✓
Competitor tracking	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 forecasting	✓	✓			✓	✓	✓
Sales teams	✓	✓				✓	✓
Territory management						✓	✓
Third-party sales methodologies	St / E	St / E			E	E	E
<b>MARKETING</b>							
Campaign dashboards	✓	✓			✓	✓	✓
Campaigns	✓	✓			✓	✓	✓
Email marketing	✓	✓			✓	✓	✓
Google AdWords				✓	✓	✓	✓
Marketing campaigns	✓	✓			✓	✓	✓
Marketing reports	✓	✓			✓	✓	✓
Mass email	✓	✓			✓	✓	✓
Mass email limits (emails per day)	no limit	no limit			500	500	500
Newsletter management	✓	✓			✓	✓	✓
Web to lead capture	✓	✓		✓	✓	✓	✓
Web to lead capture limits (leads per day)	no limit	no limit		500	500	500	500
<b>CUSTOMER SUPPORT</b>							
Advanced case escalation and notification	✓	✓			✓	✓	✓
Bug tracking	✓	✓			✓	✓	✓
Call center	✓	✓			✓	✓	✓
Case escalation and queuing	St	St			✓	✓	✓
Case management	✓	✓		✓	✓	✓	✓
Customer self-service portal		✓				\$	\$
Customer support email management	✓	✓			✓	✓	✓
Knowledge base	✓	✓			✓	✓	✓

	SugarCRM		Salesforce Sales Cloud 2				
	BEST VALUE*		BEST VALUE*				
	Sugar Professional	Sugar Enterprise	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
<b>PRODUCTIVITY</b>							
Customizable homepage by end user	✓	✓					
Email - Microsoft Outlook plug-in	✓	✓	✓	✓	✓	✓	✓
Email - Gmail and Lotus Notes plug-in	E	E	✓	✓	✓	✓	✓
Email - archiving	✓	✓	✓	✓	✓	✓	✓
Email - native email client	✓	✓					
Email - templates & tracking	✓	✓	✓	✓	✓	✓	✓
Google Apps integration	E	E	✓	✓	✓	✓	✓
Landing pages	✓	✓		✓	✓	✓	✓
Microsoft Word & Excel integration	✓	✓	✓	✓	✓	✓	✓
Mobile <sup>4</sup>		✓			\$	\$	✓
MobileWeb/MobileLite <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓	✓	✓
<b>REPORTING</b>							
Advanced charts	✓	✓			✓	✓	✓
Analytic snapshots					✓	✓	✓
Custom reports	✓	✓		✓	✓	✓	✓
Custom report type limits	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		✓					
<b>COLLABORATION</b>							
Activity management	✓	✓	✓	✓	✓	✓	✓
Content genius			✓	✓	✓	✓	✓
Document management and attachments	✓	✓	✓	✓	✓	✓	✓
Dynamic teams/Queues <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓

