

SUGARCRM PRODUCT COMPARISON MATRIX

	Sugar Professional™	Sugar Enterprise™
User Limit	5 user minimum	5 user minimum
Price	\$360/user/year	\$600/user/year
Technical Support	Unlimited	Unlimited
Extended / Premium Support	\$	\$
Data Storage	1GB or 30MB/user	1GB or 120MB/user
Sales Force Automation		
Leads	X	X
Contacts	X	X
Opportunities	X	X
Accounts	X	X
Activities	X	X
Documents	X	X
Sales forecasting	X	X
Contracts	X	X
Product catalog	X	X
Quotes	X	X
Marketing Automation		
Campaigns	X	X
Email marketing	X	X
Online lead capture	X	X
Web-to-Lead forms	X	X
Newsletter management	X	X
Campaign dashboard	X	X
Marketing reports	X	X
Customer Support		
Case management	X	X
Bug tracking	X	X
Email management	X	X
Case escalation and queuing	X	X
Knowledge Base	X	X
Advanced case escalation and notification	X	X
Customer self-service portal		X
Reporting		
Sales pipeline dashboard	X	X
Lead source dashboard	X	X
Monthly pipeline by outcome dashboard	X	X
Opportunities by lead source dashboard	X	X
Customizable dashboards	X	X

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Custom reports	X	X
Multiple dashboards on homepage	X	X
Matrix reports	X	X
Advanced charts	X	X
SQL reporting		X
Collaboration		
Activity management	X	X
Document management	X	X
Shared calendar	X	X
Employee directory	X	X
Web portals	X	X
Project management	X	X
AJAX email client	X	X
Sugar Plug-in for Microsoft Excel	X	X
Sugar Plug-in for Microsoft Outlook	X	X
Sugar Plug-in for Microsoft Word	X	X
Advanced project management (Gantt Charts and Grids)	X	X
Reminders and alerts	X	X
Team notices	X	X
Dynamic teams	X	X
Mobile		
Mobile edition	X	X
Offline client synchronization		X
Customization		
Module Builder	X	X
Custom fields	X	X
Custom objects	X	X
Custom modules	X	X
Custom record types	X	X
Drag-and-drop custom layouts	X	X
Configure tabs	X	X
Assignment notification	X	X
Workflow automation rules	X	X
WMobile Studio Editor	X	X
Migration		
Data import and exports	X	X
Import de-duplication	X	X
Upgrade Wizard	X	X
Data quality controls	X	X
Integration		
Custom links	X	X

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Web-services API	X	X
Sugar Feeds Dashlets	X	X
My Portal Dashlets	X	X
Cloud Connectors	X	X
Cloud Connectors Data Merge	X	X
Module Loader	X	X
Security		
Access control by user role	X	X
Access control by team	X	X
Field-level security	X	X
Module Administration	X	X
Advanced password management	X	X

