

The CAmagazine 2011 CRM Survey

| Question | Maximizer ® CRM - Entrepreneur | Borneosoft CRM | Commence CRM | Dynamics CRM 2011 | FrontRange Solutions | Landslide CRM | Luxor CRM | NetSuite CRM+ | Sage ACT! | Sage SalesLogix | SageCRM | Salesboom .com |
|---|--------------------------------------|---------------------------------|-------------------------|-----------------------|--|---------------------------|----------------------|--------------------------|-----------------------|---------------------------------------|--|---------------------------------|
| System Information | | | | | | | | | | | | |
| Vendor Name | Maximizer Software Inc. | Borneosoft | Commence Corporation | Microsoft | FrontRange Solutions | Landslide Technologies | Luxor CRM | NetSuite | Sage | Sage | Sage | Salesboom. com |
| Version Number | 11 | 2.8 | 4 | 2011 | 6.3.4 | n/a | 2 | 2011.1 | 13 | 7.5.3 | 7 | com V9 |
| Contact | | | | | | | | | | | | |
| Contact Name | Kelly McKeown | Luke Tan | Tom Gibson | Frank Falcone | Jeff Moloughney | Eric Anderson | Corie Kaftalovich | Paul Turner | Ryan Zuk | Sage Sales | Sage Sage | Jim Baker |
| Contact Phone Number | 604-601- 8000 ext: 8044 | 040-542- 6388 | 9100 ext: 246 | 416-435- 5458 | 7192787149 | 781-685- 4890 | 8444 ext: 2220 | 650-627- 1184 | 480-383- 5369 | 800-643- 6400 | 800-643- 6400 | 415-685- 5500 |
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| Website | www.maximi zer.com | www.borneo soft.com | www.comm ence.com | www.crmonl ine.com | www.frontra nge.com | www.landsl ide.com | www.luxorcr m.com | www.netsuit e.com | www.act.co m | aleslogix.co m | www.sagecr m.com | www.salesb oom.com |
| Cost | | | | | | | | | | | | |
| On Premise / License Based (US Dollars) | | | | | | | | | | | | |
| Average cost per user (\$) | 199 | N/A | N/A | 999 | 695 | N/A | N/A | N/A | 230 | 795 | 595 | N/A |
| Average no. of users | 2 | N/A | N/A | 25 | 10 | N/A | N/A | N/A | 12 | 35 | 20 | N/A |
| Average cost (\$) | 398 | N/A | N/A | 24,975 | 6,950 | N/A | N/A | N/A | 2,760 | 27,825 | 11,900 | N/A |
| Ratio - average implementation cost/licence cost | 0.25 | N/A | N/A | 1 | 0.5 | N/A | N/A | N/A | 0.25 | 0.25 | 0.25 | N/A |
| Average implementation cost (\$) | 100 | N/A | N/A | 24,975 | 3,475 | N/A | N/A | N/A | 690 | 6,956 | 2,975 | N/A |
| Total licence based (\$) | 498 | N/A | N/A | 49,950 | 10,425 | N/A | N/A | N/A | 3,450 | 34,781 | 14,875 | N/A |
| On Demand / SaaS or Hosted Based (US Dollars) | | | | | | | | | | | | |
| Average annual fee / user (\$) | N/A | 179 | 360 | 44 | N/A | 70 | 60 | 1,200 | 460 | 780 | 828 | 540 |
| Average no. of users | N/A | 10 | 15 | 9 | N/A | 15 | 50 | 30 | 12 | 15 | 11 | 10 |
| Average annual fees (\$) | N/A | 1,788 | 5,400 | 396 | N/A | 1,050 | 3,000 | 36,000 | 5,520 | 11,700 | 9,108 | 5,400 |
| Average implementation costs / average fees - year one | N/A | 0.25 | 0.25 | 0.75 | N/A | 0.25 | 0.5 | 1 | 0.25 | 0.25 | 0.25 | 1.25 |
| Average implementation costs - year one (\$) | N/A | 447 | 1,350 | 297 | N/A | 263 | 1,500 | 36,000 | 1,380 | 2,925 | 2,277 | 6,750 |
| NPV over 5 years (discount rate of 5%) (\$) | N/A | 8,167 | 24,665 | 1,997 | N/A | 4,796 | 14,417 | 190,147 | 25,213 | 53,441 | 41,601 | 29,808 |
| Vendor Information | | | | | | | | | | | | |
| Customer Information | | | | | | | | | | | | |
| No. of customers - worldwide - all products | N/A | N/A | N/A | 0 | 10,000 | 200 | 100 | 7,000 | 3,600,000 | 3,600,000 | N/A | 5,000 |
| No. of customers - worldwide - this product | N/A | N/A | N/A | 23,000 | 3,000 | 200 | 100 | 7,000 | 2,800,000 | 350,000 | N/A | 5,000 |
| Revenues (US Dollars) | | | | | | | | | | | | |

