

SUGAR EDITIONS MATRICE DI COMPARAZIONE



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

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

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

**SUGAR
PROFESSIONAL**

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ENTERPRISE**

**SUGAR
ULTIMATE**

Connectors			
Exchange, Yahoo and other IMAP mail	P	P	P
Microsoft Outlook	P	P	P
IBM Notes	\$	\$	\$
Google Mail	\$	\$	\$
Twitter & Facebook	P	P	P
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	P	P	P
Access control by Team	P	P	P
Access control by Role	P	P	P
Advanced password management	P	P	P
LDAP / Microsoft Active Directory	P	P	P
Single Sign On (SAML)	P	P	P
Data Management and Data Back-up			
Data Import	P	P	P
Relational Database backup	P	P	P
Multi-instance database	P	P	P
Bi-weekly Sugar cloud Secure Database Back-up (for customer download)	P	P	P
Weekly Sugar cloud Secure Database Back-up (for customer download)		P	P
Support for MySQL Database (2)	P	P	P
Support for Microsoft SQL Server (2)	P	P	P
Support for Oracle Database (2)		P	P
Support for DB2 Database (2)		P	P
Full Access to DB (On-site only)	P	P	P

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

P 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.

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