

Overview	ACT! Pro	ACT! Premium	ACT! Premium SQL	Salesforce Group	Salesforce Pro	Salesforce Enterprise
On-Demand (cloud) Deployment				■	■	■
On-Site (own the product)	■	■	■		■	■
Concurrent User License	■	■	■			
Full CRM Suite	■	■	■	■	■	■
Custom Reporting		■	■	■	■	■
Highly Configurable	■	■	■	■	■	■
Web browser Interface		■	■	■	■	■
Native Microsoft Outlook Interface						
Outlook Plugin interface	■	■	■	■	■	■
Database Supported		■	■			
Open Source						
Pricing	ACT! Pro	ACT! Premium	ACT! Premium SQL	Salesforce Group	Salesforce Pro	Salesforce Enterprise
On-site product fee	\$270 per user license	\$550 per user license	\$660 per user license	N/A	N/A	N/A
Monthly Cloud Product Fee	N/A	N/A	N/A	\$25/user/month	\$65/user/month	\$125/user/month
Setup Fee	■	■	■	■	■	■
Minimum 5-User Purchase	No	No	No	No	No	No
Unlimited Users	10 User Maximum	■	■	5 User Maximum	■	■
Storage	On-site: Unlimited	On-site: Unlimited	On-site: Unlimited	12GB	12GB	12GB
Features	ACT! Pro	ACT! Premium	ACT! Premium SQL	Salesforce Group	Salesforce Pro	Salesforce Enterprise
Account, Contact, Opportunity, and Activity Mgmt	■	■	■	■	■	■
Campaigns	■	■	■		■	■
Marketing Lists	■	■	■		■	■
Mass Emails	■	■	■		■	■
Mobile Access		■*	■*			■*
Leads	■	■	■	■	■	■
Field Service and Scheduling						
Cases/Issues/tickets	■	■	■		■	■
MS Exchange Integration	■	■	■		■	■
Customer Self-service Portal						
Case Escalation	■	■	■		■	■
Queues	■	■	■		■	■
Knowledgebase	■	■	■		■	■
Document Management	■	■	■	■	■	■
Notes and Attachments	■	■	■	■	■	■
Data Validation	■	■	■	■	■	■
Quotes	■	■	■	■	■	■
Product Catalog	■	■	■	■	■	■
Territory Management	■	■	■			■
Mass Quota Management	■	■	■			
Workflow						
Microsoft Excel Integration (Ad-Hoc Reporting)	■	■	■		■	■
Crystal Reports	■	■	■	■	■	■
Microsoft Word Integration	■	■	■		■	■
Standard and Ad-Hoc Reports	■	■	■			■
Web Services Integration				■	■	■
Conversion to On-Premise available	■	■	■	■	■	■
Data Migration	■	■	■	■	■	■
Offline Data Access	■	■	■	■	■	■

*Subscription fee's apply



Overview	Salesforce Professional	Salesforce Enterprise	Dynamics CRM Pro	Dynamics CRM Pro+
On-Demand (cloud) Deployment	■	■	■	■
On-Premise Deployment				
Full CRM Suite	■	■	■	■
Custom Reporting	■	■	■	■
Highly Configurable	■	■	■	■
Web browser Interface	■	■	■	■
Native Microsoft Outlook Interface			■	■
Outlook Plugin interface	■	■	■	■
Dedicated Database			■	■
Pricing	Salesforce Professional	Salesforce Enterprise	Dynamics CRM Pro	Dynamics CRM Pro+
Monthly Product Fee	\$65/user/mo	\$125/user/mo	\$34/user/mo	\$59/user/mo
Setup Fee	■	■	■	■
Minimum 5-User Purchase	■	■	■	■
Unlimited Users	■	■	■	■
Storage	1GB/user Additional storage	1GB/user Additional storage	5GB**/user Additional	20GB**/user Additional
Features	Salesforce Professional	Salesforce Enterprise	Dynamics CRM Pro	Dynamics CRM Pro+
Account, Contact, Opportunity, and Activity Mgmt	■	■	■	■
Campaigns	■	■	■	■
Marketing Lists	■	■	■	■
Mass Emails	■	■	■	■
Mobile Access	■*	■*	■	■
Leads	■	■	■	■
Field Service and Scheduling				
Cases/Issues	■	■	■	■
Case Escalation	■	■	■	■
Queues	■	■	■	■
Knowledgebase	■	■	■	■
Document Management	■	■	■	■
Notes and Attachments	■	■	■	■
Data Validation	■	■	■	■
Quotes	■	■	■	■
Product Catalog	■	■	■	■
Territory Management	■	■	■	■
Mass Quota Management	■	■	■	■
Workflow	■	■	■	■
Microsoft Excel Integration (Ad-Hoc Reporting)	■	■	■	■
Microsoft Word Integration		■	■	■
Standard and Ad-Hoc Reports		■	■	■
Microsoft Windows Live ID Security	■	■	■	■
Web Services Integration	■	■	■	■
Instant Messaging Presence			■	■
Conversion to On-Premise available			■	■
Data Migration	■	■	■	■
Offline Data Access	■**	■	■	■

