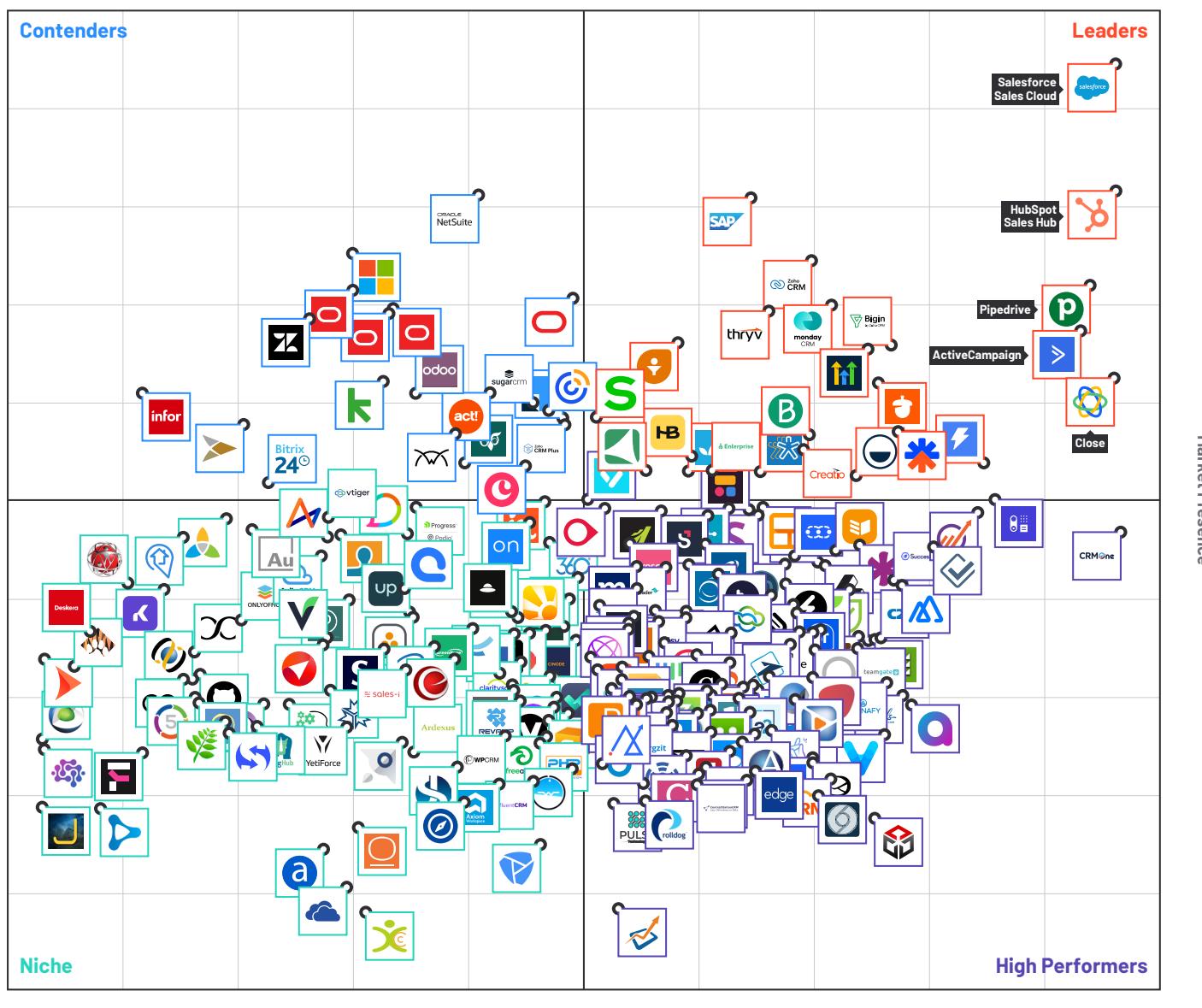


# Grid® Report for CRM | Fall 2025



## CRM Software



G2 Grid® Scoring

(CRM Software continues on next page)

# CRM Software (continued)

## CRM Software Definition

Customer relationship management (CRM) software is a digital tool designed for businesses to efficiently organize, monitor, and maintain data about their existing and prospective customers. The [best CRM software](#) centralizes data from various lead generation, traffic, campaign, and acquisition sources and creates records and profiles. The software has a repository of a complete customer database, which stakeholders use to manage long-term customer contracts and relationships.

CRM software enhances customer experience by streamlining customer support, email marketing, sales outreach, and sales cycles.

CRM software can be integrated with [call center infrastructure platforms](#), digital marketing services, [ERP systems](#), [e-commerce platforms](#), marketing automation software, and [CPQ software](#) to reduce the risk of data silos and give real-time updates on the customer journey. Customer journey and funnel are categorized into different sub-processes in the CRM software where sales and marketing can access the data, build communication, and drive them forward to final deals.

There are many different [types of CRM software](#) provide a collection of integrated customer-related functions or all-in-one functionality, such as marketing automation, help desk, e-commerce tools, ERP, project or website management, to replace the need for additional solutions and better serve small and mid-market businesses. Standalone CRM solutions, however, focus primarily on sales-related functions such as contact, account, and pipeline management and do not offer extensive marketing help.

The software also has help desk escalation, email automation, sales dispositions, automation workflows, and lead scoring and calling histories to help sales teams navigate to the current lead progress and establish contextual communication.

To qualify for inclusion in the CRM category, a product must:

- ▶ Provide a bounded set of sales-related functions
- ▶ Provide lead, contact, account, and opportunity management functions
- ▶ Capture and store sales activities and interactions performed
- ▶ Consolidate customer history and transactions into a single interface
- ▶ Track prospects and contacts throughout the sales pipeline
- ▶ Facilitate communication at all phases of the customer lifecycle
- ▶ Provide reporting features to track sales performance
- ▶ Provide workflow automation capabilities to streamline sales processes
- ▶ Integrate functions into a unifying database and platform

(CRM Software continues on next page)

# CRM Software (continued)

## CRM Grid® Scoring Description

Products shown on the Grid® for CRM have received a minimum of 10 reviews/ratings in data gathered by August 12, 2025. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- ▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [Salesforce Sales Cloud](#), [HubSpot Sales Hub](#), [Pipedrive](#), [ActiveCampaign](#), [Close](#), [SAP Sales Cloud](#), [Zoho CRM](#), [Bigin by Zoho CRM](#), [monday CRM](#), [HighLevel](#), [Instantly](#), [Nutshell](#), [Thryv](#), [LocaliQ](#), [Brevo Marketing Platform](#), [folk](#), [Freshsales](#), [Creatio](#), [Nimble CRM](#), [Efficacy CRM](#), [HoneyBook](#), [Apptivo](#), [Sage CRM](#), and [Vendasta](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [CRMOne](#), [Capsule CRM](#), [EngageBay All-in-One Suite](#), [Less Annoying CRM](#), [Knack](#), [Kylas Sales CRM](#), [Success.ai](#), [OnePageCRM](#), [Streak](#), [Attio](#), [Salesflare](#), [Snov.io](#), [Floww.ai](#), [Softr](#), [Salesmate](#), [SendPulse](#), [C2CRM](#), [SuiteDash](#), [AllClients](#), [Flowlu](#), [EspoCRM](#), [Scoro](#), [Fireberry](#), [Teamgate](#), [Membrainer](#), [Goals.com](#), [Ohanafy](#), [OctopusPro](#), [HappSales](#), [Breakcold](#), [Vtiger Sales](#), [Kintone](#), [Pipelin CRM](#), [Maximizer](#), [User.com](#), [VBOUT](#), [Teamwork CRM](#), [Bixjet](#), [Pipeline CRM](#), [VobeSoft](#), [aCloud CRM](#), [djaboo](#), [vcita](#), [Teamleader](#), [Resco - Mobility & Productivity](#), [ePROMIS ERP](#), [Method CRM](#), [vtenext](#), [Ultra-Staff EDGE Staffing and Recruiting Software](#), [Altvia](#), [Sellsy](#), [Clientjoy](#), [NetHunt CRM](#), [Maple CRM](#), [ELMA365](#), [Clarify CRM](#), [Zilliant CPQ](#), [Friday CRM](#), [Spiro](#), [Kliply CRM](#), [AddressTwo](#), [RAYNET CRM](#), [Relenta CRM](#), [Spotler CRM](#), [ConvergeHub](#), [Mothernode](#), [CompanyHub CRM](#), [crmConnect](#), [Solid Performers CRM](#), [SuiteCRM](#), [Planfix](#), [1CRM](#), [Ringy \(formerly iSales\)](#), [BenchmarkONE](#), [VipeCloud](#), [noCRM.io](#), [20NINE](#), [OfficeClip Contact Manager](#), [AllProWebTools](#), [ArcCRM](#), [Simply CRM](#), [Salesboom](#), [Promys](#), [Zixflow](#), [edge CRM](#), [ClientTether.com](#), [Ricochet360](#), [WORKetc](#), [TeamWave](#), [OneHash CRM](#), [GleanView](#), [Formaloo](#), [BIGContacts](#), [Soffront](#), [Orgzit](#), [CentraHub CRM](#), [PlanPlus Online](#), [Bluwave CRM](#), [InStream](#), [SalesDesk](#), [Propeller CRM](#), [theCRM](#), [CentralStationCRM](#), [OutreachCRM](#), [Assistive](#), [RolloDog CRM](#), [Pulse Technology](#), and [Launchpad CRM](#)
- ▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: [NetSuite](#), [Oracle EBS CRM](#), [LeadSquared Sales CRM](#), [Constant Contact Advanced Automation](#), [Zoho CRM Plus](#), [Dynamics 365 Sales](#), [Sugar Sell](#), [Oracle Fusion Cloud - EPM](#), [Act!](#), [Oracle CRM On Demand](#), [Oracle Siebel](#), [Copper](#), [Odoo CRM](#), [ConnectWise PSA](#), [Zendesk Sell](#), [Keap](#), [SuperOffice CRM](#), [Pershing Financial Services](#), [Bitrix24](#), and [Infor Customer Relationship Management \(CRM\)](#)
- ▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [Insightly CRM](#), [Ontraport](#), [Marketing 360](#), [OroCommerce](#), [Workbooks](#), [Daylite](#), [Progress Podio](#), [Cinode](#), [Bloom](#), [Lime Go](#), [Planhat](#), [SalezShark](#), [Lime CRM](#), [LeadMaster](#), [Sellf](#), [OpenCRM](#), [Claritysoft](#), [GreenRope](#), [CRM and Kanban](#), [Vtiger All-In-One CRM](#), [CRM.io](#), [CRM.me](#), [BSI Software](#), [Mekari Qontak](#), [InfoFlo Software](#), [SalesBabu CRM](#), [Accelo](#), [SalesNexus](#), [Fitnet Manager](#), [Revamp CRM](#), [Upsales Sales and Marketing Platform](#), [ForceManager CRM](#), [eSalesTrack](#), [FreeAgent CRM](#), [Prophet CRM](#), [Agile CRM](#), [UPilot](#), [PHP CRM](#), [Prospect CRM](#), [WPCM](#), [Aurea CRM](#), [Simpleview CRM](#), [nTireCRM](#), [sales-i](#), [FluentCRM](#), [Livespace CRM](#), [Axiom Workspace CRM](#), [eWay-CRM](#), [Signpost](#), [SalesJunction](#), [Platformly](#), [Ardexus CRM](#), [Leadscore.io](#), [Commence CRM](#), [ONLYOFFICE Workspace](#), [Tapdesk](#), [YetiForce CRM](#), [Kommo](#), [FreeCRM](#), [Talisma](#), [Pivotal CRM](#), [InfiniteCRM](#), [Zurmo](#), [AdOrbit](#), [GoldMine](#), [TDF CRM](#), [OrangeCRM](#), [Fat Free CRM](#), [FIVE CRM](#), [karmaCRM](#), [solve 360](#), [Deskera CRM](#), [arkflux](#), [FinCRM](#), [Rev.io PSA](#) formerly [Tigerpaw One](#), [openCRX](#), [Shape Software](#), [InTouch CRM](#), [Core CRM Pro](#), [Ligna](#), [ezeeCRM](#), and [Jarvis CRM](#)

# Grid® Scores for CRM Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Leaders

|  | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--|--------------|--------------|-----------------|----------|
| <a href="#">Salesforce Sales Cloud</a>   | 20537        | 99           | 99              | 99       |
| <a href="#">HubSpot Sales Hub</a>        | 10033        | 99           | 85              | 92       |
| <a href="#">Pipedrive</a>                | 2501         | 97           | 74              | 85       |
| <a href="#">ActiveCampaign</a>           | 3812         | 96           | 69              | 82       |
| <a href="#">Close</a>                    | 1667         | 99           | 64              | 81       |
| <a href="#">SAP Sales Cloud</a>          | 737          | 65           | 84              | 75       |
| <a href="#">Zoho</a>                     | 2371         | 71           | 77              | 74       |
| <a href="#">Bigin by Zoho CRM</a>        | 563          | 78           | 68              | 73       |
| <a href="#">monday CRM</a>               | 934          | 73           | 72              | 72       |
| <a href="#">HighLevel</a>                | 458          | 76           | 67              | 72       |
| <a href="#">Instantly</a>                | 315          | 87           | 54              | 71       |
| <a href="#">Nutshell</a>                 | 1193         | 77           | 63              | 70       |
| <a href="#">Thryv</a>                    | 229          | 67           | 71              | 69       |
| <a href="#">LocaliQ</a>                  | 30           | 79           | 58              | 68       |
| <a href="#">Brevo Marketing Platform</a> | 208          | 71           | 57              | 64       |
| <a href="#">folk</a>                     | 262          | 75           | 53              | 64       |
| <a href="#">Freshsales</a>               | 1129         | 59           | 68              | 63       |
| <a href="#">Creatio</a>                  | 249          | 70           | 56              | 63       |
| <a href="#">Nimble</a>                   | 1017         | 66           | 53              | 60       |
| <a href="#">Efficcy CRM</a>              | 101          | 62           | 53              | 58       |
| <a href="#">HoneyBook</a>                | 127          | 60           | 55              | 57       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Leaders (continued)

|                          | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--------------------------|--------------|--------------|-----------------|----------|
| <a href="#">Apptivo</a>  | 179          | 60           | 53              | 56       |
| <a href="#">Sage CRM</a> | 111          | 51           | 59              | 55       |
| <a href="#">Vendasta</a> | 159          | 56           | 53              | 55       |

## High Performers

|  |      |     |    |    |
|--|------|-----|----|----|
| <a href="#">CRMOne</a>                     | 1027 | 100 | 46 | 73 |
| <a href="#">Capsule</a>                    | 419  | 88  | 50 | 69 |
| <a href="#">EngageBay All-in-One Suite</a> | 407  | 86  | 48 | 67 |
| <a href="#">Less Annoying CRM</a>          | 630  | 82  | 45 | 63 |
| <a href="#">Knack</a>                      | 34   | 75  | 45 | 60 |
| <a href="#">Kylas Sales CRM</a>            | 453  | 79  | 40 | 60 |
| <a href="#">Success.ai</a>                 | 35   | 79  | 41 | 60 |
| <a href="#">OnePageCRM</a>                 | 204  | 73  | 44 | 59 |
| <a href="#">Streak</a>                     | 211  | 67  | 49 | 58 |
| <a href="#">Attio</a>                      | 22   | 72  | 42 | 57 |
| <a href="#">Salesflare</a>                 | 272  | 72  | 43 | 57 |
| <a href="#">Snov.io</a>                    | 141  | 66  | 48 | 57 |
| <a href="#">Floww.ai</a>                   | 141  | 75  | 40 | 57 |
| <a href="#">Softr</a>                      | 113  | 65  | 49 | 57 |
| <a href="#">Salesmate</a>                  | 95   | 69  | 44 | 57 |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## High Performers (continued)

|                              | # of Reviews | Satisfaction | Market Presence | G2 Score |
|------------------------------|--------------|--------------|-----------------|----------|
| <a href="#">SendPulse</a>    | 120          | 63           | 49              | 56       |
| <a href="#">C2CRM</a>        | 60           | 77           | 34              | 56       |
| <a href="#">SuiteDash</a>    | 323          | 69           | 43              | 56       |
| <a href="#">AllClients</a>   | 30           | 77           | 34              | 55       |
| <a href="#">Flowiu</a>       | 183          | 76           | 34              | 55       |
| <a href="#">EspoCRM</a>      | 20           | 75           | 34              | 55       |
| <a href="#">Scoro</a>        | 151          | 61           | 48              | 55       |
| <a href="#">Fireberry</a>    | 22           | 69           | 40              | 55       |
| <a href="#">Teamgate</a>     | 16           | 75           | 33              | 54       |
| <a href="#">Membrain</a>     | 179          | 69           | 38              | 54       |
| <a href="#">Goals.com</a>    | 21           | 79           | 28              | 54       |
| <a href="#">Ohanafy</a>      | 58           | 78           | 29              | 54       |
| <a href="#">OctopusPro</a>   | 19           | 72           | 35              | 54       |
| <a href="#">HappSales</a>    | 30           | 80           | 27              | 53       |
| <a href="#">Breakcold</a>    | 112          | 70           | 37              | 53       |
| <a href="#">Vtiger Sales</a> | 25           | 67           | 39              | 53       |
| <a href="#">Kintone</a>      | 16           | 71           | 35              | 53       |
| <a href="#">Pipelinier</a>   | 427          | 61           | 45              | 53       |
| <a href="#">Maximizer</a>    | 572          | 57           | 49              | 53       |
| <a href="#">User.com</a>     | 29           | 70           | 35              | 52       |
| <a href="#">VBOUT</a>        | 61           | 71           | 33              | 52       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## High Performers (continued)

|   | # of Reviews | Satisfaction | Market Presence | G2 Score |
|---|--------------|--------------|-----------------|----------|
| <a href="#">Teamwork CRM</a>                                      | 39           | 62           | 41              | 52       |
| <a href="#">Bixjet</a>  | 98           | 69           | 34              | 51       |
| <a href="#">Pipeline CRM</a>                                      | 896          | 60           | 43              | 51       |
| <a href="#">VobeSoft</a>  | 29           | 78           | 23              | 51       |
| <a href="#">aCloud CRM</a>  | 11           | 52           | 49              | 50       |
| <a href="#">djaboo</a>  | 10           | 71           | 30              | 50       |
| <a href="#">vcita</a>   | 27           | 50           | 50              | 50       |
| <a href="#">Teamleader</a>  | 37           | 58           | 42              | 50       |
| <a href="#">Resco - Mobility &amp; Productivity</a>               | 23           | 54           | 45              | 50       |
| <a href="#">ePROMIS ERP</a>                                       | 13           | 64           | 35              | 49       |
| <a href="#">Method CRM</a>  | 307          | 55           | 42              | 49       |
| <a href="#">vtenext</a>   | 30           | 67           | 30              | 49       |
| <a href="#">Ultra-Staff EDGE Staffing and Recruiting Software</a> | 13           | 70           | 27              | 48       |
| <a href="#">Altvia</a>  | 14           | 59           | 37              | 48       |
| <a href="#">Sellsy</a>  | 10           | 59           | 37              | 48       |
| <a href="#">Clientjoy</a>   | 55           | 63           | 31              | 47       |
| <a href="#">NetHunt CRM</a>                                       | 264          | 55           | 40              | 47       |
| <a href="#">Maple CRM</a>   | 19           | 66           | 29              | 47       |
| <a href="#">ELMA365</a>   | 21           | 66           | 29              | 47       |
| <a href="#">Clarify CRM</a>                                       | 10           | 57           | 37              | 47       |
| <a href="#">Zilliant CPQ</a>                                      | 10           | 65           | 29              | 47       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## High Performers (continued)

|  | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--|--------------|--------------|-----------------|----------|
| <a href="#">Friday CRM</a>                 | 76           | 57           | 36              | 47       |
| <a href="#">Spiro</a>                      | 90           | 60           | 32              | 46       |
| <a href="#">Klipy CRM</a>                  | 11           | 71           | 21              | 46       |
| <a href="#">AddressTwo</a>                 | 47           | 64           | 27              | 46       |
| <a href="#">RAYNET CRM</a>                 | 33           | 63           | 29              | 46       |
| <a href="#">Relenta CRM</a>                | 20           | 71           | 20              | 46       |
| <a href="#">Spotler CRM</a>                | 140          | 55           | 37              | 46       |
| <a href="#">ConvergeHub</a>                | 35           | 57           | 34              | 46       |
| <a href="#">Mothernode</a>                 | 40           | 65           | 26              | 46       |
| <a href="#">CompanyHub CRM</a>             | 44           | 67           | 24              | 46       |
| <a href="#">crmConnect</a>                 | 19           | 73           | 18              | 46       |
| <a href="#">Solid Performers CRM</a>       | 52           | 77           | 14              | 45       |
| <a href="#">SuiteCRM</a>                   | 86           | 54           | 36              | 45       |
| <a href="#">Planfix</a>                    | 14           | 61           | 28              | 45       |
| <a href="#">1CRM</a>                       | 24           | 62           | 28              | 45       |
| <a href="#">Ringy (formerly iSales)</a>    | 51           | 54           | 35              | 45       |
| <a href="#">BenchmarkONE</a>               | 175          | 51           | 38              | 45       |
| <a href="#">VipeCloud</a>                  | 30           | 66           | 23              | 45       |
| <a href="#">noCRM.io</a>                   | 98           | 56           | 32              | 44       |
| <a href="#">20NINE</a>                     | 18           | 72           | 16              | 44       |
| <a href="#">OfficeClip Contact Manager</a> | 12           | 62           | 26              | 44       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## High Performers (continued)

|                                      | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--------------------------------------|--------------|--------------|-----------------|----------|
| AllProWebTools                       | 64           | 65           | 23              | 44       |
| ArcCRM                               | 25           | 59           | 28              | 43       |
| Simply CRM                           | 44           | 61           | 26              | 43       |
| Salesboom                            | 22           | 59           | 27              | 43       |
| Promys CRM, Help Desk & PSA Software | 12           | 58           | 28              | 43       |
| Zixflow                              | 21           | 62           | 24              | 43       |
| edge CRM                             | 26           | 66           | 19              | 43       |
| ClientTether.com                     | 11           | 64           | 21              | 43       |
| Ricochet360                          | 11           | 58           | 27              | 42       |
| WORKetc                              | 51           | 54           | 31              | 42       |
| TeamWave                             | 24           | 56           | 27              | 42       |
| OneHash CRM                          | 67           | 58           | 26              | 42       |
| GleanView                            | 21           | 65           | 18              | 42       |
| Formaloo                             | 12           | 56           | 27              | 42       |
| BIGContacts                          | 75           | 54           | 30              | 42       |
| Soffront                             | 13           | 51           | 32              | 41       |
| Orgzit                               | 37           | 58           | 24              | 41       |
| CentraHub CRM                        | 31           | 51           | 31              | 41       |
| PlanPlus                             | 32           | 54           | 28              | 41       |
| Bluwave CRM                          | 18           | 55           | 27              | 41       |
| InStream                             | 114          | 53           | 29              | 41       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## High Performers (continued)

|                                   | # of Reviews | Satisfaction | Market Presence | G2 Score |
|-----------------------------------|--------------|--------------|-----------------|----------|
| <a href="#">SalesDesk</a>         | 37           | 61           | 20              | 40       |
| <a href="#">Propeller CRM</a>     | 17           | 59           | 21              | 40       |
| <a href="#">theCRM</a>            | 10           | 61           | 19              | 40       |
| <a href="#">CentralStationCRM</a> | 11           | 60           | 18              | 39       |
| <a href="#">OutreachCRM</a>       | 43           | 55           | 18              | 37       |
| <a href="#">Assistive</a>         | 43           | 52           | 20              | 36       |
| <a href="#">Roddog CRM</a>        | 13           | 56           | 16              | 36       |
| <a href="#">Pulse Technology</a>  | 11           | 53           | 16              | 34       |
| <a href="#">Launchpad CRM</a>     | 16           | 53           | 4               | 28       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Contenders

|  | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--|--------------|--------------|-----------------|----------|
| <a href="#">NetSuite</a>                                     | 846          | 40           | 85              | 62       |
| <a href="#">Oracle EBS</a>                                   | 221          | 49           | 73              | 61       |
| <a href="#">LeadSquared Sales CRM</a>                        | 226          | 48           | 59              | 54       |
| <a href="#">Constant Contact Advanced Automation</a>         | 433          | 47           | 60              | 53       |
| <a href="#">Zoho CRM Plus</a>                                | 71           | 48           | 58              | 53       |
| <a href="#">Microsoft Dynamics 365 Sales</a>                 | 1419         | 29           | 78              | 53       |
| <a href="#">Sugar Sell</a>                                   | 704          | 45           | 61              | 53       |
| <a href="#">Oracle Fusion Cloud - EPM</a>                    | 123          | 32           | 72              | 52       |
| <a href="#">Act!</a>   | 467          | 41           | 62              | 52       |
| <a href="#">Oracle On Demand</a>                             | 88           | 32           | 71              | 52       |
| <a href="#">Siebel</a>                                       | 394          | 29           | 74              | 51       |
| <a href="#">Copper</a>                                       | 1108         | 45           | 54              | 49       |
| <a href="#">Odoo CRM</a>                                     | 128          | 34           | 62              | 48       |
| <a href="#">ConnectWise PSA</a>                              | 67           | 38           | 58              | 48       |
| <a href="#">Zendesk Sell</a>                                 | 483          | 25           | 70              | 48       |
| <a href="#">Keap</a>   | 1255         | 32           | 63              | 47       |
| <a href="#">SuperOffice CRM</a>                              | 85           | 39           | 54              | 47       |
| <a href="#">Pershing Financial Services</a>                  | 23           | 19           | 58              | 39       |
| <a href="#">Bitrix24</a>                                     | 278          | 21           | 52              | 36       |
| <a href="#">Infor Customer Relationship Management (CRM)</a> | 70           | 9            | 62              | 36       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Niche

