

SUGARCRM for IBM SmartCloud™ Engage

SugarCRM for IBM SmartCloud™ Engage provides sales, marketing and customer support professional with a fully integrated user experience; all the power and flexibility of IBM SmartCloud™ Engage File Sharing and Online Meetings without ever leaving the Sugar application. SugarCRM for IBM SmartCloud™ Engage is a cloud-based solution. No software installation is required and it is accessible from anywhere, at anytime.

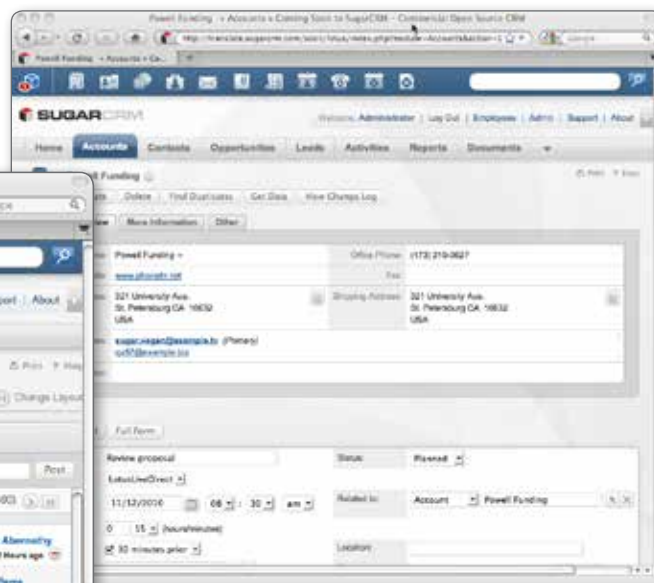
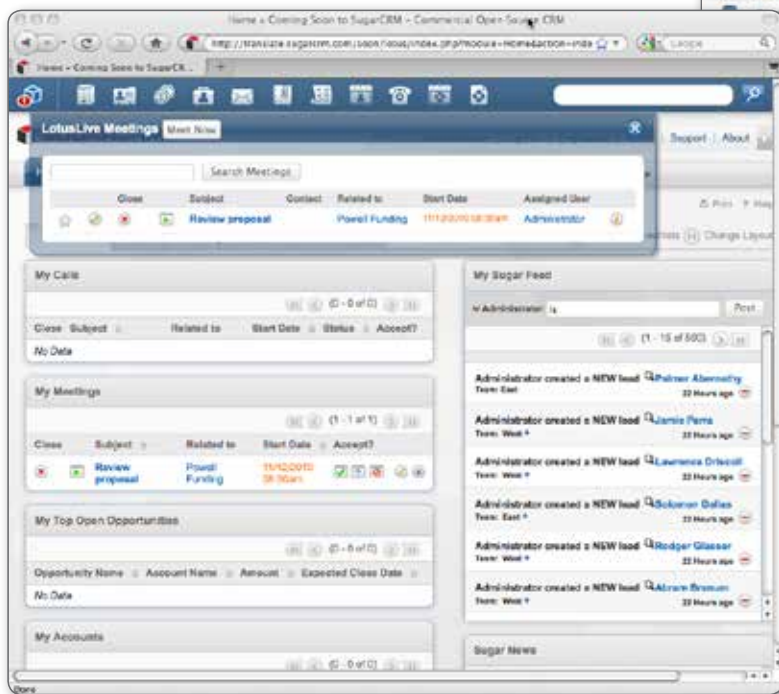
SugarCRM for IBM SmartCloud™ Engage offers a fully integrated customer relationship management and on-line collaboration solution that simplifies working with prospects and customers during the lead generation, lead to cash and issue resolution processes.

SugarCRM for IBM SmartCloud™ Engage is a must have solution for every sales, marketing and customer support professional who needs to interact and collaborate with their customers and prospects as part of their customer relationship process.

Schedule, Manage and Start Online Meetings from inside Sugar

With SugarCRM for IBM SmartCloud™ Engage, sales and customer support professionals can easily schedule, manage and start their IBM SmartCloud™ Engage Meetings directly from within Sugar.

