sugarcrm

Sugar Enterprise Editions Overview & Comparison Chart

Tailor CRM best practices to your unique business requirements, and increase your win rates.

RECOMMENDED

Enterprise+ On-Premises

Comprehensive salesforce automation & customer service capabilities onsite, on your terms, including additional productivity features.

Enterprise On-Premises

Salesforce and customer service automation with maximum control and customizability.

The following information is a side-by-side comparison of Sugar Enterprise editions. The features listed in this table are high-level descriptions of functions. If you have additional questions, please speak with your Sugar Partner or SugarCRM representative.

Capability	Description	Enterprise+	Enterprise
Account Management	Get a 360-degree view of everything happening with your customer's organization.	●	●
Contact Management	Grow a personal relationship with key contacts within your account. Convert leads to contacts and cultivate deeper insights to better serve all contacts.	●	●
Lead Management	Manage how leads are processed, analyzed, and qualified so you can convert and keep track of the leads that become opportunities.	●	●
Opportunity Management	Keep track of and cultivate each individual opportunity. Manage each opportunity from start to finish and keep track of your progress. Have everything you need to know always at your fingertips.	●	●
Quote Management	Quickly create quotes and contracts and shorten the time to close. Coordinate discounts, inventory, and delivery dates to meet your customer needs.	●	●
Activity Management	Sugar's intuitive interface and data capturing capabilities make it easy to collect customer conversations and interactions and surface critical insights.	●	●
Pipeline Management	Get visibility into your entire pipeline across all opportunities and how close they are to becoming new customers.	●	●
Quota Management	Give sales reps and sales managers role-specific views of their forecasting commitments while improving accuracy and visibility into quota attainment.	●	●
Subscription Management	Support subscription-based business models and renewals management. Generate renewal opportunities, prorate cross-sell and up-sell opportunities, and track and manage customer entitlements.	●	●
Reporting and Analytics	Access and customize reports and interactive dashboards, giving you real-time, actionable customer insights and visibility into business activities, KPIs, and trends.	●	●
Forecasting	Automatically create an accurate sales forecast based on current pipeline and seller commitments. Understand your pipeline, quota, forecast, and attainment in an intuitive and interactive experience.	●	●

Capability	Description	Enterprise+	Enterprise
Pipeline Analytics	Empower your sales teams and leaders to review current pipeline health and key metrics at any time. Validate, identify risk, and take action across all relevant opportunities in a single view.	●	●
Mobility	Enable your road warriors to take the power of Sell with them in their pocket. Available for iOS and Android with offline capabilities and customizable layouts. Sellers can trigger automation, access dashboards, create opportunities and quotes, generate documents, and interact with customers.	●	●
Out-of-the-box Reports	Get the most accurate, up-to-date insights, and support cases metrics. Monitor customer service key performance indicators and track changes in real time.	●	●
Service Agent Console	Empower your service agents to be more productive and resolve cases with less hunting and searching for information with an easy to use and intuitive workplace.	●	●
SLA Management	Improve your Net Promoter Score (NPS) and meet your service level commitments (SLAs) with automated service processes and workflows and flawless execution.	●	●
Collaboration & Teamwork	Better together: boost teamwork and alignment across different business units or departments collaborating to nurture leads and close opportunities.	●	●
Business Process Management	Define, design, and standardize complex business processes. Manage approvals and automate the execution of repetitive tasks.	●	●
Guided Selling	Design, visualize, and automate sales processes. Create playbooks and templates for sales plays, sales methodologies, guided selling, lead nurturing, and more.	●	$
Data Enrichment and News Feed	Automatically enrich your customer and prospect data with relevant external insight and news. Add customers and competitors to a customizable newsfeed.	●	
Mail & Calendar Integration	Work with your Sugar data directly within Outlook or Gmail. Hassle-free meeting scheduling. Automatically sync conversations, meetings, and people into your CRM.	●	$
Geo Mapping	See which accounts and leads are in closest proximity to each other. Plot the results on a map and chart the most efficient path. Route leads or accounts by territory.	●	

Pricing and Features Comparison Chart

	Enterprise+ On-Premises	Enterprise On-Premises
Price (user/month)	$120	$85
User Limits	Min 10	Min 10
Support	Enhanced	Standard
Integrates with Sugar Market	Yes	Yes
Third Party Add-ons	Supported	Supported
Code Customizations	Supported	Supported

About SugarCRM

SugarCRM offers software solutions that helps marketing, sales, and service teams reach peak efficiency through better automation, data, and intelligence so they can achieve a real-time, reliable view of each customer. Sugar's platform provides leading technology in the sales automation, marketing automation, and customer service fields with one goal in mind: to make the hard things easier. Thousands of companies in over 120 countries rely on Sugar by letting the platform do the work. Headquartered in the San Francisco Bay Area, Sugar is backed by Accel-KKR.

For more information about SugarCRM, visit www.sugarcrm.com.