

SUGARCRM PRODUCT COMPARISON MATRIX

	Sugar Community Edition	Sugar Professional	Sugar Enterprise
Pricing	free	\$275/seat/yr \$480/yr - hosted	\$449/seat/yr \$900/yr - hosted
User Minimum	none	5 user minimum	5 user minimum
User Limit	none	none	none
Standard training and phone support	\$	x	x
Extended Support	\$	\$	\$
Sales Force Automation			
Lead management	x	x	x
Contact management	x	x	x
Opportunity management	x	x	x
Account management	x	x	x
Activity management	x	x	x
Document library	x	x	x
Notes and attachments	x	x	x
Sales forecasting		x	x
Contract Management		x	x
Team management		x	x
Real-time reminders and alerts		x	x
Product catalog		x	x
Quote management		x	x
Custom PDF quote		x	x
Account team selling		x	x
Opportunity team selling		x	x
Marketing Automation			
Campaign management	x	x	x
Email marketing	x	x	x
HTML email templates	x	x	x
HTML email tracking	x	x	x
Online lead capture	x	x	x
Web-to-Lead forms	x	x	x
List management	x	x	x
Newsletter management	x	x	x
Non-Email campaigns	x	x	x
Customer segmentation	x	x	x
Campaign dashboard	x	x	x
Subscription lists	x	x	x
Suppression rules	x	x	x
Marketing Analytics		x	x



	Sugar Community Edition	Sugar Professional	Sugar Enterprise
Customer Support			
Case management	X	X	X
Bug tracking	X	X	X
Email management (email-to-case)	X	X	X
Case escalation and queuing	X	X	X
Knowledgebase	X	X	X
Asset management		X	X
Advanced case escalation and notification		X	X
Customer self-service portal			X
Reporting			
Sales pipeline dashboard	X	X	X
Lead source dashboard	X	X	X
Monthly pipeline by outcome dashboard	X	X	X
Opportunities by lead source dashboard	X	X	X
Customizable dashboards		X	X
Custom reports		X	X
Multiple dashboards on homepage		X	X
Advanced charts		X	X
Cross-module reporting		X	X
Charts from custom reports		X	X
SQL reporting			X
Collaboration			
Activity management	X	X	X
Content syndication	X	X	X
Document management	X	X	X
Shared calendar	X	X	X
Employee directory	X	X	X
Web portals	X	X	X
Project management	X	X	X
Ajax email client	X	X	X
Team notices		X	X
Email distribution lists		X	X
Advanced project management (Gantt Charts and Grids)		X	X
Sugar Plug-in for Microsoft Outlook	\$	X	X
Sugar Plug-in for Microsoft Word	\$	X	X

	Sugar Community Edition	Sugar Professional	Sugar Enterprise
Mobile			
Wireless edition		X	X
PDA edition		X	X
Offline client synchronization			X
Customization			
Module builder	X	X	X
Full source code access	X	X	X
Unlimited # of custom fields	X	X	X
Unlimited # of custom objects	X	X	X
Unlimited # of custom modules	X	X	X
Custom record types	X	X	X
Drag-and-drop custom layouts	X	X	X
Configure tabs	X	X	X
Custom tabs and web tabs by admin	X	X	X
Custom tabs and web tabs by user	X	X	X
Assignment notification	X	X	X
Multiple page layouts	X	X	X
Multiple custom page layouts	X	X	X
User based time and date formatting	X	X	X
Multi-currency conversion	X	X	X
Multi-lingual Support	X	X	X
Workflow automation rules		X	X
Workflow automation tasks		X	X
Oracle support			X
Migration/Integration			
Meta-data Driven User Interface	X	X	X
Unlimited data import and exports	X	X	X
Import/export utilities	X	X	X
Import de-duplication	X	X	X
Custom links	X	X	X
Web-services API	X	X	X
Module loader	X	X	X
Upgrade wizard	X	X	X
Data quality controls		X	X
Security			
Multi-departmental administration	X	X	X
Profile-based departmental security	X	X	X
Portal only user	X	X	X
Access control by user role	X	X	X
Access control by team		X	X
Field-level security		X	X