



SUITECRM

EXTENDED PROFILE



OVERVIEW

SuiteCRM is an open-source CRM application, meaning it is free to download, modify and distribute. It is aimed at businesses that desire control over their CRM customizations and a move away from traditional subscription-based CRM packages.

SuiteCRM is designed to cut implementation costs and offer clients complete freedom over their implementation and data storage. It is scalable and continually improved; a quarterly release cycle means users are kept up to date with the latest features all year round.

The package comes with three modules; workflow, sales, and portal. The workflow module is designed to streamline repetitive tasks, manage upcoming activities and model business processes while the sales module is dedicated to sales-related administration, such as contract renewals and quotation generation. Finally, the portal acts as a central hub for teams to manage their client interaction via a secure website.

SuiteCRM is built using cloud technologies and there is no software for users to install. Coupled with a dedicated mobile client, this means the system is available around the world and on any device. Extra features such as integration with third party software or client specific customizations are also available at fixed price. Support packages are provided on an annual subscription basis.

FEATURE OVERVIEW



SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	SuiteCRM
SOFTWARE FEATURES	
API ACCESS	✗
CADENCE	✗
CONTACT MANAGEMENT	✓
CONTRACT MANAGEMENT	✓
DATABASE MANAGEMENT	✓
FUNNEL REPORTING	✗
INTEGRATIONS	✓
PARTNER TRACKING	✗
PERFORMANCE REPORTING	✗
PIPELINE MANAGEMENT	✗
PRODUCT & PRICE CONTROL	✗
SALES GAMIFICATION	✗
QUOTATION HANDLING	✓

TASK ASSIGNMENT	✗
TERRITORY/QUOTA MANAGEMENT	✗
SUPPLEMENTARY FEATURES	
CPQ	✓
CUSTOMER SERVICE AUTOMATION	✓
MARKETING AUTOMATION	✓
SOCIAL RELATIONSHIP MANAGEMENT	✗
CUSTOMER SIZE	
SMALL (1-50 USERS)	✓
MEDIUM (51-200 USERS)	✓
ENTERPRISE (201+ USERS)	✓
OTHER FEATURES	
MULTIPLE LOCATIONS	✗
MULTIPLE CURRENCY	✗
CUSTOMIZABLE	✓
MOBILE FEATURES	
IOS APP	✓
ANDROID APP	✓
NATIVE WEB APP	✗
HOSTING METHOD	

CLOUD	✘
ON-PREMISE	✔
FURTHER INFORMATION	
PRICING	Free