

On-Premise CRM Comparison Guide

Focus Research
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FEATURES	
Vendor: Product Solution	SFA Features
Avidian Technologies: Prophet 5 Enterprise Server	Contact & lead management; Pipeline management; Sales automation; Workflow & process automation; Quote generator; Sales reporting & daily dashboards; Data sharing; Custom reporting; BlackBerry mobile access; Outlook integration
CDC Software: Pivotal CRM	Opportunity management; Relationship management; Sales efficiency tools; Quote & proposal management; Order & discount management; Territory management; Revenue forecasting & reporting; Sales analytics; Mobile access; Outlook integration
Consona: Consona Enterprise CRM	Contact & relationship management; Opportunity management; Quote & order management; Pipeline management; Revenue forecasts & management; Sales analytics
Infor: Infor CRM Epiphany	Lead management; Pipeline management; Deal & promotion management; Sales configurator; Sales forecasting & analytics; Account management; Comprehensive customer view; Tailored sales process configuration; Mobile access; Outlook integration
Maximizer: Maximizer CRM 11 Enterprise	Account management; Contact management; Opportunity management; Forecasting & reporting; Quotes & order management; Sales quota management; Lead management; Mobile access; Outlook & Google/Bing Maps integration
Microsoft: Dynamics CRM Enterprise	Territory management; Offer management; Automatically assigns & tasks leads; Lead scoring; Revenue tracking; Account management; Pipeline management; Forecasting; Mobile Express; Outlook integration
Oracle: Siebel CRM	Outlook integration; Mobile access; Sales analytics and dashboards; Industry solutions; Deal management; Incentive compensation; Account and opportunity management; Quote and order capture; Partner relationship management; End-to-End business process integration
Sage: SalesLogix	Pipeline management; Revenue forecasting; Territory management; Lead scoring & routing; Lead qualification; Proposal & order creation; Account notes & alerts; Real-time reporting; Mobile access; Outlook integration
SAP: SAP CRM	Sales planning & forecasting; Territory management; Accounts & contact management; Activity management; Opportunity management; Quotes and order capture; Sales contract management; Sales performance management; Sales analytics
Soffront: Soffront CRM	Opportunity management; Activity management; Scheduling & calendar; Quotes & proposal management; Sales forecasting; Sales dashboard & analytics; Mobile access; Outlook & MS Office integration
SugarCRM, Inc.: Sugar Enterprise	Lead management; Opportunity management; Account management; Document management; Sales forecasting; Contracts & quotes; Product catalog; Mobile edition; Outlook integration
Surado Solutions Surado Enterprise CRM	Account management; Contact management; Lead capture & qualification; Pipeline management; Forecasts & reporting; Quotes & inventory; Mobile access

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FEATURES	
Vendor: Product Solution	Marketing Features
Avidian Technologies: Prophet 5 Enterprise Server	Campaign management; Drip email campaigns; Group emails; Data sharing; Customized reporting
CDC Software: Pivotal CRM	Campaign design & management; List creation & combination; Content personalization; Web registration; Campaign tracking & reporting; Batch sending; Preference management
Consona: Consona Enterprise CRM	Campaign management; Outbound emails; Contact preference management; Lead management; Data quality; Marketing analytics
Infor: Infor CRM Epiphany	Campaign management; Multichannel campaign execution; Email marketing; Opt-in/out requests; Data management; Customer targeting; Closed-loop reporting
Maximizer: Maximizer CRM 11 Enterprise	Campaign management; Reporting & analytics; Lead generation capabilities; Email list management; Targeted campaign capabilities; Web form capabilities
Microsoft: Dynamics CRM Enterprise	Data-mapping; Intelligent data cleansing; Targeted lists & segmentation; Bulk email capability; Campaign planning & management; Embedded Mail Merge; Event management; Response management; Workflow automation; Enhanced productivity features
Oracle: Siebel CRM	Loyalty management; Marketing resource management; Email marketing; Marketing and loyalty analytics; Lead Management; Web marketing; Events management; Campaign and dialogue management; Industry solutions
Sage: SalesLogix	Campaign management; Data & lead management; Email templates & merges; Lead nurturing; Drip e-marketing campaigns; Data mining; Workflow automation; Reporting & analytics
SAP: SAP CRM	Resource & brand management; List management & segmentation; Campaign management; Loyalty management; Trade promotion management; Lead management; Marketing analytics
Soffront: Soffront CRM	Campaign management; Multi-channel marketing capabilities; Closed-loop email response; Mail merge; Preference management; Marketing analytics
SugarCRM, Inc.: Sugar Enterprise	Campaigns; Email marketing; Online lead capture; Web-to-lead forms; List management; Newsletter management; Campaign dashboard; Marketing reports
Surado Solutions Surado Enterprise CRM	Campaign management; Targeted email & fax; Lead generation add-on modules; Response tracking; Customizable dashboards; Workflow automation; Marketing analytics & reporting

