



SugarCRM Named a Champion in the 2023 CRM – Midmarket Emotional Footprint Report

Here we showcase some of the top accolades customers have given SugarCRM.

SoftwareReviews, a leading source for insights on the software provider landscape, has published its 2023 CRM Midmarket Emotional Footprint, naming SugarCRM an official Champion. SoftwareReviews collects extensive customer experience data from business and IT professionals, in order to produce detailed and authentic insights into the experience of evaluating and purchasing enterprise software.

94%

LOVE WORKING WITH SUGARCRM

95%

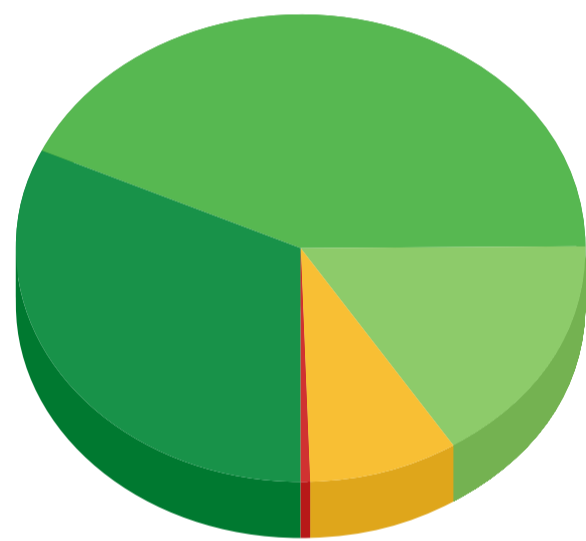
SAY SUGARCRM IS CRITICAL TO THEIR SUCCESS

94%

PLAN TO RENEW THEIR LICENSE

Product Experience

Software needs to reliably enable your performance and productivity. This can be the difference between a product propelling your organization forward or being a dead weight that you'll need to carry.



91%

PERFORMANCE ENHANCING

This is the most productive sales and marketing product in my experience.

TINA M. SALES LEADER. RETAIL

Strategy and Innovation

It is not just important for software to meet your requirements today; it must continue to do so. Relationships are built on your software partner's ability not only to react but also to proactively innovate against your needs.



80%
SATISFIED

PRODUCT STRATEGY



92%
SATISFIED

CONTINUALLY IMPROVING

Service Experience

Software is no longer just about a tool; it is also about the people who support it. Good support from your vendor is critical to ensure users get the most out of the software.

CARING



95%

EFFECTIVE



90%

RESPECTFUL



94%

EFFICIENT



90%