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|---|-------------------------------------|-------------------|-----------------|----------------------|-------------------------|------------------|---------------|------------------|---------------|--------------------|---------------|-------------------|
| Revenue 2010 - all systems - in Millions (\$) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 193 | N/A | N/A | N/A | N/A |
| Revenue 2010 - this system - in Millions (\$) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 193 | N/A | N/A | N/A | N/A |
| Revenue 2009 - all systems - in Millions (\$) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 166 | N/A | N/A | N/A | N/A |
| Revenue 2009 - this system - in Millions (\$) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 166 | N/A | N/A | N/A | N/A |
| Company Profile | | | | | | | | | | | | |
| Budget for Licence Cost and Implementation Services | | | | | | | | | | | | |
| > \$300k | N/A | N/A | N/A | Secondary | N/A | Primary | N/A | N/A | N/A | N/A | N/A | Primary |
| Between \$50k and \$300k | N/A | Secondary | N/A | Primary | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Primary |
| < \$50k | Primary | Primary | N/A | Primary | Primary | N/A | Primary | N/A | N/A | N/A | N/A | Primary |
| Annual Budget for Software as a Service - SaaS (if you want to consider SaaS solutions) | | | | | | | | | | | | |
| > \$50k | N/A | N/A | N/A | Secondary | N/A | Primary | N/A | Primary | N/A | N/A | N/A | Primary |
| Between \$5k and \$50k | N/A | Secondary | N/A | Primary | N/A | N/A | Secondary | Secondary | N/A | N/A | N/A | Primary |
| < \$5k | N/A | Primary | N/A | Secondary | N/A | N/A | Primary | N/A | N/A | N/A | N/A | Primary |
| Company Size | | | | | | | | | | | | |
| Revenues > \$200M or Customer Employees > 500 | N/A | N/A | N/A | Primary | N/A | Primary | N/A | Secondary | N/A | Secondary | N/A | Primary |
| Revenues \$10M-\$200M or Customer Employees 50-500 | Secondary | Secondary | Primary | Primary | Secondary | N/A | Secondary | Primary | N/A | Primary | Primary | Primary |
| Revenues < \$10M or Employees < 50 | Primary | Primary | N/A | Primary | Primary | N/A | Primary | N/A | N/A | Secondary | N/A | Primary |
| Geography | | | | | | | | | | | | |
| Local Support | | | | | | | | | | | | |
| Africa | Partial Support | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Australia | Full Support | Full Support | Full Support | Full Support | Full Support | Supported | Supported | Full Support | Full Support | Full Support | Full Support | Support Partial |
| Austria | Full Support | Supported | Full Support | Full Support | Support Partial | Supported | Supported | Support Partial | Full Support | Full Support | Full Support | Support Partial |
| Belgium | Full Support | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Bosnia & Hercegovina | Partial Support | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Brazil | Supported | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Full Support | Supported | Full Support | Support |
| Bulgaria | Not Supported | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Canada | Supported | Supported | Supported | Full Support | Supported | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Canada | Full Support | Supported | Full Support | Full Support | Full Support | Full Support | Full Support | Full Support | Full Support | Full Support | Full Support | Full Support |

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|----------------|----------------------------------|-------------------|-----------------|----------------------|-------------------------|------------------|---------------|------------------|---------------|--------------------|---------------|-------------------|
| China | Partial Support | Not Supported | Not Supported | Full Support | Partial Support | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Partial Support |
| Croatia | Not Supported | Supported | Supported | Full Support | Partial Support | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Czech Republic | Supported | Supported | Supported | Full Support | Partial Support | Supported | Supported | Full Support | Supported | Supported | Supported | Support |
| Denmark | Full Support | Supported | Full Support | Full Support | Partial Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Estonia | Not Supported | Supported | Full Support | Full Support | Partial Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Finland | Full Support | Supported | Full Support | Full Support | Partial Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| France | Full Support | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Germany | Full Support | Supported | Full Support | Full Support | Full Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Greece | Full Support | Supported | Full Support | Full Support | Partial Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Hong Kong | Full Support | Supported | Supported | Full Support | Partial Support | Supported | Supported | Full Support | Supported | Supported | Supported | Support |
| Hungary | Not Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| India | Partial Support | Not Supported | Not Supported | Full Support | Full Support | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Support |
| Indonesia | Not Supported | Supported | Supported | Full Support | Full Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Ireland | Full Support | Supported | Full Support | Full Support | Full Support | Supported | Supported | Full Support | Full Support | Full Support | Full Support | Support |
| Israel | Not Supported | Not Supported | Not Supported | Full Support | Partial Support | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Italy | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Japan | Full Support | Supported | Supported | Full Support | Not Supported | Supported | Supported | Full Support | Not Supported | Supported | Supported | Support |
| Kazakhstan | Not Supported | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Korea | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Latin America | Not Supported | Supported | Full Support | Full Support | Full Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Latvia | Full Support | Not Supported | Not Supported | Full Support | Partial Support | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Lithuania | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Malaysia | Not Supported | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Support |