*Salesforce Mobile Lite is available with purchase of Salesforce Pro subscription. Pro users may also purchase the full mobile version for \$50/user/month

**Available at an additional fee

Salesforce.com vs. Oracle CRM On Demand

Overview	Salesforce Professional	Salesforce Enterprise	Oracle CRM OD Standard	Oracle CRM OD Enterprise
On-Demand (cloud) Deployment	■	■	■	■
On-Premise Deployment			■	■
Full CRM Suite	■	■	■	■
Custom Reporting	■	■	■	■
Highly Configurable	■	■	■	■
Web browser Interface	■	■	■	■
Native Microsoft Outlook Interface			■	■
Outlook Plugin interface	■	■	■	■
Dedicated Database				■
Pricing	Salesforce Professional	Salesforce Enterprise	Oracle CRM OD Standard	Oracle CRM OD Enterprise
Monthly Product Fee	\$65/user/mo	\$125/user/mo	\$75/user/mo	\$125/user/mo
Setup Fee	■	■	■	■
Minimum 5-User Purchase				
Unlimited Users	■	■	■	■
Storage	20MB/user Additional storage may be purchased in 1GB increments for \$3,000.00/GB/yr	20MB/user Additional storage may be purchased in 1GB increments for \$3,000.00/GB/yr	45MB/user Additional storage may be purchased in 300MB increments for \$10.00/Month	60MB/user Additional storage may be purchased in 300MB increments for \$10.00/Month

Features	Salesforce Professional	Salesforce Enterprise	Oracle CRM OD Standard	Oracle CRM OD Enterprise
Account, Contact, Opportunity, and Activity Mgmt	■	■	■	■
Campaigns	■	■	■	■
Marketing Lists	■	■	■	■
Mass Emails	■	■	■	■
Mobile Access	■**	■**	■	■
Leads	■	■	■	■
Field Service and Scheduling				
Cases/Issues	■	■	■	■
Case Escalation	■	■	■	■
Queues	■	■	■	■
Knowledgebase	■	■	■	■
Document Management	■	■	■	■
Notes and Attachments	■	■	■	■
Data Validation	■	■	■	■
Quotes	■	■	■	■
Product Catalog	■	■	■	■
Territory Management		■	■	■
Mass Quota Management		■	■	■
Workflow		■	■	■
Microsoft Excel Integration (Ad-Hoc Reporting)	■	■	■	■
Microsoft Word Integration		■	■	■
Standard and Ad-Hoc Reports		■	■	■
Microsoft Windows Live ID Security				
Web Services Integration	■	■	■	■
Instant Messaging Presence			■	■
Conversion to On-Premise available			■	■
Data Migration	■	■	■	■
Offline Data Access	■*	■	■	■

*Available at an additional fee.

**Salesforce Mobile Lite is available for free, with purchase of Salesforce Professional subscription.

Salesforce Pro users may also purchase the Full Mobile version for \$50/user/month.

