



SugarCRM® Professional

ACAP On-Demand Services

Providing SaaS Offerings for Today's Small Businesses

ACAP now offers On-Demand Services, a growing series of software-based business enablement services. Each of the On-Demand Services empowers businesses of all sizes to capitalize on powerful, market-leading software innovations, without the need to invest the time and resources typical of business software installations.

SugarCRM Professional

SugarCRM® Professional is the market-leading commercial open source customer relationship management (CRM) application. The solution delivers a single view of customer interactions across sales, marketing, and service, with in-depth reporting and collaboration tools.

Seizing the immense power of SugarCRM Professional enterprise-class CRM solutions is remarkably simple. You don't need to house a server, install software, or conduct any maintenance. You pay a small monthly fee and you're set. Customers that switch from proprietary CRM solutions to SugarCRM Professional realize as high as 70% total cost of ownership savings.

Robust features and benefits

SugarCRM Professional delivers a feature-rich set of business processes that enhance marketing effectiveness, drive sales performance, improve customer satisfaction, and provide executive insight into business performance.

- SugarCRM Professional is easy to learn and use.
- A single view of the customer allows employees to better manage relationships before, during, and after the sale.
- Customizable dashboards provide real-time information about business performance.
- Workflow management controls how information moves through the organization.
- Access control allows information to be shared or restricted based on user credentials.
- Campaign management gives marketing the ability to develop, test, launch, and measure campaigns.
- Inbound email processing converts emails into customer cases.
- Enhanced lead sharing automates the transfer of leads generated from marketing into the sales pipeline.
- Mobile employees can access the application and all data via a smart phone.

Advanced reporting

SugarCRM Professional allows employees and executives to choose from standard reports or design custom reports with a few simple clicks. Customizable dashboards provide a "Flight Deck" view of the most relevant information affecting the roles of employees and managers. Users can easily drill down to reveal underlying customer information.

Extending application capabilities

Because it's built on open source technology, SugarCRM Professional is easily configured to deliver extended capabilities. Users can tailor screens and navigation as well as add new modules. SOAP APIs allow you to connect SugarCRM Professional to your existing IT environment.

SugarCRM Professional modules



- Sales management
- Marketing automation
- Customer support
- Reporting and dashboards
- Collaboration
- Tools and administration

Supporting all your online needs

We focus solely on turning on the power of the Internet — every minute of every day — all over the globe. We build solutions with unparalleled scalability to suit the needs of companies large and small. Our robust suite of services includes domain registration, Website creation, hosting, online marketing, e-commerce, data backup, managed servers, and more.

LEARN MORE ABOUT ACAP ON-DEMAND SERVICES, INCLUDING SUGARCRM PROFESSIONAL. TALK TO ONE OF OUR REPRESENTATIVES AT 1-954-376-7672 OR VISIT WWW.ACAPGLOBAL.COM.