

Comparison between SFCRM and Salesforce.com/SugarCRM

| Comparison | SFCRM | SalesForce.com | SugarCRM |
|--|---|--|--|
| Platform | Supports all OS platforms, all SQL DB's | Only hosted mode | Windows/Linux, limited DB's |
| Deployment | Hosted, Private hosting, hosting by customer/ channels, In-house, Appliance, | Hosting only by SFDC | Hosted, Private hosting, hosting by customer/ channels, In-house, Appliance, |
| Multi-tenanted hosting | Works with single app and multiple DB's (one for each customer) | No such possibility except with large customers (1000 users or more) | Does not support multi-tenanted modes |
| Scalability (# of customers in a standard P4 server with RAID) | Support for at least 10 separate tenants per server each (25 users) with an individual database | No such possibility – needs high performance Sun servers | Not very scalable as Sugar uses CPU intensive stack |
| Software stack | Works with open source (including Java DB's such as Mckoi, PostGres and SQL lite) and Oracle/MS-SQL etc | No such possibility | Support for mySQL and Oracle/MS-SQL only. Costs for DB's support may go up. |
| Learning curve for Admin/Support/Ops | Simple learning curve, no certification needed even to manage multi-tenants. Easy upgrade requiring 5 minutes or less | Complex when it comes to Admin/Support. Upgrade cycles are a major issue | Complex – requires very good knowledge of XML, PHP, Tough upgrade cycles |
| Integration with backend/hosted apps | Uses XML and SOAP extensively to integrate with third party apps – but requires medium skill sets | App-Exchange – requires certification and \$10K developer fee | Complex – requires extensive SugarCRM knowledge |
| Development of new features | Very rapid development in days compared to weeks and months | Reliant on App-Exchange for development | Complex – needs extensive multi-disciplinary skills |