CRM Feature List	ATEMIS	Microsoft CRM 2011	Salesforce Professional	Salesforce Enterprise
Price / user / month	From to $10 to $90	$44	$65	$125
Price / user / year	$120	$528	$780	$1,500
User limits	no limit	no limit	no limit	no limit
SALES				
Accounts	Included	Included	Included	Included
Activity tracking & history	Included	Included	Included	Included
Approvals	Included			Included
Business to Business (B2B) configuration	Included	Included	Included	Included
Business to Consumer (B2C) configuration	Included	Included	Included	Included
Competitor tracking	Included		Included	Included
Contacts	Included	Included	Included	Included
Contract management	Included	Included	Included	Included
Customizable sales process	Included	Included	Included	Included
Document and integrated content library	Included	Included	Included	Included
Lead capture	Included	Included	Included	Included
Lead scoring, routing, & assignment	Addin	Included	Included	Included
Opportunity genius	Addin			Included
Opportunity tracking	Included	Included	Included	Included
Product catalog & tracking	Included	Included	Included	Included
Quote management	Included	Included	Included	Included
Sales forecasing	Included	Included	Included	Included
Sales teams	Included	Included		Included
Territory management	Included			Included
Third-party sales methodologies	Plugin		Plugin	Plugin
MARKETING				
Campaign dashboards	Included	Included	Included	Included
Campaigns	Included	Included	Included	Included
Email marketing	Included	Included	Included	Included
Google AdWords	Addin		Included	Included
Marketing campaigns	Included	Included	Included	Included
Marketing reports	Included	Included	Included	Included
Mass email	Included	Included	Included	Included
Mass email limits (emails per day)	Unlimited (up to 250.000)		500	500
Newsletter management	Included	Included	Included	Included
SMS Marketing Campaings	Included			
Web to lead capture	Included	Included	Included	Included
Web to lead capture limits (leads per day)	Unlimited		500	500
CUSTOMER SUPPORT				
Advanced case escalation and notification	Included	Included	Included	Included
Bug tracking	Included	Included	Included	Included
Call center	Included	Included	Included	Included
Case escalation and queuing	Included		Included	Included
Case management	Included	Included	Included	Included
Customer self-service portal	Included			Add'l Fee
Customer support email management	Included	Included	Included	Included
Knowledge base	Included	Included	Included	Included
SOCIAL CRM				
Blogs	Addin		Plugin	Plugin
Cisco WebEx Meeting Center				
Citrix Online GoToMeeting				Plugin
Email	Included	Included	Included	Included
Facebook	Addin		Plugin	Plugin
Google Apps	Included		Included	Included
LinkedIn	Included		Plugin	Plugin
LotusLive Engage	Addin			Plugin
Maps	Included		Included	Included
Sales Intelligence	Included		Included	Included
Social Collaboration with other employees	Included		Included	Included
Social Collaboration with customers	Included			
SMS	Included			Plugin
Twitter	Plugin		Plugin	Plugin
MOBILE CRM	Included			
Mobile Browser Access for smartphones	Included	Included	Included	Included
Mobile Browser Access for tablets	Included			
Lite App for Android	Included		chatter only	chatter only
Lite App for BlackBerry	Addin		Included	Included
Lite App for iPad	Included		chatter only	chatter only
Lite App for iPhone	Included		Included	Included
Lite App for Windows Mobile	Addin	Included	Included	Included
App for Android	Included			
App for BlackBerry	Addin		Add'l Fee	Add'l Fee
App for iPad	Included			

App for iPhone	Included		Add'l Fee	Add'l Fee
App for Windows Mobile	Addin	Included	Add'l Fee	Add'l Fee
GLOBAL CRM				
# of Languages supported	12	41	16	16
Additional Language Packs	Plugin		Plugin	Plugin
Multi-currency support	Included	Included	Included	Included
Right to Left language support	Included			
PRODUCTIVITY				
Customizable homepage by end user	Included			
Email; Plug-in for Microsoft Outlook	Included	Included	Included	Included
Email; Plug-in for IBM Lotus Notes	Addin		Plugin	Plugin
Email; archiving	Included	Included	Included	Included
Email; native email client	Included	Included		
Email; templates & tracking	Included	Included	Included	Included
Google Docs integration	Included		Included	Included
Landing pages	Included	Included	Included	Included
Microsoft Word & Excel integration	Included	Included	Included	Included
Multiple home pages and dashboards	Included			
Multi-tasking	Included			