|                                       | # of Reviews | Satisfaction | Market Presence | G2 Score |
|---------------------------------------|--------------|--------------|-----------------|----------|
| <a href="#">Insightly CRM</a>         | 899          | 46           | 50              | 48       |
| <a href="#">Ontraport</a>             | 144          | 45           | 47              | 46       |
| <a href="#">Marketing 360</a>         | 32           | 47           | 45              | 46       |
| <a href="#">OroCommerce</a>           | 23           | 50           | 41              | 45       |
| <a href="#">Workbooks</a>             | 524          | 49           | 39              | 44       |
| <a href="#">Daylite</a>               | 148          | 48           | 36              | 42       |
| <a href="#">Progress Podio</a>        | 120          | 34           | 49              | 42       |
| <a href="#">Cinode</a>                | 40           | 49           | 34              | 42       |
| <a href="#">Bloom</a>                 | 70           | 47           | 35              | 41       |
| <a href="#">Lime Go</a>               | 16           | 44           | 37              | 40       |
| <a href="#">Planhat</a>               | 73           | 43           | 37              | 40       |
| <a href="#">SalezShark</a>            | 22           | 45           | 35              | 40       |
| <a href="#">Lime CRM</a>              | 90           | 34           | 46              | 40       |
| <a href="#">LeadMaster</a>            | 16           | 44           | 35              | 39       |
| <a href="#">Self</a>                  | 21           | 47           | 30              | 39       |
| <a href="#">OpenCRM</a>               | 35           | 47           | 30              | 38       |
| <a href="#">Claritysoft</a>           | 102          | 44           | 32              | 38       |
| <a href="#">GreenRope</a>             | 195          | 40           | 35              | 38       |
| <a href="#">CRM and Kanban</a>        | 15           | 48           | 28              | 38       |
| <a href="#">Vtiger All-In-One CRM</a> | 386          | 26           | 48              | 37       |
| <a href="#">CRM.io</a>                | 11           | 49           | 26              | 37       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Niche (continued)

|                                  | # of Reviews | Satisfaction | Market Presence | G2 Score |
|----------------------------------|--------------|--------------|-----------------|----------|
| <a href="#">CRM.me</a>           | 24           | 47           | 26              | 37       |
| <a href="#">BSI Software</a>     | 17           | 28           | 46              | 37       |
| <a href="#">Mekari Qontak</a>    | 12           | 33           | 40              | 37       |
| <a href="#">InfoFlo</a>          | 91           | 42           | 30              | 36       |
| <a href="#">SalesBabu CRM</a>    | 29           | 43           | 29              | 36       |
| <a href="#">Accelo</a>           | 271          | 26           | 46              | 36       |
| <a href="#">SalesNexus</a>       | 12           | 44           | 28              | 36       |
| <a href="#">Fitnet Manager</a>   | 13           | 47           | 25              | 36       |
| <a href="#">Revamp CRM</a>       | 10           | 44           | 27              | 36       |
| <a href="#">Upsales</a>          | 165          | 34           | 37              | 36       |
| <a href="#">ForceManager CRM</a> | 10           | 34           | 37              | 36       |
| <a href="#">eSalesTrack</a>      | 24           | 38           | 32              | 35       |
| <a href="#">FreeAgent CRM</a>    | 43           | 47           | 23              | 35       |
| <a href="#">Prophet CRM</a>      | 190          | 36           | 33              | 35       |
| <a href="#">Agile CRM</a>        | 342          | 26           | 44              | 35       |
| <a href="#">UPilot</a>           | 10           | 49           | 19              | 34       |
| <a href="#">PHP CRM</a>          | 10           | 46           | 22              | 34       |
| <a href="#">Prospect CRM</a>     | 90           | 28           | 39              | 33       |
| <a href="#">WPCRM</a>            | 11           | 43           | 23              | 33       |
| <a href="#">Aurea CRM</a>        | 20           | 19           | 47              | 33       |
| <a href="#">Simpleview CRM</a>   | 11           | 17           | 48              | 32       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Niche (continued)

|                                      | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--------------------------------------|--------------|--------------|-----------------|----------|
| <a href="#">nTireCRM</a>             | 10           | 32           | 33              | 32       |
| <a href="#">sales-i</a>              | 36           | 34           | 31              | 32       |
| <a href="#">FluentCRM</a>            | 15           | 45           | 18              | 32       |
| <a href="#">Livespace CRM</a>        | 12           | 26           | 34              | 30       |
| <a href="#">Axiom Workspace CRM</a>  | 11           | 42           | 18              | 30       |
| <a href="#">eWay-CRM</a>             | 12           | 26           | 34              | 30       |
| <a href="#">Signpost</a>             | 31           | 13           | 46              | 29       |
| <a href="#">SalesJunction</a>        | 18           | 38           | 20              | 29       |
| <a href="#">Platformly</a>           | 25           | 46           | 11              | 28       |
| <a href="#">Ardexus</a>              | 10           | 34           | 21              | 28       |
| <a href="#">LeadScore.io</a>         | 18           | 33           | 22              | 28       |
| <a href="#">Commence CRM</a>         | 15           | 27           | 28              | 27       |
| <a href="#">ONLYOFFICE Workspace</a> | 14           | 18           | 36              | 27       |
| <a href="#">Tapdesk</a>              | 12           | 39           | 16              | 27       |
| <a href="#">YetiForce CRM</a>        | 48           | 28           | 24              | 26       |
| <a href="#">Kommo</a>                | 27           | 11           | 40              | 25       |
| <a href="#">FreeCRM</a>              | 11           | 23           | 27              | 25       |
| <a href="#">Talisma</a>              | 24           | 8            | 41              | 24       |
| <a href="#">Pivotal</a>              | 52           | 20           | 27              | 24       |
| <a href="#">InfiniteCRM</a>          | 10           | 14           | 33              | 23       |
| <a href="#">Zurmo</a>                | 18           | 15           | 30              | 22       |

(Grid® Scores for CRM Software continues on next page)

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Scores for CRM Software (continued)

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Niche (continued)

|  | # of Reviews | Satisfaction | Market Presence | G2 Score |
|--|--------------|--------------|-----------------|----------|
| <a href="#">AdOrbit</a>                          | 10           | 20           | 24              | 22       |
| <a href="#">GoldMine</a>                         | 179          | 14           | 30              | 22       |
| <a href="#">TDF CRM</a>                          | 49           | 13           | 30              | 21       |
| <a href="#">OrangeCRM</a>                        | 11           | 29           | 13              | 21       |
| <a href="#">Fat Free CRM</a>                     | 10           | 17           | 25              | 21       |
| <a href="#">FIVE CRM</a>                         | 12           | 14           | 27              | 21       |
| <a href="#">karmaCRM</a>                         | 11           | 14           | 27              | 21       |
| <a href="#">solve 360</a>                        | 17           | 17           | 24              | 20       |
| <a href="#">Deskera CRM</a>                      | 90           | 4            | 35              | 20       |
| <a href="#">arkflux</a>                          | 14           | 26           | 10              | 18       |
| <a href="#">FinCRM</a>                           | 17           | 28           | 6               | 17       |
| <a href="#">Rev.io PSA formerly Tigerpaw One</a> | 28           | 3            | 31              | 17       |
| <a href="#">openCRX</a>                          | 10           | 30           | 3               | 17       |
| <a href="#">Shape Software</a>                   | 56           | 0            | 32              | 16       |
| <a href="#">InTouch CRM</a>                      | 15           | 9            | 21              | 15       |
| <a href="#">Core CRM Pro</a>                     | 10           | 0            | 23              | 11       |
| <a href="#">Ligna</a>                            | 11           | 0            | 22              | 11       |
| <a href="#">ezeeCRM</a>                          | 11           | 5            | 15              | 10       |
| <a href="#">Jarvis CRM</a>                       | 12           | 0            | 15              | 8        |

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

# Grid® Methodology

## Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the CRM category algorithmically based on data sourced from product reviews shared by G2 users and data sourced from third parties.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

## Grid® Scoring Methodology

The Grid® Report for CRM | Fall 2025 is based on reviews collected through August 12, 2025. We apply unique algorithms to this data to calculate Satisfaction (v4.0) and Market Presence (v7.0) scores for the Fall 2025 report quarter. To view the CRM Grid® with the most recent data, please visit the [CRM page](#). For more details on Grid® Scoring, please view the [G2 Scoring Methodology here](#).

## Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Grid® have passed through G2's categorization methodology and meet G2's category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

## Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and third-party data collected by G2 up through August 12, 2025. The ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

## Trust

Keeping our ratings unbiased is our top priority. G2 follows defined community guidelines to ensure privacy, and authenticity for users and reviews. For more details, please view the [G2 Community Guidelines here](#).

*(Grid® Methodology continues on next page)*

\*\* Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

# Grid® Methodology (continued)

## Grid® Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [CRM category](#).

## Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.

# Salesforce Sales Cloud



4.4

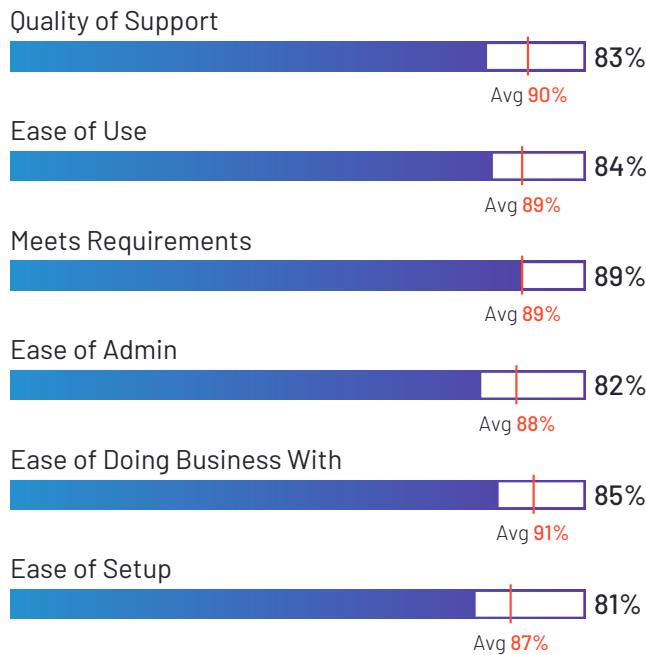


(23,434)

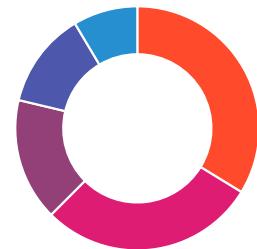


Salesforce Sales Cloud has been named a Leader based on receiving a high customer satisfaction score and having a large market presence. Salesforce Sales Cloud has the largest market presence among products in CRM. 93% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend Salesforce Sales Cloud at a rate of 87%. Salesforce Sales Cloud is also in the Sales Planning, Business Scheduling, Conversation Intelligence, Sales Engagement, AI Sales Assistant, Sales Coaching, Sales Enablement, Outbound Call Tracking, Sales Analytics, Lead Scoring, Email Tracking, Sales Performance Management, and Revenue Operations & Intelligence (RO&I) categories.

## Satisfaction Ratings

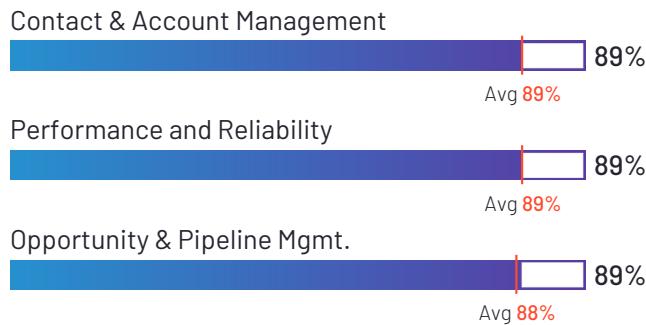


## Top Industries Represented

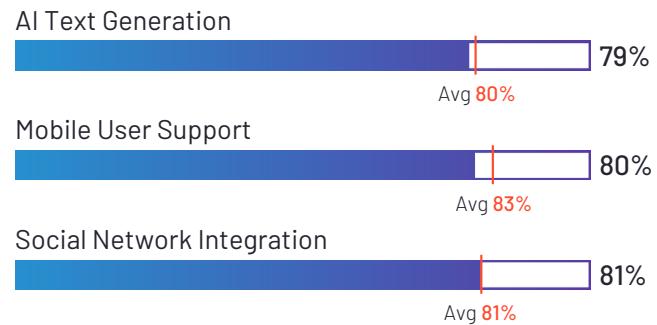


|                                     |      |
|-------------------------------------|------|
| Computer Software                   | 2852 |
| Information Technology and Services | 2429 |
| Financial Services                  | 1373 |
| Marketing and Advertising           | 1076 |
| Internet                            | 722  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Salesforce



HQ Location  
San Francisco, CA



Year Founded  
1999



Employees (Listed  
On LinkedIn)  
86,777



Company Website  
[salesforce.com](https://salesforce.com)

# HubSpot Sales Hub

**HubSpot**  
Sales Hub

4.4

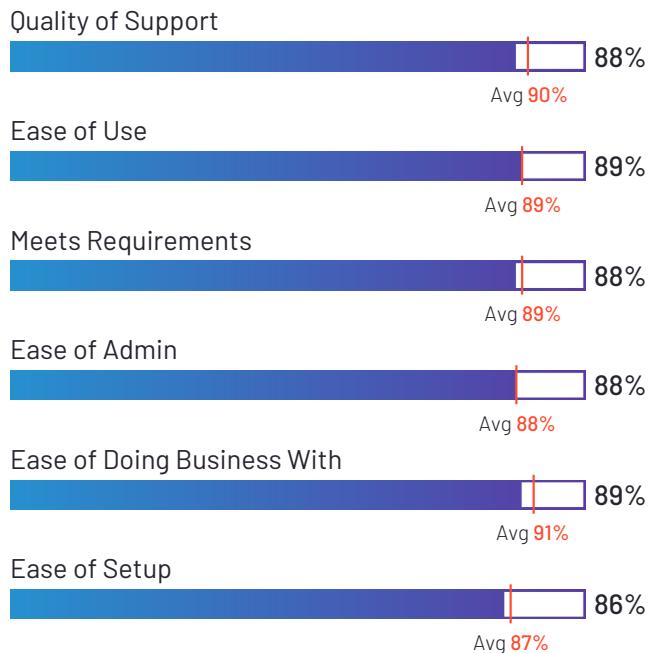
★★★★★

(12,523)

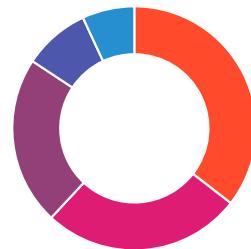


HubSpot Sales Hub has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 94% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend HubSpot Sales Hub at a rate of 88%. HubSpot Sales Hub is also in the Conversation Intelligence, Business Scheduling, Sales Engagement, AI Sales Assistant, Sales Enablement, Outbound Call Tracking, Sales Analytics, Visitor Identification, Email Tracking, Sales Performance Management, and AI Agents For Business Operations categories.

## Satisfaction Ratings

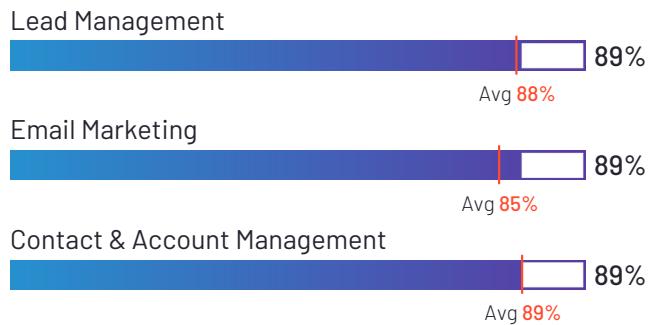


## Top Industries Represented

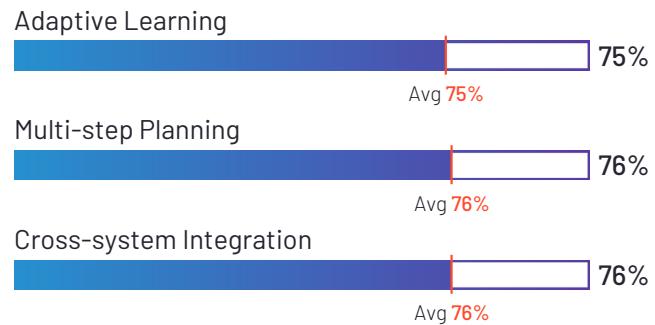


|                                     |      |
|-------------------------------------|------|
| Computer Software                   | 1642 |
| Information Technology and Services | 1222 |
| Marketing and Advertising           | 1034 |
| Financial Services                  | 407  |
| Education Management                | 320  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
HubSpot



HQ Location  
Cambridge, MA



Year Founded  
2006



Employees (Listed  
On LinkedIn)  
10,932



Company Website  
[hubspot.com](https://hubspot.com)

# Pipedrive



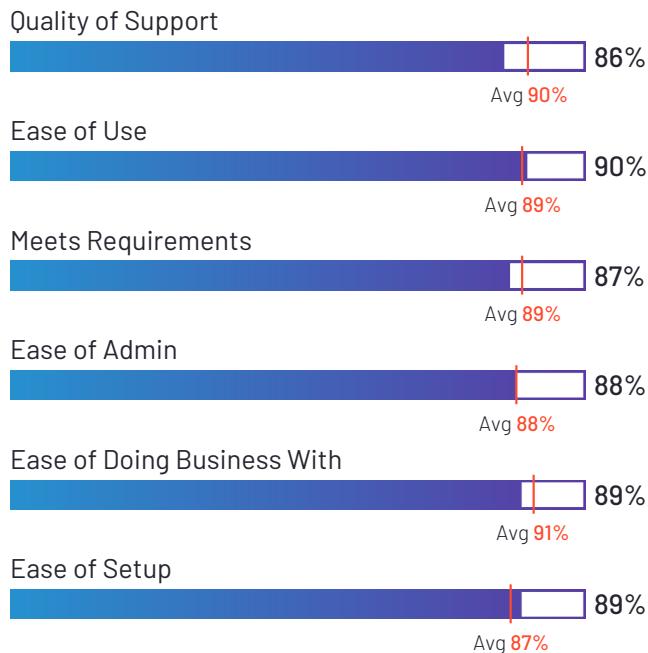
4.3

(2,626)

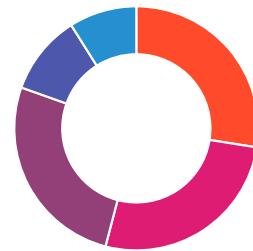


Pipedrive has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 91% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Pipedrive at a rate of 86%. Pipedrive is also in the Email Marketing, Sales Analytics, Sales Performance Management, Email Tracking, and Online Form Builder categories.

## Satisfaction Ratings

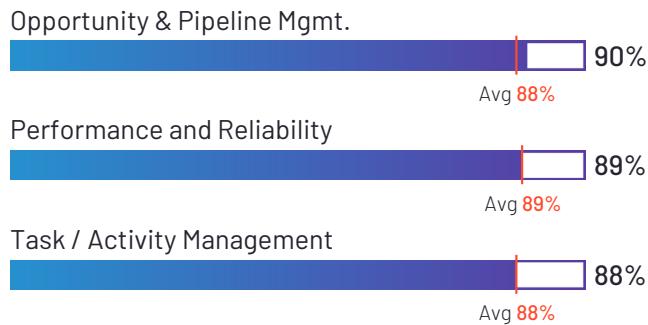


## Top Industries Represented

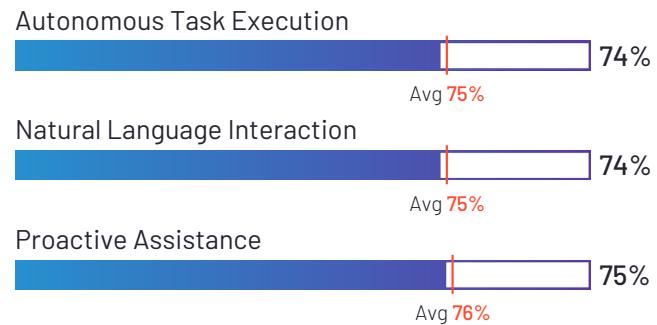


|                                     |     |
|-------------------------------------|-----|
| Computer Software                   | 267 |
| Marketing and Advertising           | 258 |
| Information Technology and Services | 256 |
| Financial Services                  | 103 |
| Real Estate                         | 87  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Pipedrive



HQ Location  
New York



Year Founded  
2010

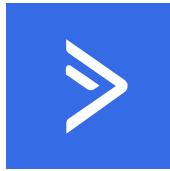


Employees (Listed  
On LinkedIn)  
1,014



Company Website  
[pipedrive.com](https://pipedrive.com)

# ActiveCampaign



4.5

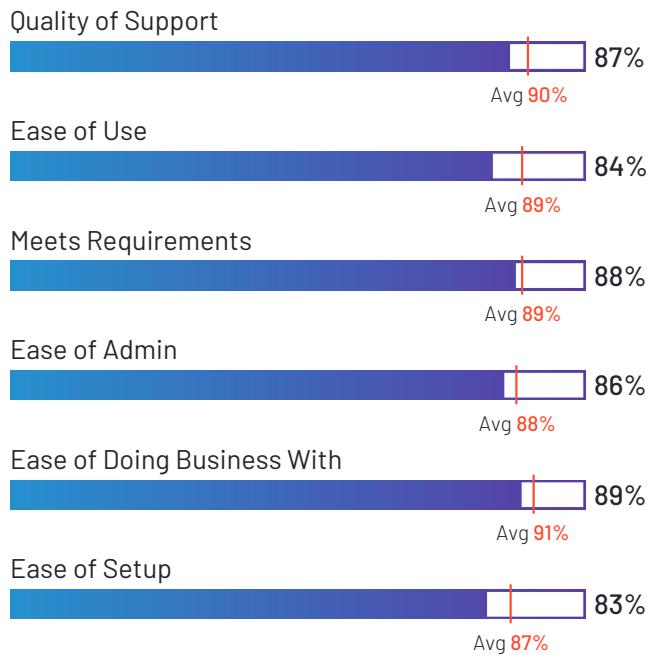


(14,262)

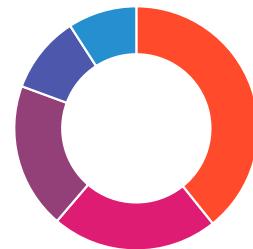


ActiveCampaign has been named a Leader based on receiving a high customer satisfaction score and having a large market presence. 94% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend ActiveCampaign at a rate of 88%. ActiveCampaign is also in the Pop-Up Builder, Marketing Automation, WhatsApp Marketing, Email Template Builder, SMS Marketing, Online Form Builder, E-Commerce Personalization, Sales Engagement, Conversational Marketing, Landing Page Builders, Sales Analytics, Lead Scoring, Attribution, Social Media Advertising, Live Chat, and Salesforce AppExchange Apps categories.

## Satisfaction Ratings



## Top Industries Represented

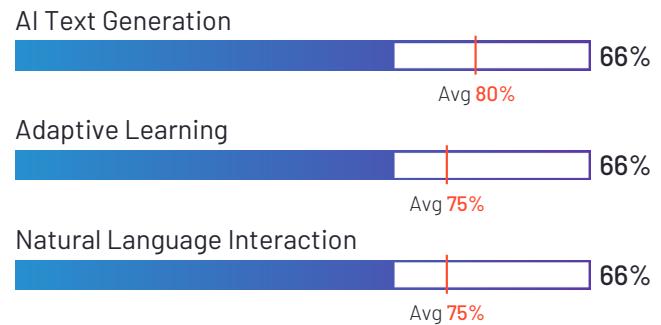


|                                  |     |
|----------------------------------|-----|
| Marketing and Advertising        | 611 |
| Health, Wellness and Fitness     | 343 |
| Professional Training & Coaching | 301 |
| Computer Software                | 160 |
| Financial Services               | 142 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
ActiveCampaign



HQ Location  
Chicago, IL



Year Founded  
2003



Employees (Listed  
On LinkedIn)  
847



Company Website  
[activecampaign.com](https://activecampaign.com)

# Close



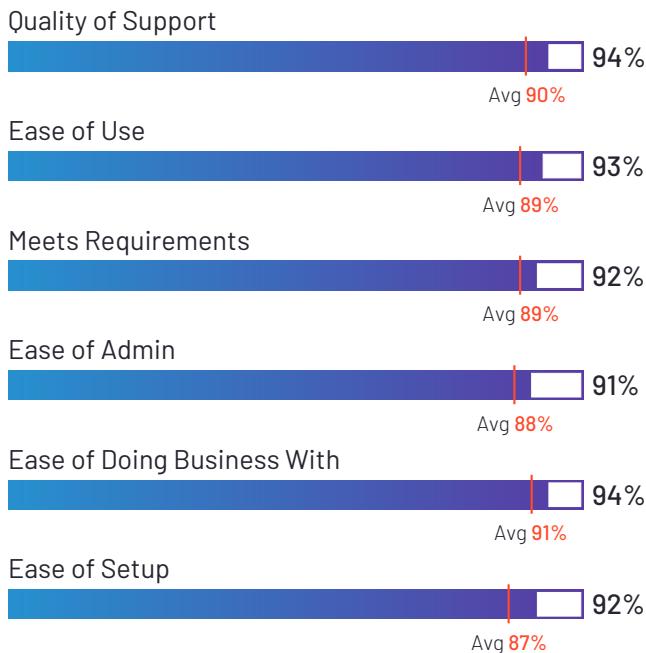
4.7

(1,836)

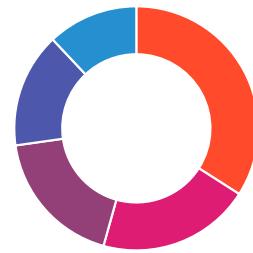


Close has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Close at a rate of 94%. Close is also in the Customer Communications Management, SMS Marketing, Sales Engagement, AI Sales Assistant, Outbound Call Tracking, Sales Analytics, Email Tracking, Call Center Infrastructure (CCI), and Auto Dialer categories.

