

Sugar 6.6 Release - CE

| | Sugar Community | Sugar Professional | Sugar Corporate | Sugar Enterprise | Sugar Ultimate |
|---|-----------------|--------------------|-----------------|------------------|----------------|
| List price / user / month | free | \$35 | \$45 | \$60 | \$100 |
| List price / user / year (contractual term) | free | \$420 | \$540 | \$720 | \$1,200 |
| Application or user limits | no limits | no limits | no limits | no limits | no limits |
| Sales | | | | | |
| Accounts | ✓ | ✓ | ✓ | ✓ | ✓ |
| Activity tracking & history | ✓ | ✓ | ✓ | ✓ | ✓ |
| Approvals | | + | + | + | + |
| Business to Business (B2B) configuration | ✓ | ✓ | ✓ | ✓ | ✓ |
| Business to Consumer (B2C) configuration | | ✓ | ✓ | ✓ | ✓ |
| Competitor tracking | | + | + | + | + |
| Contacts | ✓ | ✓ | ✓ | ✓ | ✓ |
| Contract Management | | ✓ | ✓ | ✓ | ✓ |
| Customizable sales process | ✓ | ✓ | ✓ | ✓ | ✓ |
| Document and integrated content library | ✓ | ✓ | ✓ | ✓ | ✓ |
| Lead capture | ✓ | ✓ | ✓ | ✓ | ✓ |
| Lead scoring, routing, & assignment | | ✓ | ✓ | ✓ | ✓ |
| Opportunity tracking | ✓ | ✓ | ✓ | ✓ | ✓ |
| Product catalog & tracking | | ✓ | ✓ | ✓ | ✓ |
| Quote management | | ✓ | ✓ | ✓ | ✓ |
| Sales Forecasting | | ✓ | ✓ | ✓ | ✓ |
| Sales teams | | ✓ | ✓ | ✓ | ✓ |
| Territory management | | + | + | + | + |
| Third-party sales methodologies | | + | + | + | + |
| Marketing | | | | | |
| Campaign dashboards | ✓ | ✓ | ✓ | ✓ | ✓ |
| Campaigns | ✓ | ✓ | ✓ | ✓ | ✓ |
| Email marketing | ✓ | ✓ | ✓ | ✓ | ✓ |
| Integration with other marketing automation | | + | + | + | + |
| Marketing campaigns | ✓ | ✓ | ✓ | ✓ | ✓ |

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|---|---|---|---|---|---|
| Marketing reports | | ✓ | ✓ | ✓ | ✓ |
| Mass email | ✓ | ✓ | ✓ | ✓ | ✓ |
| Newsletter management | ✓ | ✓ | ✓ | ✓ | ✓ |
| SMS Marketing Campaigns | | + | + | + | + |
| Web to lead capture | ✓ | ✓ | ✓ | ✓ | ✓ |
| Customer Support | | | | | |
| Advanced case escalation and notification | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bug tracking | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call center | ✓ | ✓ | ✓ | ✓ | ✓ |
| Case escalation and queuing | | + | + | + | + |
| Case management | ✓ | ✓ | ✓ | ✓ | ✓ |
| Customer self-service portal | | | | ✓ | ✓ |
| Customer support email management | ✓ | ✓ | ✓ | ✓ | ✓ |
| Knowledge base | | ✓ | ✓ | ✓ | ✓ |
| Social CRM | | | | | |
| Blogs | + | + | + | + | + |
| Cisco WebEx Meeting Center | | ✓ | ✓ | ✓ | ✓ |
| Citrix Online GoToMeeting | | ✓ | ✓ | ✓ | ✓ |
| Email | ✓ | ✓ | ✓ | ✓ | ✓ |
| Facebook | | ✓ | ✓ | ✓ | ✓ |
| Google Apps | | ✓ | ✓ | ✓ | ✓ |
| IBM Connections Communities | | + | + | + | + |
| LinkedIn | ✓ | ✓ | ✓ | ✓ | ✓ |
| LotusLive Engage | | ✓ | ✓ | ✓ | ✓ |
| Maps | + | + | + | + | + |
| Sales Intelligence | ✓ | ✓ | ✓ | ✓ | ✓ |
| Social Collaboration | | + | + | + | + |
| SMS | ✓ | + | + | + | + |
| Twitter | | ✓ | ✓ | ✓ | ✓ |

