

|  | SugarCRM           |                 |                  |                | Salesforce Sales Cloud 2 |                  |                         |                       |                      |
|--|--------------------|-----------------|------------------|----------------|--------------------------|------------------|-------------------------|-----------------------|----------------------|
|  | BEST VALUE*        |                 |                  |                | BEST VALUE*              |                  |                         |                       |                      |
|  | Sugar Professional | Sugar Corporate | Sugar Enterprise | Sugar Ultimate | Contact Manager          | Salesforce Group | Salesforce Professional | Salesforce Enterprise | Salesforce Unlimited |
| Price / user / month                             | \$30               | \$45            | \$60             | \$100          | \$5                      | \$25             | \$65                    | \$125                 | \$250                |
| Price / user / year                              | \$360              | \$540           | \$720            | \$1,200        | \$60                     | \$300            | \$780                   | \$1,500               | \$3,000              |
| User limits                                      | no limit           | no limit        | no limit         | no limit       | 5 user max               | 5 user max       | no limit                | no limit              | no limit             |
| <b>SALES</b>                                     |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Accounts   | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Activity tracking & history                      | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Approvals  |                    |                 |                  |                |                          |                  |                         | ✓                     | ✓                    |
| Business to Business (B2B) configuration         | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Business to Consumer (B2C) configuration         | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Competitor tracking                              | St                 | St              | 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          | St / E           | St / E         |                          |                  | E                       | E                     | E                    |
| <b>MARKETING</b>                                 |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Campaign dashboards                              | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Campaigns  | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Email marketing                                  | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Intergration with 3rd party marketing automation | E                  | E               | E                | E              |                          |                  |                         | E                     | E                    |
| Google AdWords                                   |                    |                 |                  |                |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Marketing campaigns                              | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Marketing reports                                | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Mass email                                       | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Mass email limits (emails per day)               | no limit           | no limit        | no limit         | no limit       |                          |                  | 500                     | 500                   | 500                  |
| Newsletter management                            | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| SMS Marketing Campaings                          | E                  | E               | E                | E              |                          |                  |                         |                       |                      |
| Web to lead capture                              | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Web to lead capture limits (leads per day)       | no limit           | no limit        | 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              | St               | St             |                          |                  | ✓                       | ✓                     | ✓                    |
| Case management                                  | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |



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|  | Sugar Professional | Sugar Corporate | Sugar Enterprise | Sugar Ultimate | Contact Manager          | Salesforce Group | Salesforce Professional | Salesforce Enterprise | Salesforce Unlimited |
| Customer self-service portal               |                    |                 | ✓                | ✓              |                          |                  |                         | \$                    | \$                   |
| Customer support email management          | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Knowledge base                             | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| <b>SOCIAL CRM</b>                          |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Blogs                                      | E                  | E               | E                | E              |                          | E                | E                       | E                     | E                    |
| Cisco WebEx Meeting Center                 | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Citrix Online GoToMeeting                  | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | E                     | E                    |
| Email                                      | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Facebook                                   | ✓                  | ✓               | ✓                | ✓              |                          |                  | E                       | E                     | E                    |
| Google Apps                                | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| LinkedIn                                   | ✓                  | ✓               | ✓                | ✓              |                          | E                | E                       | E                     | E                    |
| LotusLive Engage                           | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | E                     | E                    |
| Maps                                       | E                  | E               | E                | E              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Sales Intelligence                         | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Social Collaboration with other employees  | E                  | E               | E                | E              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Social Collaboration with customers        | E                  | E               | E                | E              |                          |                  |                         |                       |                      |
| SMS  | E                  | E               | E                | E              |                          |                  |                         | E                     | E                    |
| Twitter                                    | ✓                  | ✓               | ✓                | ✓              |                          |                  | E                       | E                     | E                    |
| <b>MOBILE CRM</b>                          |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Mobile Browser Access for smartphones      | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Mobile Browser Access for tablets          | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Lite App for Android                       | ✓                  | ✓               | ✓                | ✓              |                          | chatter only     | chatter only            | chatter only          | chatter only         |
| Lite App for BlackBerry                    |                    |                 |                  |                |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Lite App for iPad                          |                    |                 |                  |                |                          | chatter only     | chatter only            | chatter only          | chatter only         |
| Lite App for iPhone                        | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Lite App for Windows Mobile                |                    |                 |                  |                |                          | ✓                | ✓                       | ✓                     | ✓                    |
| App for Android ④                          | \$                 | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| App for BlackBerry ④                       | \$                 | ✓               | ✓                | ✓              |                          | \$               | \$                      | \$                    | ✓                    |
| App for iPad ④                             | \$                 | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| App for iPhone ④                           | \$                 | ✓               | ✓                | ✓              |                          | \$               | \$                      | \$                    | ✓                    |
| App for Windows Mobile                     |                    |                 |                  |                |                          | \$               | \$                      | \$                    | ✓                    |
| <b>GLOBAL CRM</b>                          |                    |                 |                  |                |                          |                  |                         |                       |                      |
| # of Languages supported out of the box    | 22                 | 22              | 22               | 22             | 16                       | 16               | 16                      | 16                    | 16                   |
| Additional Language Packs                  | E                  | E               | E                | E              | E                        | E                | E                       | E                     | E                    |
| Multi-currency support                     | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Right to Left language support             | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| <b>PRODUCTIVITY</b>                        |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Customizable homepage by end user          | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Email; Plug-in for Microsoft Outlook       | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Email; Plug-in for IBM Lotus Notes         | \$                 | \$              | ✓                | ✓              | E                        | E                | E                       | E                     | E                    |
| Email; Gmail, Yahoo! And IMAP Mail support | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Email; archiving                           | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Email; native email client                 | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Email; templates & tracking                | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |



