

SugarCRM

Version Comparison

Guide - 14.0

The Sugar Enterprise 14.0 release brings a wealth of new usability and productivity-focused features designed to make sales and service reps more effective, while providing a user experience that delights admins and end users alike!

	Sugar Pro. 11	Sugar Ent. 11	Sugar Ent. 12	Sugar Ent. 13	Sugar Ent. 14	Sell Premier	Sell Advanced
Deployment	On-Premises	On-Premises	On-Premises	On-Premises	On-Premises	SugarCloud	SugarCloud
Release Schedule	Annual	Annual	Annual	Annual	Annual	Quarterly	Quarterly
SALES							
Time-Aware Purchase Tracking			●	●	●	●	●
Purchase History Dashlet			●	●	●	●	●
Revenue Line Items		●	●	●	●	●	●
Subscription and Service Sales		●	●	●	●	●	●
Active Subscriptions Dashlet			●	●	●	●	●
Automated Renewal Pipeline for Subscriptions			●	●	●	●	●
Sales Console			●	●	●	●	●
Coterminous Service Add-ons			●	●	●	●	●
Kanban View for Opportunities, Tasks & Leads		●	●	●	●	●	●
Business Centers for Territory Mapping			●	●	●	●	●
A.I. for Leads: Scoring and Prioritization						●	●
A.I. for Leads: Ideal Company Profile (ICP) Analysis						●	●
A.I. for Opportunities: Win Predictions						●	●
SERVICE							
Case/Ticket Management	●	●	●	●	●	●	●
Bug and Feature Request Management	●	●	●	●	●	●	●
Escalation Management			●	●	●	●	●
Portal: User Management and Knowledge Search		●	●	●	●	●	●
Portal: Secure Agent Communication		●	●	●	●	●	●
SugarLive: Omnichannel Engagement (Voice, Chat, Chatbot)						●	●
Business Centers for SLA Management		●	●	●	●	●	●
Workforce Management via Shifts and Shift Exceptions		●	●	●	●	●	●
Kanban View for Cases and Tasks			●	●	●	●	●
Service Console				●	●		
Change Timers				●	●		
SLA Management				●	●		
A.I. for Calls: Agent and Customer Sentiment Analysis						●	●
BUSINESS PROCESS MANAGEMENT							
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		●	●	●	●	●	●
REPORTING							
Out-of-the-Box Reports	●	●	●	●	●	●	●
Custom Report Editor		●	●	●	●	●	●
Read-only Report Access		●	●	●	●	●	●
Scheduled Reports		●	●	●	●	●	●
Dashboard Filtering					●	●	●
Advanced Reporting (SQL based)		●	●	●	●	●	●
Role-Specific Dashboard and Report Templates					●	●	●

	Sugar Pro. 11	Sugar Ent. 11	Sugar Ent. 12	Sugar Ent. 13	Sugar Ent. 14	Sell Premier	Sell Advanced
USABILITY AND UI FEATURES							
Dark Mode			●	●	●	●	●
New Sidebar Navigation				●	●	●	●
Flexible Dashboards	●	●	●	●	●	●	●
Timeline Dashlet			●	●	●	●	●
Action Buttons			●	●	●	●	●
Multiple Note Attachments	●	●	●	●	●	●	●
Focus Drawer for 360 view of related Sugar records			●	●	●	●	●
ADMINISTRATION CAPABILITIES							
User Impersonation						●	●
Copying User Preferences, Dashboards, and Filters to Other Users			●	●	●	●	●
Dropdown-Based Views			●	●	●	●	●
Role-Based Views and Dropdown Lists		●	●	●	●	●	●
Conditionally Read-Only and Conditionally Required Fields	●	●	●	●	●	●	●
Employee Directory			●	●	●	●	●
Shared Calendar			●	●	●	●	●
Calculated Fields			●	●	●	●	●
Customizable Home Page			●	●	●	●	●
Mobile Dashboards on Home Page			●	●	●	●	●
Reminders, Alerts, and Pop-ups			●	●	●	●	●
Module Builder – No-Code Custom Modules			●	●	●	●	●
Auto-Increment Field Type for Unique IDs			●	●	●	●	●
Customizable System Notification Templates			●	●	●	●	●
Data Archiver Utility			●	●	●	●	●
OAuth2 Email and Connector Security			●	●	●	●	●
Content Security Policy Directives			●	●	●	●	●
DOCUMENT-RELATED INTEGRATIONS							
Google Drive	●	●	●	●	●	●	●
DropBox	●	●	●	●	●	●	●
DocuSign	●	●	●	●	●	●	●
Doc Merge document personalization	●	●	●	●	●	●	●
Microsoft OneDrive	●	●	●	●	●	●	●
Microsoft SharePoint					●	●	●
SUGARCRM PROVIDED CONNECTORS/ADD-ONS							
SugarOutfitters: 3rd Party Applications & Connectors Marketplace	\$	\$	\$	\$	\$	\$	\$
Guided Selling	\$	\$	\$	\$	\$	●	\$
Data Enrichment and News Feed	\$	\$	\$	\$	\$	●	\$
Mail and Calendar Integration (Outlook & Gmail)	\$	\$	\$	\$	\$	●	●
Geo Mapping		\$	\$	\$	\$	●	\$
AI-powered predictions						●	●
Enhanced forecasting & reporting						●	
SUGARCLOUD							
Multi-Factor Authentication (MFA)			●	●	●	●	●
Single Sign-On (SSO) Federated Identity Management			●	●	●	●	●
Disaster Recovery						●	●
Hosted Database						●	●
Automated Secure Backups – Access and Download						Daily	Daily
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)						●	●
Included Sandboxes						●	●
Storage: Database + Attachments						30 GB + 0.25 GB/user	15 GB + 0.25 GB/user
Additional 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 SugarCRM representative.

About SugarCRM

SugarCRM is a CRM software that helps marketing, sales, and service teams reach peak efficiency through better automation, data, and intelligence so they can achieve a real-time, reliable view of each customer. Sugar's platform provides leading technology in the sales automation, marketing automation, and customer service fields with one goal in mind: to make the hard things easier. Thousands of companies in over 120 countries rely on Sugar by letting the platform do the work. Headquartered in the San Francisco Bay Area, Sugar is backed by Accel-KKR.

For more information about SugarCRM, visit www.sugarcrm.com.