

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. Shipping module links to web services for Shipping and Tracking via FedEx and UPS.
QuickBooks Integration	✓			info@hand Finance for QuickBooks option synchronizes customer & product lists, invoices, payments & quotes with QuickBooks. A third party QB link for Sugar Pro is much more limited as Sugar Pro lacks invoices, sales & purchase orders, etc.
Self-Service Customer Portal	✓		\$\$	info@hand 's free Joomla-based Customer Portal has Forums, Cases, Bugs, Projects, Knowledge Base, Event registration, Invoice/Payment history and integrated eStore. 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 .
IP Telephony Integration	✓			info@hand integration with Asterisk/Trixbox/Fonality/Skype/X-Lite is free and offers both click to dial, and screen pop-up on incoming call. info@hand includes phone number auto-formatting on data entry to ensure consistent data quality.
Enhanced Contacts B2C & B2B Mode	✓			Contacts organized by multi-select Categories and Business Role. Note: Entire info@hand system has optional B2C mode for retail businesses.
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 modules - only info@hand tracks project financials and links to timesheets. Automatic email reminders for late tasks.
Resource Utilization & Costs	✓			Resources have standard costs, with overrides available on a task basis. These costs are used to calculate forecast and actual project costs. Resource utilization view added in Calendar module.
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.
Service Contract Management	✓		✓	info@hand also tracks assets under support contracts, has automatic email reminders of renewal dates, & includes enhancements to Cases & Accounts.
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	✓	✓	✓	Long Reach Corp wrote the first several versions of the User Guide for Sugar Open Source and Pro, plus the first book to be published on SugarCRM ("Implementing SugarCRM"). info@hand adds User Guides for info@hand Mobile and Outlook Plug-in, and User & Install Guides for Customer Portal, eStore, and PBX products.
License Cost per user for On Premise Option	€185 One Time	Free	\$275 Annual	info@hand offers a one-time license fee that is about the same as the annual license fee for Sugar Pro. With Sugar Pro (& Enterprise at \$449 US / user / annum) you never really own anything.