

Sugar 6.6 Release - CE

	Sugar Community	Sugar Professional	Sugar Corporate	Sugar Enterprise	Sugar Ultimate
List price / user / month	free	\$35	\$45	\$60	\$100
List price / user / year (contractual term)	free	\$420	\$540	\$720	\$1,200
Application or user limits	no limits	no limits	no limits	no limits	no limits
Sales					
Accounts	✓	✓	✓	✓	✓
Activity tracking & history	✓	✓	✓	✓	✓
Approvals		+	+	+	+
Business to Business (B2B) configuration	✓	✓	✓	✓	✓
Business to Consumer (B2C) configuration		✓	✓	✓	✓
Competitor tracking		+	+	+	+
Contacts	✓	✓	✓	✓	✓
Contract Management		✓	✓	✓	✓
Customizable sales process	✓	✓	✓	✓	✓
Document and integrated content library	✓	✓	✓	✓	✓
Lead capture	✓	✓	✓	✓	✓
Lead scoring, routing, & assignment		✓	✓	✓	✓
Opportunity tracking	✓	✓	✓	✓	✓
Product catalog & tracking		✓	✓	✓	✓
Quote management		✓	✓	✓	✓
Sales Forecasting		✓	✓	✓	✓
Sales teams		✓	✓	✓	✓
Territory management		+	+	+	+
Third-party sales methodologies		+	+	+	+
Marketing					
Campaign dashboards	✓	✓	✓	✓	✓
Campaigns	✓	✓	✓	✓	✓
Email marketing	✓	✓	✓	✓	✓
Integration with other marketing automation		+	+	+	+
Marketing campaigns	✓	✓	✓	✓	✓

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Marketing reports		✓	✓	✓	✓
Mass email	✓	✓	✓	✓	✓
Newsletter management	✓	✓	✓	✓	✓
SMS Marketing Campaigns		+	+	+	+
Web to lead capture	✓	✓	✓	✓	✓
Customer Support					
Advanced case escalation and notification	✓	✓	✓	✓	✓
Bug tracking	✓	✓	✓	✓	✓
Call center	✓	✓	✓	✓	✓
Case escalation and queuing		+	+	+	+
Case management	✓	✓	✓	✓	✓
Customer self-service portal				✓	✓
Customer support email management	✓	✓	✓	✓	✓
Knowledge base		✓	✓	✓	✓
Social CRM					
Blogs	+	+	+	+	+
Cisco WebEx Meeting Center		✓	✓	✓	✓
Citrix Online GoToMeeting		✓	✓	✓	✓
Email	✓	✓	✓	✓	✓
Facebook		✓	✓	✓	✓
Google Apps		✓	✓	✓	✓
IBM Connections Communities		+	+	+	+
LinkedIn	✓	✓	✓	✓	✓
LotusLive Engage		✓	✓	✓	✓
Maps	+	+	+	+	+
Sales Intelligence	✓	✓	✓	✓	✓
Social Collaboration		+	+	+	+
SMS	✓	+	+	+	+
Twitter		✓	✓	✓	✓

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Mobile CRM					
Sugar Mobile for Mobile Browser		✓	✓	✓	✓
Sugar Mobile for Android		✓	✓	✓	✓
Sugar Mobile for iPhone		✓	✓	✓	✓
Sugar Mobile for Android tablet		✓	✓	✓	✓
Sugar Mobile for iPad		✓	✓	✓	✓
Sugar Mobile Plus for BlackBerry		\$	✓	✓	✓
Sugar Mobile Plus for iPad		\$	✓	✓	✓
Sugar Mobile Plus for iPhone		\$	✓	✓	✓
Global CRM					
26 languages out of the box		✓	✓	✓	✓
Additional language packs	+	+	+	+	+
Multi currency support	✓	✓	✓	✓	✓
Right to left language support		✓	✓	✓	✓
Productivity					
Customizable homepage by end user	✓	✓	✓	✓	✓
Email - Plug-in for Microsoft Outlook		✓	✓	✓	✓
Email – Plug-in for IBM Lotus Notes		\$	\$	✓	✓
Email – Gmail, Yahoo and other IMAP mail	✓	✓	✓	✓	✓
Email - archiving	✓	✓	✓	✓	✓
Email - native email client	✓	✓	✓	✓	✓
Email - templates & tracking		✓	✓	✓	✓
Google Docs integration		✓	✓	✓	✓
Landing pages		✓	✓	✓	✓
Microsoft Word & Excel integration		✓	✓	✓	✓
Multiple home pages and dashboards		✓	✓	✓	✓
Multi-tasking		✓	✓	✓	✓
Offline client				✓	✓
Quick Create		✓	✓	✓	✓
Reminders, alerts and pop-ups	✓	✓	✓	✓	✓
Search – Full Text Search	✓	✓	✓	✓	✓
Search – without leaving current module		✓	✓	✓	✓
Shared calendar (updated in 6.5)		✓	✓	✓	✓
Tasks		✓	✓	✓	✓

