

SugarCRM – Globally Leading Open Source CRM

As the globally leading open source CRM product, SugarCRM forms the basis of a complete solution for your sales and service processes. Its open source architecture provides the required flexibility for defining your business processes in a customised fashion whilst enabling seamless integration with other systems.

With this web-based solution, access is possible from any work place, laptop or mobile end device (iPhone or BlackBerry) and can be made available to any employee or, if desired, any customer or supplier.

Purchased, Leased, Operated or Hosted?

SugarCRM is available in several editions with different levels of functionality and KINAMU offers those in different operating models. These models were developed specifically for small and medium-sized businesses and they offer the best flexibility and transparency to match your requirements and operating environment at the desired service level.

Function & Service Scope

SCOPE OF FUNCTIONS	SUGARPROFESSIONAL			
	KINAMU Open	KINAMU License	KINAMU Operating	KINAMU All inclusive
	SUGARCOMMUNITY KINAMU Outlook Connector Campaign management E-Mail-Marketing & Newsletter Potential Customer & contact Mgmt. Activity administration & calendar Service Management Project management			
	Sugar-Plug-In for MS Outlook & Word Forecasts Reporting Product catalogue Offers Contracts Wireless connection Team management Work process management			
End user Support	—	—	—	—
Supporting Consulting	—	—	—	✓
Implementation	—	—	—	✓
System operation, maintenance & updates	✓	—	✓	✓
Hardware	✓	—	✓	✓
Usage of KINAMU Knowledgeware	—	✓	✓	✓
Software licences	✓	✓	✓	✓
Per user & month	Not required	Starting at € 21,-	Starting at € 39,-	Starting at € 89,-
One-time payment	€ 99,-			

— Acc. to effort ✓ included

KINAMU „All inclusive“

This is a complete offer, including the required licenses, server hardware, software maintenance and system operation (system maintenance, current support and updates). The initial implementation effort, current application support and supporting consulting for new functions and expansions are also included in the monthly lease.

KINAMU „Operating“

This model usually provides the hardware hosted in a computer centre. It can, however, also be set up on site, and also includes software maintenance and system operation. Implementation and any further services are contracted according to individual requirements and according to services provided.

KINAMU „License“

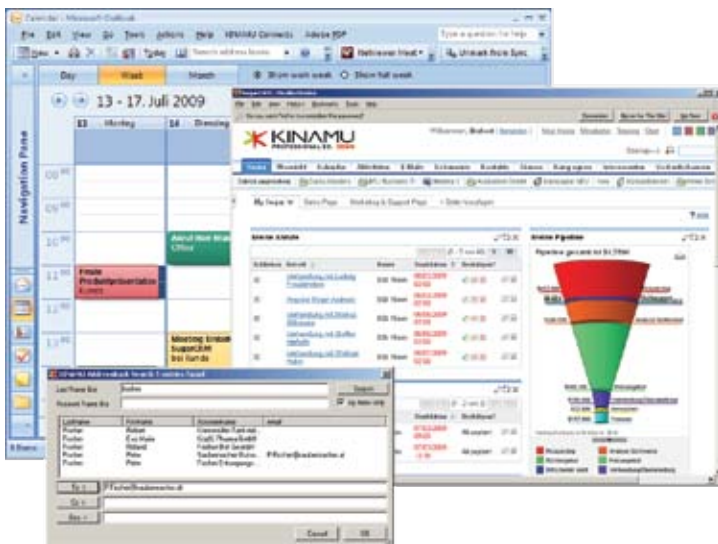
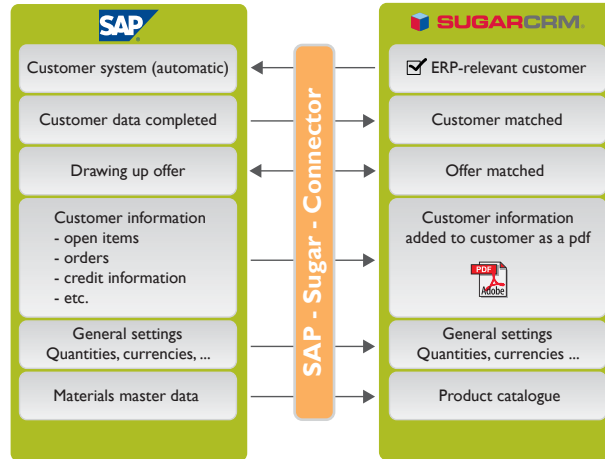
This “traditional” model invoices not only licensing costs, but also different services such as implementation, service and operation according to effort.

KINAMU „Open“

For customers whose function requirements can be met by the SugarCRM Community Edition, KINAMU provides a purely hosted solution. Software maintenance and operation, as well as unlimited usage of the system are also included. This model is offered for a great price of EUR 99.00 and provides a fast and easy start into the CRM environment. Subsequent upgrades to the Professional Edition are of course possible at any time.

KINAMU – SAP - SugarCRM Connector

Integration of professional ERP and CRM systems gains more and more importance for enabling end-to-end business processes. For this, KINAMU developed a connector for SAP ERP and SugarCRM to enable seamless integration of the two systems. Thus, master data needs only be updated once and is mirrored by the systems. Quotations and proposals can be drawn up in the SugarCRM system or in SAP. All sales-relevant information (delivery status, availability of materials, credit information, etc.) is provided to the customer master data set from SAP ERP where and when required. General settings such as currencies, organisational data, quantities, etc. are also imported from the ERP system.



KINAMU – Outlook Connector

Another integration was developed for SugarCRM and Microsoft™ Outlook. KINAMU provides an Outlook Connector that mirrors all activities (calls, meetings, tasks) from the CRM System to your Outlook calendar. It archives emails regarding the different master data (company, customer) and keeps your personal or cross-company Outlook address book up to date at all times.

SugarCRM – Mobile Access Anytime and Anywhere

SugarCRM's web-based solution enables any end device to access the system. Additionally, the application is available for the leading mobile end devices (RIM BlackBerry and Apple iPhone) with specially rendered input screens. This will keep your field staff up to date at all times for best customer satisfaction and support.