	SugarCRM		Salesforce Sales Cloud 2				
	BEST VALUE*		Contact Manager	Salesforce Group	Salesforce Professional	BEST VALUE*	
	Sugar Professional	Sugar Enterprise				Salesforce Enterprise	Salesforce Unlimited
Employee directory	✓	✓					
Ideas community					✓	✓	✓
Process visualizer						✓	✓
Sugar Feeds/Chatter <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓
Team notices	✓	✓		✓	✓	✓	✓
Workflow automation	✓	✓				✓	✓
<b>PROJECT MANAGEMENT</b>							
Project management	✓	✓					
Gantt Charts and Grids	✓	✓					
<b>CONFIGURATION</b>							
Assignment notification	✓	✓			✓	✓	✓
Configure tabs	✓	✓			✓	✓	✓
Convert lead form	✓	✓			✓	✓	✓
Custom fields	✓	✓	✓	✓	✓	✓	✓
Custom fields per Module/Object <sup>1</sup>	no limit	no limit	25	100	100	500	500
Drag-and-drop custom layouts	✓	✓			✓	✓	✓
Image fields	✓	✓		✓	✓	✓	✓
Mobile Studio Editor	✓	✓					✓
Workflow automation rules	✓	✓				✓	✓
<b>USER INTERFACE CONFIGURATION</b>							
Drag to customize home page	✓	✓					
Embedded Mash-ups	✓	✓		✓	✓	✓	✓
Grouped Tabs/Custom Apps <sup>1, 2</sup>	no limit	no limit	1	1	5	10	no limit
Rename fields, tabs and labels	✓	✓			✓	✓	✓
Multiple tabs on the home page	✓	✓					
Module Builder	✓	✓					
Visualforce			✓	✓	✓	✓	✓
<b>CUSTOMIZATION</b>							
Custom modules/custom objects <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓
Total custom modules/objects <sup>1</sup>	no limit	no limit	5	50	50	200	2,000
Custom record types	✓	✓			✓	✓	✓
Open Source	✓	✓					
PHP/Apex and Force.com code development <sup>1 5</sup>	✓	✓				✓	✓
SugarLogic/Apex and Force.com <sup>1</sup>	✓	✓				✓	✓
Test customizations in a development sandbox	✓	✓				✓	✓
<b>INTEGRATIONS</b>							
Cloud Connectors to Hoovers, Jigsaw, Zoominfo, LinkedIn and Twitter	✓	✓					
Integrated third-party apps <sup>3</sup>	E	E	E	E	E	E	E
Jigsaw data services					\$	\$	\$
My Portal Dashlets	✓	✓					
Web-services API	✓	✓				✓	✓
Web-services API limits (calls per day)	no limit	no limit				1,000	5,000

	SugarCRM		Salesforce Sales Cloud 2				
	BEST VALUE*		BEST VALUE*				
	Sugar Professional	Sugar Enterprise	Contact Manager	Salesforce Group	Salesforce Professional	Salesforce Enterprise	Salesforce Unlimited
<b>SECURITY</b>							
Access control by User	✓	✓	✓	✓	✓	✓	✓
Access control by Team/Group <sup>1</sup>	✓	✓			✓	✓	✓
Access control by Role	✓	✓			✓	✓	✓
Advanced password management	✓	✓	✓	✓	✓	✓	✓
LDAP / Microsoft Active Directory	✓	✓			✓	✓	✓
SAML Support <sup>4</sup>	✓	✓	✓	✓	✓	✓	✓
<b>DATA MANAGEMENT AND DATA BACK UP</b>							
Data import	✓	✓	✓	✓	✓	✓	✓
Data import de-duplication	✓	✓	✓	✓	✓	✓	✓
Data loader						✓	✓
Database backup/export <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓
Database backup in relational database format	✓	✓					
Multi-instance database	✓	✓					
Multi-tenant database			✓	✓	✓	✓	✓
Object database connectivity (ODBC) <sup>5</sup>	✓	✓					
Scheduled weekly database backup/export <sup>1</sup>	✓	✓			\$	✓	✓
Support for Microsoft SQL Server <sup>5</sup>	✓	✓					
Support for MySQL DB <sup>5</sup>	✓	✓					
Support for Oracle DB instance <sup>5</sup>		✓					
<b>CLOUD COMPUTING</b>							
Private Cloud (On-Site hosted)	✓	✓					
Partner Cloud (VAR or Service Provider hosted)	✓	✓					
Public Cloud (EC2 or Azure hosted)	✓	✓					
Vendor Cloud (SaaS hosted)	✓	✓	✓	✓	✓	✓	✓
<b>PARTNER</b>							
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](http://www.sugarcrm.com) and [www.salesforce.com](http://www.salesforce.com)

\* Best Value as determined by SugarCRM and Salesforce.com

✓ = Included in base user subscription

\$ = Additional fee applies

E = Available as a downloadable application via SugarExchange or the AppExchange, for free or at an additional fee

St = Studio Customization in SugarCRM

<sup>1</sup> SugarCRM terminology/Salesforce.com terminology

<sup>2</sup> Grouped Tabs is available in Sugar 5.x and Sugar 6.1; Grouped Tabs is not available in Sugar 6.0

<sup>3</sup> Integrations are available on Sugarforce or SugarExchange for SugarCRM and AppExchange for Salesforce.com.

Some Integrations are free, some integrations are available at an additional fee

<sup>4</sup> SAML Support is available in Sugar 6.1

<sup>5</sup> Available for Sugar private, partner and public cloud deployments