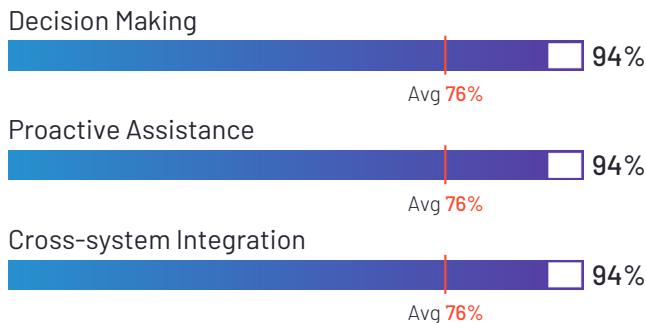
## Satisfaction Ratings



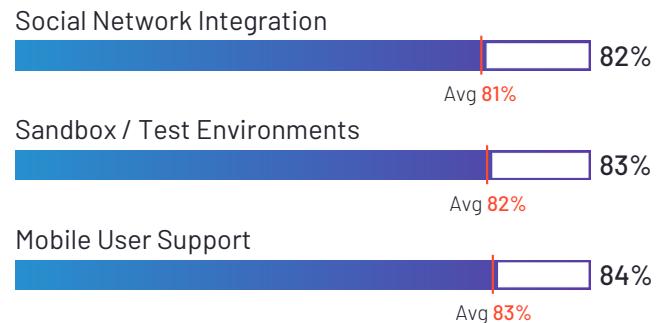
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Close



**HQ Location**  
San Francisco,  
California



**Year Founded**  
2013



**Employees (Listed  
On LinkedIn)**  
177



**Company Website**  
[close.com](https://close.com)

# SAP Sales Cloud

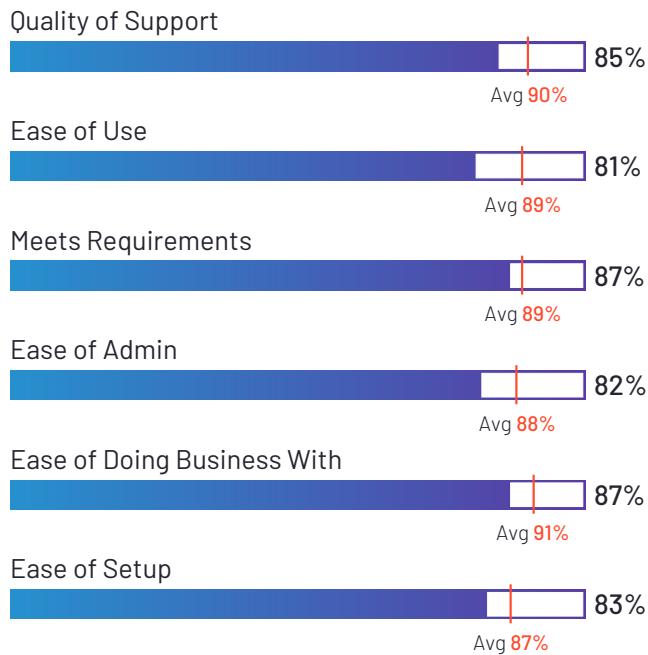


4.2 (898)

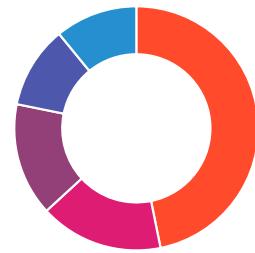


SAP Sales Cloud has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 88% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend SAP Sales Cloud at a rate of 83%. SAP Sales Cloud is also in the Sales Analytics category.

## Satisfaction Ratings

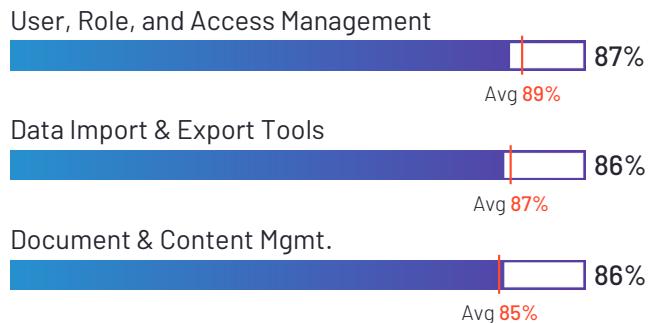


## Top Industries Represented

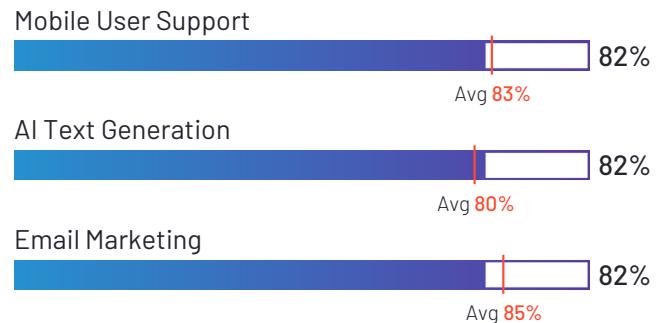


|                                     |     |
|-------------------------------------|-----|
| Information Technology and Services | 103 |
| Computer Software                   | 36  |
| Accounting                          | 33  |
| Automotive                          | 24  |
| Telecommunications                  | 24  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SAP



HQ Location  
Walldorf



Year Founded  
1972



Employees (Listed  
On LinkedIn)  
131,387



Company Website  
[www.sap.com](http://www.sap.com)

# Zoho CRM



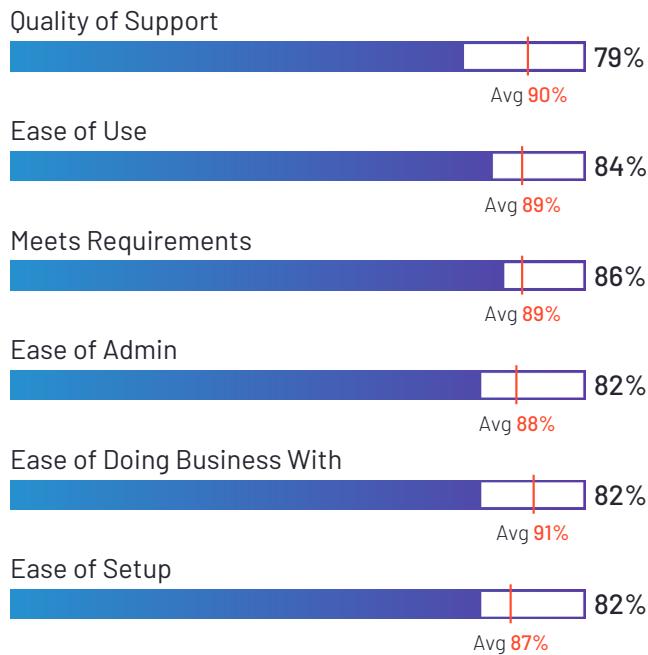
4.1

(2,855)

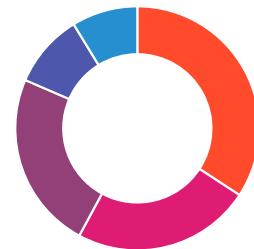


Zoho CRM has been named a Leader based on receiving a high customer satisfaction score and having a large Market Presence. 84% of users rated it 4 or 5 stars, 81% of users believe it is headed in the right direction, and users said they would be likely to recommend Zoho at a rate of 81%. Zoho is also in the Client Portal, Customer Journey Mapping, Quote-to-Cash, Sales Engagement, AI Sales Assistant, Sales Analytics, Quote Management, Email Tracking, Sales Gamification, Sales Performance Management, CPQ, Lead Capture, Lead Scoring, and Sales Enablement categories.

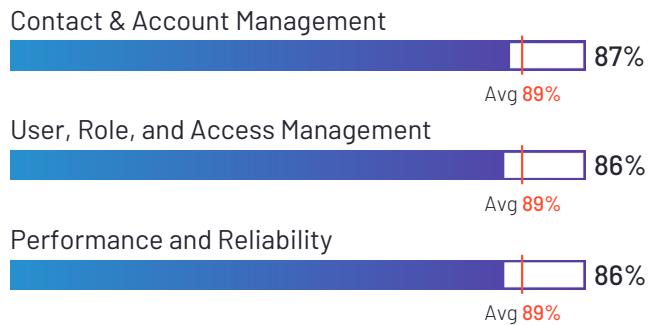
## Satisfaction Ratings



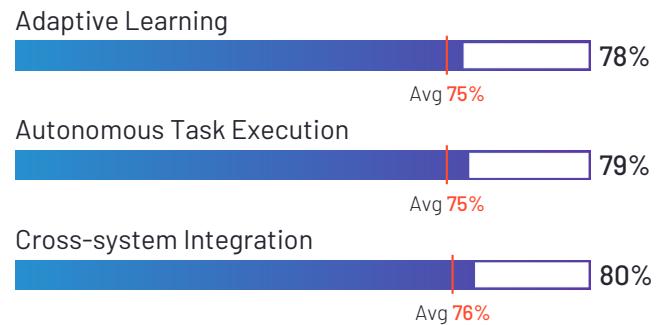
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Zoho



HQ Location  
Austin, TX



Year Founded  
1996



Employees (Listed  
On LinkedIn)  
26,328



Company Website  
[www.zoho.com](http://www.zoho.com)

# Bigin by Zoho CRM

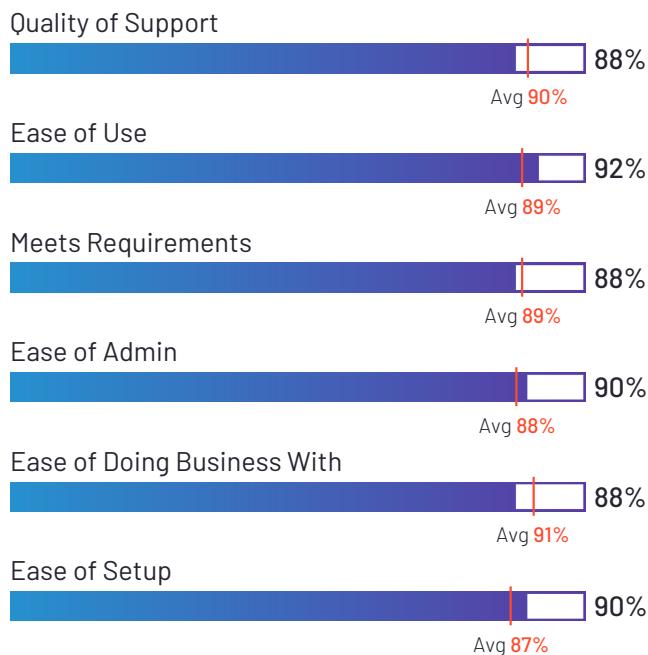


4.6 (597)

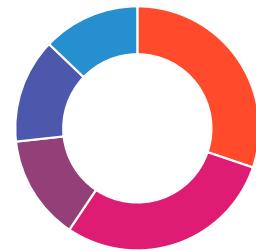


Bigin by Zoho CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Bigin by Zoho CRM at a rate of 92%. Bigin by Zoho CRM is also in the Sales Engagement, Outbound Call Tracking, Email Tracking, Sales Analytics, and Sales Performance Management categories.

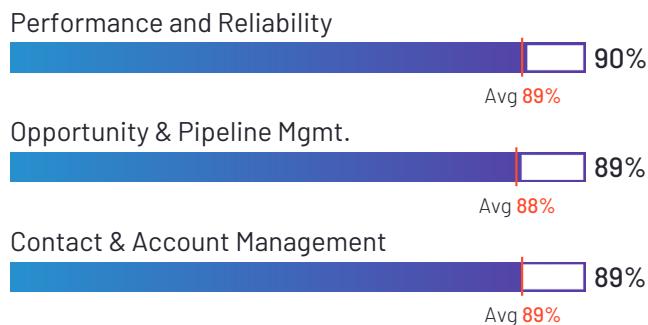
## Satisfaction Ratings



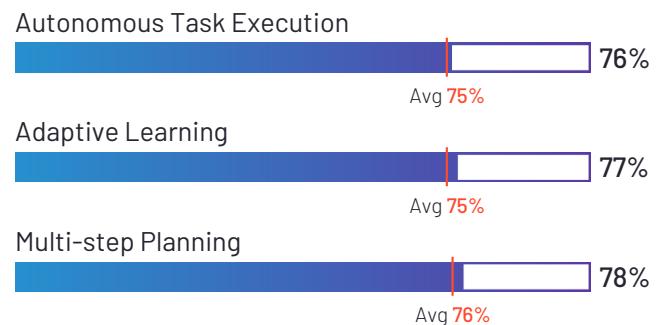
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Zoho



HQ Location  
Austin, TX



Year Founded  
1996



Employees (Listed  
On LinkedIn)  
26,328



Company Website  
[www.zoho.com](http://www.zoho.com)

# monday CRM



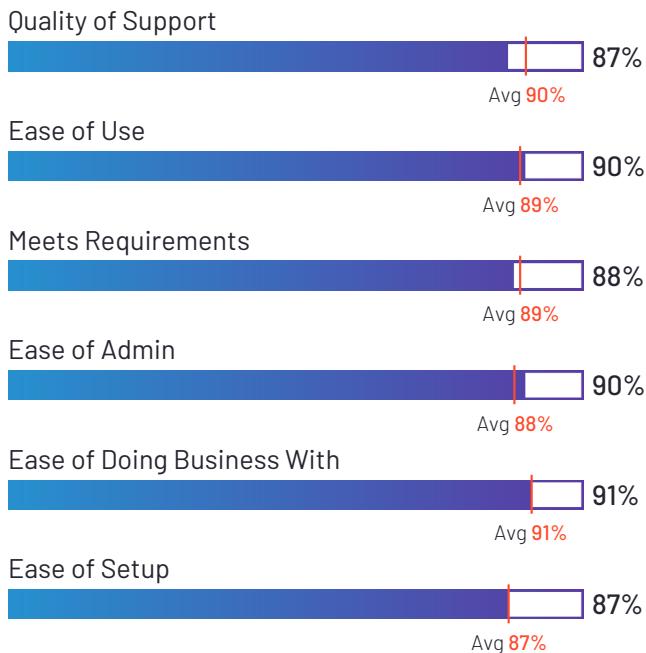
4.6

★★★★★ (1,007)

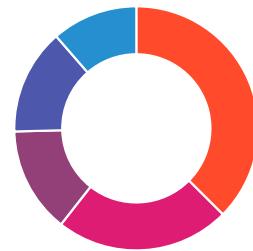


monday CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 97% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend monday CRM at a rate of 92%. monday CRM is also in the Email Tracking and Sales Performance Management categories.

## Satisfaction Ratings



## Top Industries Represented

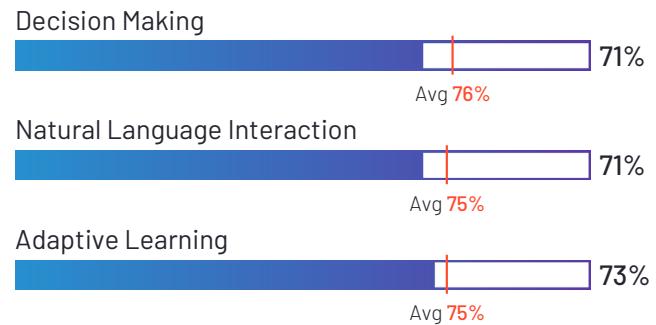


|                                     |     |
|-------------------------------------|-----|
| Marketing and Advertising           | 115 |
| Information Technology and Services | 71  |
| Computer Software                   | 43  |
| Construction                        | 43  |
| Real Estate                         | 35  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
monday.com



HQ Location  
Tel Aviv



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
3,196



Company Website  
monday.com

# HighLevel

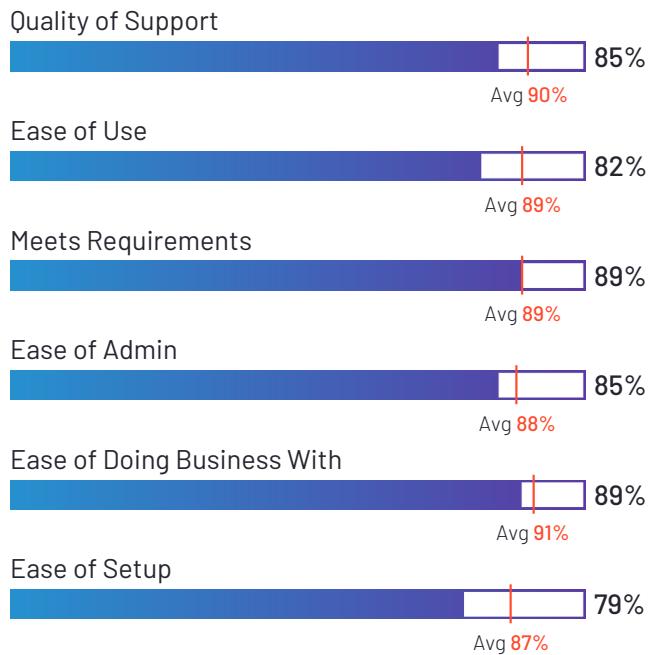


4.6  (527)

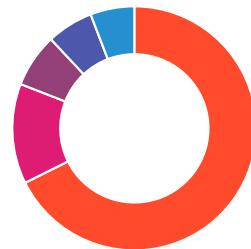


HighLevel has been named a Leader based on receiving a high customer satisfaction score and having a large market presence. 95% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend HighLevel at a rate of 94%. HighLevel is also in the Shared Inbox, Conversational Support, Customer Communications Management, SMS Marketing, Conversational Marketing, Website Builder, Online Reputation Management, Live Chat, VoIP Providers, Marketing Automation, AI Agents For Business Operations, and Chatbots categories.

## Satisfaction Ratings

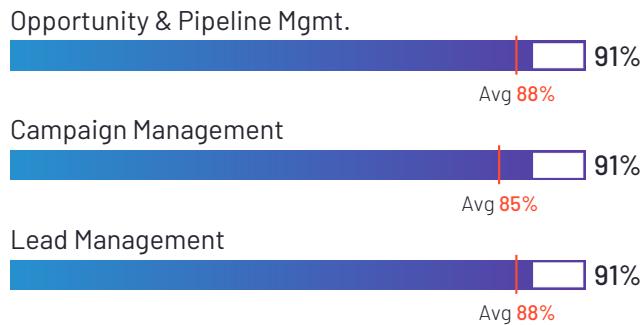


## Top Industries Represented

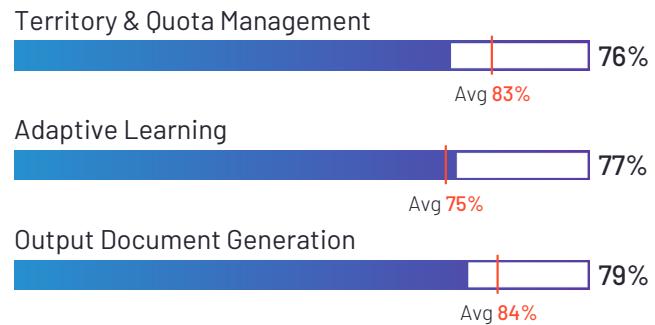


|                                  |     |
|----------------------------------|-----|
| Marketing and Advertising        | 209 |
| Consulting                       | 41  |
| Real Estate                      | 22  |
| Professional Training & Coaching | 19  |
| Health, Wellness and Fitness     | 18  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
HighLevel



HQ Location  
Dallas, Texas



Year Founded  
2018



Employees (Listed  
On LinkedIn)  
1,689



Company Website  
[gohighlevel.com](http://gohighlevel.com)

# Instantly

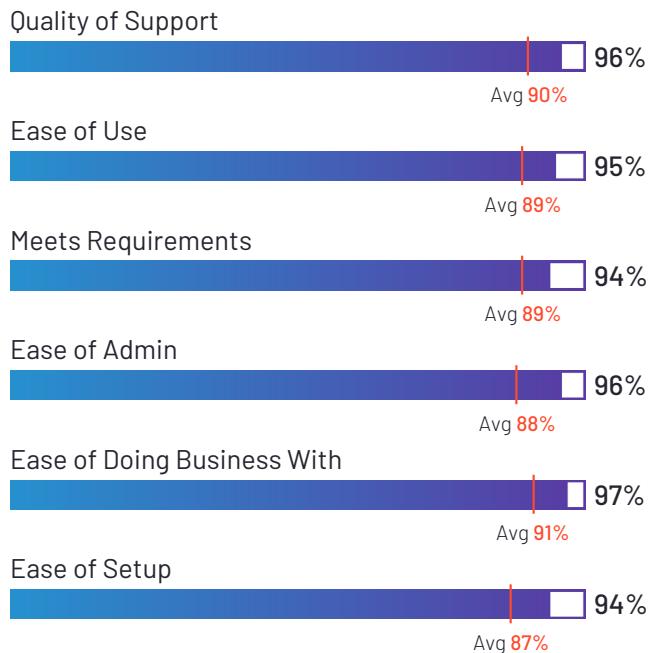
instantly

4.8  (3,764)

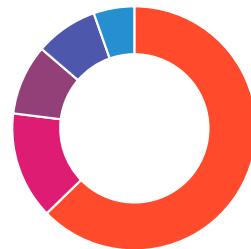


Instantly has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 99% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend Instantly at a rate of 97%. Instantly is also in the Sales Engagement, Email Deliverability, AI Sales Assistant, Account Data Management, Lead Mining, Lead Intelligence, Visitor Identification, Email Tracking, Sales Intelligence, and Email Marketing categories.

## Satisfaction Ratings



## Top Industries Represented

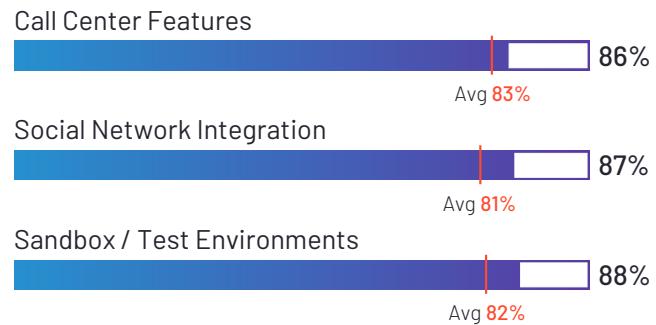


|                                     |     |
|-------------------------------------|-----|
| Marketing and Advertising           | 128 |
| Computer Software                   | 29  |
| Information Technology and Services | 19  |
| Consulting                          | 17  |
| Financial Services                  | 11  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Instantly



HQ Location  
Sheridan, US



Year Founded  
2001



Employees (Listed  
On LinkedIn)  
151



Company Website  
[instantly.ai](https://instantly.ai)

# Nutshell

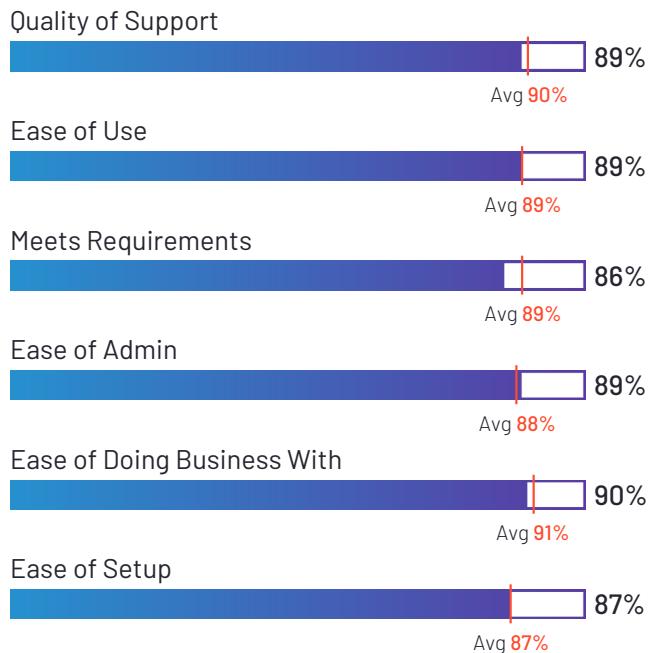


4.3 (1,277)

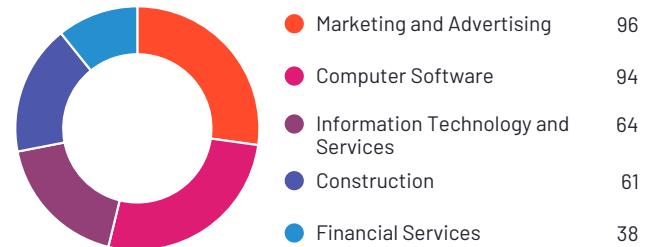


Nutshell has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 91% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Nutshell at a rate of 85%. Nutshell is also in the Sales Engagement, Google Workspace for Sales, Sales Analytics, Sales Performance Management, Email Tracking, and Online Form Builder categories.

