



Enterprise On-Demand CRM Comparison Guide

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Overview



Vendor	Product	Target Environment(s) Small Enterprise	Mid-market Enterprise	Large Enterprise	Basic Pricing	How To Buy	Year Founded	Financials	Partner Eco System
Aplicor LLC	Aplicor Cloud CRM	Yes	Yes	Yes	\$89.00 per user/month for Cloud CRM; \$129.00 per user/month for Cloud Business suite	Direct, Resellers, VARs, Integrators	1999	Privately held	Global clients in over 60 countries; channel partners
Maximizer Software	Maximizer CRM Live	Yes	Yes	No	\$39.00 per user/month 5 users or more	Direct, Resellers, VARs	1995	Privately held	Worldwide offices and business partners; 120,000+ global customers
Microsoft	Microsoft Dynamics CRM Online	Yes	Yes	Yes	Starts at \$44.00 per user/month; Enterprise agreement volume licensing available.	Direct, Resellers, VARs, Integrators	1975	NASDAQ: MSFT	Global partner network; Technology partners include majority of major hardware companies.
NetSuite	NetSuite CRM+	Yes	Yes	Yes	\$129.00 per user/month	Direct, Resellers, VARs, Integrators	1998	NYSE: N	Global partner network; over 10,000 organizations use their cloud application suite.
Oracle	Oracle CRM on Demand	Yes	Yes	Yes	\$130 per month for single-user Enterprise edition; starts at \$75 per user per month for multiple users.	Direct, Resellers, VARs, Integrators	1982	NASDAQ: ORCL	345,000+ customers and partners worldwide.
RightNow Technologies	RightNow CX	No	No	Yes	\$110 per user/month	Direct, Resellers, VARs, Integrators	1997	NASDAQ: RNOW	2,000 global customers
Sage Software	SageCRM.com	Yes	Yes	Yes	Starts at \$39.00 per user/month	Direct	1982	Parent: Sage Group plc	28,000 global business partners; over 6.3 million users worldwide
SalesBoom.com Inc.	SalesBoom On Demand CRM Enterprise Edition	Yes	Yes	No	\$95.00 per user/month	Direct, Resellers, VARs, Integrators	2002	Privately held	Over 95,000 subscribers and 5,800 customers in over 158 countries.
SalesForce	SalesForce Enterprise Edition	Yes	Yes	Yes	Enterprise \$125.00 per user/month; unlimited \$250.00 per user/month; Integrated service features priced separately.	Direct; VARs; Integrators	1999	NYSE: CRM	100,000+ global customers
SAP	SAP Business ByDesign	Yes	Yes	No	\$149.00 per user per month; minimum 10 users	Direct, Resellers, VARs, Integrators	1972	NYSE: SAP	1,200 global channel partners; 2,400 global business partners
SugarCRM	Sugar CRM Enterprise	Yes	Yes	Yes	Sugar Corporate \$540 per user/Year; Sugar Enterprise \$720 per user/YEAR; Sugar Ultimate \$1,200 per user/YEAR	Direct, Resellers, VARs, Integrators	2004	Privately held	Over 7,000 global customers; Global partner network
Zoho	Zoho CRM Enterprise	Yes	Yes	No	\$25.00 per user/month for Enterprise Edition	Direct, Resellers, VARs, Integrators	1996	Privately held	40,000 customers worldwide

Vendor	Product	Current Version	Sales Functions	Marketing Functions	Customer Service/Support Functions
Aplicor	Aplicor Cloud CRM	7.0	Contact management, Lead management, Sales forecasting, Sales analytics, Account management, Opportunity management	Campaign management, Response tracking, Campaign ROI	Customer data access
Maximizer Software	Maximizer CRM Live	Information Not Provided	Contact management, Lead management, Lead qualification, Sales forecasting, Quotes, Sales analytics, Territory management, Account management, Opportunity management, Sales collaboration	Campaign management, Email marketing, Response tracking, Marketing analytics, Marketing reporting, Online forms capabilities, Campaign ROI, Market segmentation	Case management, Workflow automation, Analytics, Reporting
Microsoft	Microsoft Dynamics CRM Online	2011	Quotes, Pipeline management, Sales analytics, Territory management, Account management	Campaign management, Email marketing, Response tracking, Marketing reporting, Campaign tracking, Target customer/group	Case management, Customer activity management, Activity scheduling
NetSuite	NetSuite CRM+	Information Not Provided	Lead management, Sales forecasting, Quotes, Territory management	Campaign management, Email marketing, Response tracking, Marketing analytics, Marketing reporting, Online forms capabilities, Lead assignment, Target customer/group	Information Not Provided
Oracle	Oracle CRM on Demand	19	Contact management, Lead management, Sales forecasting, Sales analytics, Account management, Opportunity management, Sales collaboration	Campaign management, Email marketing, Response tracking, Lead assignment	Warranty management, Service management, Call center/CTI integration
RightNow Technologies	RightNow CX	Information Not Provided	Contact management, Sales analytics, Account management, Opportunity management	Email marketing, Response tracking, Campaign ROI, Campaign tracking, Outbound call management	Analytics, Reporting, Customer data access
Sage Software	SageCRM.com	7.0	Sales forecasting, Quotes, Sales analytics, Territory management, Account management	Campaign management, Email marketing, Campaign tracking, Outbound call management	Case management, Service management, Analytics, Reporting, Customer data access
SalesBoom.com	SalesBoom On Demand CRM Enterprise Edition	8	Contact management, Lead management, Sales forecasting, Quotes, Revenue forecasts, Account management, Commission management, Opportunity management	Campaign management, Email marketing, Event management, Response tracking	Case management, Workflow automation, Service management, Activity scheduling, Analytics, Reporting, Call center/CTI integration
SalesForce	Salesforce Enterprise Edition	Information Not Provided	Contact management, Lead management, Lead qualification, Sales forecasting, Quotes, Sales analytics, Territory management, Account management, Opportunity management	Campaign management, Email marketing, Response tracking, Marketing analytics, Marketing reporting, Online lead capture, Campaign tracking, Lead assignment	Case management, Workflow automation, Activity scheduling, Analytics, Call center/CTI integration
SAP	SAP Business ByDesign	Information Not Provided	Contact management, Lead management, Lead qualification, Sales forecasting, Quotes, Pipeline management, Sales analytics, Account management, Opportunity management	Campaign management, Response tracking, Marketing analytics, Campaign tracking, Lead assignment, Target customer/group, Market segmentation	Case management, Customer activity management, Analytics, Customer data access
SugarCRM	Sugar Enterprise/Ultimate	6	Lead management, Sales forecasting, Quotes, Account management, Opportunity management	Campaign management	Case management, Workflow automation
Zoho	Zoho CRM Enterprise	Information Not Provided	Contact management, Lead management, Sales forecasting, Quotes, Account management	Campaign design, Campaign management, Response tracking, Online lead capture, Online forms capabilities, Campaign ROI, Lead assignment	Case management, Customer activity management, Customer data access

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