

# Superior Technical and Professional Services for You

Sugar Care (SC) is a team of Sugar experts who can support your team with specialized skills and experience can help you develop and refine that picture as your customer landscape evolves. Whether you work with a Sugar Partner or with Sugar directly, SC will help you realize your CRM initiatives.

SC has a unique methodology of best practices for on-premises and cloud-based CRM deployments empowering you to complete projects faster with increased reliability, allowing for rapid customization and adaptation based on your needs. SC will empower you to accelerate your business goals with:

- Regular and proactive engagement
- Improve security by configuring and optimizing your CRM environment with the latest security standards
- Lower management overhead by removing the need for budget approvals or new contracts ad-hoc assistance.

## Expedite Customization Resolution

SC will help remove roadblocks, busy work, and blind spots so you can spend less time responding to technical issues and more time delivering on your customers' needs. Work with SC to:

- Build and support your customizations and receive faster resolution on break-fix customization needs.
- Get access to technical resources who will listen to your situation and create custom plans and timelines to address your needs.

## Breadth of Expertise to Help with Your Environment

You can leverage SC on topics ranging from process definitions or feature training to the creation of new modules or performance optimization. SC can also provide you with a dedicated Sugar expert, providing you with a consistent contact at Sugar who is familiar with your business so you can spend less time providing context and more time resolving issues.

You don't have to do it all on your own. SC is ready to assist you with various offerings so you can achieve specific outcomes related to your CRM deployment and adoption. Give your Sugar representative a call today to learn more.



## Accelerate Business Goals ///

Regular and proactive engagement with SC agents may assist you with driving organizational goals and make your data more actionable.

## Improve Security ///

SC can help you configure user and team roles within your CRM environment to ensure data integrity and controlled access to modules and fields.

## Optimize Your Deployment ///

Get regular user feedback, health checks, and performance tuning to ensure a better user experience and faster operation.

	CRM Advisor Edition	CRM Partnership Edition	CRM Strategic Edition
Pricing	\$1,250 / month	\$3,000 / month	Contact Us
Feature Summary	<ul style="list-style-type: none"> <li>• Annual Health Check system assessment</li> <li>• Access to CRM Consultants for ongoing activities</li> <li>• GROW™ user adoption framework &amp; guidance</li> <li>• Bi-weekly governance meetings</li> </ul>	Everything in “Advisor” edition plus: <ul style="list-style-type: none"> <li>• Customization maintenance &amp; developer support</li> <li>• Quarterly Business Review meetings</li> <li>• Weekly governance meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Defined staffing model and CRM program governance</li> <li>• Continuous consulting engagement</li> <li>• Participate in Quarterly Business Review meetings</li> <li>• Annualized program of CRM use cases/ enhancements</li> </ul>
Service hours	5 hours/month (60 hours/year), with rollover*	14 hours/month (168 hours/year), with rollover*	Minimum 20 hours/month (240 hours/year)

\*Up to 2 months’ hours may be rolled over, month over month. All hours must be used during the subscription term.

## About SugarCRM

SugarCRM helps sales teams reach their highest potential. Companies choose SugarCRM to cut through complexity, prioritize opportunities, and increase upsell using the resources they already have. SugarCRM is ideal for complex, relationship-driven industries – such as manufacturing, wholesale and distribution – looking to accelerate growth and drive smarter decision-making.

Learn more at [www.sugarcrm.com](http://www.sugarcrm.com)