Sugar Enterprise Comparison Chart

The high-fidelity customer insights you are looking for are already available in the latest release of Sugar. We're making it easier for you to focus on supporting your customers by letting the platform do the work for you. Learn how these features will accelerate your business outcomes and automate complex business processes.

	Sugar Ent. 9	Sugar Ent. 11	Sugar Sell	Sugar Serve
Deployment	On-Site	On-Site	SugarCloud	SugarCloud
Release Schedule	Unsupported	Annual	Quarterly	Quarterly
SALES				
Purchase Data			●	●
Time-Aware Purchased Line Items			●	●
Revenue Line Items	●	●	●	
Service-Based Revenue Line Items		●	●	
Drag-and-Drop Tile View for Leads, Opportunities, and Tasks		●	●	
Renewals Console			●	
Automated Pipeline Renewal for Subscriptions			●	
Active Subscriptions Dashlet			●	●
Coterminous Purchase Add-ons			●	
Business Center Configuration for Localized Business Hours			●	
SugarPredict A.I. for Leads: Scoring and Prioritization			●	
SugarPredict A.I. for Leads: Ideal Company Profile (ICP) Analysis			●	
SugarPredict A.I. for Opportunities: Win Predictions			●	
SERVICE				
Case/Ticket Management	●	●		●
Bug and Feature Request Management	●	●		●
Portal: User Management and Knowledge Search	●	●	●	●
Portal: Secure Agent Communication	●	●		●
Portal: Case Deflection				●
Portal: Enhanced Theme and Visibility Configuration				●
Service Console				●
SugarLive: Omnichannel Engagement (Voice, Chat, Chatbot)			●	●
Business Centers for SLA Response Management				●
Workforce Management via Shifts and Shift Exceptions		●	●	●
Drag-and-Drop Tile View for Cases and Tasks		●		●
Change Timers for Case Status Tracking and Trends				●
SugarPredict A.I. for Calls: Agent and Customer Sentiment Analysis			●	●
BUSINESS PROCESS MANAGEMENT (SUGARBPM)				
Business Process Visual Designer	●	●	●	●
Business Process Email Template Designer	●	●	●	●
Process Execution and Monitoring	●	●	●	●
Business Process Rules Designer	●	●	●	●
Process Sequencing		●	●	●
Support for Separate Business Centers and Hours			●	●
Round-Robin by Availability		●	●	●
Out-of-the-Box Process Definitions Use Cases			●	●

	Sugar Ent. 9	Sugar Ent. 11	Sugar Sell	Sugar Serve
REPORTING				
Out-of-the-Box Reports	●	●	●	●
Advanced Reporting (SQL based)	●	●	●	●
USABILITY AND UI FEATURES				
Flexible Dashboards		●	●	●
Timeline Dashlet			●	●
Action Buttons			●	●
Multiple Note Attachments		●	●	●
Focus Drawer for 360 view of related Sugar records			●	●
ADMINISTRATION CAPABILITIES				
SugarIdentity Federated Identity Management Solution			●	●
User Impersonation			●	●
Role-Based Views and Dropdown Lists	●	●	●	●
Conditionally Read-Only and Conditionally Required Fields		●	●	●
Auto-Increment Field Type for Unique IDs		●	●	●
Customizable System Notification Templates		●	●	●
Data Archiver Utility		●	●	●
Web Services API	●	●	●	●
OAuth2 Email and Connector Security		●	●	●
Content Security Policy Directives		●	●	●
SUGARCRM PROVIDED CONNECTORS/ADD-ONS				
Sugar Discover: Historical Pipeline Analytics			$	
Sugar Integrate: Pre-built API access to other common tools		$	$	$
SUGARCLOUD				
Disaster Recovery			●	●
Hosted Database			●	●
Automated Secure Backups - Access and Download			●	●
SugarCloud Insights (access to logs, storage, usage stats)			●	●
Data Encryption at Rest and Transit			●	●
Performance Optimization and Database Tuning			●	●
Operations - 24/7 Monitoring			●	●
Compliance (SOC2 Type2)			●	●
Storage: Database + Attachments			60 GB	60 GB
Sandboxes			●	●
Connectors Framework	●	●	●	●

This SugarCRM comparison guide provides a high-level view of functions that may not be implemented identically in all Sugar products. If you have specific questions, please contact your Sugar Partner or SugarCRM representative.

About SugarCRM

SugarCRM is how marketing, sales, and service teams finally get a clear picture of each customer to help businesses reach new levels of performance and predictability. Sugar is the CRM platform that makes the hard things easier.

Thousands of companies in over 120 countries rely on Sugar to achieve high-definition CX by letting the platform do the work. Headquartered in Silicon Valley, Sugar is backed by Accel-KKR.

To learn more visit www.sugarcrm.com or follow **@SugarCRM**.