FEATURES	
Vendor: Product Solution	3 Customer Service & Support Features
Avidian Technologies: Prophet 5 Enterprise Server	Customer histories; Activity management; Data segmentation; Data sharing
CDC Software: Pivotal CRM	Issue management; Service request routing; SLA & escalation management; Email management; Problem resolution; Quality management; Activity management; Knowledge base and FAQ
Consona: Consona Enterprise CRM	Case management; Warranty management; Support incident management; Escalations
Infor: Infor CRM Epiphany	Case management; Customer histories; Activity management; Personalized offers; Inbound email management; 24/7 customer self-service options; Agent training & education
Maximizer: Maximizer CRM 11 Enterprise	Case management; Knowledge base; Customer self-service portal; CTI; Workflow automation; Reporting & analytics
Microsoft: Dynamics CRM Enterprise	Case management; Customer histories; Rules-based routing; Contract management; Knowledge base; Scheduling optimization; Workflow automation; Service analytics
Oracle: Siebel CRM	Contact and household management; Workflow management; Service analytics; Field Service; Mobile access; Self-service; Email response; Workflow management; Helpdesk support; Contact center
Sage: SalesLogix	Customer histories; Ticket automation & management; Escalation management; Scheduling; Return & defect management; Customer self-service portal; Service analytics; Back-office integration
SAP: SAP CRM	Service contract management; Return & depot repair; Field service management; Warranty & claim management; Installation & maintenance; Parts logistics & finance; Service analytics; Customer self-service portal; Sales & marketing for customer service
Soffront: Soffront CRM	Support ticket management; Process automation; Customer histories & data; Knowledge base; Customer self-service portal; Email response automation; Helpdesk support; Customer support analytics
SugarCRM, Inc.: Sugar Enterprise	Case management; Bug tracking; Email management; Case escalation; Queuing; Knowledge base; Advanced case escalation; Customer self-service portal
Surado Solutions Surado Enterprise CRM	Support incident management; Data sharing; Merchandise return management; Knowledge base; Support process automation; Customer self-service portal; Analytics & reporting

FEATURES	
Vendor: Product Solution	Supported Technologies
Avidian Technologies: Prophet 5 Enterprise Server	Server Platform: Microsoft Windows Server 2000, 2003; Database: Microsoft Exchange, SQL Server
CDC Software: Pivotal CRM	Contact vendor for more details
Consona: Consona Enterprise CRM	Contact vendor for more details
Infor: Infor CRM Epiphany	Server Platform: Microsoft Windows Server 2003, Linux; Database: Microsoft SQL Server, Oracle, IBM DB2
Maximizer: Maximizer CRM 11 Enterprise	Servers: Microsoft IIS, Windows Server 2008; Databases: Microsoft SQL Server 2005, 2005 (with all updates)
Microsoft: Dynamics CRM Enterprise	Microsoft Windows Server 2003, 2008 Editions (32- and 64-bit); Microsoft SQL Server 2005 Enterprise, or higher (32- and 64-bit)
Oracle: Siebel CRM	Supported server platforms: HP-UX, IBM AIX, Microsoft Windows, Solaris, Linux (various); Supported database server platforms: Microsoft, IBM, Oracle
Sage: SalesLogix	Microsoft Windows Vista Business Edition; Microsoft SQL Server; Microsoft Windows Server
SAP: SAP CRM	Contact vendor for more details
Soffront: Soffront CRM	Server platforms: Windows 2003 Server (with all updates); Database platforms: SQL Server 2008, SQL Server 2005, Oracle9i, Oracle 11g
SugarCRM, Inc.: Sugar Enterprise	MySQL; SQL Server; Oracle 9i and 10g database; Any Web server that runs on PHP
Surado Solutions Surado Enterprise CRM	Servers: Windows Server 2000, 2003; Databases: Microsoft SQL Server 7, 2000 and Oracle (under development)

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FEATURES		
Vendor: Product Solution	5 Vendor Support	6 Contact information
Avidian Technologies: Prophet 5 Enterprise Server	Online tutorials; Online ticketing system; Knowledge base & FAQs; User manual downloads; Premium support packages are available	1-800-399-8980 http://www.avidian.com
CDC Software: Pivotal CRM	Online ticketing system; Knowledge base; Customer self-service portal; Premium support packages are available	1-877-PIVOTAL http://www.cdcsoftware.com/en/PivotalCRM.aspx
Consona: Consona Enterprise CRM	24/7 knowledge base access; Premium support and training packages are available	1-888-8-CONSONA http://crm.consona.com/
Infor: Infor CRM Epiphany	Online product support; Knowledge base; Premium support package available	1-800-260-2640 http://www.infor.com/solutions/crm/
Maximizer: Maximizer CRM 11 Enterprise	Online support center; Live troubleshooting; Knowledge base	1-800-804-6299 www.maximizer.com/crm
Microsoft: Dynamics CRM Enterprise	24-hour knowledge base access; Online support requests; Online training courses; Premium support packages are available	1-877-CRM-CHOICE http://crm.dynamics.com/en-us/partners/find-a-partner.aspx
Oracle: Siebel CRM	Online training; Knowledge base; Oracle University; Premium support packages are available	1-800-633-0738 www.oracle.com/crm
Sage: SalesLogix	24-hour knowledge base access; Online chat; Online training courses; Premium support packages are available	1-800-643-6400 www.sagesaleslogix.com
SAP: SAP CRM	Customer self-service portal; Knowledge base; Premium support packages are available	1-800-872-1727 http://www.sap.com/solutions/business-suite/crm/index.epx
Soffront: Soffront CRM	Online training courses; Unlimited telephone support; Customer self-service portal; Premium support packages are available	1-800-SOFFRONT www.soffront.com/crm
SugarCRM, Inc.: Sugar Enterprise	24-hour knowledge base access; Unlimited online/email support; Online training courses; Customer self-service portal; Premium support packages are available	1-877-842-7276 www.sugarcrm.com
Surado Solutions Surado Enterprise CRM	Customer self-service portal; Knowledge base & FAQs; Online support ticket; Premium support and training packages are available	1-800-4SURADO www.suradocrm.com

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* Source: Visa, Inc. Commercial Consumption Expenditure Index fact sheet.