

## SugarCRM Editions

SugarCRM offers three editions with features and prices suitable for companies from SOHO to Enterprise.

	<b>Sugar Express</b>	<b>Sugar Professional</b>	<b>Sugar Enterprise</b>
Data Storage for hosting option	10 users maximum 1GB	5 users minimum 1GB or 30MB/user	5 users minimum 1GB or 120 MB/user
<b>Sales Force Automation</b>			
Leads	•	•	•
Contacts	•	•	•
Opportunities	•	•	•
Accounts	•	•	•
Activities	•	•	•
Documents	•	•	•
Sales forecasting		•	•
Contracts		•	•
Product catalogue		•	•
Quotes		•	•
<b>Marketing Automation</b>			
Campaigns	•	•	•
Email marketing	•	•	•
Online lead capture	•	•	•
Web to lead form	•	•	•
Newsletter management	•	•	•
Campaign dashboard	•	•	•
Marketing reports		•	•
<b>Customer Support</b>			
Case management	•	•	•
Bug tracker	•	•	•
Email management	•	•	•
Case escalation and queuing		•	•
Knowledge base		•	•
Advanced case escalation and notification		•	•
Customer self-service portal			•

	Sugar Express	Sugar Professional	Sugar Enterprise
<b>Reporting</b>			
Sales pipeline dashboard	•	•	•
Lead source dashboard	•	•	•
Monthly pipeline by outcome dashboard	•	•	•
Opportunities by lead source dashboard	•	•	•
Customisable dashboards	•	•	•
Custom reports	•	•	•
Multiple dashboards on homepage	•	•	•
Matrix reports	•	•	•
Advanced charts		•	•
SQL reporting			•
<b>Collaboration</b>			
Activity management	•	•	•
Document management	•	•	•
Shared calendar	•	•	•
Employee directory	•	•	•
Web portals	•	•	•
Project management	•	•	•
Ajax email client	•	•	•
Sugar Plug-in for Microsoft Excel	•	•	•
Sugar Plug-in for Microsoft Outlook	•	•	•
Sugar Plug-in for Microsoft Word	•	•	•
Advanced project management (Gantt Charts and Grids)		•	•
Reminders and alerts		•	•
Team notices		•	•
<b>Mobile</b>			
Mobile edition		•	•
Offline client synchronisation			•
<b>Customisation</b>			
Module builder	•	•	•
Custom fields	•	•	•

	Sugar Express	Sugar Professional	Sugar Enterprise
Custom modules	•	•	•
Custom record types	•	•	•
Drag-and-drop custom layouts	•	•	•
Configure tabs	•	•	•
Assignment notifications	•	•	•
Workflow management rules		•	•
<b>Migration</b>			
Data import and exports	•	•	•
Import de-duplication	•	•	•
Upgrade Wizard	•	•	•
Data quality controls		•	•
<b>Integration</b>			
Custom links	•	•	•
Sugar Feeds Dashlets	•	•	•
My Portal Dashlets	•	•	•
Cloud Connectors	•	•	•
Cloud Connectors Data Merge		•	•
Module Loader		•	•
<b>Security</b>			
Access control by user role	•	•	•
Access control by team		•	•
Field-level access control		•	•
Module Administration		•	•

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