- Seamless integration between Sugar and IBM SmartCloud™ Engage
- Manage your meetings at the account, contact, opportunity and support case level
- Easy access to IBM SmartCloud™ Engage Meetings in the Sugar shortcut bar
- Support for both video and Web conferencing service
- Security-rich service via HTTPS and is encrypted with 128-bit SSL
- Both IBM SmartCloud™ Engage and Sugar come with multilingual support.
- Easy to set up and attend with one permanent meeting ID
- Accessible anytime, anywhere through a Web browser
- No downloads for participants – fewer meeting delays



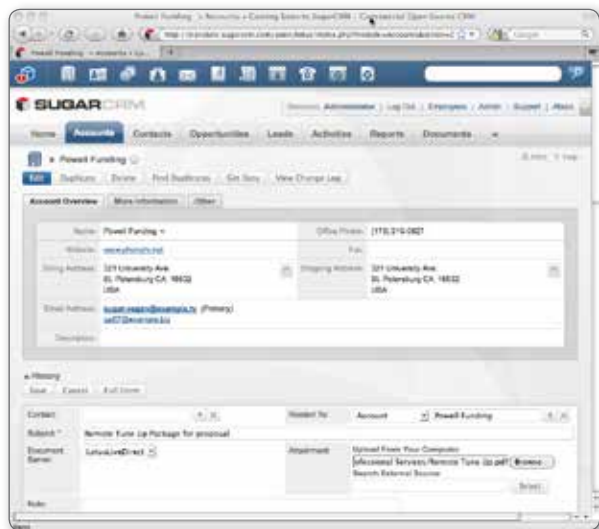
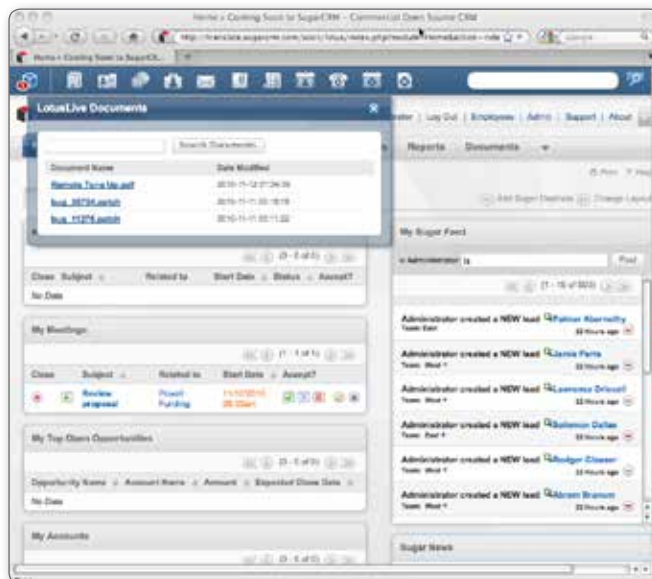
CRM Made Social. As part of the Customer Relationship Management processes, a business and its customers will meet to discuss how the company can solve a problem for the customer. Through online collaboration and file sharing, documents such as contracts, proposals and marketing collateral are exchanged, reviewed and updated.

SUGARCRM for IBM SmartCloud™ Engage

Manage Documents in Sugar and Share them with IBM SmartCloud™ Engage

With SugarCRM for IBM® IBM SmartCloud™ Engage, sales and customer support professionals can attach notes and documents to an account, contact, opportunity or support case inside Sugar and share them with the customer or prospect via IBM SmartCloud™ Engage.

- Seamless integration between Sugar and IBM SmartCloud™ Engage
- Manage your documents at the account, contact, opportunity and support case level and share them with your customer and prospect using IBM SmartCloud™ Engage
- Easy access to IBM SmartCloud™ Engage Documents in the Sugar shortcut bar
- Security-rich service via HTTPS and is encrypted with 128-bit SSL
- Secure guest access allows you to restrict external File Sharing to specific documents for specific guests
- Both IBM SmartCloud™ Engage and Sugar come with multilingual support.
- Accessible anytime, anywhere through a Web browser



Who can use SugarCRM for IBM SmartCloud™ Engage?

Almost anyone! Whether you are a small business working with clients across town, or a large enterprise with customers and prospects around the world, SugarCRM for IBM SmartCloud™ Engage is a secure and scalable yet flexible and intuitive solution that allows sales, marketing and customer support professionals to manage their customer relationships and share documents and manage their online meetings all from a single, integrated solution. And since it is a cloud-based application, no software is required and it can be accessed from anywhere, anytime.

System Requirements

- Internet connection with HTTPS access
- Internet connection speed of 128 Kbps or higher
- Browser and OS Requirements
 - Microsoft Windows XP with Internet Explorer 6.0+ or Firefox 2.0 and 3.0
 - Microsoft Vista with Internet Explorer 7.0+ or Firefox 2.0 and 3.0
 - Mac OS X with Firefox 2.0 or Apple Safari 3.1 or 3.2
 - Linux® with Mozilla 1.0+
- Cookies and scripting enabled in browser
 - No required downloads or plug-ins are required



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