

	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)	✓	✓	✓
SugarBPM™ Automation Suite		✓	✓
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 and Synchronization	✓	✓	✓
Mobile Software Development Kit (SDK)		✓	✓

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Reporting

Advanced Graph & Chart Support	✓	✓	✓
Customizable & Shareable Dashboards	✓	✓	✓
Customizable Reports	✓	✓	✓
Drill-through on Charts	✓	✓	✓
110+ Pre-built Reports	✓	✓	✓
Scheduled Reports	✓	✓	✓
Advanced Reporting (SQL based)		✓	✓

Data Privacy

Data Privacy Management	✓	✓	✓
Data Privacy Manager User Role	✓	✓	✓
Consent Management	✓	✓	✓
Audit Log	✓	✓	✓
Data Erasure	✓	✓	✓

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	✓	✓	✓
Multi-instance database	✓	✓	✓
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			
SugarCloud (SaaS)	✓	✓	✓
SugarCloud document storage	15GB	60GB	250GB
SugarCloud sandbox (3)	0	2	5
Daily Relational Database backup	✓	✓	✓
Option to download database (bi-weekly)	✓		
Option to download database (daily)		✓	✓
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 SugaCloud. Contact your SugarCRM representative for availability.

(3) SugarCloud sandboxes are only available to SugarCloud customers.

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