Offline access	Addin	Included	Add'l Fee	Included
Reminders and alerts	Included	Included	Included	Included
Search – global search	Included	Included	Included	Included
Shortcut bar				
Tasks	Included	Included	Included	Included
REPORTING				
Advanced charts	Included	Included	Included	Included
Analytic snapshots	Addin		Included	Included
Custom reports	Included	Included	Included	Included
Custom report type limits	Unlimited		50	200
Customizable forecasting	Included	Included	Included	Included
Dashboards	Included	Included	Included	Included
Dashboards – customizable	Included	Included	Included	Included
Dashboards – sales pipeline	Included	Included	Included	Included
Matrix reports	Included	Included	Included	Included
Pre-built Reports	Included	Included	Included	Included
Read-only report access	Included	Included		Included
Scheduled reports	Included	Included	Included	Included
SQL reporting	Included			
COLLABORATION				
Activity management	Included	Included	Included	Included
Activity streams / Chatter	Included		Included	Included
Content genius			Included	Included
Document management/attachments	Included	Included	Included	Included
Dynamic teams/Queues (1)	Included	Included	Included	Included
Employee directory	Included			
Ideas community			Included	Included
Process visualizer				Included
Team notices	Included	Included	Included	Included
Workflow automation	Included	Included		Included
PROJECT MANAGEMENT				
Project management	Included			
Gantt Charts and Grids	Included			
CONFIGURATION				
Assignment notification	Included	Included	Included	Included
Calculated Fields	Included		Included	Included
Configure tabs	Included	Included	Included	Included
Convert lead form	Included	Included	Included	Included
Custom fields	Included	Included	Included	Included
Custom fields per Module/Object (1)	Unlimited	213	100	500
Dependent dropdowns	Included		Included	Included
Drag-and-drop custom layouts	Included	Included	Included	Included
Image fields	Included	Included	Included	Included
Mobile Studio Editor	Addin	Included	Add'l Fee	Add'l Fee
Workflow automation rules	Included	Included		Included
USER INTERFACE CONFIGURATION				
Drag to customize home page	Included	Included		
Embedded Mash-ups	Included	Included	Included	Included
Grouped Tabs/Custom Apps (1)			5	10
Rename fields, tabs and labels	Included	Included	Included	Included
Multiple tabs on the home page	Included	Included		
Module Builder	Included	Included		
Visualforce			Included	Included
CUSTOMIZATION				
Custom modules/custom objects (1)	Included	Included	Included	Included

Total custom modules/objects (1)	200	200	50	200
Custom record types	Included	Included	Included	Included
Open Source				
PHP/Apex and Force.com code development	Plugin	Included		Included
SugarLogic/Apex and Force.com	Plugin			Included
Cloud Connectors				
Integrated third-party apps (2)	Plugin	Plugin	Plugin	Plugin
Jigsaw data services	Plugin		Add'l Fee	Add'l Fee
My Portal Dashlets	Included			
Web-services API (REST)	Included			Included
Web-services API (SOAP)	Included	Included		Included
Web-services API limits (calls per day)	Unlimited			1,000
SECURITY				
Access control by User	Included	Included	Included	Included
Access control by Team/Group (1)	Included	Included	Included	Included
Access control by Role	Included	Included	Included	Included
Advanced password management	Included	Included	Included	Included
LDAP / Microsoft Active Diretory	Included	Included	Included	Included
SAML Support	Included		Included	Included
DATA MANAGEMENT AND DATA BACK UP				
Data import	Included	Included	Included	Included
Data import de-duplication	Included	Included	Included	Included
Data loader	Included			Included
Database backup/export (1)	Included	Included	Included	Included
Multi-tenant database	Included	Included	Included	Included
Object database connectivity (ODBC) (3)	Included			
Scheduled database backup/export (1)	Included		Add'l Fee	Included
Support for Microsoft SQL Server (3)	Included	Included		
CLOUD COMPUTING				
Private Clould (On-Site hosted)	Included	Included		
Partner Cloud (VAR hosted)	Included	Included		
Public Cloud (EC2 or Azure hosted)	Included			
Vendor Cloud (SaaS hosted)	Included	Included	Included	Included
Vendor Cloud document storage (5)	Unlimited	5GB	12GB	12GB
Vendor Cloud sandbox	1			1
PARTNER				
Partner channel management	Included			Add'l Fee
Partner portal & community	Included			Add'l Fee
Real-time partner collaboration	Included		Included	Included