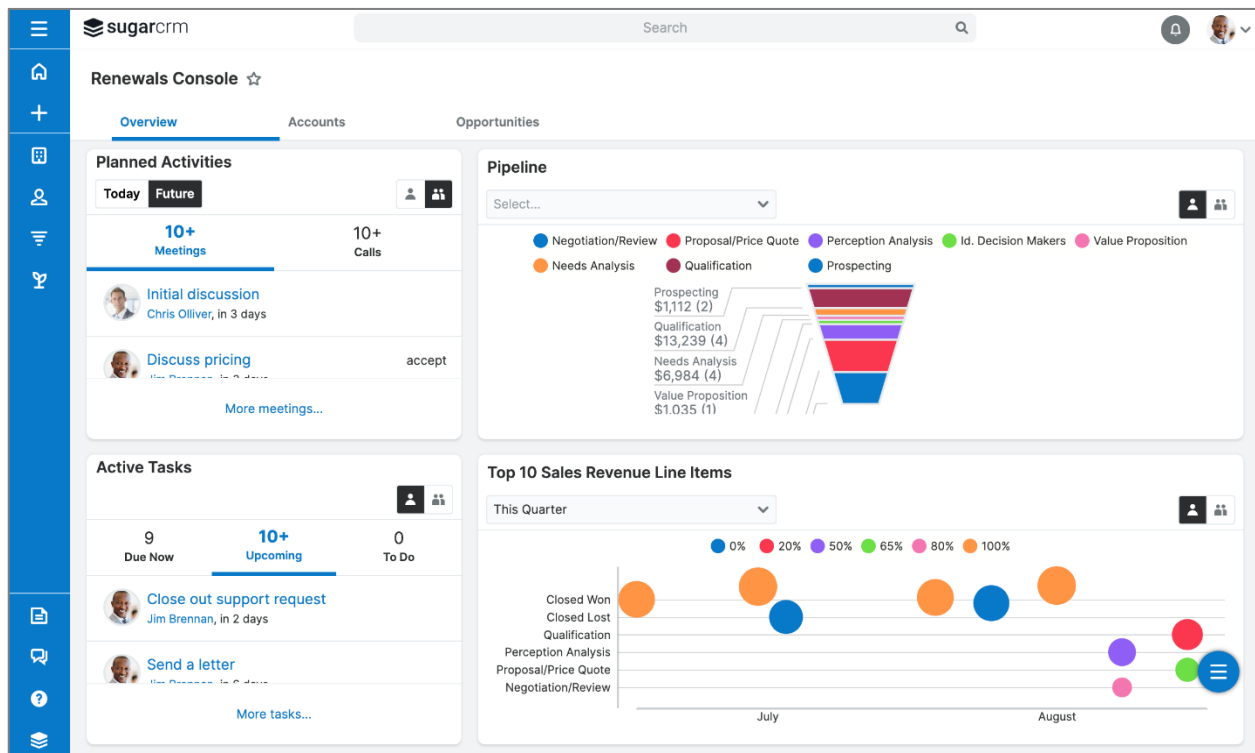




# SugarCRM Product Update: A New Look with Added Sweetness

SugarCRM is using your feedback to make Sugar even easier to use! Based on material-design research, Sugar is releasing a new User Interface (UI) redesign that gives you more viewable space and serves up more relevant data to your fingertips to help accelerate goal achievement.

The cleaner, highly intuitive design resembles other modern UIs you use daily (e.g., Outlook, Gmail, Slack, and others), lowering the training time for your new users and increasing adoption. The simplified layout makes it easier to add more content to your dashboards, see more rows and columns in your reports with less scrolling, and increase the speed with which you can identify any changes to your account or prospect records. Additionally, Sugar Market's new streamlined view of modules will make it easier and more intuitive for you to find the latest Market features. All these enhancements build on our promise of letting the Sugar platform do the work for you!



Let the platform do the work

[www.sugarcrm.com](http://www.sugarcrm.com)

# FAQs

## When will you upgrade my environment to the new UI?

- **Current SugarCloud customers:** We will start your upgrade between January 17 and March 15 and will follow the [same process used for every quarterly Sugar release](#). You will [receive an email](#) informing you that we will upgrade your sandbox seven days beforehand, followed by another email saying we will upgrade your production instance seven days later.
- **Enterprise on-premises customers:** The new UI is a critical feature we will include as a part of the download package for Enterprise in the April 2023 release. We encourage you to download, install, and test it as soon as possible to take advantage of the new UI and additional capabilities.
- **Market customers:** We will include the new UI in the January '23 release of Sugar Market and it will be available to you automatically between January–February 2023.

## How do I prepare for this release?

A release preview is already available for Sell/Serve, with a preview for Market coming soon. Contact your authorized Sugar Partner or Customer Success Manager for a demonstration. As is our custom, we will upgrade your Sell/Serve sandbox seven days before we [upgrade your production environment](#). We encourage you to fully use that time to familiarize yourself with the new UI before we upgrade your production instance.

If you want more than the standard seven-day period for additional testing or need an alternative upgrade date, open a ticket with support by emailing [Support@sugarcrm.com](mailto:Support@sugarcrm.com), and we will be happy to help. Upgrades must start no later than March 15, 2023. For Market, upgrades will occur during the January/February Market release and be available shortly after. Sugar will provide training and preparation materials prior to the release.

## Will this UI redesign impact any of my customizations?

We have assessed all customer instances, and most of them will upgrade smoothly. We have identified a small percentage of Sell and Serve customers with header or footer customizations that may not transition with this upgrade. To assist with this, we have a [recorded developer training](#) and a list of other helpful resources available in [SugarClub](#). We will also provide a services package for direct customers and partners to assist with the upgrade.

## Will this affect my local language settings?

No. Your user and product settings will remain intact. We will also provide additional information on how to prepare for this release in your local language. In addition, we will make standard product documentation and information available in English. Your [local Sugar support team](#), Sugar account manager, or your authorized Sugar partner is available to help with any additional questions.

### Will I have to pay extra for this UI change?

No. This UI redesign is a part of our standard release and reflects our continued commitment to delivering fantastic products to our customers.

### Where can I learn more about this upcoming release?

Feel free to contact your Sugar Customer Success Manager or your authorized Sugar Partner or visit us on [SugarClub](#), where you can find all the latest details for this release. We will also send you additional emails with invitations to webinars and other posts as we approach the release.