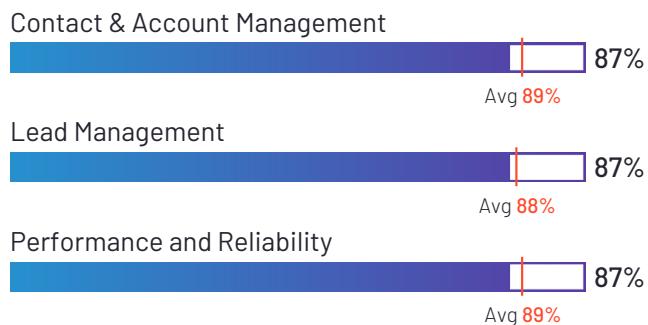
## Satisfaction Ratings



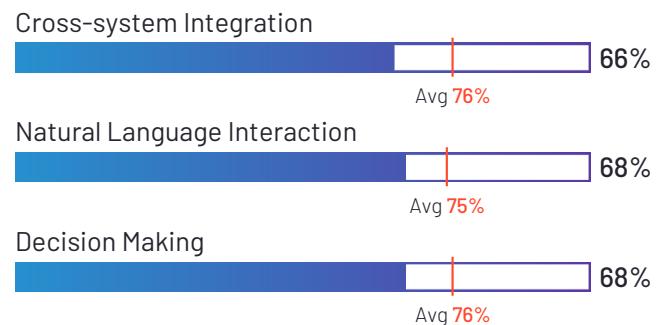
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Nutshell



HQ Location  
Ann Arbor, Michigan



Year Founded  
2009



Employees (Listed  
On LinkedIn)  
1,171



Company Website  
[nutshell.com](https://nutshell.com)

# Thryv

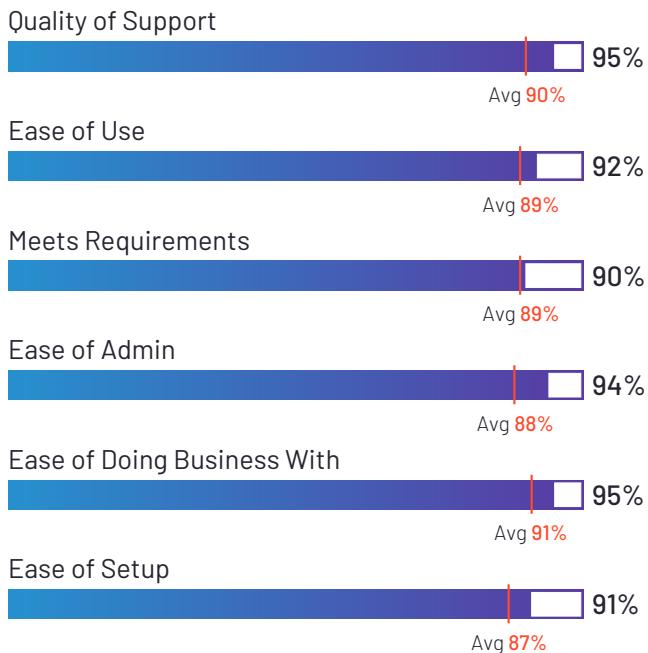


4.6 (418)



Thryv has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 95% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Thryv at a rate of 93%. Thryv is also in the Local Listing Management, Online Appointment Scheduling, Online Reputation Management, Social Media Management, Marketing Automation, and Payment Processing categories.

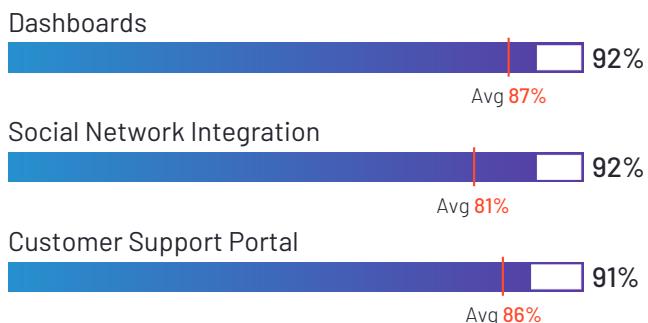
## Satisfaction Ratings



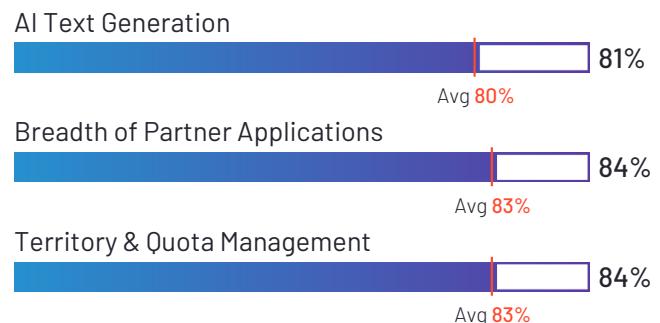
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Thryv



HQ Location  
Dallas, TX



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
5,853



Company Website  
[thryv.com](https://thryv.com)

# LocaliQ

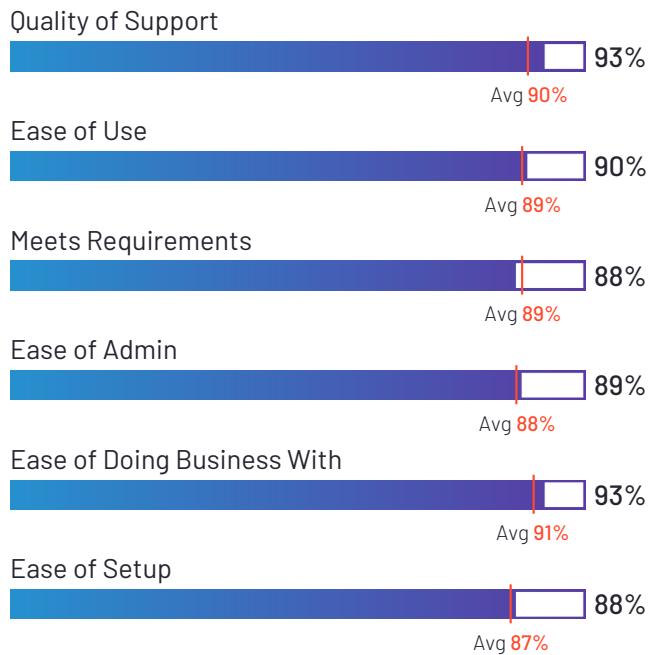


4.5 (1,043)

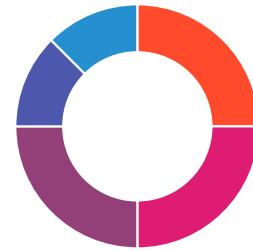


LocaliQ has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 93% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend LocaliQ at a rate of 89%. LocaliQ is also in the SMS Marketing, Paid Search Advertising, Marketing Automation, Video Advertising, Cross-Channel Advertising, Lead Scoring, AI Customer Support Agents, Local Listing Management, Display Advertising, Lead Capture, Social Media Advertising, Live Chat, AI Chatbots, SEO Tools, Lead Mining, Email Marketing, Marketing Analytics, and AI Agents For Business Operations categories.

## Satisfaction Ratings



## Top Industries Represented



|                           |   |
|---------------------------|---|
| Construction              | 4 |
| Marketing and Advertising | 4 |
| Medical Practice          | 4 |
| Education Management      | 2 |
| Hospital & Health Care    | 2 |



**Ownership**  
Gannett Co



**HQ Location**  
Gannett Co., Inc. 1675  
Broadway, 23rd Floor  
New York, NY 10019



**Year Founded**  
1906



**Employees (Listed  
On LinkedIn)**  
6,693



**Company Website**  
[gannett.com](http://gannett.com)

# Brevo Marketing Platform

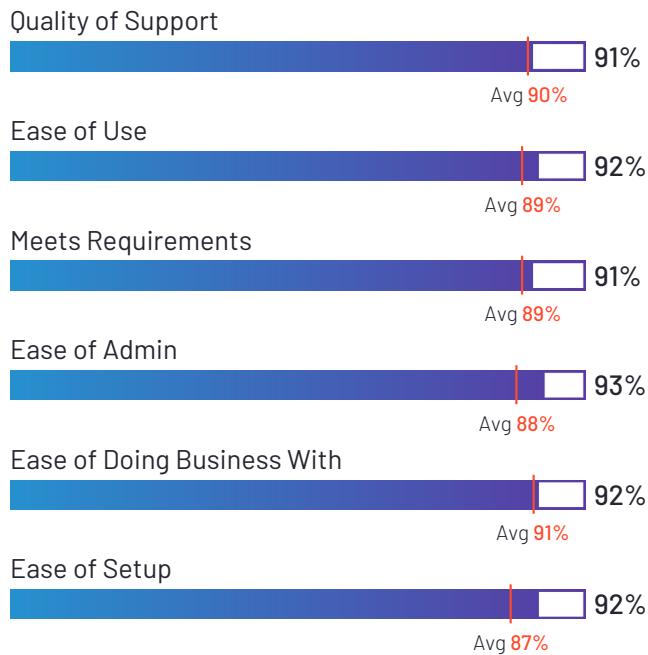


4.5 (2,398)



Brevo Marketing Platform has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Brevo Marketing Platform at a rate of 91%. Brevo Marketing Platform is also in the Shared Inbox, Email Testing, SMS Marketing, Email Template Builder, Personalization, Push Notification, E-Commerce Personalization, Email Deliverability, Chatbots, Landing Page Builders, Social Media Advertising, Email Tracking, Online Appointment Scheduling, Transactional Email, Live Chat, Calendar, Email Marketing, Video Conferencing, Appointment Reminder, and WhatsApp Marketing categories.

## Satisfaction Ratings



## Top Industries Represented

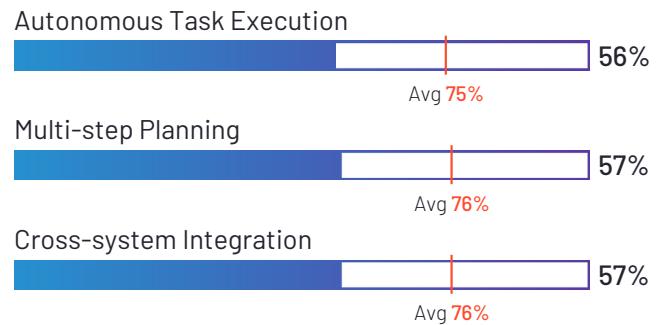


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 32 |
| Consulting                          | 16 |
| Information Technology and Services | 16 |
| Education Management                | 7  |
| Health, Wellness and Fitness        | 7  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Brevo



HQ Location  
Paris



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
825



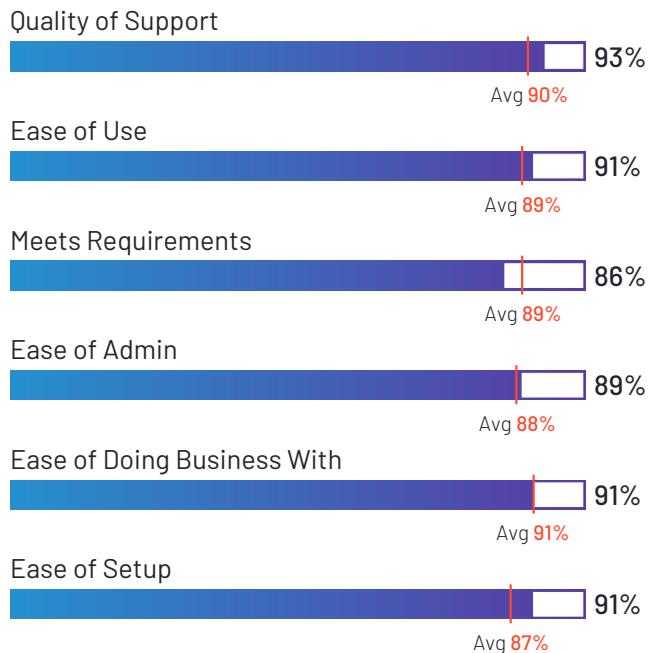
Company Website  
[www.brevo.com](http://www.brevo.com)

# folk

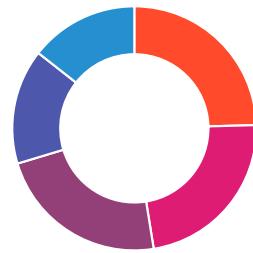
4.5  (287)

folk has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 97% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend folk at a rate of 91%. folk is also in the Google Workspace for Sales, Email Marketing, and Email Tracking categories.

## Satisfaction Ratings

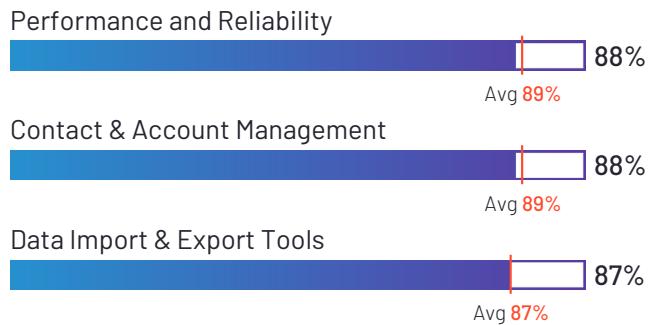


## Top Industries Represented

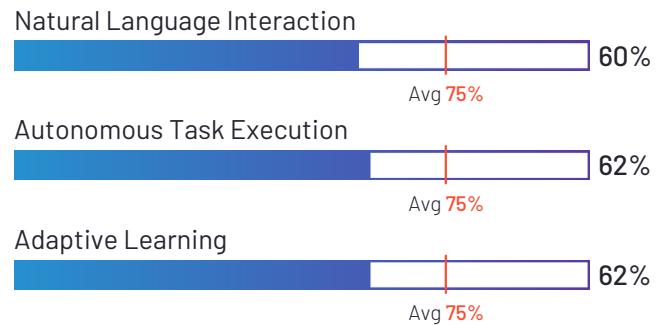


|                                  |    |
|----------------------------------|----|
| Marketing and Advertising        | 29 |
| Computer Software                | 27 |
| Consulting                       | 27 |
| Venture Capital & Private Equity | 18 |
| Financial Services               | 17 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
folk



HQ Location  
Distributed Team, FR



Year Founded  
2020



Employees (Listed  
On LinkedIn)  
60



Company Website  
[www.folk.app](http://www.folk.app)

# Freshsales



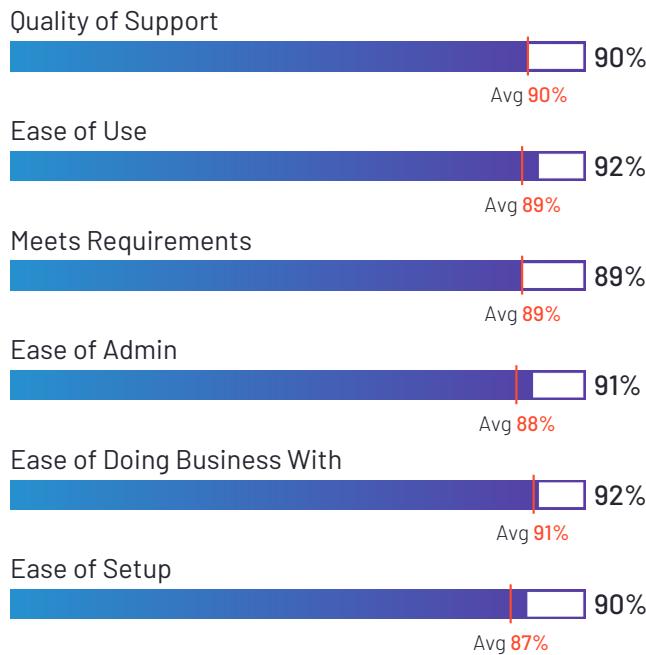
4.5

(1,225)

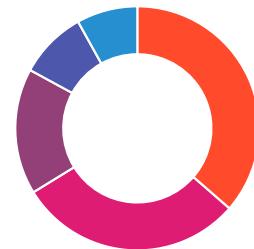


Freshsales has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend Freshsales at a rate of 90%. Freshsales is also in the Sales Engagement, AI Sales Assistant, Online Form Builder, Outbound Call Tracking, Sales Analytics, Lead Scoring, Email Tracking, Sales Performance Management, Visitor Identification, and Marketing Automation categories.

## Satisfaction Ratings

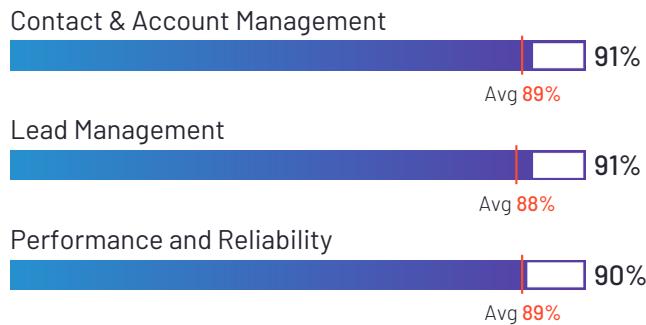


## Top Industries Represented

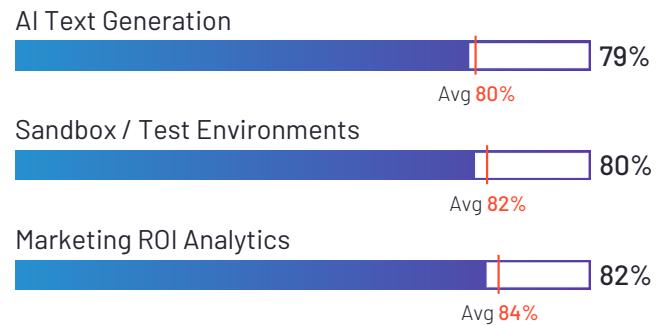


|                                     |     |
|-------------------------------------|-----|
| Information Technology and Services | 194 |
| Computer Software                   | 159 |
| Marketing and Advertising           | 89  |
| Financial Services                  | 48  |
| Internet                            | 43  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Freshworks



HQ Location  
San Mateo, CA



Year Founded  
2010



Employees (Listed  
On LinkedIn)  
8,656



Company Website  
[freshworks.com](https://freshworks.com)

# Creatio

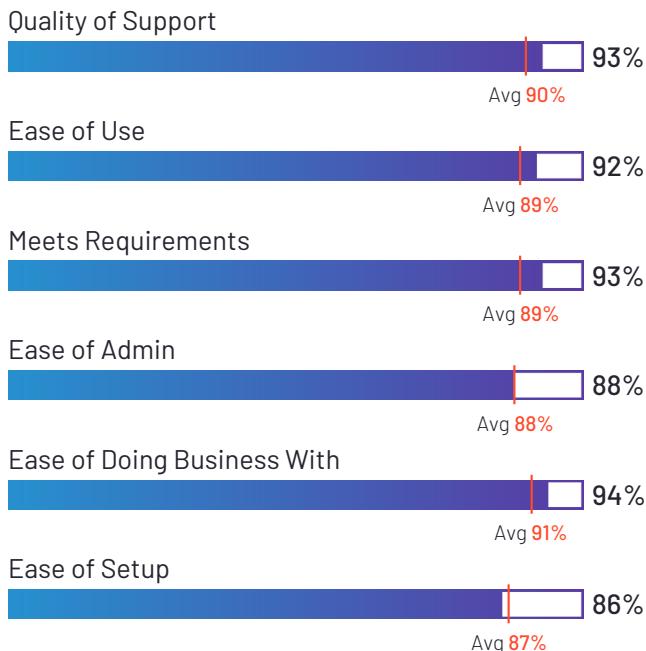


4.6 ★★★★★ (303)

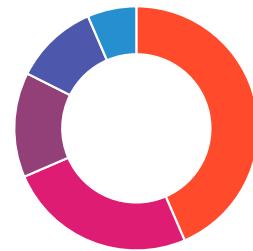


Creatio has been named a Leader based on receiving a high customer satisfaction score and having a large market presence. 98% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Creatio at a rate of 93%. Creatio is also in the Retail Analytics, Workflow Management, Digital Process Automation (DPA), Retail Distributed Order Management Systems, No-Code Development Platforms, Sales Analytics, Lead Capture, Help Desk, Contact Center, and Revenue Operations & Intelligence (RO&I) categories.

## Satisfaction Ratings



## Top Industries Represented

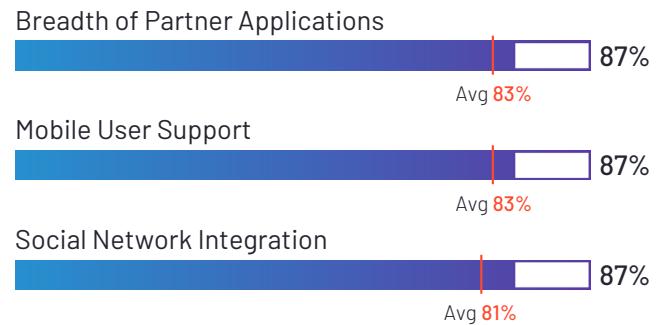


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 47 |
| Computer Software                   | 27 |
| Financial Services                  | 15 |
| Banking                             | 12 |
| Pharmaceuticals                     | 7  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Creatio



HQ Location  
Boston,  
Massachusetts



Year Founded  
2014



Employees (Listed  
On LinkedIn)  
968



Company Website  
[creatio.com](https://creatio.com)

# Nimble CRM



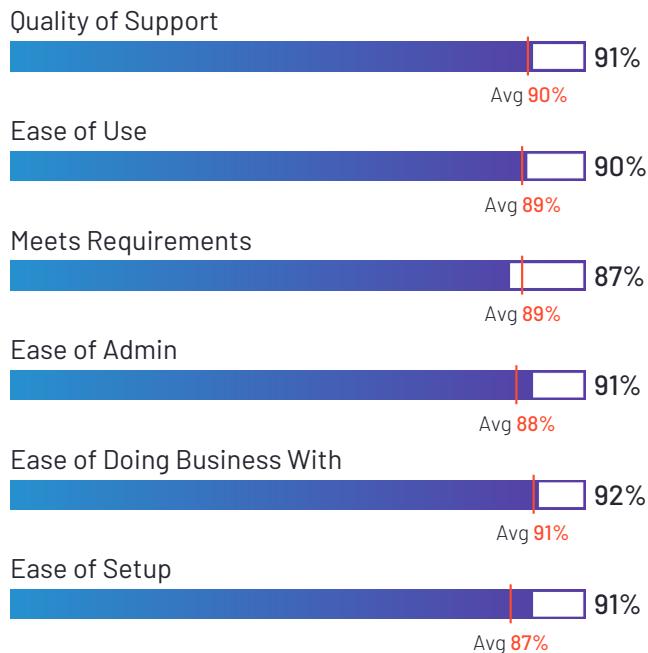
4.5

(1,106)

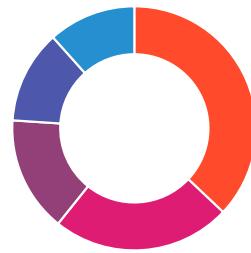


Nimble CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 95% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Nimble at a rate of 90%. Nimble is also in the Email Tracking, Sales Intelligence, Online Form Builder, and Sales Performance Management categories.

## Satisfaction Ratings

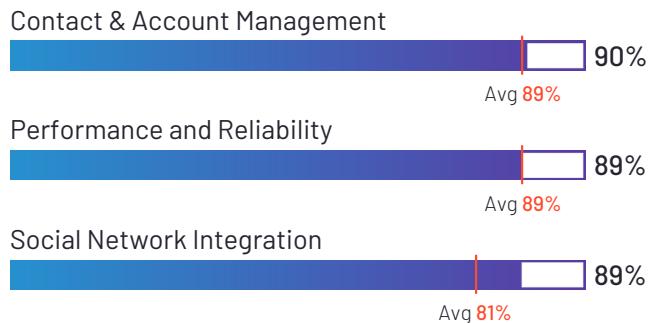


## Top Industries Represented

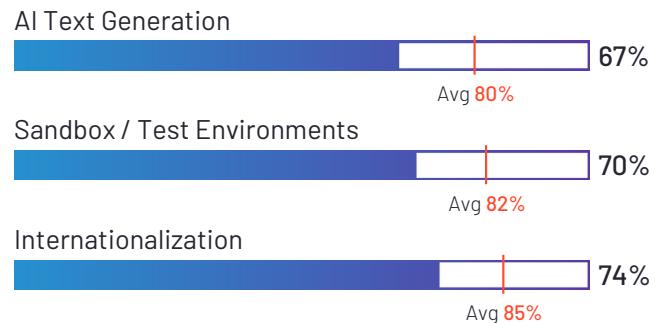


|                                     |     |
|-------------------------------------|-----|
| Marketing and Advertising           | 150 |
| Information Technology and Services | 96  |
| Computer Software                   | 62  |
| Management Consulting               | 50  |
| Internet                            | 47  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Nimble



HQ Location  
Santa Monica, CA



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
61



Company Website  
[www.nimble.com](http://www.nimble.com)

# Efficacy CRM

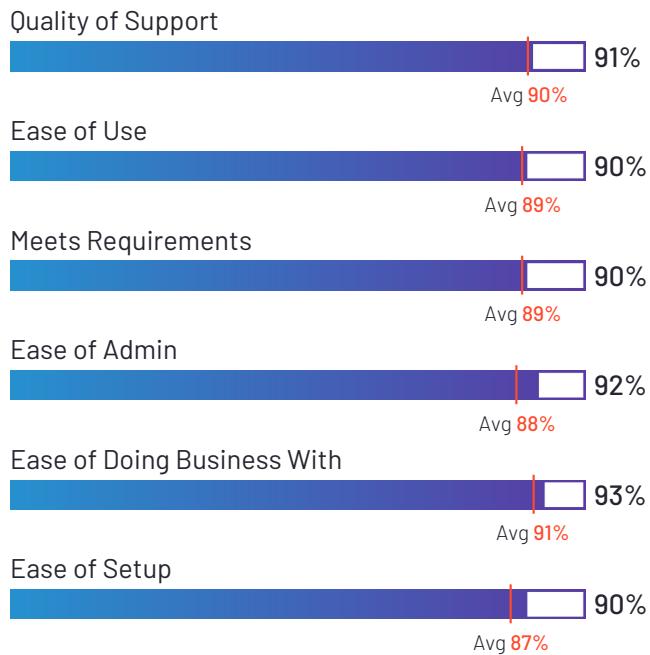
Enterprise

4.5  (102)

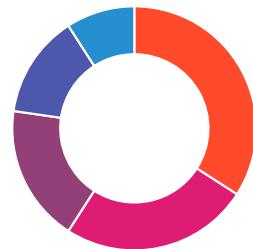


Efficacy CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 97% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Efficacy CRM at a rate of 89%.

