

# There is no comparison

## Make the Smart Move



Sl. #	Compare	SFCRM	Siebel On-Demand	SalesForce .com	MSCRM	Accpac/SalesLogix
<b>Deployment Modes</b>						
1	Available as In-Premise License installation	☑☑			☑	☑
2	Available as a hosted product (Principal hosted)		☑	☑		☑
3	Available as a hosted product (self-hosted by channel partner or customer preferred colo)	☑☑☑			☑	☑
4	Available in Subscription, Premise license mode	☑☑☑				
5	Available as a Turnkey CRM Appliance	☑☑☑				
<b>OEM Branding, Verticalization, Customization and Self Publishing</b>						
1	Provision for OEM Name branding by Channel Partner	☑☑☑				
2	Domain Verticalization of CRM by Channel Partner	☑				
3	Custom User Interface, Logo and Splash screen	☑				
4	Compiled Code management by Channel partner	☑☑☑				
<b>Business Features/Functionality</b>						
1	Sales Force Automation	☑	☑	☑	☑	☑
2	Customer Support	☑	☑	☑	☑	☑
3	Telemarketing Automation	☑				
5	Partner (Channel) Management including Leads management	☑				
6	Knowledge Base	☑	☑	☑	☑	☑
7	Website Integration for Leads/Tickets	☑	☑	☑	☑	☑
8	Administration Tools	☑	☑	☑	☑	☑
9	Customization (Layout, Views, Filters, Dropdowns)	☑	☑	☑	☑	☑
10	In-built Report Generator	☑	☑	☑	☒	☒
<b>Foundation Infrastructure</b>						
1	Email Server Integration (MS-Exchange, Novell Group-wise, Lotus Domino, POP3-SMTP, IMAP)	☑☑☑	☑	☑	☑	☑
2	Outlook Sync	☑	☑	☑	☑	☑
3	Data Management - Imports, Import updates, Import to multiple entities, Exports	☑☑☑	☑	☑	☑	☑

- ☑☑☑☑ - Highest Advantage
- ☑☑☑ - High Advantage
- ☑☑ - Moderate Advantage

☑ - Nominal Advantage

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4	MS-Office Integration (Interface to Word/Excel)	☑	☑	☑	☑	☑☑
5	Back Office Integration (QuickBooks, Great Plains, Accpac, MAS-90)	☑	☑	☑	☑☑	☑☑
6	XML API support for back office integration	☑	☒	☑		
7	In-built backup for remote, online/offline storage	☑☑☑	☒	☒	☒	☒
8	Remote Administration/Configuration	☑☑☑	☑	☑	☑	☑
9	Customization Tools	☑☑☑☑	☑	☑	☑	☑
10	Instant Messaging	☑				
11	Knowledge of Programming, Scripts, SQL for customization (excluding back-office integration)		☑	☑	☑	☑
12	Learning Curve in Administration (online)	☑☑☑☑	☑	☑	☒	☒
13	Learning Curve Customization (In-house, back-office Integration)	☑☑☑	☑	☑	☑	☑
<b>Software Stack Support</b>						
1	Windows 2003 OS	☑			☑	☑
2	Linux 2.4x OS	☑				
3	Apple MacOSX Server extensions	☑				
4	BSD Unix, Solaris, HP-UX, IBM AIX and other Unix OS'	☑				
5	Java Standard Edition (Server only)	☑				
6	Microsoft .Net architecture				☑	☑
7	SQL Database '92 Compliancy (Oracle, Sybase, DB2, SQL Server, PostGresSQL, McKoi, Pointbase)	☑	☒	☒	☒	☒
8	IIS Web Server Requirement				☑	☑
9	Mozilla Browser Support	☑	☑	☑	☒	☒
<b>Hardware Requirements</b>						
1	Single Intel/AMD PC based Server support	☑☑☑☑				
2	Apple Mac/Xserve/Solaris/Unix Workstation/Server	☑☑☑☑				
3	Installation and Implementation (Total Complexity)	☑☑☑☑	☑☑	☑☑	☑	☑
4	Low Install/Implementation Rollout times 5 Minute Install/60 Minute Implementation	☑☑☑☑	☑☑	☑☑	☑	☑
<b>User Interface/OEM/Verticalization</b>						
1	Ease of UI development for custom specified UI	☑☑☑☑				
2	Emulations (SFDC/ Siebel/GoldMine/Telemagic/ Act)	☑☑☑☑				

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	<b>Total Cost of Implementation</b>					
1	License Cost	☑☑☑☑	☑☑	☑☑	☑☑	☑
2	Overall Gross Margin % to Channel VAR	☑☑☑☑			☑☑	☑☑
3	Total Cost of Ownership	☑☑☑☑	☑	☑	☑	☑
4	Return on Investment	☑☑☑☑	☑	☑	☑	☑

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