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|----------------------|----------------------------------|----------------|---------------|-------------------|----------------------|---------------|---------------|-----------------|---------------|-----------------|---------------|-----------------|
| Malta | Full Support | Not Supported | Not Supported | Full Support | Partial Support | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Middle East | Partial Support | Supported | Supported | Full Support | Supported | Supported | Supported | Support | Supported | Supported | Supported | Full Support |
| Netherlands | Full Support | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| New Zealand | Full Support | Supported | Full Support | Full Support | Full Support | Supported | Supported | Full Support | Supported | Supported | Supported | Support |
| Norway | Full Support | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Philippines | Supported | Supported | Supported | Full Support | Full Support | Supported | Supported | Full Support | Supported | Supported | Supported | Support |
| Poland | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Portugal | Full Support | Supported | Supported | Full Support | Supported | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Romania | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Russia | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Serbia & Montenegro | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Singapore | Supported | Supported | Supported | Full Support | Full Support | Supported | Supported | Full Support | Supported | Supported | Supported | Support |
| Slovakia | Supported | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Slovenia | Support | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| South Africa | Support | Supported | Full Support | Full Support | Full Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| South Asia | Supported | Supported | Supported | Full Support | Full Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Spain | Full Support | Supported | Supported | Full Support | Full Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Sweden | Full Support | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Switzerland (French) | Full Support | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Switzerland (German) | Full Support | Supported | Full Support | Full Support | Support | Supported | Supported | Support | Full Support | Full Support | Full Support | Support |
| Taiwan | Support | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Thailand | Supported | Supported | Supported | Full Support | Full Support | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Turkey | Support | Supported | Supported | Full Support | Support | Supported | Supported | Support | Supported | Supported | Supported | Support |

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|---|----------------------------------|-------------------|------------------|-------------------|----------------------|------------------|------------------|----------------------|------------------|------------------|------------------|------------------|
| Ukraine | Not Supported | Not Supported | Not Supported | Not Full Support | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| United Kingdom | Full Support | Supported Partial | Full Support | Full Support | Full Support | Full Support | Support | Full Support | Full Support | Full Support | Full Support | Full Support |
| United States | Full Support Not | Support Not | Full Support Not | Full Support | Full Support Not | Full Support Not | Full Support Not | Full Support Partial | Full Support Not | Full Support Not | Full Support Not | Full Support Not |
| Vietnam Compliant with Tax Authority | Supported | Supported | Supported | Full Support | Supported | Supported | Supported | Support | Supported | Supported | Supported | Supported |
| Africa | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Australia | Supported Not | Full Support Not | Supported Not | Supported Not | Full Support Not | Supported Not | Supported Not | Full Support | Full Support | Full Support | Full Support | Supported Not |
| Austria | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Full Support Partial | Full Support | Full Support | Full Support | Supported Not |
| Belgium | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Full Support Not | Full Support Not | Full Support Not | Supported Not |
| Bosnia & Hercegovina | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Supported | Supported | Supported | Supported Not |
| Brazil | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Full Support Not | Full Support Not | Full Support Not | Supported Not |
| Bulgaria | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support | Supported | Supported | Supported | Supported |
| Canada | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Full Support Not | Supported Not | Full Support | Full Support | Full Support | Full Support | Full Support Not |
| China | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Full Support Partial | Full Support Not | Full Support Not | Full Support Not | Supported Not |
| Croatia | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support | Supported Not | Supported Not | Supported Not | Supported Not |
| Czech Republic | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Full Support Partial | Supported Not | Supported Not | Supported Not | Supported Not |
| Denmark | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Supported Not | Supported Not | Supported Not | Supported Not |
| Estonia | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Supported Not | Supported Not | Supported Not | Supported Not |
| Finland | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Supported | Supported | Supported | Supported Not |
| France | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support | Full Support | Full Support | Full Support | Supported Not |
| Germany | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Full Support Partial | Full Support Not | Full Support Not | Full Support Not | Supported Not |
| Greece | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Supported Not | Supported Not | Supported Not | Supported Not |
| Hong Kong | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Supported Not | Support Partial | Supported Not | Supported Not | Supported Not | Supported Not |
| Hungary | Supported | Supported | Supported | Supported | Supported | Supported | Supported | Support | Supported | Supported | Supported | Supported |