## Satisfaction Ratings

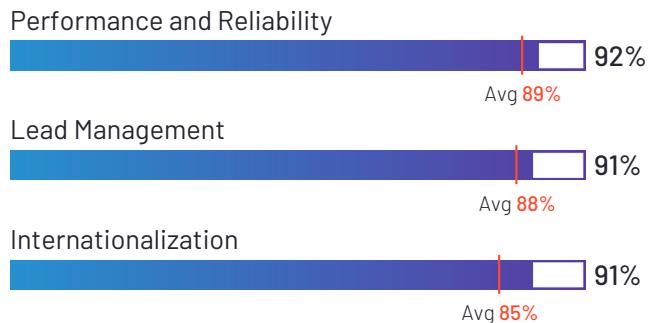


## Top Industries Represented

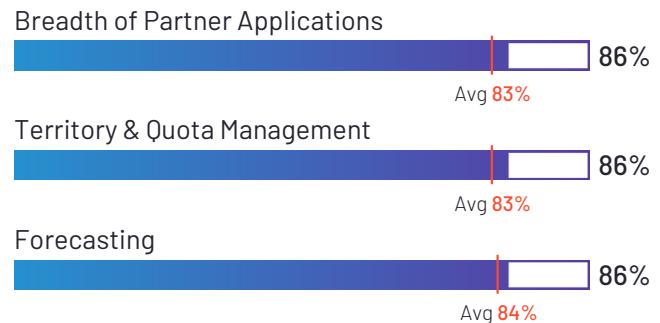


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 15 |
| Marketing and Advertising           | 11 |
| Accounting                          | 8  |
| Computer Software                   | 6  |
| Construction                        | 4  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Efficacy



HQ Location  
Brussels, Belgium



Year Founded  
2005



Employees (Listed  
On LinkedIn)  
433



Company Website  
[www.efficacy.com](http://www.efficacy.com)

# HoneyBook

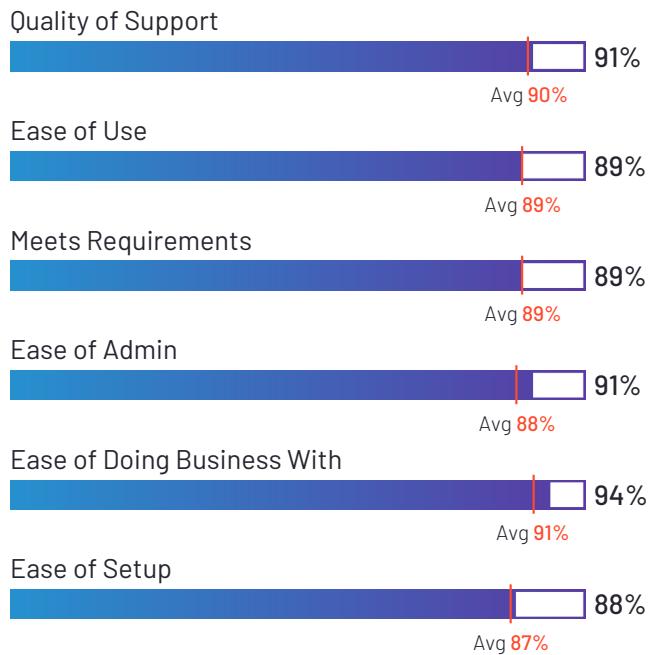


4.5 (180)

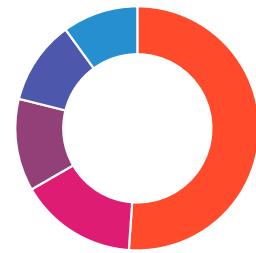


HoneyBook has been named a Leader based on receiving a high customer satisfaction score and having a large Market Presence. 94% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend HoneyBook at a rate of 91%. HoneyBook is also in the Online Form Builder, Invoice Management, Online Appointment Scheduling, Billing, and Payment Processing categories.

## Satisfaction Ratings



## Top Industries Represented

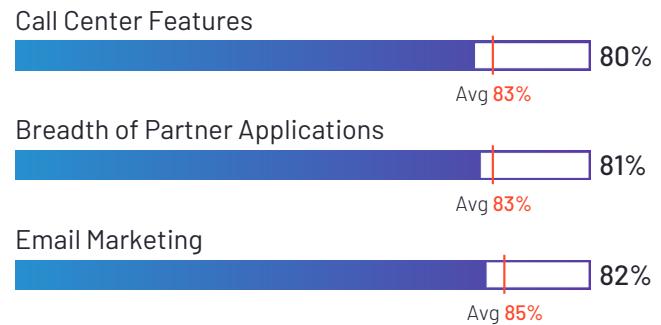


|                           |    |
|---------------------------|----|
| Photography               | 46 |
| Events Services           | 14 |
| Graphic Design            | 11 |
| Marketing and Advertising | 10 |
| Design                    | 9  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
HoneyBook



HQ Location  
San Francisco, CA



Year Founded  
2013



Employees (Listed  
On LinkedIn)  
350



Company Website  
[honeybook.com](https://honeybook.com)

# Apptivo

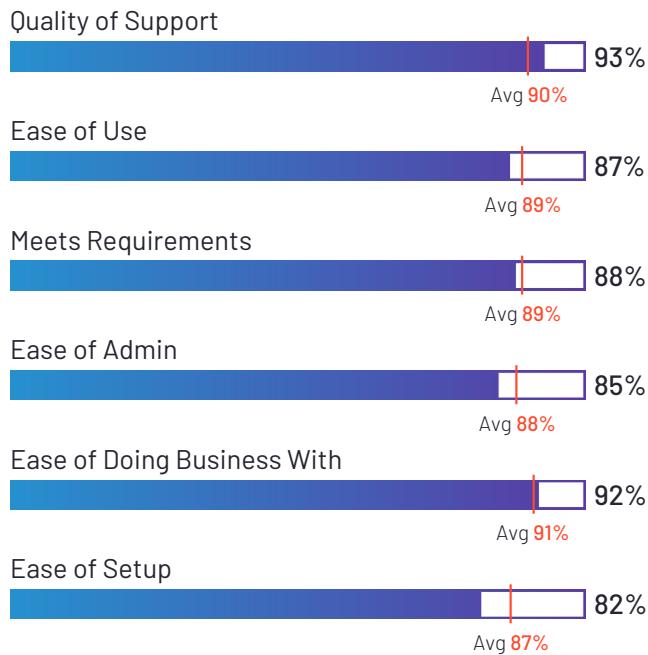


4.4 (215)

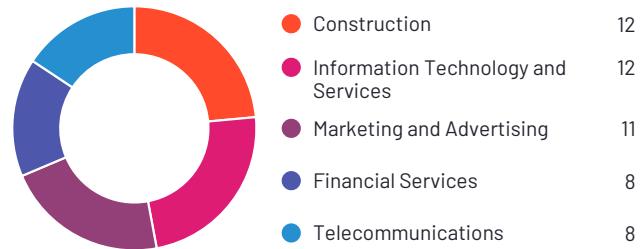


Apptivo has been named a Leader based on receiving a high customer satisfaction score and having a large market presence. 95% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend Apptivo at a rate of 89%. Apptivo is also in the Time Tracking, Billing, Help Desk, Field Service Management, and Project Management categories.

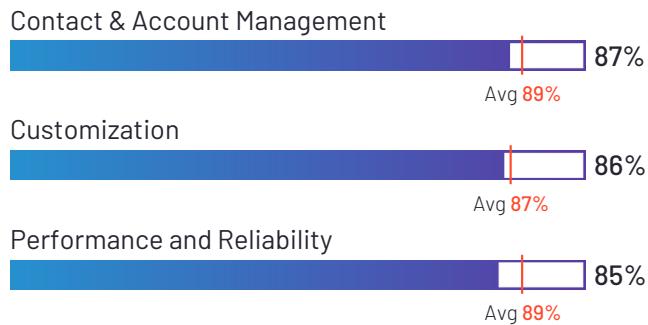
## Satisfaction Ratings



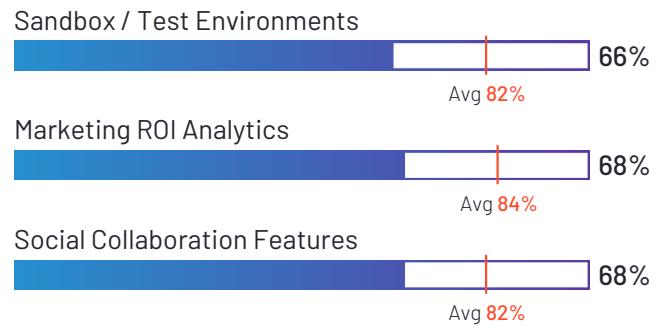
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Apptivo



HQ Location  
Fremont, California



Year Founded  
2009



Employees (Listed  
On LinkedIn)  
230



Company Website  
[apptivo.com](http://apptivo.com)

# Sage CRM

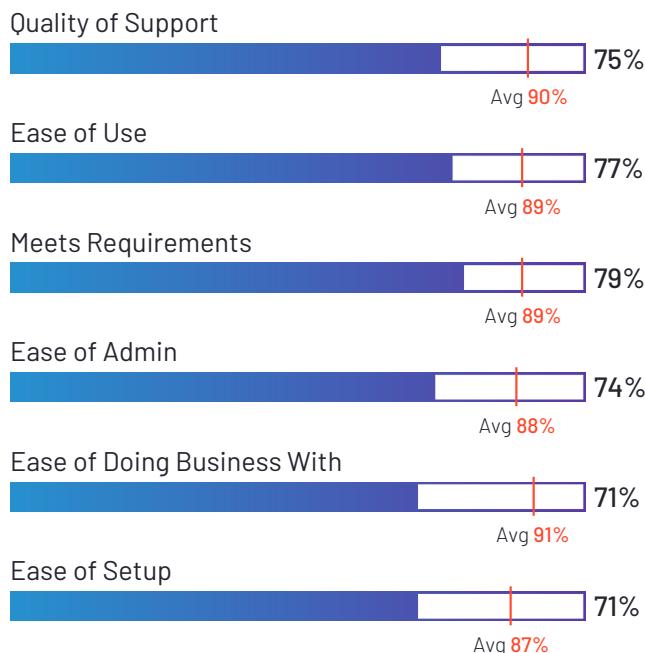


3.8  (127)

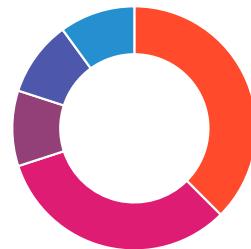


Sage CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 71% of users rated it 4 or 5 stars, 64% of users believe it is headed in the right direction, and users said they would be likely to recommend Sage CRM at a rate of 75%.

## Satisfaction Ratings

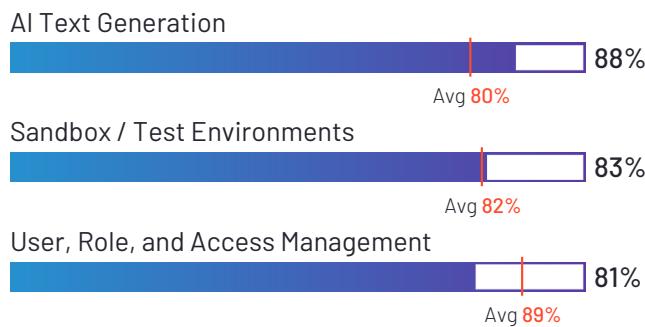


## Top Industries Represented

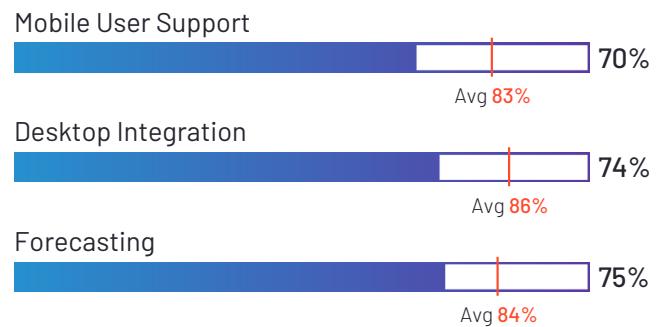


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 15 |
| Computer Software                   | 13 |
| Accounting                          | 4  |
| Automotive                          | 4  |
| Financial Services                  | 4  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Sage Software



HQ Location  
Newcastle



Year Founded  
1981



Employees (Listed  
On LinkedIn)  
14,473



Company Website  
[www.sage.com](http://www.sage.com)



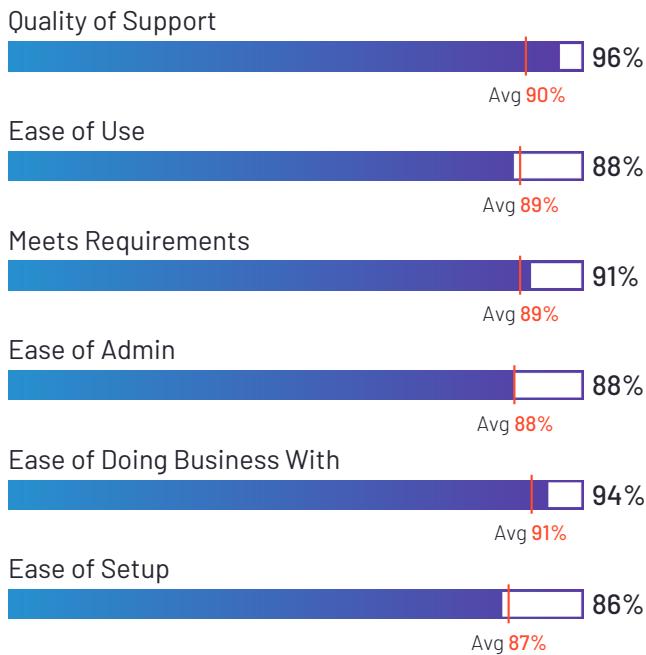
# Vendasta

4.5  (330)

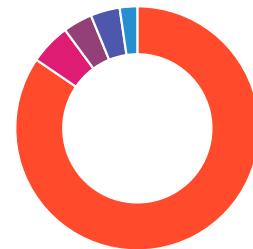


Vendasta has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Vendasta at a rate of 93%. Vendasta is also in the Business Scheduling, Multi-Location Marketing Platforms, Subscription Billing, Local Listing Management, Local SEO, Task Management, Website Builder, Online Reputation Management, Social Media Analytics, Social Media Management, Managed Hosting, Marketing Automation, E-Commerce Platforms, and WordPress Hosting categories.

## Satisfaction Ratings

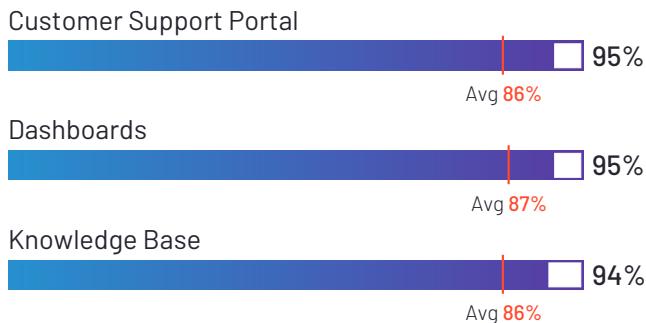


## Top Industries Represented

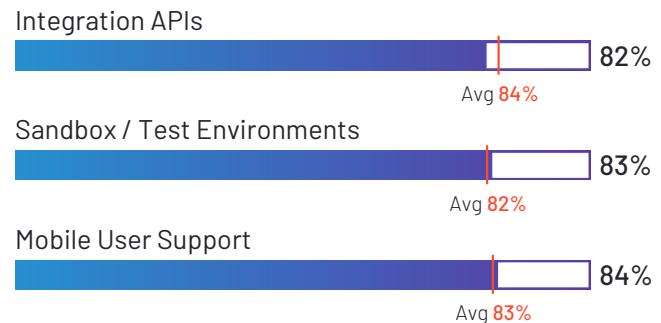


|                                     |     |
|-------------------------------------|-----|
| Marketing and Advertising           | 109 |
| Internet                            | 7   |
| Information Technology and Services | 5   |
| Management Consulting               | 5   |
| Broadcast Media                     | 3   |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Vendasta



HQ Location  
Saskatchewan



Year Founded  
2008



Employees (Listed  
On LinkedIn)

715



Company Website  
[vendasta.com](https://vendasta.com)

# CRMOne

**CRMOne**

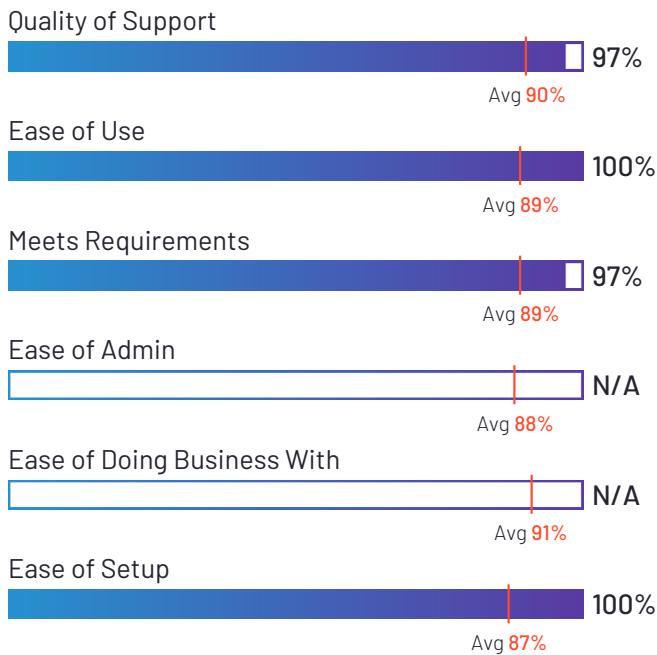
4.8

★★★★★ (1,038)

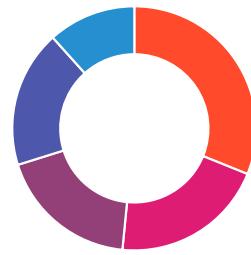


CRMOne has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. CRMOne received the highest Satisfaction score among products in CRM. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend CRMOne at a rate of 96%. CRMOne is also in the Business Scheduling and Website Builder categories.

## Satisfaction Ratings



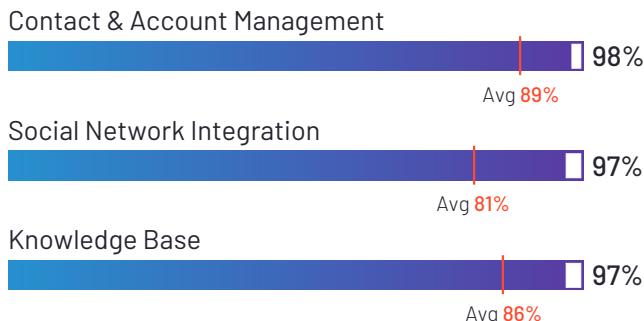
## Top Industries Represented



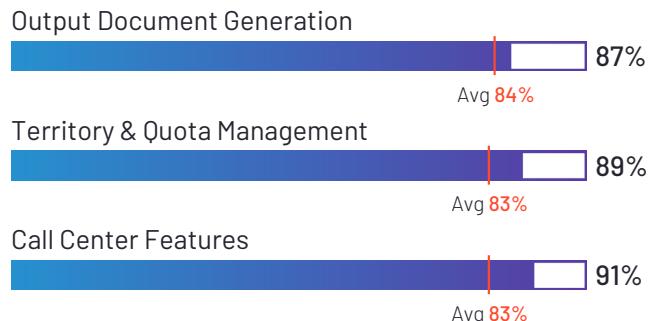
|                             |     |
|-----------------------------|-----|
| Marketing and Advertising   | 219 |
| Financial Services          | 144 |
| Computer & Network Security | 131 |
| Computer Software           | 128 |
| Computer Networking         | 82  |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
CrmOne



**HQ Location**  
Menlo Park, US



**Year Founded**  
2022



**Employees (Listed On LinkedIn)**  
28



**Company Website**  
[www.crmone.com](http://www.crmone.com)

# Capsule CRM

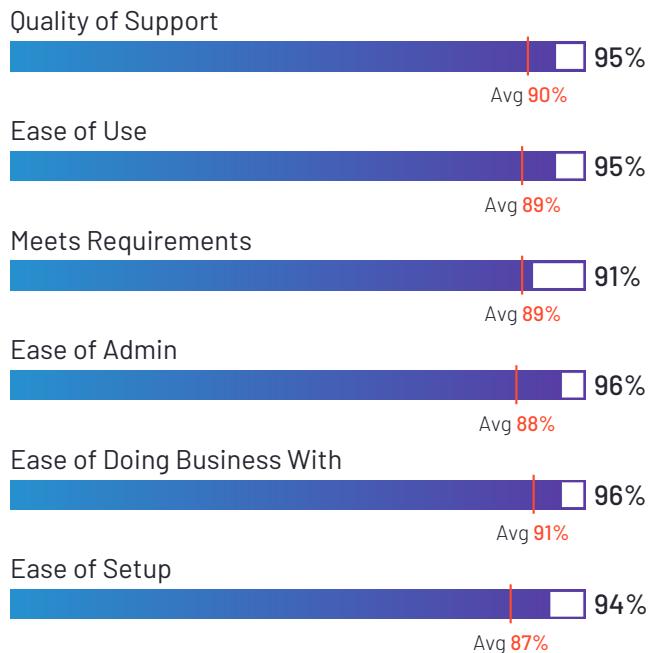


4.7 (427)

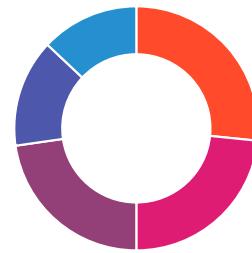


Capsule CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Capsule at a rate of 94%.

## Satisfaction Ratings

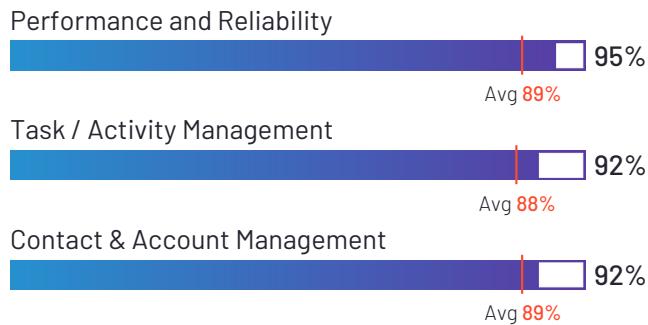


## Top Industries Represented



|                                     |    |
|-------------------------------------|----|
| Consulting                          | 41 |
| Marketing and Advertising           | 36 |
| Information Technology and Services | 35 |
| Financial Services                  | 22 |
| Computer Software                   | 20 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Zestia Ltd



HQ Location  
Manchester, GB



Year Founded  
2007



Employees (Listed  
On LinkedIn)

55



Company Website  
[capsulecrm.com](https://capsulecrm.com)

# EngageBay All-in-One Suite

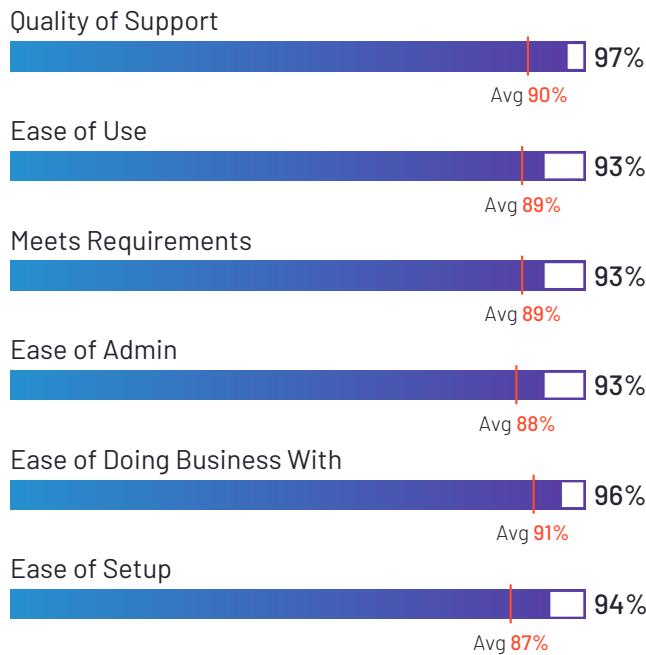


4.6 (502)



EngageBay All-in-One Suite has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend EngageBay All-in-One Suite at a rate of 93%. EngageBay All-in-One Suite is also in the Landing Page Builders, Online Form Builder, A/B Testing, Email Tracking, Help Desk, and Marketing Automation categories.