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| Mobile CRM | | | | | |
|--|---|----|----|---|---|
| Sugar Mobile for Mobile Browser | | ✓ | ✓ | ✓ | ✓ |
| Sugar Mobile for Android | | ✓ | ✓ | ✓ | ✓ |
| Sugar Mobile for iPhone | | ✓ | ✓ | ✓ | ✓ |
| Sugar Mobile for Android tablet | | ✓ | ✓ | ✓ | ✓ |
| Sugar Mobile for iPad | | ✓ | ✓ | ✓ | ✓ |
| Sugar Mobile Plus for BlackBerry | | \$ | ✓ | ✓ | ✓ |
| Sugar Mobile Plus for iPad | | \$ | ✓ | ✓ | ✓ |
| Sugar Mobile Plus for iPhone | | \$ | ✓ | ✓ | ✓ |
| Global CRM | | | | | |
| 26 languages out of the box | | ✓ | ✓ | ✓ | ✓ |
| Additional language packs | + | + | + | + | + |
| Multi currency support | ✓ | ✓ | ✓ | ✓ | ✓ |
| Right to left language support | | ✓ | ✓ | ✓ | ✓ |
| Productivity | | | | | |
| Customizable homepage by end user | ✓ | ✓ | ✓ | ✓ | ✓ |
| Email - Plug-in for Microsoft Outlook | | ✓ | ✓ | ✓ | ✓ |
| Email – Plug-in for IBM Lotus Notes | | \$ | \$ | ✓ | ✓ |
| Email – Gmail, Yahoo and other IMAP mail | ✓ | ✓ | ✓ | ✓ | ✓ |
| Email - archiving | ✓ | ✓ | ✓ | ✓ | ✓ |
| Email - native email client | ✓ | ✓ | ✓ | ✓ | ✓ |
| Email - templates & tracking | | ✓ | ✓ | ✓ | ✓ |
| Google Docs integration | | ✓ | ✓ | ✓ | ✓ |
| Landing pages | | ✓ | ✓ | ✓ | ✓ |
| Microsoft Word & Excel integration | | ✓ | ✓ | ✓ | ✓ |
| Multiple home pages and dashboards | | ✓ | ✓ | ✓ | ✓ |
| Multi-tasking | | ✓ | ✓ | ✓ | ✓ |
| Offline client | | | | ✓ | ✓ |
| Quick Create | | ✓ | ✓ | ✓ | ✓ |
| Reminders, alerts and pop-ups | ✓ | ✓ | ✓ | ✓ | ✓ |
| Search – Full Text Search | ✓ | ✓ | ✓ | ✓ | ✓ |
| Search – without leaving current module | | ✓ | ✓ | ✓ | ✓ |
| Shared calendar (updated in 6.5) | | ✓ | ✓ | ✓ | ✓ |
| Tasks | | ✓ | ✓ | ✓ | ✓ |

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| Reporting | | | | | |
|--|---|---|---|---|---|
| Advanced charts | | ✓ | ✓ | ✓ | ✓ |
| Custom reports | | ✓ | ✓ | ✓ | ✓ |
| Customizable forecasting | | ✓ | ✓ | ✓ | ✓ |
| Dashboards | | ✓ | ✓ | ✓ | ✓ |
| Dashboards - customizable | | ✓ | ✓ | ✓ | ✓ |
| Dashboards - multiple on homepage | | ✓ | ✓ | ✓ | ✓ |
| Dashboards - opportunities by lead source | | ✓ | ✓ | ✓ | ✓ |
| Dashboards - sales pipeline | | ✓ | ✓ | ✓ | ✓ |
| Matrix reports | | ✓ | ✓ | ✓ | ✓ |
| Pre-built Reports | | ✓ | ✓ | ✓ | ✓ |
| Read-only report access | | ✓ | ✓ | ✓ | ✓ |
| Scheduled reports | | ✓ | ✓ | ✓ | ✓ |
| SQL reporting | | | | ✓ | ✓ |
| Collaboration | | | | | |
| Activity Streams with social media integration | ✓ | ✓ | ✓ | ✓ | ✓ |
| Activity management | ✓ | ✓ | ✓ | ✓ | ✓ |
| Document management and attachments | ✓ | ✓ | ✓ | ✓ | ✓ |
| Document management in the Cloud | | ✓ | ✓ | ✓ | ✓ |
| Dynamic teams | | ✓ | ✓ | ✓ | ✓ |
| Employee directory | ✓ | ✓ | ✓ | ✓ | ✓ |
| Online Meetings | | ✓ | ✓ | ✓ | ✓ |
| Team notices | | ✓ | ✓ | ✓ | ✓ |
| Workflow automation | | ✓ | ✓ | ✓ | ✓ |
| Project Management | | | | | |
| Project management | | ✓ | ✓ | ✓ | ✓ |
| Gantt Charts and Grids | | ✓ | ✓ | ✓ | ✓ |
| Configuration | | | | | |
| Assignment notification | ✓ | ✓ | ✓ | ✓ | ✓ |
| Calculated Fields | | ✓ | ✓ | ✓ | ✓ |
| Configure tabs | ✓ | ✓ | ✓ | ✓ | ✓ |
| Convert lead form | ✓ | ✓ | ✓ | ✓ | ✓ |
| Custom fields | ✓ | ✓ | ✓ | ✓ | ✓ |

