

# SUGARCRM PRODUCT COMPARISON MATRIX

	Sugar Community Edition™	Sugar Professional™	Sugar Enterprise™
User Limit	No limit	5 user minimum	5 user minimum
Price	Free	\$360/user/year	\$600/user/year
Technical Support	Not supported	Unlimited	Unlimited
Extended / Premium Support		\$	\$
Data Storage		1GB or 30MB/user	1GB or 120MB/user
<b>User Experience</b>			
Customizable home pages	x	x	x
New user wizard	x	x	x
Multiple home pages		x	x
Enhanced user interface		x	x
Shortcut bar		x	x
Global search — enhanced view		x	x
Downloadable plug-ins		x	x
<b>Sales Force Automation</b>			
Leads	x	x	x
Contacts	x	x	x
Opportunities	x	x	x
Accounts	x	x	x
Activities	x	x	x
Documents	x	x	x
Sales forecasting		x	x
Contracts		x	x
Product catalog		x	x
Quotes		x	x
<b>Marketing Automation</b>			
Campaigns	x	x	x
Email marketing	x	x	x
Online lead capture	x	x	x
Web-to-Lead forms	x	x	x
Newsletter management	x	x	x
Campaign dashboard	x	x	x
Marketing reports		x	x
<b>Customer Support</b>			
Case management	x	x	x
Bug tracking	x	x	x
Email management	x	x	x
Case escalation and queuing		x	x
Knowledge Base		x	x
Advanced case escalation and notification		x	x
Customer self-service portal			x

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<b>Reporting</b>			
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
Matrix reports		X	X
Advanced charts		X	X
SQL reporting			X
<b>Collaboration</b>			
Activity management	X	X	X
Document management	X	X	X
Shared calendar	X	X	X
Employee directory	X	X	X
Sugar feeds	X	X	X
AJAX email client	X	X	X
Project management	X	X	X
Advanced project management (Gantt Charts and Grids)		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
Reminders and alerts		X	X
Team notices		X	X
Dynamic teams		X	X
<b>Mobile</b>			
Mobile edition		X	X
Offline client synchronization			X
<b>Customization</b>			
Module Builder	X	X	X
Custom fields	X	X	X
Custom objects	X	X	X
Custom modules	X	X	X
Custom record types	X	X	X
Drag-and-drop custom layouts	X	X	X
Configure tabs	X	X	X
Assignment notification	X	X	X
Workflow automation rules		X	X
Mobile Studio Editor		X	X
Convert lead form		X	X

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<b>Migration</b>			
Data import and exports	X	X	X
Import de-duplication	X	X	X
Upgrade Wizard	X	X	X
Data quality controls		X	X
<b>Integration</b>			
Custom links	X	X	X
Web-services API	X	X	X
Sugar Feeds Dashlets	X	X	X
My Portal Dashlets	X	X	X
Module Loader	X	X	X
Cloud Connectors	Limited	X	X
Cloud Connectors Data Merge		X	X
<b>Security</b>			
Access control by user role	X	X	X
Access control by team		X	X
Field-level security		X	X
Module Administration		X	X
Advanced password management		X	X