SOFTWAREFIT



ACT!
by Sage

Overview	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	ACT! Pro	ACT! Premium	ACT! Premium SQL
On-Demand (cloud) Deployment	■	■	■			
On-Site (own the product)				■	■	■
On-Premise Deployment	web	web	web	windows	win/web	win/web
Concurrent User License				■	■	■
Full CRM Suite	■	■	■	■	■	■
Custom Reporting	■	■	■			
Highly Configurable	■	■	■	■	■	■
Web browser Interface	■	■	■		■	■
Native Microsoft Outlook Interface						
Outlook Plugin interface	■	■	■	■	■	■
Database Supported	■	■	■		■	■
Open Source	■	■	■	■	■	■
Pricing	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	ACT! Pro	ACT! Premium	ACT! Premium SQL
On-site product fee	N/A	N/A	N/a	\$270 per user license	\$550 per user license	\$660 per user license
Monthly Cloud Product Fee	\$30/user/mo	\$45/user/mo	\$60/user/mo	N/A	N/A	N/A
Setup Fee	■	■	■	■	■	■
Minimum 5-User Purchase	Partners can sell less than 5 users	Partners can sell less than 5 users	Partners can sell less than 5 users	no	no	no
Unlimited Users	■	■	■	10 user maximum	■	■
Storage	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited	On-site: Unlimited	On-site: Unlimited
Features	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	ACT! Pro	ACT! Premium	ACT! Premium SQL
Account, Contact, Opportunity, and Activity Mgmt	■	■	■	■	■	■
Campaigns	■	■	■	■	■	■
Marketing Lists	■	■	■	■	■	■
Mass Emails	■	■	■	■	■	■
Mobile Access	■*	■*	■*	■	■	■
Leads	■	■	■	■	■	■
Field Service and Scheduling				■	■	■
Cases/Issues/tickets	■	■	■	■	■	■
MS Exchange Integration	■	■	■	■	■	■
Customer Self-service Portal		■	■	■	■	■
Case Escalation	■	■	■	■	■	■
Queues	■	■	■	■	■	■
Knowledgebase	■	■	■	■	■	■
Document Management	■	■	■	■	■	■
Notes and Attachments	■	■	■	■	■	■
Data Validation	■	■	■	■	■	■
Quotes	■	■	■	■	■	■
Product Catalog	■	■	■	■	■	■
Territory Management	■	■	■	■	■	■
Mass Quota Management	■	■	■	■	■	■
Workflow	■	■	■			
Microsoft Excel Integration (Ad-Hoc Reporting)	■	■	■	■	■	■
Crystal Reports				■	■	■
Microsoft Word Integration	■	■	■	■	■	■
Standard and Ad-Hoc Reports	■	■	■	■	■	■
Web Services Integration	■	■	■			
Conversion to On-Premise available	■	■	■	■	■	■
Data Migration	■	■	■	■	■	■
Offline Data Access			■	■	■	■

*iPhone Client Free, Blackberry and Droid clients coming soon



Overview	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	Goldmine Standard	Goldmine Corporate	Goldmine Enterprise
On-Demand (cloud) Deployment	■	■	■			
On-Site (own the product)				■	■	■
On-Premise Deployment	web	web	web	windows	windows	windows
Concurrent User License				■	■	■
Full CRM Suite	■	■	■	■	■	■
Custom Reporting	■	■	■			
Highly Configurable	■	■	■	■	■	■
Web browser Interface	■	■	■			
Native Microsoft Outlook Interface						■
Outlook Plugin interface	■	■	■	■	■	■
Database Supported	■	■	■		■	■
Open Source	■	■	■	■	■	■
Pricing	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	Goldmine Standard	Goldmine Corporate	Goldmine Enterprise
On-site product fee	N/A	N/A	N/a	\$275 per user license	\$595 per user license	\$995 per user license
Monthly Cloud Product Fee	\$30/user/mo	\$45/user/mo	\$60/user/mo	N/A	N/A	N/A
Setup Fee	■	■	■	Yes; also must pay for yearly maintenance in order to buy new licenses or upgrade(20% of total cost per year)	Yes; also must pay for yearly maintenance in order to buy new licenses or upgrade(20% of total cost per year)	Yes; also must pay for yearly maintenance in order to buy new licenses or upgrade(20% of total cost per year)
Minimum 5-User Purchase	Partners can sell less than 5 users	Partners can sell less than 5 users	Partners can sell less than 5 users	5 user minimum	5 user minimum	5 user minimum
Unlimited Users	■	■	■	■	■	■
Storage	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited	On-site: Unlimited	On-site: Unlimited
Features	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	Goldmine Standard	Goldmine Corporate	Goldmine Enterprise
Account, Contact, Opportunity, and Activity Mgmt	■	■	■	■	■	■
Campaigns	■	■	■	■	■	■
Marketing Lists	■	■	■	■	■	■
Mass Emails	■	■	■	■	■	■
Mobile Access	■*	■*	■*			
Leads	■	■	■	■	■	■
Field Service and Scheduling				■	■	■
Cases/Issues/tickets	■	■	■	■	■	■
MS Exchange Integration	■	■	■			
Customer Self-service Portal				■	■	■
Case Escalation	■	■	■	■	■	■
Queues	■	■	■	■	■	■
Knowledgebase	■	■	■	■	■	■
Document Management	■	■	■	■	■	■
Notes and Attachments	■	■	■	■	■	■
Data Validation	■	■	■	■	■	■
Quotes	■	■	■	■	■	■
Product Catalog	■	■	■	■	■	■
Territory Management	■	■	■	■	■	■
Mass Quota Management	■	■	■			
Workflow	■	■	■			
Microsoft Excel Integration (Ad-Hoc Reporting)	■	■	■	■	■	■
Crystal Reports				■	■	■
Microsoft Word Integration	■	■	■	■	■	■
Standard and Ad-Hoc Reports	■	■	■	■	■	■
Web Services Integration	■	■	■	■	■	■
Conversion to On-Premise available	■	■	■	■	■	■
Data Migration	■	■	■	■	■	■
Offline Data Access				■	■	■