## Satisfaction Ratings



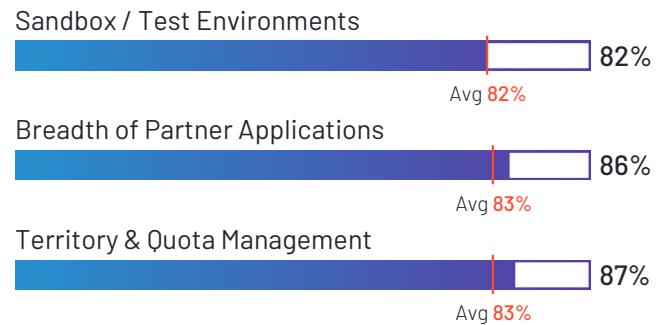
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
EngageBay Inc



HQ Location  
Wilmington,  
Delaware



Year Founded  
2018



Employees (Listed  
On LinkedIn)  
63



Company Website  
[engagebay.com](https://engagebay.com)

# Less Annoying CRM

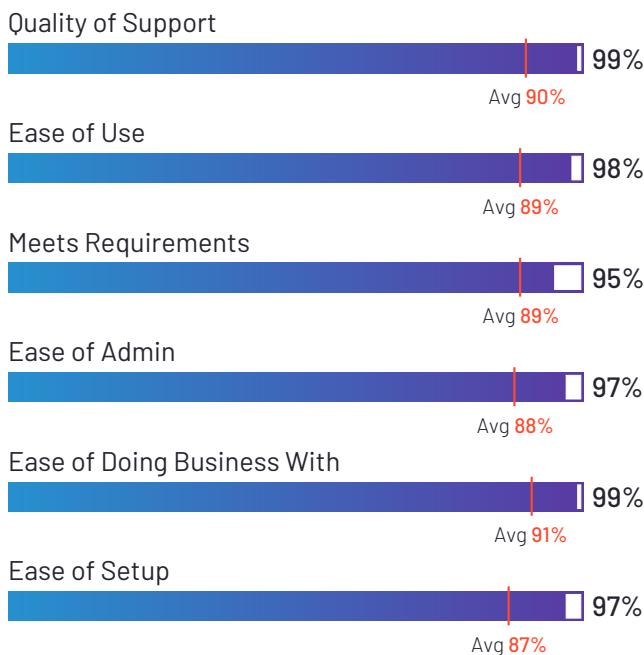


4.9 ★★★★★ (639)

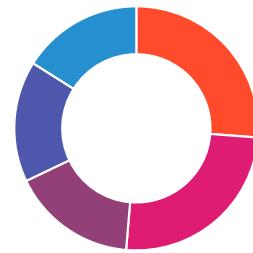


Less Annoying CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend Less Annoying CRM at a rate of 98%.

## Satisfaction Ratings

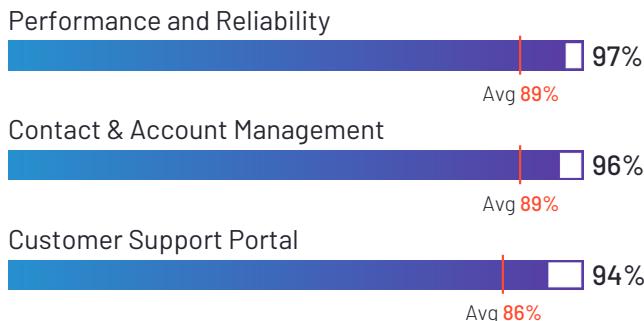


## Top Industries Represented

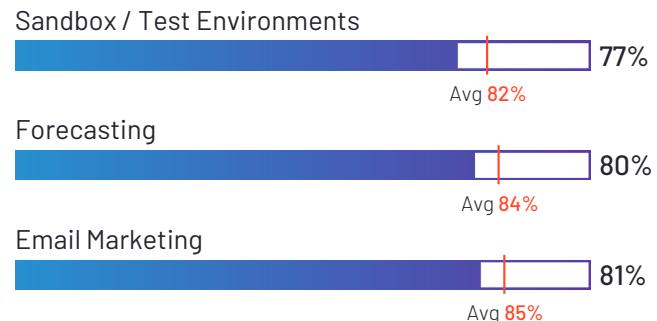


|                                  |    |
|----------------------------------|----|
| Insurance                        | 49 |
| Financial Services               | 47 |
| Marketing and Advertising        | 31 |
| Professional Training & Coaching | 30 |
| Real Estate                      | 30 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Less Annoying Software



**HQ Location**  
St. Louis, MO



**Year Founded**  
2009



**Employees (Listed On LinkedIn)**  
27



**Company Website**  
[lessannoyingcrm.com](http://lessannoyingcrm.com)

# Knack

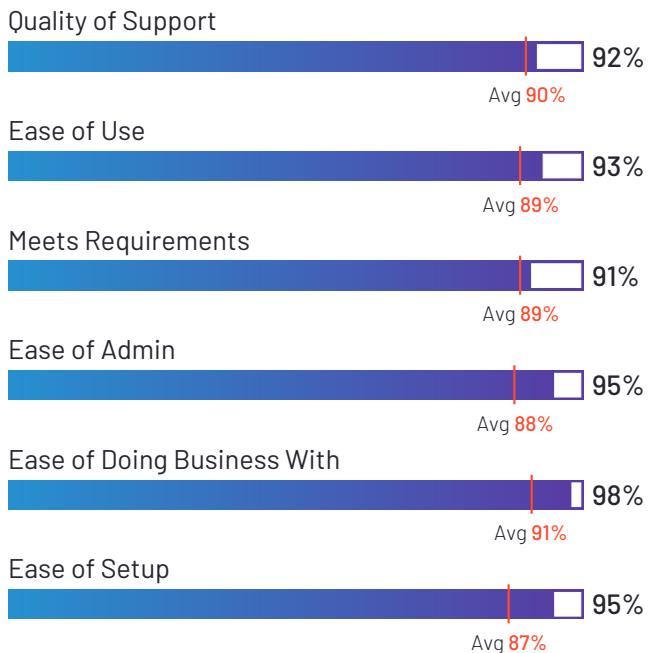
**knack\***

4.3  (112)

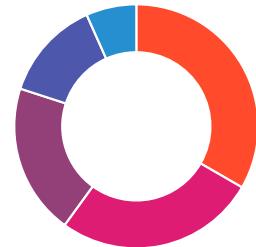


Knack has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 88% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Knack at a rate of 87%. Knack is also in the Online Form Builder, Application Development Platforms, No-Code Development Platforms, Relational Databases, and Client Portal categories.

## Satisfaction Ratings

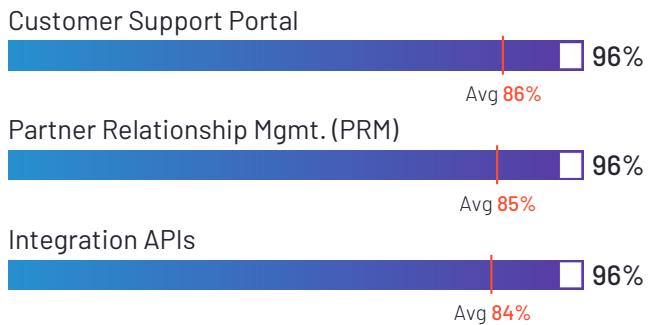


## Top Industries Represented

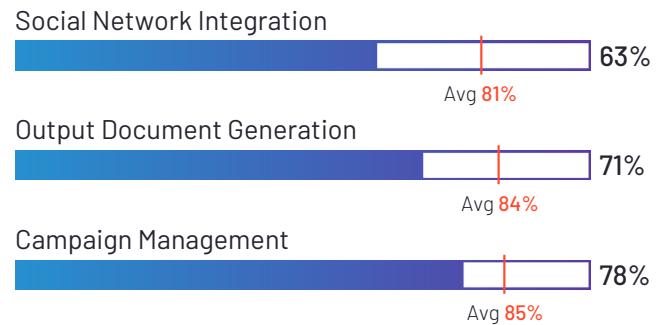


|                                     |   |
|-------------------------------------|---|
| Construction                        | 5 |
| Information Technology and Services | 4 |
| Consulting                          | 3 |
| Marketing and Advertising           | 2 |
| Arts and Crafts                     | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Knack



HQ Location  
New York, NY



Year Founded  
2010



Employees (Listed  
On LinkedIn)



Company Website  
[www.knack.com](http://www.knack.com)

# Kylas Sales CRM

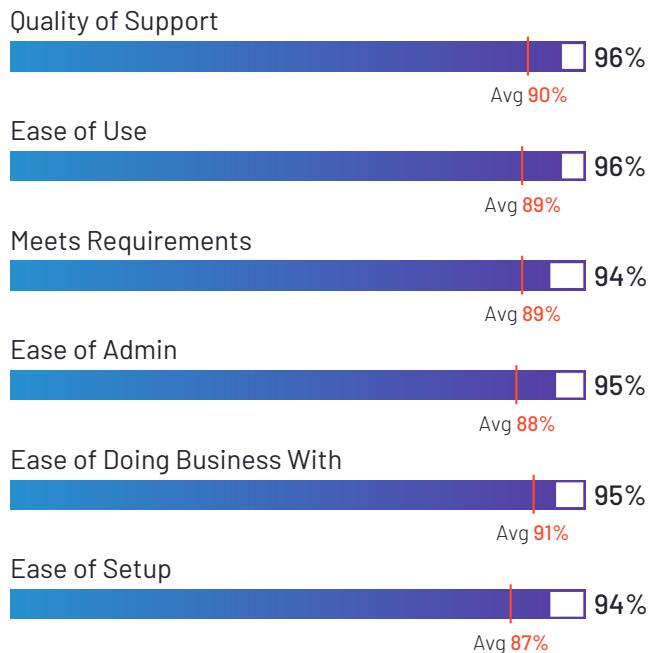


4.7 (459)

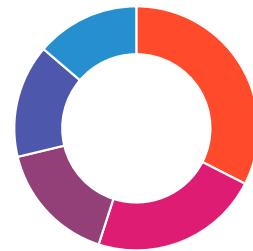


Kylas Sales CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Kylas Sales CRM at a rate of 94%.

## Satisfaction Ratings

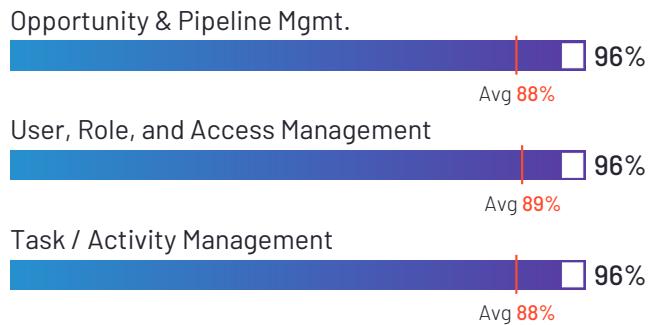


## Top Industries Represented

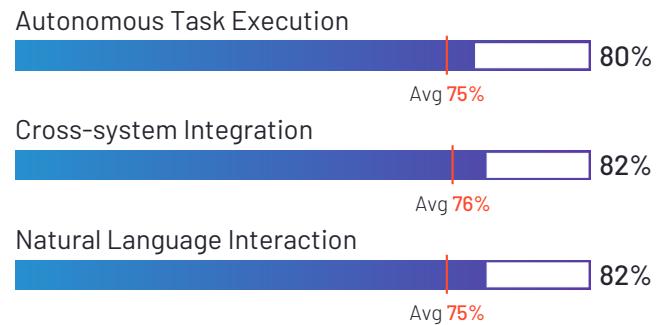


|                                     |    |
|-------------------------------------|----|
| Education Management                | 52 |
| Financial Services                  | 36 |
| Information Technology and Services | 26 |
| Health, Wellness and Fitness        | 24 |
| Apparel & Fashion                   | 22 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Kylas Growth Engine



**HQ Location**  
Pune, Maharashtra



**Year Founded**  
2020



**Employees (Listed On LinkedIn)**  
80



**Company Website**  
[www.kylas.io](http://www.kylas.io)

# Success.ai

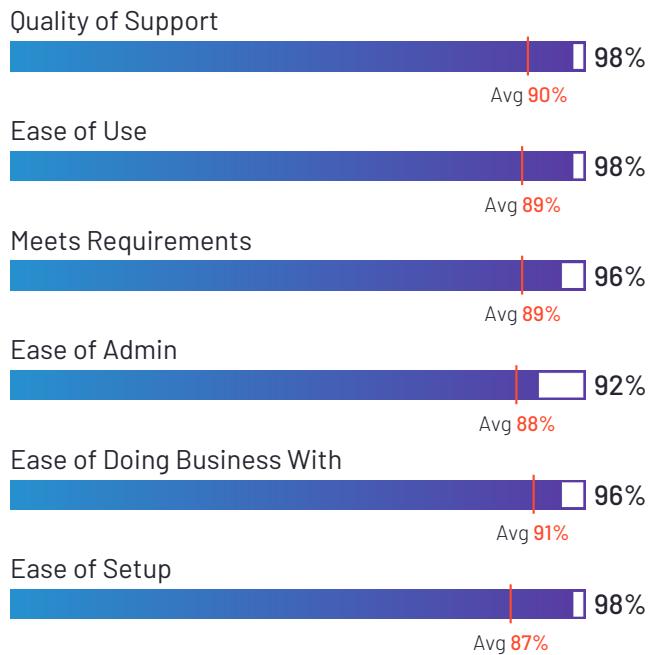


4.9 ★★★★★ (335)

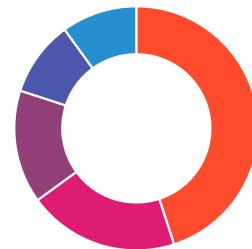


Success.ai has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Success.ai at a rate of 99%. Success.ai is also in the Email Marketing, Lead Intelligence, Sales Intelligence, and Lead Mining categories.

## Satisfaction Ratings

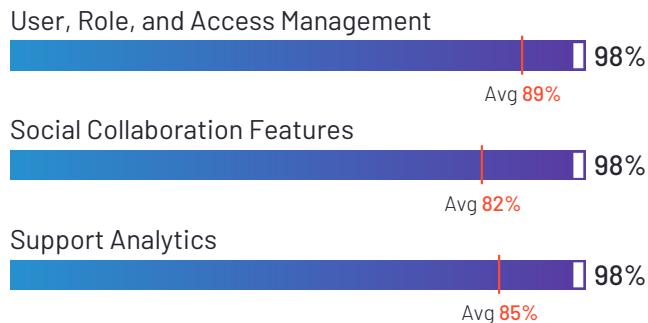


## Top Industries Represented

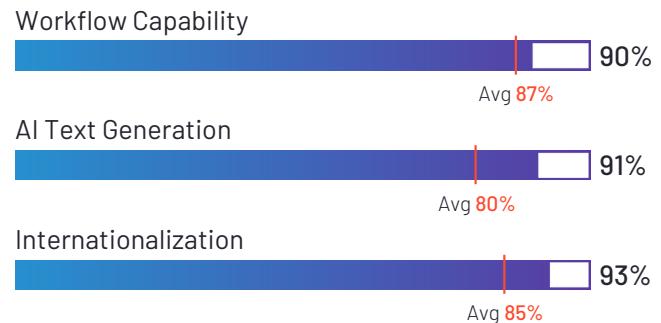


|                                 |   |
|---------------------------------|---|
| Financial Services              | 9 |
| Investment Banking              | 4 |
| Marketing and Advertising       | 3 |
| Business Supplies and Equipment | 2 |
| Consulting                      | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Success AI



HQ Location  
Sheridan, WY



Employees (Listed  
On LinkedIn)



Company Website  
[www.success.ai](http://www.success.ai)

# OnePageCRM

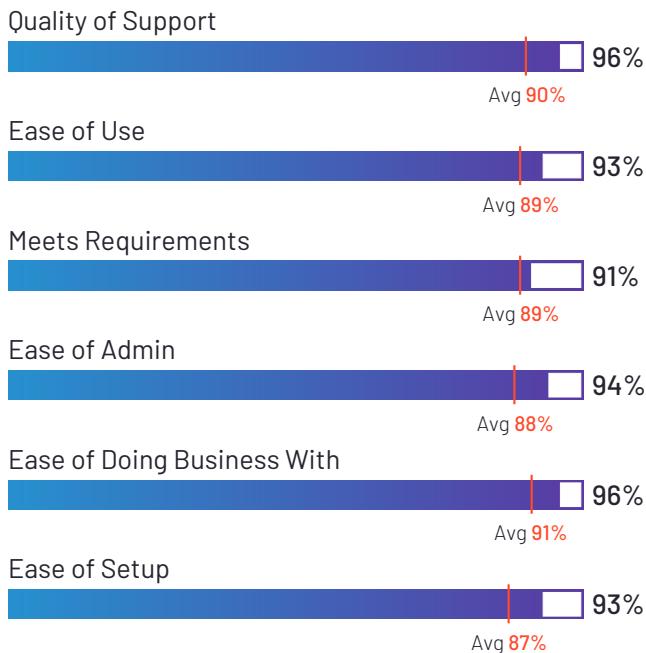


4.7 ★★★★★ (217)

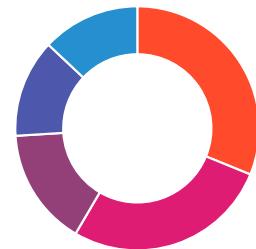


OnePageCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend OnePageCRM at a rate of 94%. OnePageCRM is also in the Business Card Scanning, Email Template Builder, Sales Engagement, Lead Capture, Proposal, and Sales Performance Management categories.

## Satisfaction Ratings

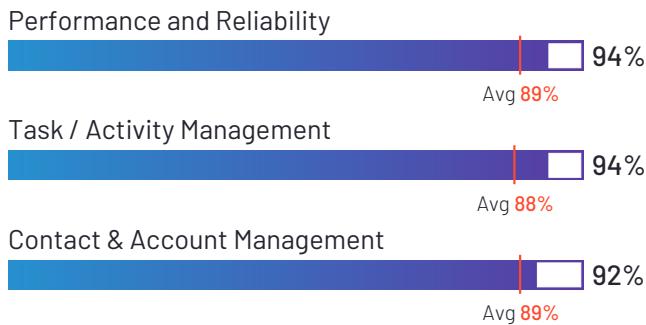


## Top Industries Represented

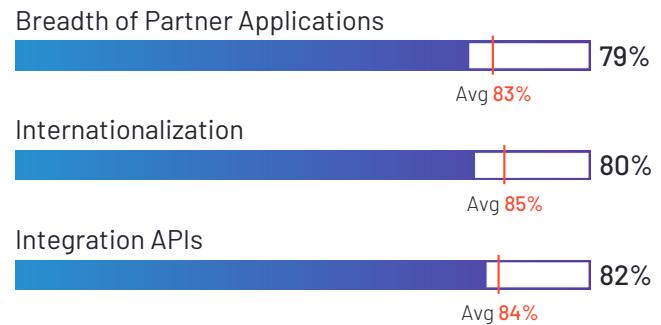


|                                    |    |
|------------------------------------|----|
| Marketing and Advertising          | 24 |
| Non-Profit Organization Management | 21 |
| Education Management               | 12 |
| Computer Software                  | 10 |
| Financial Services                 | 10 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
OnePageCRM



HQ Location  
Galway, Ireland



Year Founded  
2010



Employees (Listed  
On LinkedIn)  
20



Company Website  
[onepagecrm.com](http://onepagecrm.com)

# Streak

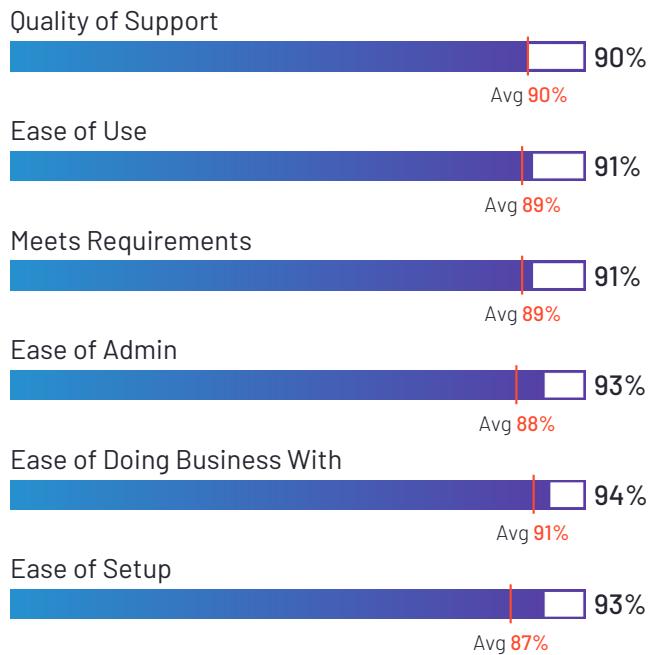


4.5 (250)

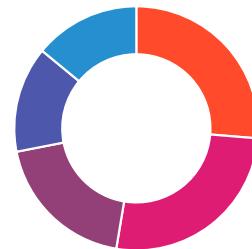


Streak has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Streak at a rate of 91%. Streak is also in the Google Workspace for Sales category.

## Satisfaction Ratings

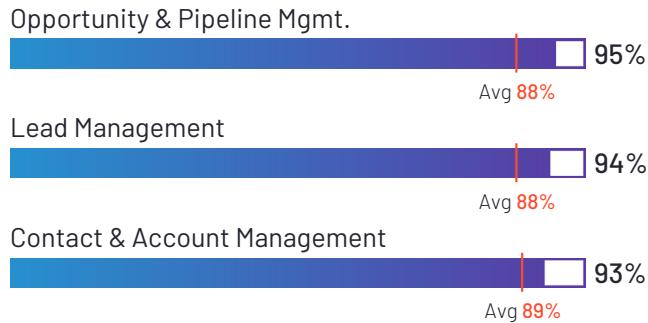


## Top Industries Represented

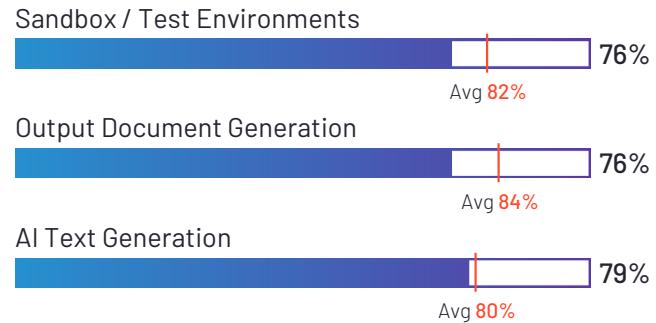


|                                     |    |
|-------------------------------------|----|
| Computer Software                   | 15 |
| Marketing and Advertising           | 15 |
| Information Technology and Services | 11 |
| Education Management                | 8  |
| Internet                            | 8  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Streak



HQ Location  
San Francisco, CA



Year Founded  
2011



Employees (Listed  
On LinkedIn)  
30



Company Website  
[www.streak.com](http://www.streak.com)

# Attio

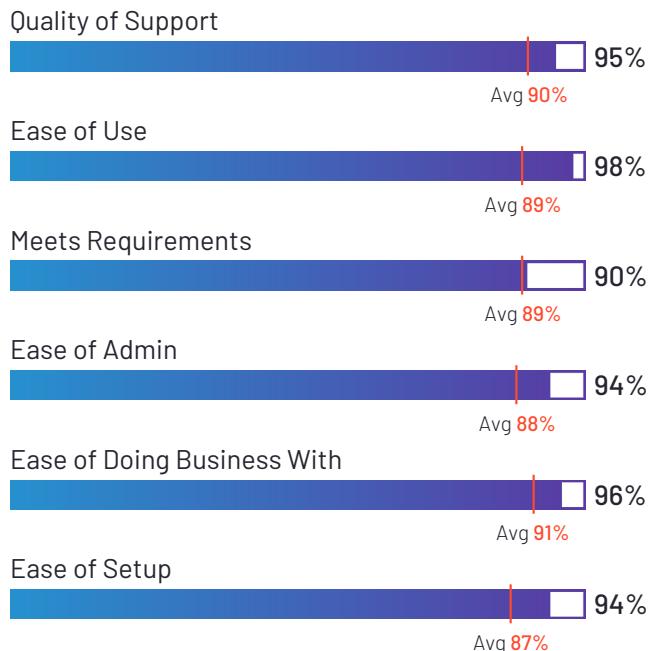


4.8 ★★★★★ (22)

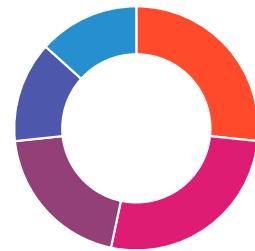


Attio has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Attio at a rate of 95%.

## Satisfaction Ratings

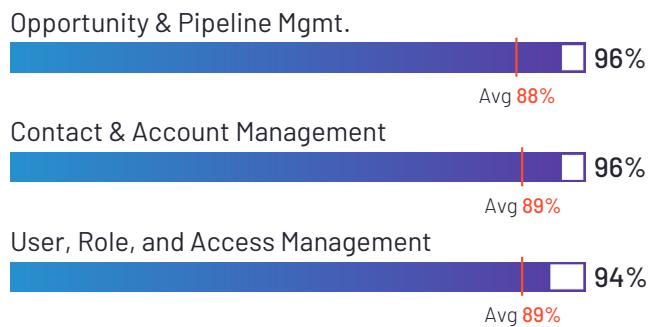


## Top Industries Represented

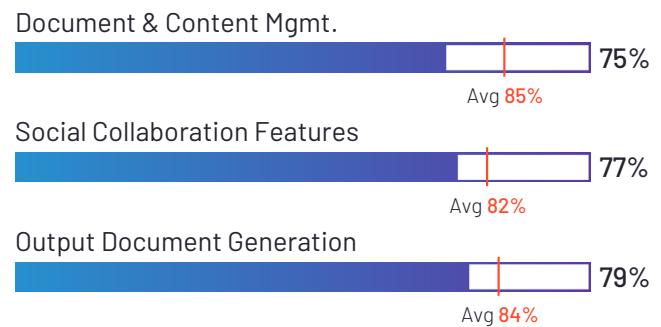


|                                     |   |
|-------------------------------------|---|
| Computer Software                   | 4 |
| Venture Capital & Private Equity    | 4 |
| Information Technology and Services | 3 |
| Investment Management               | 2 |
| Marketing and Advertising           | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Attio



HQ Location  
London, GB



Year Founded  
2019



Employees (Listed  
On LinkedIn)  
114



Company Website  
[attio.com](https://attio.com)

# Salesflare

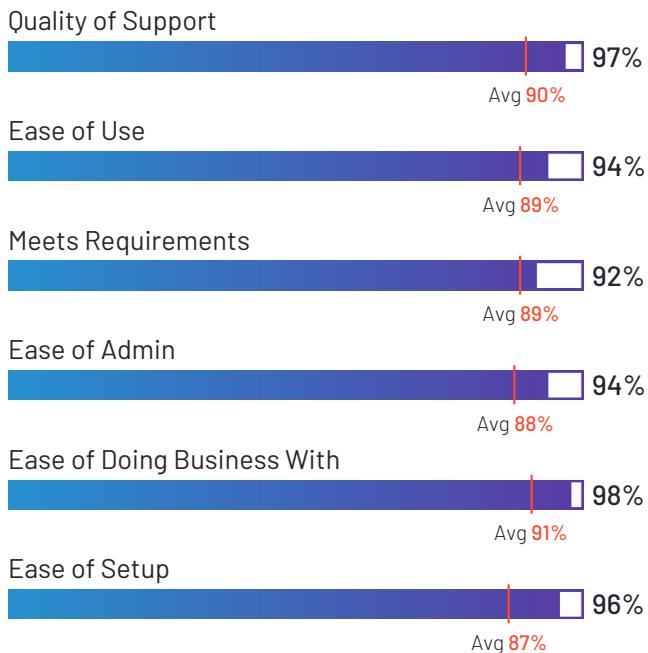


4.8 ★★★★★ (291)

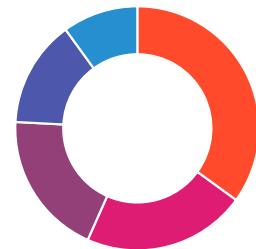


Salesflare has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend Salesflare at a rate of 95%. Salesflare is also in the Sales Engagement, Sales Analytics, Sales Performance Management, Email Tracking, and AI Sales Assistant categories.

