



SUGARCRM

EXTENDED PROFILE



OVERVIEW

SugarCRM caters towards businesses of all sizes – from sole traders to enterprises with over 10,000 employees - in a variety of different sectors.

SugarCRM delivers a personalized user experience that aims to be immersive, engaging and intuitive. By fusing the simplicity, mobility and social aspects of a consumer app with the business process optimization of conventional CRM, SugarCRM is well-suited for use by businesses looking to integrate existing enterprise software within a robust system that allows employees to improve customer experience.

Designed with the individual in mind, SugarCRM provides the tools to make customer interactions enjoyable and productive. Through embedded collaboration tools, separate departments are able to increase engagement and service levels, and contextual analytics sourced both externally and internally allow users to drive more actionable insights.

Deployable on-premise or cloud based, SugarCRM is deployed by more than 1.5M individuals in over 120 countries and 26 languages. A fully customizable platform with mobile access through Android and iOS, SugarCRM has three levels of pricing on a per user per month basis, meaning it can be scaled appropriately to individual business needs.

FEATURE OVERVIEW

SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	SugarCRM
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	From \$40/user/month Billed annually. Minimum 10 users

Helping businesses see **i2i**.