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|---------------------|----------------------------------|----------------|---------------|-------------------|----------------------|---------------|---------------|-----------------|---------------|-----------------|---------------|----------------|
| India | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Not Supported |
| Indonesia | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Not Supported |
| Ireland | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Not Supported |
| Israel | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Italy | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Japan | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Kazakhstan | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Korea | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Latin America | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Not Supported |
| Latvia | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Lithuania | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Malaysia | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Malta | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Middle East | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Netherlands | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Support | Full Support | Full Support | Full Support | Not Supported |
| New Zealand | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Norway | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Philippines | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Full Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Poland | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Not Supported |
| Portugal | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Full Support | Full Support | Full Support | Not Supported |
| Romania | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Russia | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Serbia & Montenegro | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Support | Not Supported | Not Supported | Not Supported | Not Supported |

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|----------------------|----------------------------------|------------------|------------------|-------------------|----------------------|------------------|------------------|---------------------|------------------|------------------|------------------|---------------------|
| Singapore | Not Supported | Not Supported | Not Supported | Not Supported | Not Full Support | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Slovakia | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Slovenia | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| South Africa | Not Supported | Not Supported | Not Supported | Not Supported | Not Full Support | Not Supported | Not Supported | Not Partial Support | Not Full Support | Not Full Support | Not Full Support | Not Supported |
| South Asia | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Spain | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Full Support | Not Full Support | Not Full Support | Not Supported |
| Sweden | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Switzerland (French) | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Supported |
| Switzerland (German) | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Supported |
| Taiwan | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Thailand | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Turkey | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Ukraine | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Support | Not Supported | Not Supported | Not Supported | Not Supported |
| United Kingdom | Not Supported | Not Supported | Not Supported | Not Supported | Not Full Support | Not Full Support | Not Supported | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support |
| United States | Not Supported | Not Full Support | Not Supported | Not Supported | Not Full Support | Not Full Support | Not Supported | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support |
| Vietnam | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Support | Not Supported | Not Supported | Not Supported | Not Supported |
| Language | | | | | | | | | | | | |
| Language Support | | | | | | | | | | | | |
| Arabic | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Supported | Not Full Support |
| Chinese | Not Supported | Not Supported | Not Supported | Not Supported | Not Partial Support | Not Supported | Not Supported | Not Full Support | Not Supported | Not Full Support | Not Full Support | Not Partial Support |
| Dutch | Not Supported | Not Supported | Not Full Support | Not Supported | Not Supported | Not Supported | Not Supported | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Support |
| English | Not Full Support | Not Full Support | Not Full Support | Not Supported | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support |
| French | Not Full Support | Not Supported | Not Full Support | Not Supported | Not Supported | Not Supported | Not Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support |
| German | Not Full Support | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Full Support | Not Full Support | Not Full Support | Not Full Support | Not Full Support |