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|   | Sugar Professional | Sugar Corporate | Sugar Enterprise | Sugar Ultimate | Contact Manager          | Salesforce Group | Salesforce Professional | Salesforce Enterprise | Salesforce Unlimited |
| Email; Lotus Notes Domino Server Connector                                  | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Google Docs integration   | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Landing pages   | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Microsoft Word & Excel integration  | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| 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        | 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   | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Activity streams / Chatter  | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Activity streams with social media integration                              | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Content genius  |                    |                 |                  |                | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Document management and attachments   | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Dynamic teams/Queues ①  | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Employee directory  | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Ideas community   |                    |                 |                  |                |                          |                  | ✓                       | ✓                     | ✓                    |
| Process visualizer  |                    |                 |                  |                |                          |                  |                         | ✓                     | ✓                    |
| Team notices  | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Workflow automation   | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | ✓                     | ✓                    |



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|---|--------------------|-----------------|------------------|----------------|--------------------------|------------------|-------------------------|-----------------------|----------------------|
|   | BEST VALUE*        |                 |                  |                | BEST VALUE*              |                  |                         |                       |                      |
|   | Sugar Professional | Sugar Corporate | Sugar Enterprise | Sugar Ultimate | Contact Manager          | Salesforce Group | Salesforce Professional | Salesforce Enterprise | Salesforce Unlimited |
| <b>PROJECT MANAGEMENT</b>                     |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Project management                            | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Gantt Charts and Grids                        | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| <b>CONFIGURATION</b>                          |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Assignment notification                       | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Calculated Fields                             | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| Configure tabs                                | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Convert lead form                             | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Custom fields                                 | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Custom fields per Module/Object ①             | no limit           | no limit        | no limit         | no limit       | 25                       | 100              | 100                     | 500                   | 500                  |
| Dependent dropdowns                           | ✓                  | ✓               | ✓                | ✓              |                          | ✓                | ✓                       | ✓                     | ✓                    |
| 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 ①                    | no limit           | no limit        | 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 ①               | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Total custom modules/objects ①                | no limit           | no limit        | no limit         | no limit       | 5                        | 50               | 50                      | 200                   | 2,000                |
| Custom record types                           | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Open Source                                   | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| *PHP/Apex and Force.com code development ① ③* | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | ✓                     | ✓                    |
| SugarLogic/Apex and Force.com ①               | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | ✓                     | ✓                    |
| Test customizations in a development sandbox  | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | ✓                     | ✓                    |
| <b>INTEGRATIONS</b>                           |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Cloud Connectors                              | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Integrated third-party apps ②                 | E                  | E               | E                | E              | E                        | E                | E                       | E                     | E                    |
| Jigsaw data services                          |                    |                 |                  |                |                          |                  | \$                      | \$                    | \$                   |
| My Portal Dashlets                            | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Web-services API (REST)                       | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | ✓                     | ✓                    |
| Web-services API (SOAP)                       | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         | ✓                     | ✓                    |
| Web-services API limits (calls per day)       | no limit           | no limit        | no limit         | no limit       |                          |                  |                         | 1,000                 | 5,000                |
| <b>SECURITY</b>                               |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Access control by User                        | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Access control by Team/Group ①                | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| Access control by Role                        | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |

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| Advanced password management                   | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| LDAP / Microsoft Active Directory              | ✓                  | ✓               | ✓                | ✓              |                          |                  | ✓                       | ✓                     | ✓                    |
| SAML Support                                   | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| <b>DATA MANAGEMENT AND DATA BACK UP</b>        |                    |                 |                  |                |                          |                  |                         |                       |                      |
| Data import                                    | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Data import de-duplication                     | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Data loader                                    |                    |                 |                  |                |                          |                  |                         | ✓                     | ✓                    |
| Database backup/export ①                       | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Database backup in relational database format  | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Multi-instance database                        | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Multi-tenant database                          |                    |                 |                  |                | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Object database connectivity (ODBC) ③          | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Scheduled database backup/export ①             | ✓                  | ✓               | ✓                | ✓              |                          |                  | \$                      | ✓                     | ✓                    |
| Scheduled daily database backup/export ①       | \$                 | \$              | ✓                | ✓              |                          |                  |                         |                       |                      |
| Support for Microsoft SQL Server ③             | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Support for MySQL DB ③                         | ✓                  | ✓               | ✓                | ✓              |                          |                  |                         |                       |                      |
| Support for Oracle DB instance ③               |                    |                 | ✓                | ✓              |                          |                  |                         |                       |                      |
| <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)                     | ✓                  | ✓               | ✓                | ✓              | ✓                        | ✓                | ✓                       | ✓                     | ✓                    |
| Vendor Cloud document storage ⑤                | 15GB               | 30GB            | 60GB             | 250GB          | 12GB                     | 12GB             | 12GB                    | 12GB                  | 12GB                 |
| Vendor Cloud sandbox                           | 0                  | 1               | 2                | 5              |                          |                  |                         | 1                     | ✓                    |
| <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 an add-on

St = Studio configuration in SugarCRM

① SugarCRM terminology/Salesforce.com terminology

② Integrations are available on Sugarforge or SugarExchange for SugarCRM and AppExchange for Salesforce.com.

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

③ Available for Sugar private, partner and public cloud deployments

④ Sugar Mobile Plus available in Aug 2011, Android available Dec 2011

⑤ For salesforce; All editions have a minimum of 1GB of data and 11GB of file storage shared by all users. Additional data storage is available on a per-user basis