## Satisfaction Ratings

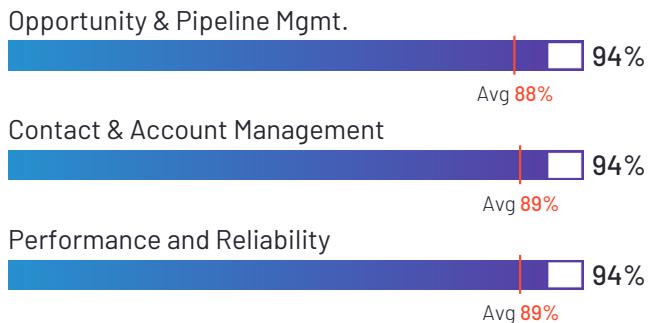


## Top Industries Represented

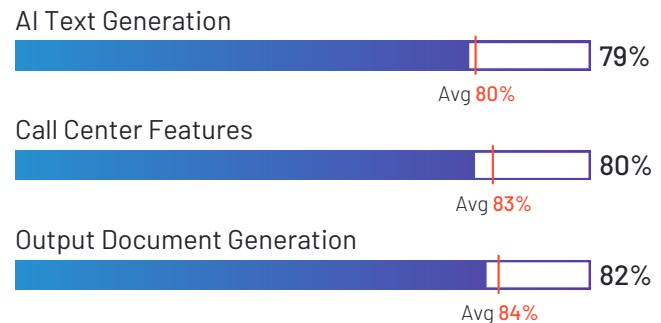


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 42 |
| Information Technology and Services | 26 |
| Computer Software                   | 23 |
| Management Consulting               | 17 |
| Internet                            | 12 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Salesflare



Year Founded  
2014



Employees (Listed  
On LinkedIn)

2



Company Website  
[salesflare.com](https://salesflare.com)

# Snov.io

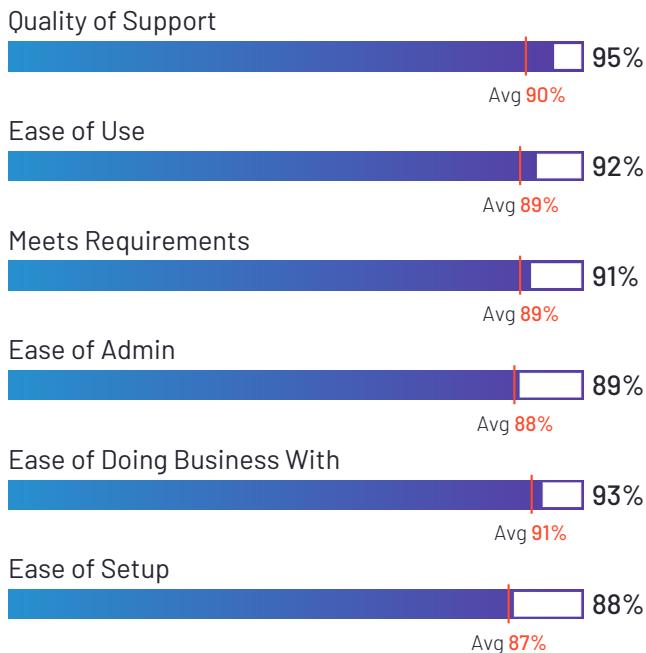


4.6 (452)

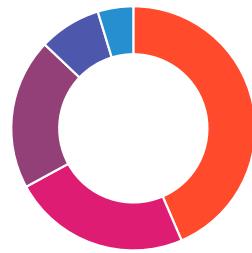


Snov.io has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Snov.io at a rate of 91%. Snov.io is also in the AI Sales Assistant, Email Verification, Marketing Account Intelligence, Lead Intelligence, and Sales Intelligence categories.

## Satisfaction Ratings

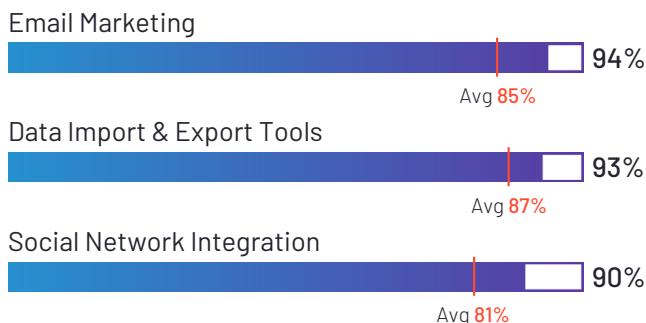


## Top Industries Represented

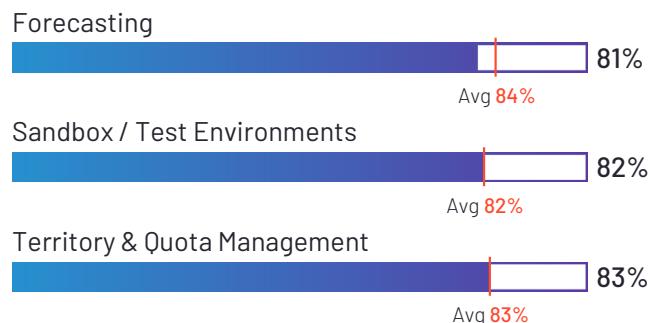


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 37 |
| Information Technology and Services | 20 |
| Computer Software                   | 17 |
| Management Consulting               | 7  |
| Education Management                | 4  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Snovio



HQ Location  
New York



Year Founded  
2017



Employees (Listed  
On LinkedIn)  
193



Company Website  
[www.snov.io](http://www.snov.io)

# Floww.ai

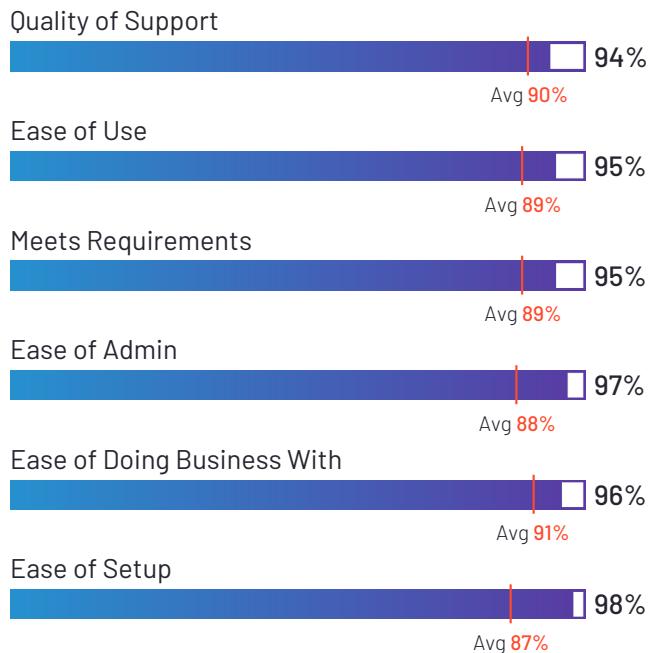


4.7 (145)

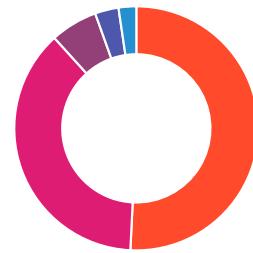


Floww.ai has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend Floww.ai at a rate of 93%. Floww.ai is also in the Lead Capture category.

## Satisfaction Ratings

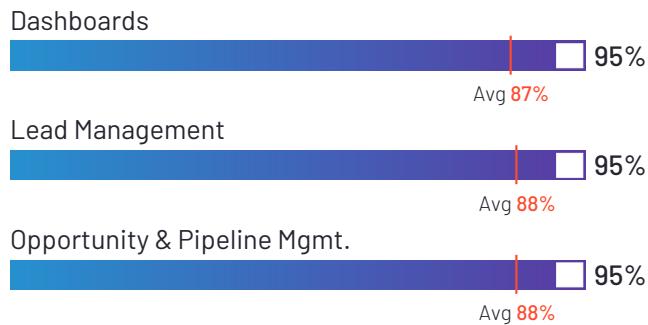


## Top Industries Represented

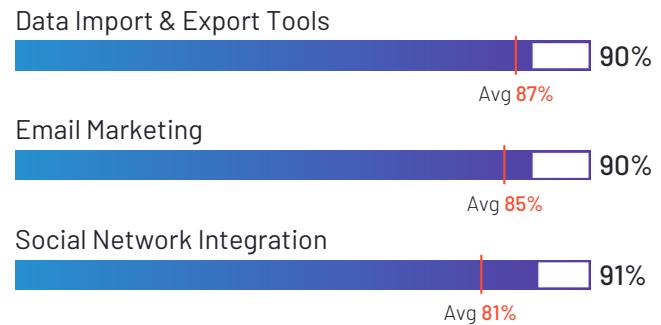


|                                     |    |
|-------------------------------------|----|
| Education Management                | 65 |
| E-Learning                          | 48 |
| Higher Education                    | 8  |
| Information Technology and Services | 4  |
| Marketing and Advertising           | 3  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Floww.ai



HQ Location  
Hyderabad,  
Telangana



Year Founded  
2023



Employees (Listed  
On LinkedIn)

19



Company Website  
[floww.ai](http://floww.ai)

# Softr

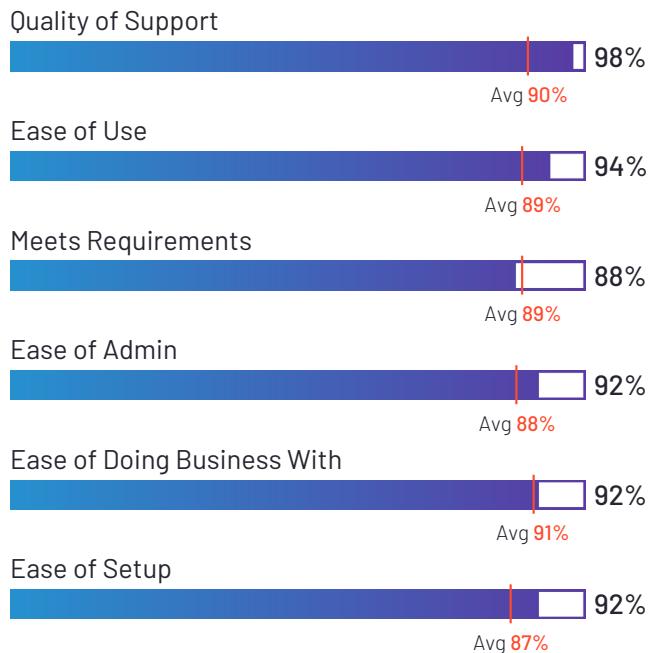


4.7 (583)

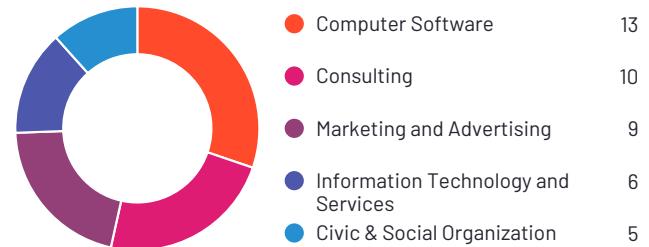


Softr has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend Softr at a rate of 95%. Softr is also in the Client Portal, Workplace Innovation Platforms, Employee Intranet, No-Code Development Platforms, Drag and Drop App Builder, Application Development Platforms, and AI App Builder categories.

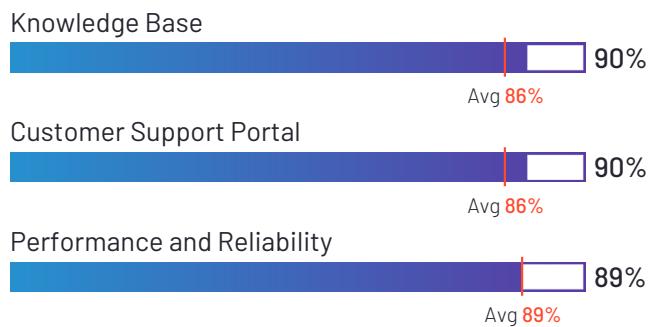
## Satisfaction Ratings



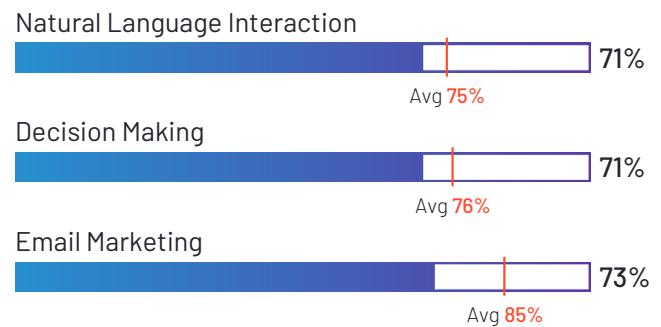
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Softr



HQ Location  
Berlin, DE



Year Founded  
2020



Employees (Listed  
On LinkedIn)  
62



Company Website  
[softr.io](http://softr.io)

# Salesmate

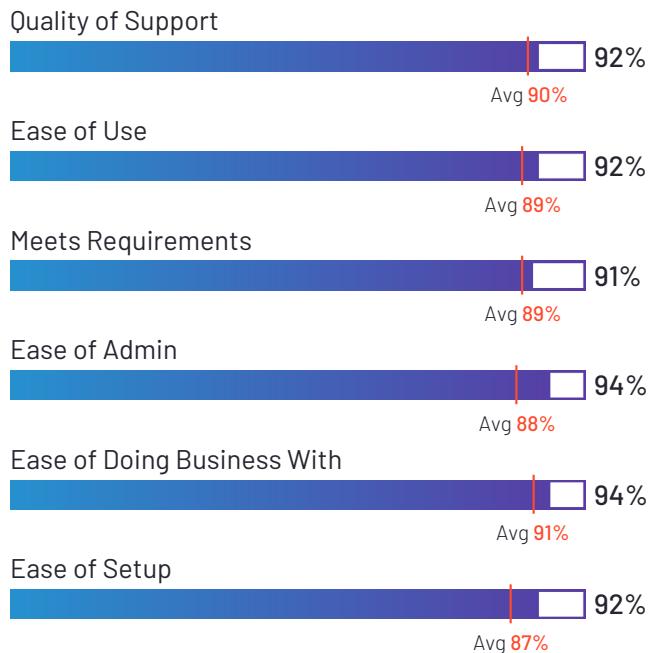


4.6 ★★★★★ (103)

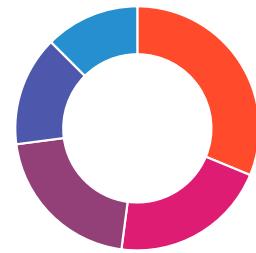


Salesmate has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend Salesmate at a rate of 92%. Salesmate is also in the Sales Engagement, AI Sales Assistant, Outbound Call Tracking, Sales Analytics, Email Tracking, Sales Performance Management, Help Desk, and Live Chat categories.

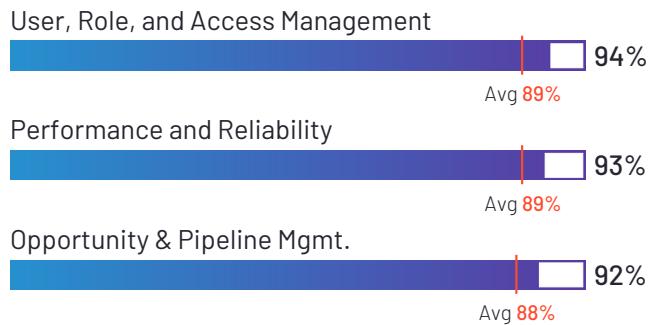
## Satisfaction Ratings



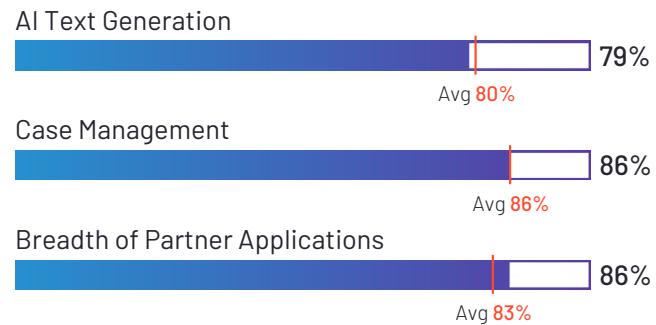
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Salesmate



HQ Location  
Charlotte, NC



Year Founded  
2016



Employees (Listed  
On LinkedIn)



Company Website  
[salesmate.io](https://salesmate.io)

# SendPulse

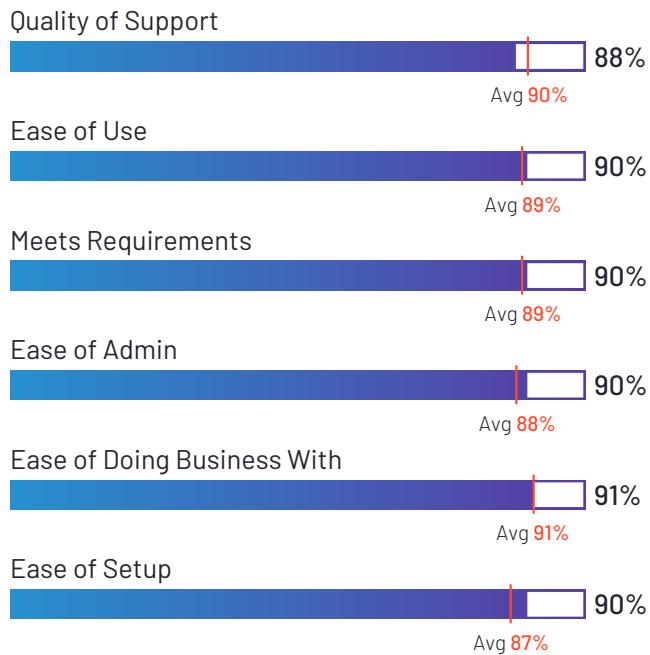


4.6 ★★★★★ (685)

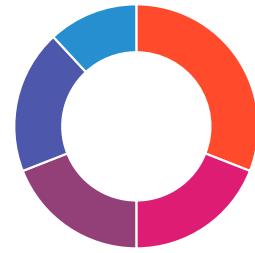


SendPulse has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend SendPulse at a rate of 93%. SendPulse is also in the SMS Marketing, Email Template Builder, Push Notification, Email Deliverability, Email Verification, Chatbots, Landing Page Builders, Transactional Email, Mobile Marketing, Email Marketing, and Live Chat categories.

## Satisfaction Ratings

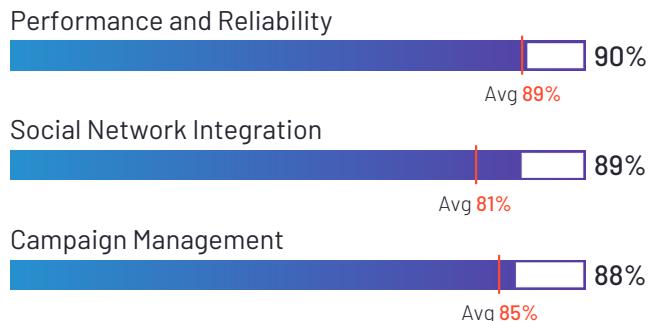


## Top Industries Represented

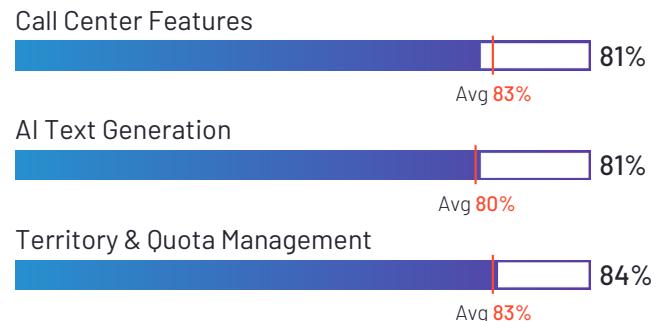


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 13 |
| Education Management                | 8  |
| Financial Services                  | 8  |
| Information Technology and Services | 8  |
| Computer Software                   | 5  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SendPulse



HQ Location  
New York



Year Founded  
2015



Employees (Listed  
On LinkedIn)  
172



Company Website  
[sendpulse.com](https://sendpulse.com)

# C2CRM

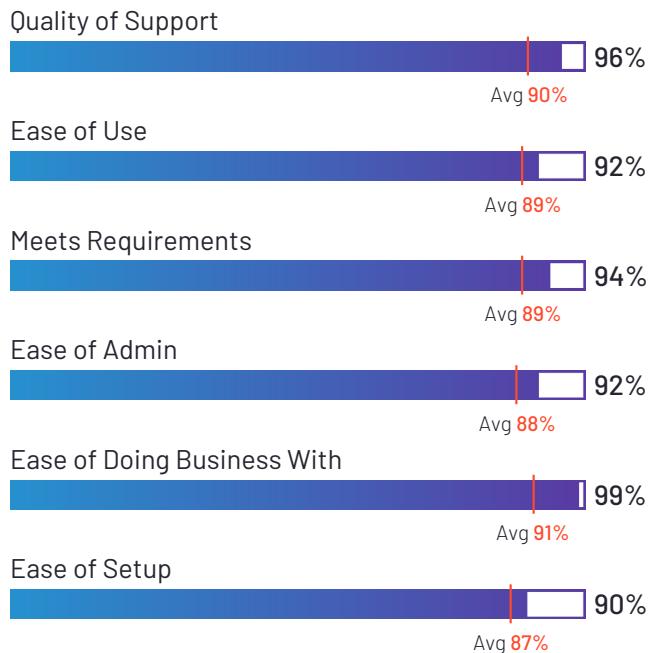


4.6 (61)

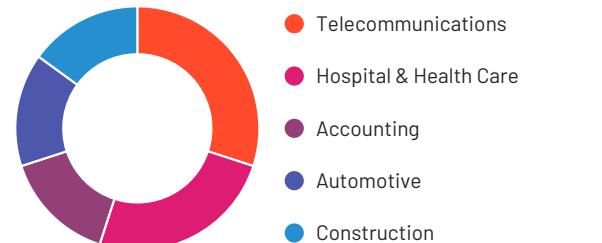


C2CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend C2CRM at a rate of 93%. C2CRM is also in the Help Desk and Online Form Builder categories.

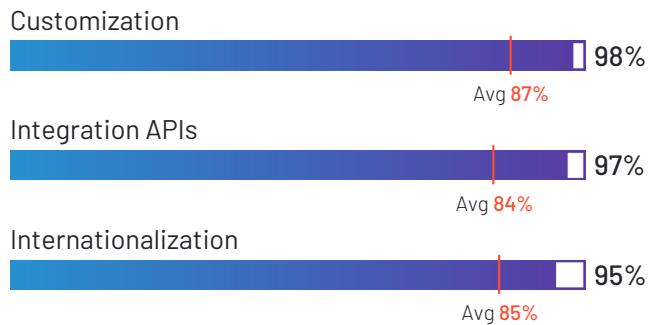
## Satisfaction Ratings



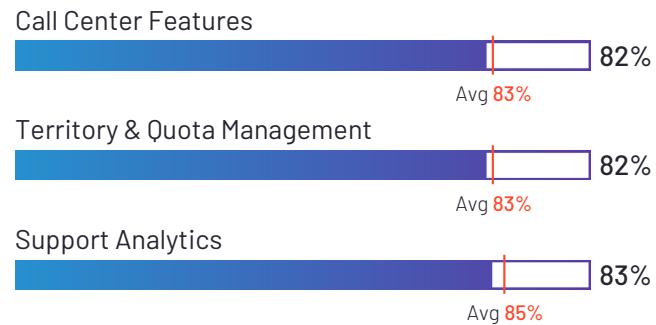
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Clear C2, Inc.



