SUGARCRM

Sugar
Ultimate

Our Most Advanced Features Plus our Highest Level of Support

CRM That Puts Individuals First

Sugar helps you make personal, one-to-one connections with every customer. With Sugar, your entire organization can build better customer relationships that set you apart from your competitors, grow sales, improve satisfaction, and drive more effective marketing campaigns.

Sugar puts your individual needs first, unlike traditional CRM systems that focus on tracking and managing sales by using a "one size fits all" approach. Our innovative user-focused design, Sugar UX™, makes Sugar simple and engaging to use whether you're at your desk or on a mobile device. Sugar UX's contextual intelligence helps you discover new customer insights, collaborate more effectively, and make better, faster decisions.

Unsurpassed Support and Reliability for Critical Applications

Sugar Ultimate ensures you'll have both application and developer support at your fingertips, 24 hours a day. An Ultimate subscription includes unlimited support cases, phone support with one-hour P1 response time, an assigned Technical Account Manager and technical support representative, an extended system health check and much more. SugarCRM also provides an exclusive uptime SLA for Sugar Ultimate subscribers. Contact SugarCRM Sales for complete details.

The Ultimate in CRM Capability to Support Your Business Today and in the Future

24x7 phone support, developer support, and go-live support included

Single-system management and the lowest total cost of ownership

Powerful, open platform for seamless business process integration

Enterprise infrastructure deployment; extensive third-party connectivity

Modern User Interface

Reduce training expense and increase adoption with Sugar's fast and easy interface.

- Activity intelligence with central customer activity management
- Embedded contextual intelligence pane on each page
- Activity stream shares rich content for teamwork and quick feedback
- Single-page presentation of relevant data and insight
- Perform common operations with fewer clicks

Database and Cloud Integration

Get high performance and flexible implementation with industry-standard database support.

- Databases: Oracle, IBM DB2, Microsoft SQL Server, MySQL
- Cloud integration: IBM WebSphere Cast Iron, Talend

Cloud Options to Simplify Implementation

Use Sugar's flexible deployment to host your application where it most benefits your business.

- Sugar On-Demand (SaaS)
- Sugar Private Cloud
- Sugar On-Site behind your firewall
- Public clouds (IBM SmartCloud Enterprise, Amazon EC2, Microsoft Azure, Rackspace)
- Private clouds (IBM, VMWare, SugarCRM partners)

Complete Social CRM

Improve customer insight and extend team collaboration with social media integrations.

- Social media: Twitter, LinkedIn, Facebook
- Collaboration: IBM LotusLive, Google Docs, Cisco WebEx, GoToMeeting
- Plug-ins: Microsoft Outlook, Word, Excel, IBM Connections
- Sales insight: D&B, InsideView, and Hoovers.
- Gmail, IMAP, Google and LinkedIn contacts import, email archiving

Accurate Sales Forecasting

Get reliable forecasts at the line item level; unlimited draft scenarios.

- Revenue line item forecasting
- Custom forecast periods
- At-a-glance pipeline and quota achievement status
- Draft function for "what-if" scenarios

Mobile CRM Support

Provides full productivity and flexibility for remote teams.

- Mobile apps for iOS, Android, and BlackBerry
- Mobile browser access ideal for tablets
- Similar interface across desktop and mobile devices

Advanced Reporting

Turn data into insight with Sugar Ultimate's real-time reports.

- Customizable reports, charts, and dashboards
- Multiple homepage dashboards
- Pre-configured dashboards including: sales pipeline, lead source, monthly pipeline by outcome, opportunities by lead source
- SQL reporting integrates data from various sources into a single report

Ready for Global Deployment

Support international teams easily using Sugar's extensive language capability.

- 26 languages included, 80+ available via language packs
- Right-to-left language support

Customer Self-service Portal

Enhance online customer support: trouble tickets, bug reports, FAQs.

- Increased customer satisfaction
- Reduced support costs
- Control over the data available to your customers

Remote Database Backups

Receive database backups, via FTP, on a weekly basis.

- Direct access to your valuable business data
- Additional data redundancy
- Offline reports at your convenience

	Sugar Ultimate	Sugar Enterprise
Support / Development		
24x7x365 Support Hours	Included	Available
Phone Support	Included	Included
P1 Response Time	1 Hour	2 Hours
Assigned Tech Support Rep	Included	Available
Developer Support	Included	Available
24x7x90 Go-Live Support	Included	Available
Support Contacts	5	4
Support Cases	Unlimited	Unlimited
Health Check	Extended	Basic
On-Demand Services		
Dedicated On-Demand	Included	Available
Development Sandboxes	5	2
Document Storage on Sugar	250GB	60GB
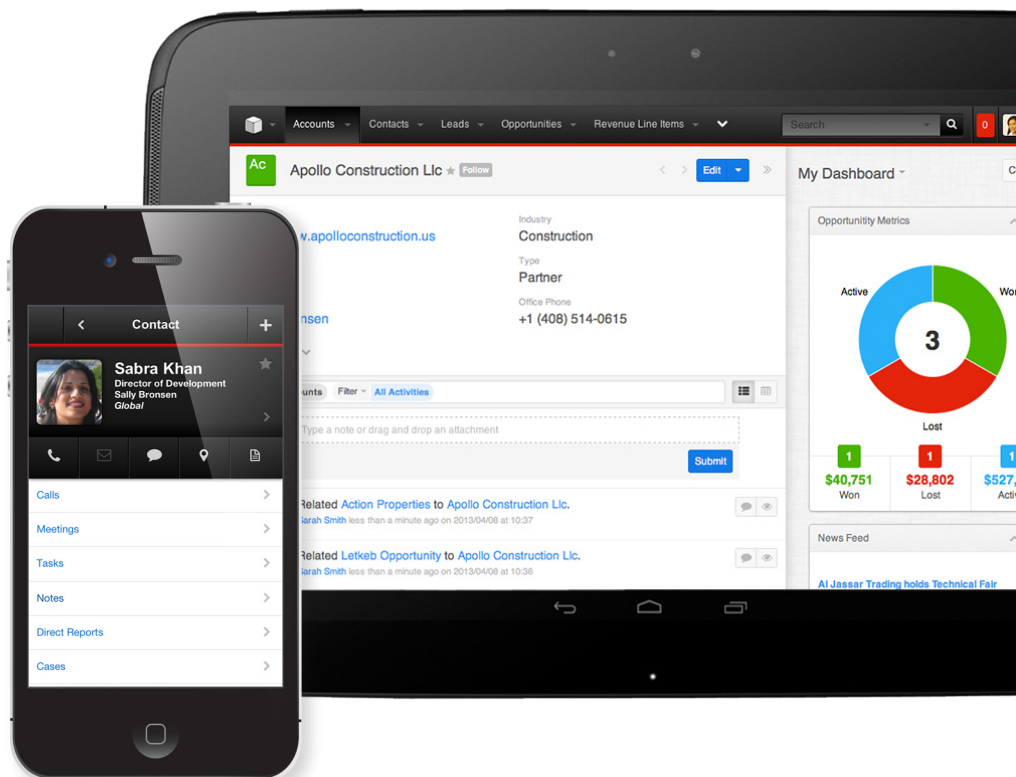
SugarCRM

www.sugarcrm.com

04-13-04-LR

SUGARCRM