

Feature	info@hand	CE	Pro	Notes
Order Management & Accounting	✓ ✓ ✓ ✓ ✓		✓ ✓	info@hand's Product Catalog supports product assemblies (not just simple products like Sugar Pro), and adds a catalog import/update function. Only info@hand has easy Quote customization of company name, address, logo, plus support for multiple layouts, multiple tax rates, group and line item discounts, price tuning using margin or markup, plus a quote approval workflow if required.
Product Catalog	✓		✓	info@hand can create, print & email Sales Orders & Invoices, process and allocate Payments, process credit card payments, and print Statements & Receipts. Accounts reflect the current account balance. info@hand can create Purchase Orders for suppliers, record the resulting Bills, and can record and allocate Outgoing Payments. Sugar CE/Pro/Ent have none of these features.
Quotes	✓		✓	
Sales Orders	✓			
Invoices	✓			
PO's and Bills	✓			
Inventory Management	✓			Shipping and Receiving modules track inventory for multiple warehouses, and can manage partial incoming and outgoing shipments.
QuickBooks Integration	✓			info@hand Finance for QuickBooks option synchronizes customer & product lists, Invoices, Payments, AR balances & Quotes with QuickBooks. Also syncs purchase information: Supplier list, Bills, Outgoing Payments, AP balances.
Self-Service Customer & Partner Portal	✓		\$\$	info@hand's free Joomla-based Portal has Forums, Cases, Bugs, Projects, Knowledge Base, Event registration, Invoice/Payment history and integrated eStore. It also has a special Partner access mode for viewing and creating leads, and reviewing accounts etc.. SugarPortal is an expensive Pro option and offers far less.
eCommerce	✓			The Customer Portal includes a VirtueMart-based eStore that offers the products in info@hand's catalog for online sale. Product images, pricing, inventory and descriptions, as well as product selection, are managed within info@hand .
Flexible Dashboards	✓ ✓ ✓		✓	info@hand goes well beyond Sugar capabilities. Add dashboards throughout the menu system, 1-4 columns with adjustable column width, dashlets for News Feeds, Stock Prices, World Weather/Time, Charts, Facebook, Twitter, Gmail, Google Talk...
Group Calendaring	✓ ✓ ✓		✓	Click and drag to set a call or meeting. Grid views show who is free for a group meeting. Book meeting rooms, see public holidays, book vacations, print agenda, ...
MS Outlook Plug-In	✓		✓	info@hand includes an MS Outlook 2003/2007 Synchronization plug-in.
MS Word Mail Merge	✓		✓	info@hand offers server-side generation of mail merge files using RTF templates.
Mobile Access	✓		✓	info@hand Mobile provides web-based access for BlackBerry, iPhone, Windows Mobile, Treo etc... and offers better small screen layouts than Sugar Pro Mobile.
Knowledge Base	✓		✓	Each article in the info@hand Knowledge Base may be made accessible in the Customer Portal if desired, for searching by clients.
Forum Threads	✓ ✓		✓	info@hand forum threads may be linked to Accounts, Cases, Bugs or Opportunities. They show user photos, and users may register for a thread and receive notification emails about new posts. A Forums Dashlet also shows the most recent posts.
Marketing Events	✓			info@hand manages event registration, email reminders & attendance tracking.
Workflow	✓		✓	info@hand supports more flexible workflow conditions than Sugar Pro.
Extended Printing Support	✓			All List and Detail views may be printed as PDFs. All info@hand PDFs offer full UTF-8 support for languages such as Japanese, Chinese, Thai and Korean.
Project Management	✓ ✓ ✓	✓	✓	Very different Projects module - only info@hand tracks project financials and links to Timesheets and Expense Reports. Email reminders, Gantt charts, etc..
Resource Utilization & Expense Reports	✓			Resources have standard costs, with overrides available on a task basis. These costs are used to calculate forecast and actual project costs. Expense Reports support multi-currency, approvals, advances, linked scanned receipts, cost allocation.
Timesheets	✓			Timesheets may be filed for time spent on Projects and Cases, then approved or rejected, with costs automatically accruing to the Project or Case.
Human Resources	✓			Track employee history, vacation/sick days, dependents, HR documents.
Customer Service	✓ ✓ ✓		✓	info@hand also tracks assets under support contracts, with automatic email reminders of renewal dates. Service Cases can print Service Work Orders for techs.
Forecasts Module	✓		✓	Includes drill-down through sales reporting structure - viewing opportunities, pipelines, forecasts, quotas etc..
Custom & Standard Reports	✓		✓	info@hand adds interactive and scheduled reports: create & email reports and charts automatically!
Documentation & Help Pages	✓ ✓ ✓	✓	✓	info@hand has User and Implementation Guides with planning and training material, plus gentle introductions to CRM workflow. Context sensitive Help system offers full text and image content (SugarCRM just has text) plus a superb search & lookup capability. Includes User & Install Guides for Self-Service Portal & eStore.
License Cost per user for On Premise Option	€210 One Time	Free	\$360 Annual	info@hand offers a one-time license fee that is much less than the annual license fee for Sugar Pro. With Sugar Pro (& Enterprise at \$600 US / user / annum) you never really own anything.