

Sugar Ultimate

Sugar's Ultimate CRM Subscription Delivers a Complete Set of Features and our Highest Level of Support



Everything You Need in a CRM Solution

Sugar Ultimate is our most feature-complete subscription, ready to support complex global applications including Mobile CRM and Social CRM components. Even better, this power is delivered with an unparalleled user experience and the brilliant flexibility of Sugar's open platform.

Ultimate Customization, Ultimate Power

Sugar Ultimate has the capability to integrate with your legacy systems and applications using Web Services or Enterprise Service Bus (ESB) solutions, and it includes an array of administration tools and resources to create custom modules for any CRM application. If you can dream it, Sugar Ultimate has the power to make it a reality.

Unsurpassed Support for Mission-Critical Applications

Sugar Ultimate ensures you'll have both application and developer support at your fingertips, 24 hours a day, every day. An Ultimate subscription includes unlimited support cases, phone support with one-hour P1 response time, an assigned technical support representative, an extended system Health Check and much more.

Ultimate Capabilities for your Applications Now and in the Future

CRM without limits, running on our flexible, intuitive and open CRM platform

Our most complete package of sales, support, marketing, and collaboration features

Self-service portal enables cost-effective customer support applications

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

Enterprise infrastructure deployment; extensive third-party connectivity

Social CRM

Sugar includes pre-built integrations to the most popular collaboration and social media applications.

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

Ready for Global Deployment

Sugar's extensive language support accelerates the localization process.

- 26 languages included, more available via language packs
- Right-to-left (RTL) language support

Sales Forecasting

- Reliable and predictable forecasts
- At-a-glance pipeline and quota achievement status
- Draft function for "what-if" scenarios
- Inline editing for faster updates

Mobile CRM Support

Mobile applications are a business necessity, so Sugar Ultimate works with a broad range of devices:

- Mobile apps for iOS, Android, and BlackBerry
- iPad-optimized HTML5 charts
- Mobile browser access for most smartphones and tablets
- User interface optimized for 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



Database and Cloud Integration

Industry-standard database support for high performance and flexible implementation.

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

Customer Self-service Portal

For customer support applications, the Sugar Portal enables your customers to open, edit, and access their own trouble tickets.

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

Enterprise-level Performance

Sugar Ultimate delivers the throughput and sub-second response time required by the most demanding CRM applications.

Read our technical white paper: “SugarCRM Scalability and Performance Benchmarks”

Modern User Interface

Our new design makes working with Sugar quicker and easier.

- Enhanced calendar (recurring events, email reminders, iCal integration)
- Full text search
- Convenient single navigation bar
- Performance and caching improvements for faster response

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

Cloud Options to Simplify Implementation

Sugar’s flexible deployment lets you host your application where it most benefits your business:

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

Sugar Ultimate includes our most comprehensive support package, plus additional On-Demand capabilities and Lotus Domino Server connectivity.

Get your **free trial** of Sugar Ultimate:
www.sugarcrm.com/freetrial

or call SugarCRM:
 +44 (0)1223 257775

	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

OpenSesame CRM

de kracht van inzicht

OpenSesame CRM

Our goal is to enable you to get personal with your leads, prospects and customers above your imagination. By utilizing both SugarCRM and Marketing Automation it becomes possible for you to have fully grip on the Customer Life Cycle of your organization; from website visitor to loyal customer.

Nieuwegein | +31(0)30 60 35 640 | info@os-crm.com | <http://www.os-crm.com>

SugarCRM

Customer relationship management CRM software for business. In the cloud, online, on demand, onsite - the best sales, email and mobile CRM integration.

www.sugarcrm.com

10050 North Wolfe Road | SW2-130

Cupertino, CA 95014

T: +1 408.454.6900 | F: +1 408.873.2872

Erika-Mann-Strasse 53, 80636 Munich, Germany

T: +49 (0)89 1 89 17 21 00 | F: +49 (0)89 1 89 17 21 50

www.sugarcrm.com

Copyright © 2013 SugarCRM, Inc.

All rights reserved. SugarCRM and the SugarCRM logo are registered trademarks of SugarCRM, Inc. in the United States, the European Union and other countries. All other trademarks are the properties of their respective companies