



“Sugar Enterprise has become the mature, mission-critical application that we hoped it would become, and we’re only just getting started.”

—Lee Vinton
Mgr. of Business Engineering
Bright House Networks

Robust, Yet Flexible, CRM for the Most Demanding Organizations

The most intuitive, flexible and open CRM system—without limits

A complete suite of sales, supporting, marketing, and collaboration features

Advanced customization and integration capabilities to deliver end-to-end business processes

Portal capabilities extend Sugar to incorporate customers and partners

Powerful, Yet Intuitive

Sugar Enterprise includes all of the functionality needed for the most sophisticated customer-facing initiatives. Yet, the industry’s most intuitive user experience means that employees will love using it. No compromises, just great CRM.

Unparalleled Flexibility

Being built on an open source platform means that you have unlimited flexibility and control over your CRM deployment. Make any number of customizations, integrate with any third party or legacy system, or build completely new modules with easy-to-use administration tools.

Stand Out in Your Market

Sugar Enterprise gives you the tools to give your customers a differentiated experience, and separate you from your competition. And the great value of Sugar Enterprise enables you to build a completely unique customer experience at a cost that is right for you.



SUGAR ENTERPRISE FEATURE LIST

User Experience

- Customizable home pages
- New user wizard
- Multiple home pages
- Enhanced user interface
- Shortcut bar
- Global search — enhanced view
- Downloadable plug-ins

Sales Force Automation

- Leads
- Contacts
- Opportunities
- Accounts
- Activities
- Documents
- Sales forecasting
- Contracts
- Product catalog
- Quotes

Marketing Automation

- Campaigns
- Email marketing
- Online lead capture
- Web-to-Lead forms
- List management
- Newsletter management
- Campaign dashboard
- Marketing reports

Customer Support

- Case management
- Bug tracking
- Email management
- Case escalation and queuing
- Knowledgebase
- Advanced case escalation and notification
- Customer self-service portal

Reporting

- Sales pipeline dashboard
- Lead source dashboard
- Monthly pipeline by outcome dashboard
- Opportunities by lead source dashboard
- Customizable dashboards

- Custom reports
- Multiple dashboards on homepage
- Advanced reports
- Advanced charts
- SQL reporting

Collaboration

- Activity management
- Document management
- Shared calendar
- Employee directory
- Project management
- Ajax email client
- Plug-ins for Microsoft Outlook, Word, Excel (Gantt Charts and Grids)
- Reminders and alerts
- Team notices
- Dynamic teams

Mobile

- iPad edition
- Mobile edition
- Customized mobile experience
- Offline client synchronization

Customization

- Module builder
- Custom fields
- Custom objects

- Custom modules
- Custom record types
- Drag-and-drop custom layouts
- Configure tabs
- Assignment notification
- Workflow automation rules

Migration

- Data import and exports
- Import de-duplication
- Upgrade wizard
- Data quality controls

Integration

- Custom links
- Web-services API
- Sugar Feeds Dashlets
- Cloud Connectors
- My Portal Dashlet
- Module Loader
- Cloud Connectors Data Merge
- Oracle support

Security

- Access control by user role
- Access control by team
- Field-level security
- Module Administration
- Advanced password management



Self-Service Portal allows companies to expose select CRM data to customers, reducing support costs and increasing customer satisfaction.

Access Sugar Enterprise on any mobile device.

Get your free trial of Sugar Enterprise at www.sugarcrm.com/freetrial or call SugarCRM at 1-877-842-7276

About SugarCRM

SugarCRM makes CRM Simple. As the world's leading provider of open source customer relationship management (CRM) software SugarCRM applications have been downloaded over seven million times and currently serve over 600,000 users in 80 languages. Over 6,000 customers have chosen SugarCRM's On-Site and Cloud Computing services over lock-in based, proprietary alternatives. SugarCRM has been recognized for its customer success and product innovation by CRM Magazine, InfoWorld, Customer Interaction Solutions and Intelligent Enterprise.

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