

## Second CRM Basic editions comparison

	SALES	SUPPORT	ENTERPRISE
User Subscription Fee (/user /month)	US\$30	US\$30	US\$50
Minimum subscription duration (billing cycle)	6 months	6 months	6 months
Annual discount	10%	10%	10%
Minimum number of users	5	5	5
Maximum number of users	Unlimited	Unlimited	Unlimited
30-days free trial	✓	✓	✓
No of data records	Unlimited	Unlimited	Unlimited
File upload (storage)	1GB /user	1GB /user	1.5GB /user
Sandboxes for testing / training	1	1	2
Email support (response time)	24 hours	24 hours	12 hours
Phone Support	M-F 8:30-6:30	M-F 8:30-6:30	M-F 8:30-6:30
Assigned technical account manager	✗	✗	✗
<b>Sales</b>			
Leads & Sales pipeline Management	✓	✗	✓
Capture Email & website leads	✓	✗	✓
Account & Contact management	✓	✓	✓
Sales activity tracking	✓	✗	✓
Teams and Role permissions	✓	✓	✓
Product & Services management	✓	✓	✓
Quotes, Sales orders & Invoices	✓	✗	✓
Configurable PDF templates for Quotes, Sales orders & Invoices	✓	✗	✓
Territories and Sales target	✓	✗	✓
Custom dashboard & charts	✓	✓	✓
<b>Marketing</b>			
Web mail with email templates	✓	✓	✓
Send SMS messages	✓	✓	✓
Mass email & SMS campaigns	✓	✓	✓
Content library (attach documents)	✓	✓	✓
Customer surveys (CSAT, NPS)	✓	✓	✓
<b>Support</b>			
Support activity tracking	✗	✓	✓
Service contract management	✗	✓	✓
Contract expiry notifications	✗	✓	✓
Track service requests (tickets)	✗	✓	✓
Advance ticket escalation and email/sms notifications	✗	✓	✓
Knowledgebase and FAQ's	✗	✓	✓
Self-servicing Customer portal	✗	\$	\$

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<b>Operations</b>			
Project management	x	x	✓
Purchase orders and Vendor management	x	x	✓
Deliveries and Inventory management	x	x	✓
<b>Finance</b>			
Bills	x	x	✓
Payments	x	x	✓
Receipts	x	x	✓
<b>Human Resource</b>			
Maintain holidays	x	x	✓
Maintain leave types	x	x	✓
Leave management and approval	x	x	✓
Leave allocation and balance tracking	x	x	✓
Birthdays and Who's on Leave widgets	x	x	✓
<b>Mobile CRM</b>			
Mobile web access (using mobile browser on Tablet/Phone) on iOS and Android	✓	✓	✓
<b>Multi of Everything</b>			
Multiple languages (20+)	✓	✓	✓
Multiple mailboxes	✓	✓	✓
Multiple from email addresses	✓	✓	✓
Multiple user permission controls	✓	✓	✓
Multiple companies	✓	x	✓
Multiple terms & conditions	✓	x	✓
Multiple currencies	✓	x	✓
Multiple warehouses	✓	x	✓
Multiple taxes	✓	x	✓
Multiple price books	✓	x	✓
Multiple discounts	✓	x	✓
<b>Reporting</b>			
Standard reports and charts	✓	✓	✓
Custom reports and charts	✓	✓	✓
User Customizable dashboard	✓	✓	✓
Scheduled reports	✓	✓	✓
Export to excel, CSV, PDF	✓	✓	✓
External business intelligence	\$	\$	\$

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<b>Productivity &amp; Collaboration</b>			
Email integration (Gmail, Yahoo, Outlook, etc)	✓	✓	✓
Google Apps integration (sync contacts & calendar)	✓	✓	✓
Configurable workflows (with email and/or SMS alerts)	✓	✓	✓
Internal social network for staff	✓	✓	✓
Calendar & task management	✓	✓	✓
Reminders, alerts and pop-ups	✓	✓	✓
Shared calendar	✓	✓	✓
Staff profile, directory and messaging	✓	✓	✓
<b>Security &amp; Data Management</b>			
256 bit SSL encryption	✓	✓	✓
Daily backups (data and files)	✓	✓	✓
Audit trail for changes in CRM data	✓	✓	✓
Login history & Audit trail for User updates	✓	✓	✓
Access control by user	✓	✓	✓
Access control by team	✓	✓	✓
Access control by role	✓	✓	✓
Advanced password management	✓	✓	✓
<b>Integration &amp; Customisations</b>			
Webform integration for leads	✓	✓	✓
Web API (REST based)	✓	✓	✓
Scan email account and update CRM	✓	✓	✓
Application level customisations	\$	\$	\$
POS Systems and Customer loyalty	\$	\$	\$
Online warranty registration	\$	\$	\$
Customer self-servicing portal (Update Contact details, Support Tickets, Approve Quotes, Pay Invoices online, etc)	×	\$	\$
Customer live support chat	\$	\$	\$
VOIP or Cloud Contact centre	\$	\$	\$
Integration with ecommerce and other online businesses	\$	\$	\$
Integration with HR / Accounting & Finance / ERP or Inventory	\$	\$	\$
3rd party software via SOAP/REST API	\$	\$	\$

- ✓ Included in base user subscription
- × Not applicable
- \$ Additional integration (one time) and/or subscription fees (ongoing) apply

Get your **FREE TRIAL** of Second CRM at [www.secondcrm.com/free-trial](http://www.secondcrm.com/free-trial)