The CAmagazine 2011 CRM Survey

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|---|----------------------------------|-----------------|-----------------|-------------------|----------------------|---------------|-----------------|-----------------|-----------------|-----------------|---------------|-----------------|
| Hebrew | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Italian | Full Support | Supported | Supported | Supported | Supported | Supported | Supported | Full Support | Supported | Full Support | Supported | Support |
| Japanese | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Partial Support | Not Supported | Not Supported | Not Supported | Partial Support |
| Norwegian | Supported | Supported | Supported | Supported | Supported | Supported | Supported | Support | Supported | Supported | Supported | Support |
| Portuguese | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Not Supported | Full Support | Full Support | Full Support | Supported | Support |
| Russian | Supported | Supported | Supported | Supported | Supported | Supported | Supported | Full Support | Supported | Full Support | Supported | Support |
| Spanish | Full Support | Supported | Supported | Supported | Support | Supported | Supported | Full Support | Full Support | Full Support | Full Support | Full Support |
| Industry | | | | | | | | | | | | |
| Industry Focus (NAICS) | | | | | | | | | | | | |
| 11 Agriculture, forestry, fishing and hunting | Secondary Focus | Some Focus | N/A | N/A | Primary Focus | Some Focus | Some Focus | Minimal Focus | Some Focus | N/A | N/A | Secondary Focus |
| 21 Mining | Secondary Focus | Some Focus | N/A | N/A | Primary Focus | Some Focus | N/A | Minimal Focus | N/A | Minimal Focus | N/A | Secondary Focus |
| 22 Utilities | Secondary Focus | Some Focus | Some Focus | N/A | Primary Focus | Some Focus | N/A | Minimal Focus | Some Focus | Some Focus | Primary Focus | Primary Focus |
| 23 Construction | Secondary Focus | Secondary Focus | Primary Focus | N/A | Primary Focus | Some Focus | Primary Focus | Some Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus |
| 31-33 Manufacturing | Primary Focus | Secondary Focus | Secondary Focus | N/A | Primary Focus | Some Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus |
| 42 Wholesale trade | Primary Focus | Primary Focus | Minimal Focus | N/A | Primary Focus | Some Focus | N/A | Primary Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus |
| 44-45 Retail trade | Secondary Focus | Primary Focus | Minimal Focus | N/A | Primary Focus | Minimal Focus | N/A | Primary Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus |
| 48-49 Transportation and warehousing | Secondary Focus | Primary Focus | Some Focus | N/A | Primary Focus | Some Focus | Some Focus | Secondary Focus | Secondary Focus | Primary Focus | Some Focus | Primary Focus |
| 51 Information | Primary Focus | Primary Focus | Secondary Focus | N/A | Primary Focus | Some Focus | Secondary Focus | Primary Focus | N/A | Primary Focus | Primary Focus | Primary Focus |
| 52 Finance and insurance | Primary Focus | Primary Focus | Secondary Focus | N/A | Primary Focus | Some Focus | Secondary Focus | Secondary Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus |
| 53 Real estate and rental and leasing | Primary Focus | Secondary Focus | Secondary Focus | N/A | Primary Focus | Some Focus | Secondary Focus | Secondary Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus |
| 54 Professional, scientific, and technical services | Primary Focus | Secondary Focus | Primary Focus | N/A | Primary Focus | Some Focus | N/A | Primary Focus | Primary Focus | Primary Focus | Primary Focus | Primary Focus |
| 55 Management of companies and enterprises | N/A | Primary Focus | Some Focus | N/A | Primary Focus | Some Focus | N/A | Some Focus | Some Focus | Secondary Focus | Some Focus | Primary Focus |
| 56 Administrative and support and waste management and remediation services | Primary Focus | Some Focus | N/A | N/A | Primary Focus | Some Focus | Primary Focus | Minimal Focus | Some Focus | Some Focus | N/A | Secondary Focus |

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|--|-------------------------------------|--------------------|-----------------|----------------------|-------------------------|------------------|-----------|--------------------|-----------|--------------------|---------------|-------------------|
| 61 Education services | Primary Focus | Secondary Focus | Some Focus | N/A | Primary Focus | Some Focus | N/A | Secondary Focus | N/A | Primary Focus | Some Focus | Primary Focus |
| 62 Health care and social assistance | Some | Primary | Minimal | N/A | Primary | Some | N/A | Some | Primary | Primary | Primary | Primary |
| 71 Arts, entertainment and recreation | Secondary | Secondary | Minimal | N/A | Primary | Some | Some | Some | Primary | Some | Some | Primary |
| 72 Accommodation and food services | Primary | Secondary | Some | N/A | Primary | Some | Some | Some | Primary | Primary | Some | Primary |
| 81 Other services (except public administration) | Focus | Focus | Focus | N/A | Focus | Focus | Focus | Focus | Focus | Focus | Focus | Focus |
| | Primary | Secondary | Some | N/A | Primary | Some | N/A | Some | N/A | Some | Some | Primary |
| | Focus | Focus | Focus | N/A | Focus | Focus | N/A | Focus | N/A | Focus | Focus | Focus |
| 92 Public administration | Primary | Secondary | Some | N/A | Primary | Minimal | N/A | Minimal | N/A | Some | Some | Primary |
| | Focus | Focus | Focus | N/A | Focus | Focus | N/A | Focus | N/A | Focus | Focus | Focus |