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Reporting					
Advanced charts		✓	✓	✓	✓
Custom reports		✓	✓	✓	✓
Customizable forecasting		✓	✓	✓	✓
Dashboards		✓	✓	✓	✓
Dashboards - customizable		✓	✓	✓	✓
Dashboards - multiple on homepage		✓	✓	✓	✓
Dashboards - opportunities by lead source		✓	✓	✓	✓
Dashboards - sales pipeline		✓	✓	✓	✓
Matrix reports		✓	✓	✓	✓
Pre-built Reports		✓	✓	✓	✓
Read-only report access		✓	✓	✓	✓
Scheduled reports		✓	✓	✓	✓
SQL reporting				✓	✓
Collaboration					
Activity Streams with social media integration	✓	✓	✓	✓	✓
Activity management	✓	✓	✓	✓	✓
Document management and attachments	✓	✓	✓	✓	✓
Document management in the Cloud		✓	✓	✓	✓
Dynamic teams		✓	✓	✓	✓
Employee directory	✓	✓	✓	✓	✓
Online Meetings		✓	✓	✓	✓
Team notices		✓	✓	✓	✓
Workflow automation		✓	✓	✓	✓
Project Management					
Project management		✓	✓	✓	✓
Gantt Charts and Grids		✓	✓	✓	✓
Configuration					
Assignment notification	✓	✓	✓	✓	✓
Calculated Fields		✓	✓	✓	✓
Configure tabs	✓	✓	✓	✓	✓
Convert lead form	✓	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓	✓

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Dependent Dropdowns		✓	✓	✓	✓
Drag-and-drop custom layouts	✓	✓	✓	✓	✓
Formula Builder		✓	✓	✓	✓
Image fields		✓	✓	✓	✓
Mobile Studio Editor		✓	✓	✓	✓
Workflow automation rules		✓	✓	✓	✓
User Interface configuration					
Drag to customize home page	✓	✓	✓	✓	✓
Embedded Mash-ups		✓	✓	✓	✓
Rename fields, tabs and labels	✓	✓	✓	✓	✓
Multiple tabs on the home page		✓	✓	✓	✓
Customization					
Custom modules	✓	✓	✓	✓	✓
Custom record types	✓	✓	✓	✓	✓
Module Builder	✓	✓	✓	✓	✓
Open Source	✓	✓	✓	✓	✓
PHP code development (1)	✓	✓	✓	✓	✓
SugarLogic		✓	✓	✓	✓
Test customizations in development sandbox	✓	✓	✓	✓	✓
Integration					
Cloud Connectors		✓	✓	✓	✓
Integrated third-party apps	+	+	+	+	+
My Portal Dashlets		✓	✓	✓	✓
Web-services API - SOAP	✓	✓	✓	✓	✓
Web-services API - REST	✓	✓	✓	✓	✓
Security					
Access control by User		✓	✓	✓	✓
Access control by Team		✓	✓	✓	✓
Access control by Role		✓	✓	✓	✓
Advanced password management	✓	✓	✓	✓	✓
LDAP / Microsoft Active Directory		✓	✓	✓	✓
SAML Support		✓	✓	✓	✓

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Data management and data back-up					
Data import	✓	✓	✓	✓	✓
Data import from Google Contacts and LinkedIn		✓	✓	✓	✓
Data import de-duplication	✓	✓	✓	✓	✓
Relational database backup	✓	✓	✓	✓	✓
Multi-instance database	✓	✓	✓	✓	✓
Object database connectivity (ODBC) (1)	✓	✓	✓	✓	✓
Bi-weekly Sugar On-demand secure database back-up for customer download		✓	✓	✓	✓
Daily Sugar On-demand secure database back-up for customer download		\$	\$	✓	✓
Support for Microsoft SQL Server (1)	✓	✓	✓	✓	✓
Support for MySQL database	✓	✓	✓	✓	✓
Support for Oracle database (1)				✓	✓
Support for DB2 database (1)				✓	✓
Cloud Computing					
Sugar On-demand (SaaS)		✓	✓	✓	✓
Sugar On-demand document storage		15GB	30GB	60GB	250GB
Sugar On-demand sandbox		0	1	2	5
Sugar On-demand dedicated hosting environment					✓
Sugar On-Site	✓	✓	✓	✓	✓
Sugar Private Cloud (Premium On-Demand)		✓	✓	✓	✓
Partner Cloud (VAR or Service Provider)	✓	✓	✓	✓	✓
Public Cloud (Amazon EC2, IBM SmartCloud Enterprise, Microsoft Azure, or Rackspace clouds)	✓	✓	✓	✓	✓
BitNami Cloud Deployment to Amazon EC2	\$	\$	\$	\$	\$

✓ Included in base user subscription

+ Can be built in Sugar Studio or is available as a downloadable application via SugarExchange, for free or at an additional fee

\$ Additional subscription fees apply

(1) Available for Sugar on-site, partner and public cloud deployments, not available in Sugar On-Demand

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