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|--|---|---|---|---|---|
| Dependent Dropdowns | | ✓ | ✓ | ✓ | ✓ |
| Drag-and-drop custom layouts | ✓ | ✓ | ✓ | ✓ | ✓ |
| Formula Builder | | ✓ | ✓ | ✓ | ✓ |
| Image fields | | ✓ | ✓ | ✓ | ✓ |
| Mobile Studio Editor | | ✓ | ✓ | ✓ | ✓ |
| Workflow automation rules | | ✓ | ✓ | ✓ | ✓ |
| User Interface configuration | | | | | |
| Drag to customize home page | ✓ | ✓ | ✓ | ✓ | ✓ |
| Embedded Mash-ups | | ✓ | ✓ | ✓ | ✓ |
| Rename fields, tabs and labels | ✓ | ✓ | ✓ | ✓ | ✓ |
| Multiple tabs on the home page | | ✓ | ✓ | ✓ | ✓ |
| Customization | | | | | |
| Custom modules | ✓ | ✓ | ✓ | ✓ | ✓ |
| Custom record types | ✓ | ✓ | ✓ | ✓ | ✓ |
| Module Builder | ✓ | ✓ | ✓ | ✓ | ✓ |
| Open Source | ✓ | ✓ | ✓ | ✓ | ✓ |
| PHP code development (1) | ✓ | ✓ | ✓ | ✓ | ✓ |
| SugarLogic | | ✓ | ✓ | ✓ | ✓ |
| Test customizations in development sandbox | ✓ | ✓ | ✓ | ✓ | ✓ |
| Integration | | | | | |
| Cloud Connectors | | ✓ | ✓ | ✓ | ✓ |
| Integrated third-party apps | + | + | + | + | + |
| My Portal Dashlets | | ✓ | ✓ | ✓ | ✓ |
| Web-services API - SOAP | ✓ | ✓ | ✓ | ✓ | ✓ |
| Web-services API - REST | ✓ | ✓ | ✓ | ✓ | ✓ |
| Security | | | | | |
| Access control by User | | ✓ | ✓ | ✓ | ✓ |
| Access control by Team | | ✓ | ✓ | ✓ | ✓ |
| Access control by Role | | ✓ | ✓ | ✓ | ✓ |
| Advanced password management | ✓ | ✓ | ✓ | ✓ | ✓ |
| LDAP / Microsoft Active Directory | | ✓ | ✓ | ✓ | ✓ |
| SAML Support | | ✓ | ✓ | ✓ | ✓ |

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| Data management and data back-up | | | | | |
|--|----|------|------|------|-------|
| Data import | ✓ | ✓ | ✓ | ✓ | ✓ |
| Data import from Google Contacts and LinkedIn | | ✓ | ✓ | ✓ | ✓ |
| Data import de-duplication | ✓ | ✓ | ✓ | ✓ | ✓ |
| Relational database backup | ✓ | ✓ | ✓ | ✓ | ✓ |
| Multi-instance database | ✓ | ✓ | ✓ | ✓ | ✓ |
| Object database connectivity (ODBC) (1) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bi-weekly Sugar On-demand secure database back-up for customer download | | ✓ | ✓ | ✓ | ✓ |
| Daily Sugar On-demand secure database back-up for customer download | | \$ | \$ | ✓ | ✓ |
| Support for Microsoft SQL Server (1) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Support for MySQL database | ✓ | ✓ | ✓ | ✓ | ✓ |
| Support for Oracle database (1) | | | | ✓ | ✓ |
| Support for DB2 database (1) | | | | ✓ | ✓ |
| Cloud Computing | | | | | |
| Sugar On-demand (SaaS) | | ✓ | ✓ | ✓ | ✓ |
| Sugar On-demand document storage | | 15GB | 30GB | 60GB | 250GB |
| Sugar On-demand sandbox | | 0 | 1 | 2 | 5 |
| Sugar On-demand dedicated hosting environment | | | | | ✓ |
| Sugar On-Site | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sugar Private Cloud (Premium On-Demand) | | ✓ | ✓ | ✓ | ✓ |
| Partner Cloud (VAR or Service Provider) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Public Cloud (Amazon EC2, IBM SmartCloud Enterprise, Microsoft Azure, or Rackspace clouds) | ✓ | ✓ | ✓ | ✓ | ✓ |
| BitNami Cloud Deployment to Amazon EC2 | \$ | \$ | \$ | \$ | \$ |

✓ Included in base user subscription

+ Can be built in Sugar Studio or is available as a downloadable application via SugarExchange, for free or at an additional fee

\$ Additional subscription fees apply

(1) Available for Sugar on-site, partner and public cloud deployments, not available in Sugar On-Demand

Get your **FREE TRIAL** of Sugar at www.sugarcrm.com/freetrial