Technology

Databases Supported

| | | | | | | | | | | | | |
|----------------------|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----------|-----------|-----------|
| Microsoft SQL Server | Primary | N/A | N/A | N/A | Primary | N/A | Primary | N/A | Primary | Primary | Primary | Primary |
| Oracle | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | Secondary | Primary |
| Pervasive SQL | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Primary |
| IBM DB2 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | Primary |
| Sybase | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | Primary |
| Informix | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Primary |
| Access | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Primary |
| Btrieve | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Secondary |
| FoxPro | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Secondary |
| mySQL | N/A | N/A | Primary | N/A | N/A | N/A | Primary | N/A | N/A | N/A | N/A | Primary |
| Progress | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Secondary |

Networks Supported

| | | | | | | | | | | | | |
|---------------------|-----------|---------|---------|-----|---------|---------|-----------|---------|---------|---------|---------|---------|
| Microsoft | Primary | N/A | Primary | N/A | Primary | N/A | Primary | N/A | Primary | Primary | Primary | Primary |
| Linux | Secondary | N/A | Primary | N/A | N/A | N/A | Primary | N/A | N/A | N/A | N/A | Primary |
| Unix | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | N/A | N/A | N/A | N/A | Primary |
| AIX | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | N/A | N/A | N/A | N/A | Primary |
| Novell Netware | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | N/A | N/A | N/A | N/A | Primary |
| IBM AS/400 (OS/400) | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | N/A | N/A | N/A | N/A | Primary |
| IBM S/390 | N/A | N/A | N/A | N/A | N/A | N/A | Secondary | N/A | N/A | N/A | N/A | Primary |
| Mac OS | Secondary | N/A | Primary | N/A | N/A | N/A | Primary | N/A | N/A | N/A | N/A | Primary |
| Web browser | Primary | Primary | Primary | N/A | Primary | Primary | Primary | Primary | N/A | N/A | N/A | Primary |

Clients Supported

| | | | | | | | | | | | | |
|--|-----------|---------|-----------|-----|---------|---------|---------|---------|---------|---------|---------|---------|
| Web based (don't need Citrix or Terminal Services) | Secondary | Primary | Primary | N/A | Primary | Primary | Primary | Primary | Primary | Primary | Primary | Primary |
| Windows | Primary | Primary | Secondary | N/A | Primary | N/A | Primary | N/A | Primary | Primary | Primary | Primary |
| Mac OS (without web browser) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Primary |
| Outlook plug-in | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Chrome | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Opera | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

Software Delivery

| | | | | | | | | | | | | |
|---|---------|-----|-----------|-----|---------|-----|-----|-----|---------|---------|---------|-----------|
| On Premise (Software is installed and run on customer's hardware) | Primary | N/A | Secondary | N/A | Primary | N/A | N/A | N/A | Primary | Primary | Primary | Secondary |
|---|---------|-----|-----------|-----|---------|-----|-----|-----|---------|---------|---------|-----------|

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|---|-------------------------------------|-------------------|-----------------|----------------------|-------------------------|------------------|------------|------------------|--------------------|--------------------|--------------------|-------------------|
| On Demand or SaaS (Customer accesses a single instance of the software over the web that allows multiple customers to coexist by a multi-tenant architecture) | N/A | Primary | Primary | N/A | N/A | Primary | Primary | Primary | N/A | N/A | N/A | Primary |
| Hosted (Software is accessed on demand, but lacking a multi-tenant architecture and requires separate servers and installs for each customer) | N/A | N/A | N/A | N/A | Secondary | N/A | N/A | N/A | Secondary | Primary | Primary | N/A |
| Mobile Devices Supported | | | | | | | | | | | | |
| Blackberry | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| iPhone | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Android | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Windows Phone 7 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Applications | | | | | | | | | | | | |
| Applications | In Current | In Current | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current | In Current | In Current |
| Contact management | Release | Release | Release | Available | Release | Release | Release | Release | Release | Release | Release | Release |
| Sales force automation | In Current | In Current | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current | In Current | In Current |
| Marketing automation | Not Available | In Current | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current | In Current | In Current |
| Services management | Available | Release | Release | Available | Release | Release | Release | Release | Release | Release | Release | Release |
| Call centre | Not Available | Not Available | In Current | Not Available | In Current | Not Available | Minor | In Current | In Next Six Months | In Next Six Months | In Next Six Months | In Current |
| Analytics | Available | In Current | In Current | Not Available | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current |
| Generic Features | | | | | | | | | | | | |
| Client | | | | | | | | | | | | |
| Internet Explorer | Third Party | In Current | In Current | Not Available | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current |
| Firefox | Third Party | In Current | In Current | Not Available | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current |
| Safari | Third Party | In Current | In Current | Not Available | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current |
| Customizable | | | | | | | | | | | | |
| Different view of screens by employee or role | Not Available | In Current | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current | In Current | In Current |
| Without changing source code | Not Available | In Current | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current | In Current | In Current |
| Add user-defined fields | In Current | Not Available | In Current | Not Available | In Current | In Current | In Current | In Current | In Current | In Current | In Current | In Current |
| Add unlimited user-defined fields | Release | Available | Release | Available | Available | Available | Release | Release | Release | Release | Release | Release |