*iPhone Client Free, Blackberry and Droid clients coming soon

SOFTWAREFIT



Overview	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	SalesLogix Standard	SalesLogix Advanced	SalesLogix Premier
On-Demand (cloud) Deployment	■	■	■	■	■	■
On-Site (own the product)				■	■	■
On-Premise Deployment	web	web	web	web/windows	web/windows	web/windows
Concurrent User License				\$\$	\$\$	\$\$
Restricted Access License				\$\$	\$\$	\$\$
Full CRM Suite	■	■	■	■	■	■
Custom Reporting	■	■	■	■	■	■
Highly Configurable	■	■	■	■	■	■
Web browser Interface	■	■	■	■	■	■
Native Microsoft Outlook Interface						
Outlook Plugin interface	■	■	■	■	■	■
Database Supported	■	■	■	■	■	■
Open Source	■	■	■	■	■	■
Pricing	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	SalesLogix Standard	SalesLogix Advanced	SalesLogix Premier
On-site product fee	N/A	N/A	N/a	\$795 per user license \$2995 CRM Server (one time fee)	\$995 per user license \$5995 CRM Server (one time fee)	\$1095 per user license \$8995 CRM Server (one time fee)
Monthly Cloud Product Fee	\$30/user/mo	\$45/user/mo	\$60/user/mo	N/A	\$49-65/user/mo for SalesLogix cloud ^	N/A
Setup Fee	■	■	■	■	■	■
Minimum 5-User Purchase	Partners can sell less than 5 users	Partners can sell less than 5 users	Partners can sell less than 5 users	None	None; 5 user minimum for Cloud	None
Unlimited Users	■	■	■	■	■	■
Storage	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited On-demand: 1 GB or 20 mb/user \$250/yr/additional GB	On-site: Unlimited	On-site: Unlimited On-demand: 100GB/ 50 users \$600/yr/additional 100GB	On-site: Unlimited
Features	SugarCRM Pro	SugarCRM Corporate	SugarCRM Enterprise	SalesLogix Standard	SalesLogix Advanced	SalesLogix Premier
Account, Contact, Opportunity, and Activity Mgmt	■	■	■	■	■	■
Campaigns	■	■	■	■	■	■
Marketing Lists	■	■	■	■	■	■
Mass Emails	■	■	■	■	■	■
Mobile Access	■ *	■ *	■ *	■	■	■
Leads	■	■	■	■	■	■
Field Service and Scheduling				■	■	■
Cases/Issues/tickets	■	■	■	■	■	■
MS Exchange Integration	■	■	■	\$\$	\$\$	■
Customer Self-service Portal		■	■		\$\$	■
Case Escalation	■	■	■	■	■	■
Queues	■	■	■	■	■	■
Knowledgebase	■	■	■	■	■	■
Document Management	■	■	■	■	■	■
Notes and Attachments	■	■	■	■	■	■
Data Validation	■	■	■	■	■	■
Quotes	■	■	■	■	■	■
Product Catalog	■	■	■	■	■	■
Territory Management	■	■	■	■	■	■
Mass Quota Management	■	■	■			
Workflow	■	■	■	■	■	■
Microsoft Excel Integration (Ad-Hoc Reporting)	■	■	■	■	■	■
Crystal Reports				■	■	■
Microsoft Word Integration	■	■	■	■	■	■
Standard and Ad-Hoc Reports	■	■	■	■	■	■
Web Services Integration	■	■	■	■	■	■
Conversion to On-Premise available	■	■	■	■	■	■
Data Migration	■	■	■	■	■	■
Offline Data Access			■	■	■	■

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^SalesLogix Cloud is it's own freestanding platform and is available for SalesLogix Advanced edition