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|--|-------------------------------------|--------------------|-----------------------|----------------------|-------------------------|----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Defaults | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Validation | Not Available | In Current Release | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Move fields around screen | Third Party In Current | Available Not | Workaround Major | Available Not | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current |
| Change tab order of fields | Release | Available | Modification | Available | Release | Release | Release | Release | Release | Release | Release | Release |
| Change fields to required, optional or invisible | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Change field captions and headings | Third Party | Available Not | Workaround Not | Available Not | Release In Current | Release Not | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current |
| Add new sub-form and push buttons | Third Party In Current | Available Not | Workaround In Current | Available Not | Release In Current | Available In Current | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current | Release In Current |
| Apply to all or selected users | Release | Available | Release | Available | Release | Release | Release | Release | Release | Release | Release | Release |
| French version | | | | | | | | | | | | |
| Screens | In Current Release | Not Available | In Current Release | Not Available | Not Available | Not Available | Workaround | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Reports | In Current Release | Not Available | In Current Release | Not Available | Not Available | Not Available | Workaround | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Documentation | In Current Release | Not Available | In Current Release | Not Available | Not Available | Not Available | Workaround | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Password Security | | | | | | | | | | | | |
| By company | Not Available | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| By menu | Not Available | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| By function (view, add, change, delete) | Not Available | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| By field | Not Available | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| By salesperson | Not Available | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| By employee or by role | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release |
| Synchronization | | | | | | | | | | | | |
| Only business (not personal) contacts | In Current Release | Not Available | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Offline and synchronize | In Current Release | Not Available | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Technology | | | | | | | | | | | | |
| Unified System - all applications share same data and user interface | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Multi-tenant architecture | Not Available | In Current Release | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | Not Available | Not Available | Not Available | In Current Release |

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|---|----------------------------------|--------------------|--------------------|-------------------|----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Respect active directory authentication | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release |
| API-enabled (SDK provided) | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| XML enabled | Not Available | In Current Release | In Current Release | Not Available | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Support for .NET web services | In Current Release | Not Available | Not Available | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Support for Java web services | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Work Flow | Available | Available | Release | Available | Available | Available | Release | Release | Release | Release | Release | Release |
| Alerts - e.g., if date for follow-up is missed | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Electronic routings if approval required | Not Available | In Current Release | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Audit trail on all approvals | Available | Release | Release | Available | Available | Release | Release | Release | Release | Release | Release | Release |
| Escalation if late | Not Available | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Contact Management | | | | | | | | | | | | |
| Contact Hierarchy | | | | | | | | | | | | |
| 2 levels - organization and employees (e.g., might want to view all lawyers in a specific legal firm) | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Default address information from organization - but can override | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| 3 levels - organization / location / employee | In Current Release | Not Available | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | | In Current Release | In Current Release | In Current Release |
| Multiple Relationships For Each Contact | Not Available | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Primary relationship | Available | Available | Release | Available | Release | Release | Release | Release | Release | Release | Release | Release |
| Four secondary relationships | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Ten secondary relationships | Available | Available | Release | Available | Available | Available | Release | Release | Release | Release | Release | Release |
| Each relationship is a contact (set up once) | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Contact Information | Available | Release | Release | Available | Release | Available | Release | Release | Release | Release | Release | Release |
| Multiple addresses per contact | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Unlimited follow-ups with contact | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release |
| Unlimited notes per contact with date/time stamp | Release | Release | Release | Available | Release | Release | Release | Release | Release | Release | Release | Release |
| Contact groups | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |

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|--|----------------------------------|--------------------|--------------------|----------------------|-------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Audit Trail | | | | | | | | | | | | |
| Date and person making change | In Current Release | In Current Release | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Full audit trail with what was changed | Not Available | In Current Release | In Current Release | Not Available | Not Available | In Current Release | Third Party | In Current Release | Not Available | In Current Release | In Next Six Months | In Current Release |
| Processing | | | | | | | | | | | | |
| Mass update noting all clients that were updated | In Current Release | Not Available | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Identify potential duplicates for new contact | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Duplicate merge process | In Current Release | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Multiple criteria used to create list for mail merge | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Search for embedded text in notes | In Current Release | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Two steps to delete contact | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | Third Party | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Could register for a seminar online | Available | Available | Release | Available | Available | Available | Third Party | Release | Release | Release | Release | Release |
| Sales Force Automation | | | | | | | | | | | | |
| Sales Force Automation | | | | | | | | | | | | |
| Sales funnel report | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Customizable sales process | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Track status of opportunity | In Current Release | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Proposal generation | Not Available | In Current Release | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Competitor tracking | Not Available | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Marketing Automation | | | | | | | | | | | | |
| Marketing Automation | | | | | | | | | | | | |
| Permission based | Not Available | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Scripts for direct marketing | Not Available | Not Available | In Current Release | Not Available | In Current Release | In Current Release | Third Party | In Current Release | In Next Six Months | In Next Six Months | In Next Six Months | In Current Release |
| Use Microsoft Exchange Server for e-mail blasts | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release |
| Use a SMTP Server for e-mail blasts | Not Available | In Current Release | In Current Release | Not Available | In Current Release | Not Available | In Current Release | Not Available | In Next Six Months | In Current Release | In Current Release | In Current Release |
| E-mail history stored in CRM database | Not Available | Not Available | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |

The CAmagazine 2011 CRM Survey

| Question | Maximizer® CRM - Entrepreneur | Borneosoft CRM | Commence CRM | Dynamics CRM 2011 | FrontRange Solutions | Landslide CRM | Luxor CRM | NetSuite CRM+ | Sage ACT! | Sage SalesLogix | SageCRM | Salesboom .com |
|--|----------------------------------|--------------------|--------------------|-------------------|----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Campaign management | Not Available | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Campaign-effectiveness reporting | Not Available | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Auto responders - scan lead and forward to appropriate recipient | Not Available | Not Available | In Current Release | Not Available | Not Available | In Next Year | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Mass emails - no restrictions on number sent | Not Available | In Current Release | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Internet lead capture process | Not Available | In Current Release | In Current Release | Not Available | Not Available | In Current Release | In Current Release | In Current Release | Not Available | In Next Six Months | In Next Six Months | In Current Release |
| Services Management | | | | | | | | | | | | |
| Services Management | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Maintain contract | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Can forward/re-assign support calls | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Reason codes - for analysis of problems | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Link emails to ticket/call | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Escalations based on rules | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Close out multiple incidents at the same time if they all relate to the same problem | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Ability to set priorities and severities | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Dispatching | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| CTI (computer telephony integration) | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Knowledge management | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Self-service customer portal | Not Available | Not Available | In Current Release | Not Available | Not Available | Not Available | In Current Release | In Current Release | In Next Six Months | In Current Release | In Current Release | In Current Release |
| Call Centre | | | | | | | | | | | | |
| Call Centre Automation | In Current Release | Not Available | Not Available | Not Available | In Current Release | Not Available | Not Available | Minor Modification | In Next Six Months | In Next Six Months | In Next Six Months | In Current Release |
| Computer telephony integration | Not Available | Not Available | Not Available | Not Available | In Current Release | Not Available | Not Available | Minor Modification | In Next Six Months | In Next Six Months | In Next Six Months | In Next Six Months |
| Predictive dialers | Not Available | Not Available | Not Available | Not Available | In Current Release | Not Available | Not Available | Minor Modification | In Next Six Months | In Next Six Months | In Next Six Months | In Current Release |
| Pop up name on incoming call with authorization from contact | Not Available | Not Available | Not Available | Not Available | In Current Release | Not Available | Not Available | Minor Modification | In Next Six Months | In Next Six Months | In Next Six Months | In Current Release |
| Statistics including call duration | Not Available | Not Available | Not Available | Not Available | In Current Release | Not Available | Not Available | Minor Modification | In Next Six Months | In Next Six Months | In Next Six Months | In Current Release |

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|------------------------------------|-------------------------------|--------------------|--------------------|-------------------|----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Analytics | | | | | | | | | | | | |
| Analytics | | | | | | | | | | | | |
| Dashboards | Not Available | Workaround | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Analyse performance related to CRM | Not Available | In Current Release | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release | In Current Release |
| Forecasts of customer behaviour | Not Available | Third Party | In Current Release | Not Available | In Current Release | In Current Release | In Current Release | In Current Release | In Next Six Months | In Next Six Months | In Next Six Months | In Current Release |