HQ Location  
Coppell, TX



Year Founded  
1993



Employees (Listed  
On LinkedIn)  
40



Company Website  
[clearc2.com](http://clearc2.com)

# SuiteDash

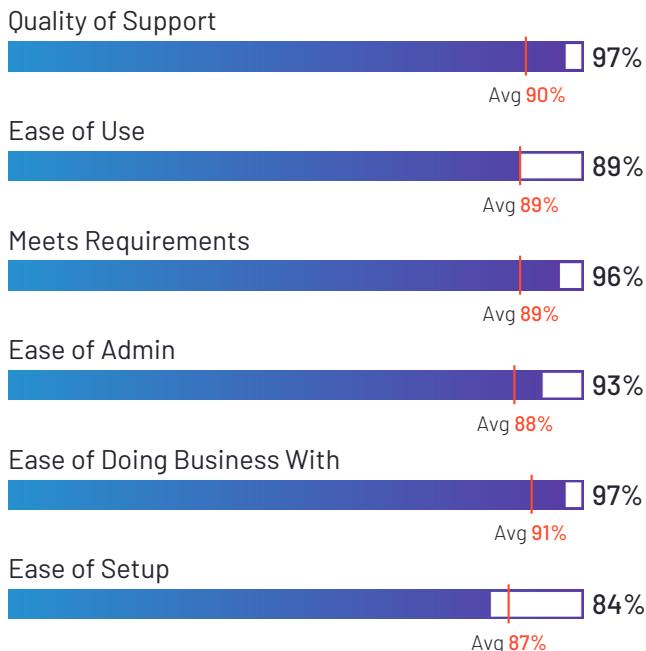


4.8 ★★★★★ (595)

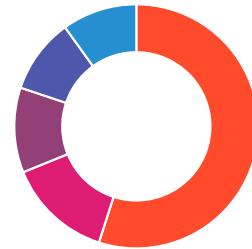


SuiteDash has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend SuiteDash at a rate of 96%. SuiteDash is also in the Client Portal, Cloud File Storage, Online Appointment Scheduling, Time Tracking, E-Signature, Billing, and Email Marketing categories.

## Satisfaction Ratings

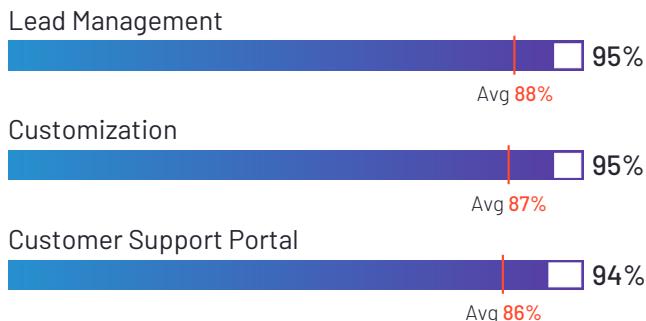


## Top Industries Represented

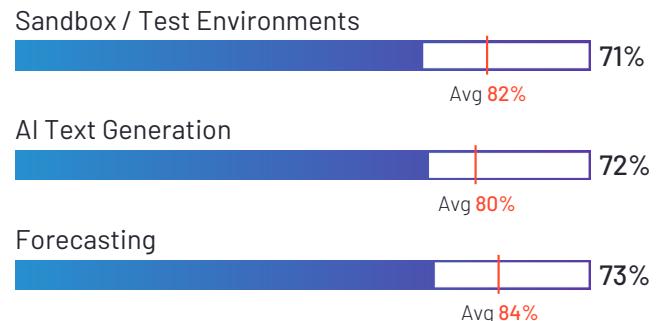


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 83 |
| Accounting                          | 21 |
| Information Technology and Services | 17 |
| Design                              | 15 |
| Professional Training & Coaching    | 15 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SuiteDash



HQ Location  
Research Triangle  
Park, NC



Year Founded  
2012



Employees (Listed  
On LinkedIn)

18



Company Website  
[suitedash.com](https://suitedash.com)

# AllClients

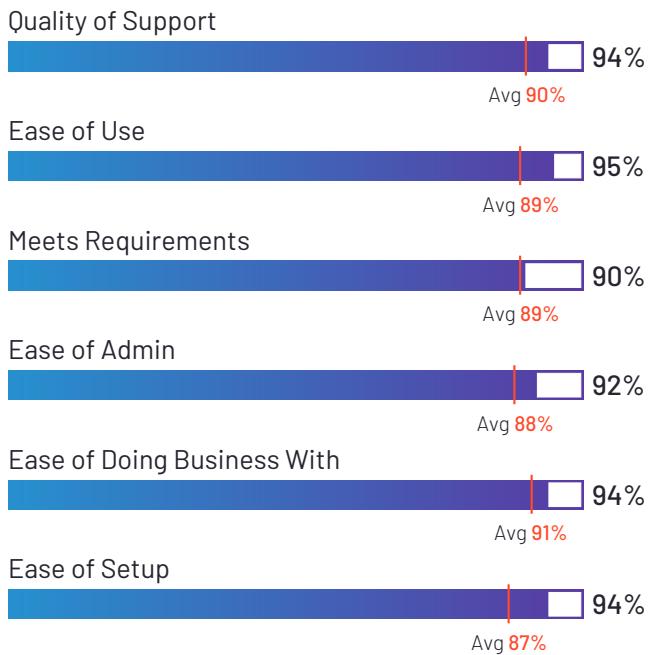


4.6 ★★★★★ (32)

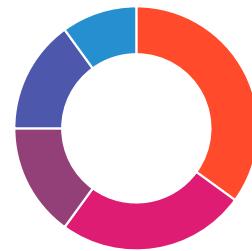


AllClients has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend AllClients at a rate of 92%. AllClients is also in the Landing Page Builders category.

## Satisfaction Ratings

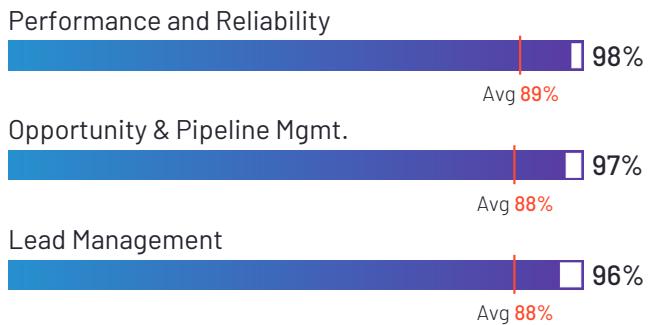


## Top Industries Represented

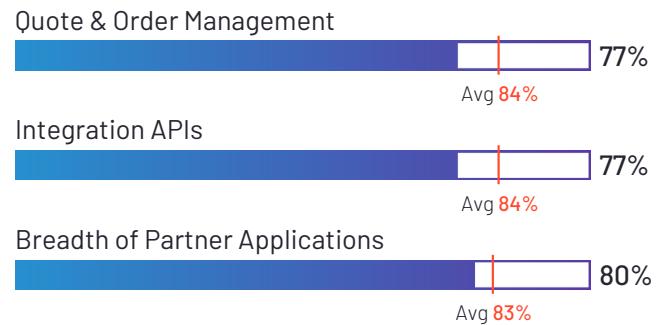


|                       |   |
|-----------------------|---|
| Financial Services    | 7 |
| Insurance             | 5 |
| Computer Software     | 3 |
| Real Estate           | 3 |
| Management Consulting | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
AllClients



HQ Location  
Sparks, Nevada



Year Founded  
2004



Employees (Listed  
On LinkedIn)



Company Website  
[allclients.com](http://allclients.com)

# Flowlu

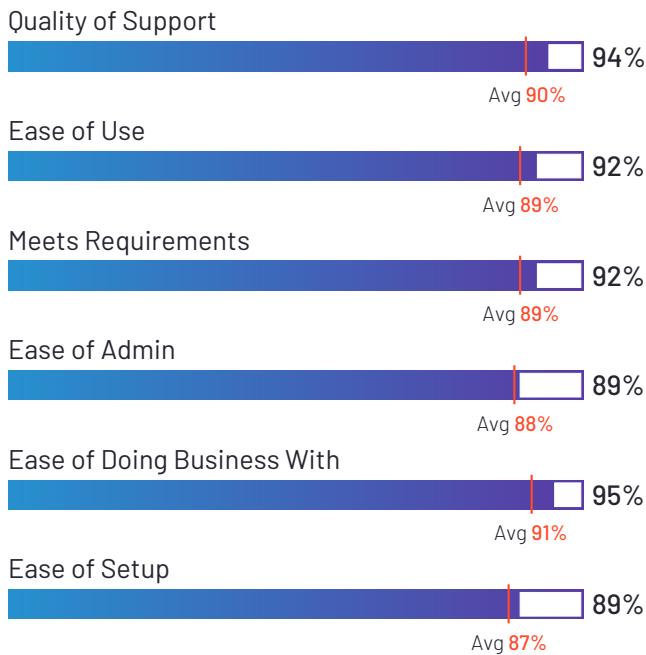


4.7 (199)

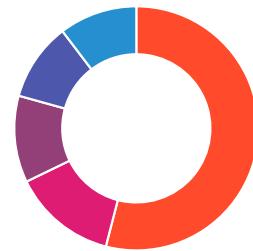


Flowlu has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Flowlu at a rate of 94%. Flowlu is also in the Project Collaboration, Online Form Builder, Client Portal, Document Generation, Invoice Management, Knowledge Base, and Task Management categories.

## Satisfaction Ratings

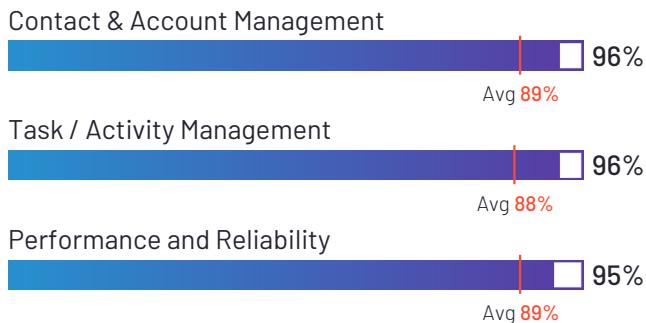


## Top Industries Represented

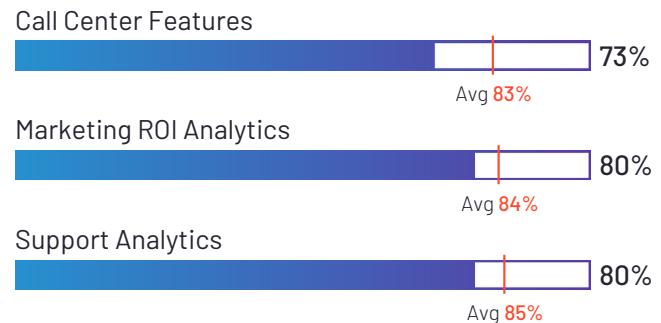


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 47 |
| Information Technology and Services | 12 |
| Education Management                | 10 |
| Accounting                          | 9  |
| Computer Software                   | 9  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Cloud22



HQ Location  
Dubai



Year Founded  
2016



Employees (Listed  
On LinkedIn)



Company Website  
[www.flowlu.com](http://www.flowlu.com)

# EspoCRM

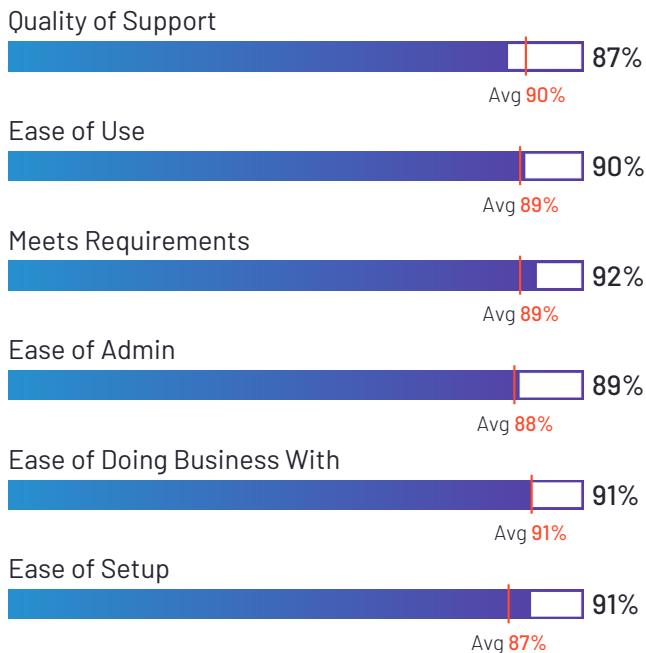


4.6 (22)

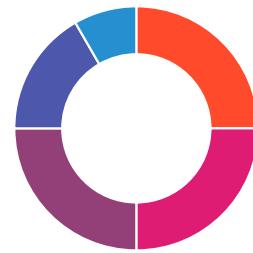


EspoCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend EspoCRM at a rate of 93%. EspoCRM is also in the Email Marketing category.

## Satisfaction Ratings

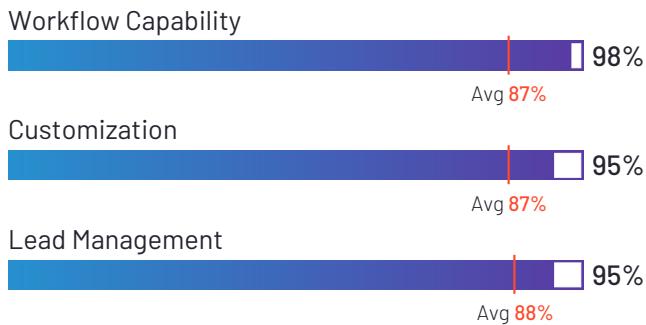


## Top Industries Represented

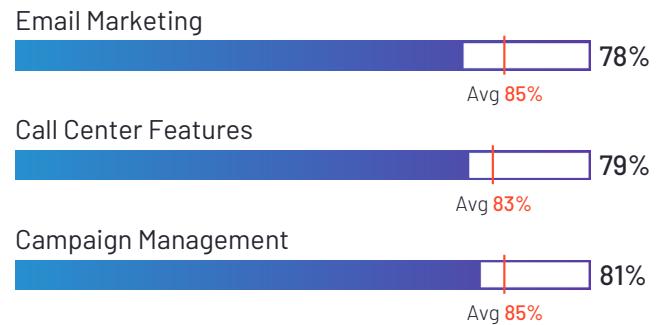


|                                     |   |
|-------------------------------------|---|
| Computer Software                   | 3 |
| Information Technology and Services | 3 |
| Marketing and Advertising           | 3 |
| Computer & Network Security         | 2 |
| Accounting                          | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
EspoCRM



HQ Location  
Chernivtsi, Ukraine



Year Founded  
2014



Employees (Listed  
On LinkedIn)



Company Website  
[espocrm.com](http://espocrm.com)

# Scoro

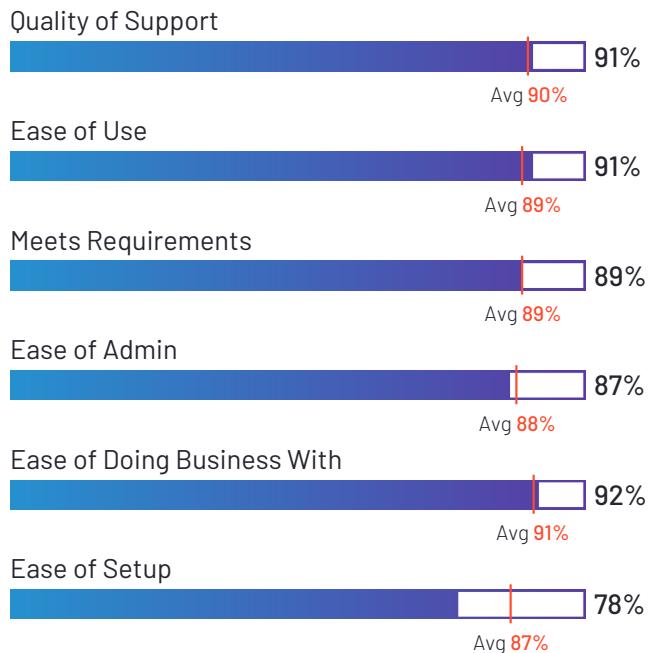


4.5 (418)



Scoro has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Scoro at a rate of 91%. Scoro is also in the Project Collaboration, Work Management, Workflow Management, Project and Portfolio Management, Time Tracking, Professional Services Automation, Project Management, and Resource Management categories.

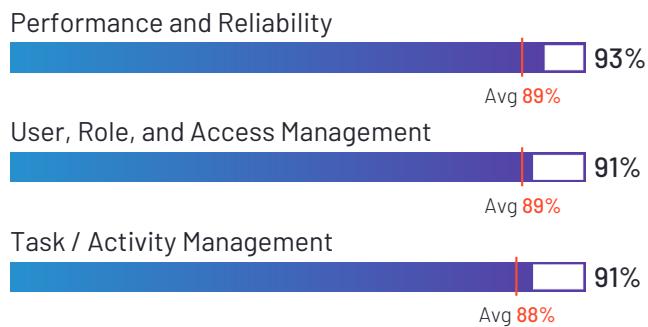
## Satisfaction Ratings



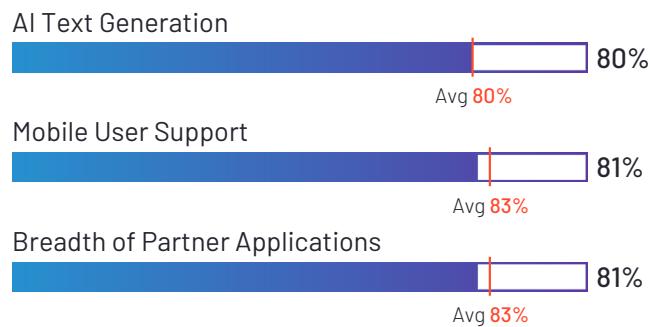
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Scoro



HQ Location  
London



Year Founded  
2013



Employees (Listed  
On LinkedIn)

148



Company Website  
[www.scoro.com](http://www.scoro.com)

# Fireberry

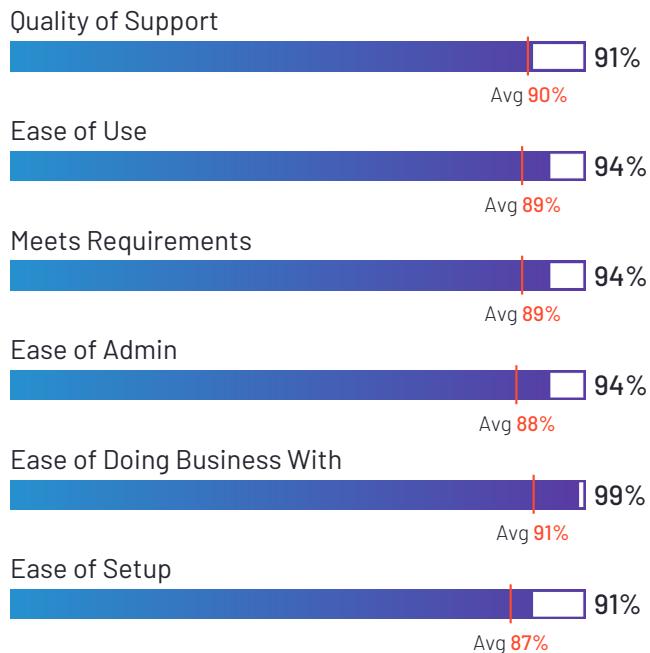


4.8  (23)

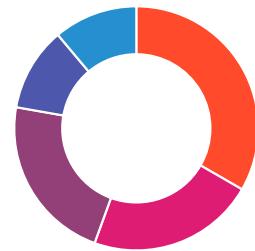


Fireberry has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Fireberry at a rate of 96%. Fireberry is also in the Email Marketing category.

## Satisfaction Ratings



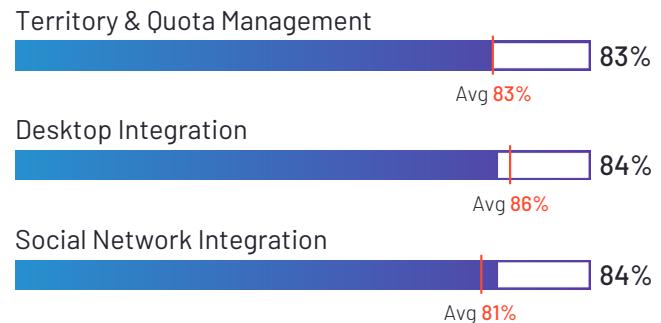
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Fireberry



HQ Location  
Tel Aviv, Israel



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
45



Company Website  
[fireberry.com](http://fireberry.com)

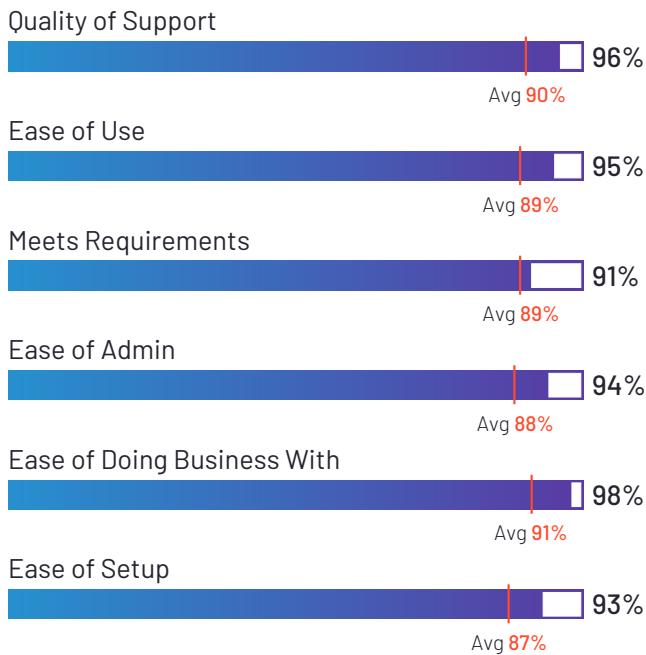
# Teamgate



 4.6  (19)


Teamgate has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Teamgate at a rate of 93%. Teamgate is also in the Sales Analytics category.

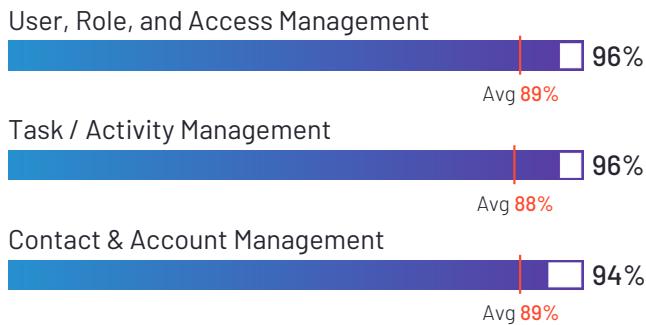
## Satisfaction Ratings



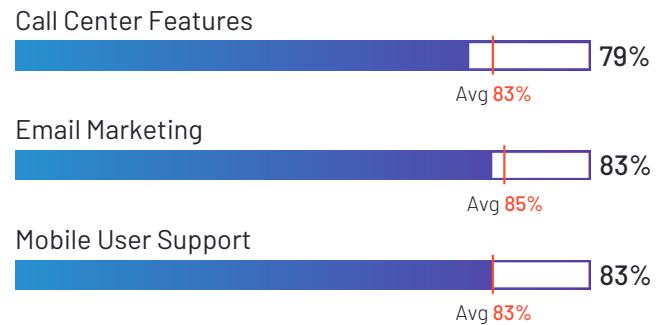
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Teamgate, UAB



**HQ Location**  
Las Vegas, NV



**Year Founded**  
2012



**Employees (Listed On LinkedIn)**  
6



**Company Website**  
[teamgate.com](https://teamgate.com)

# Membrain

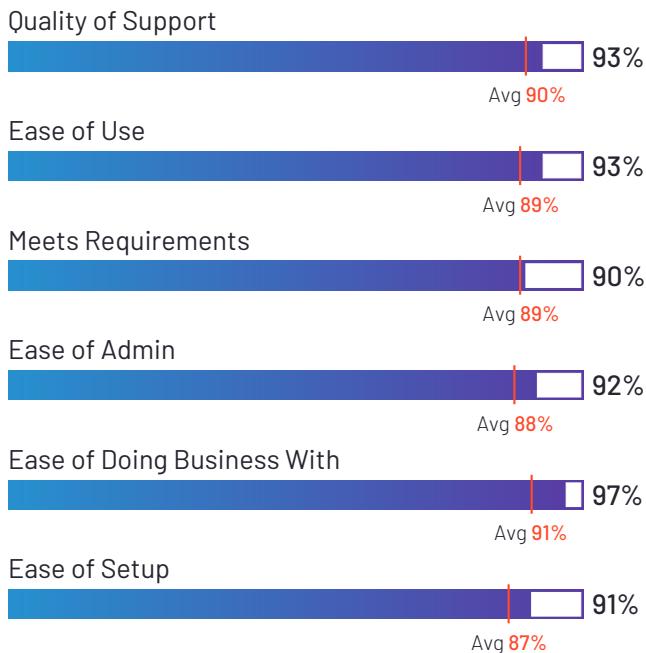


MEMBRAIN®

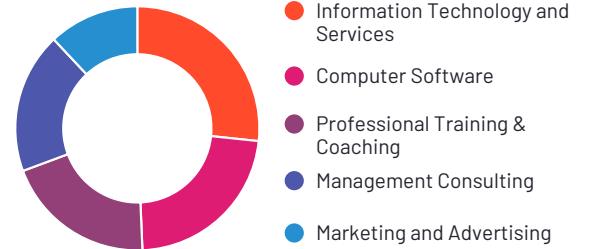
4.6  (204)

Membrain has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Membrain at a rate of 92%. Membrain is also in the Sales Engagement, Sales Coaching, Sales Enablement, and Sales Performance Management categories.

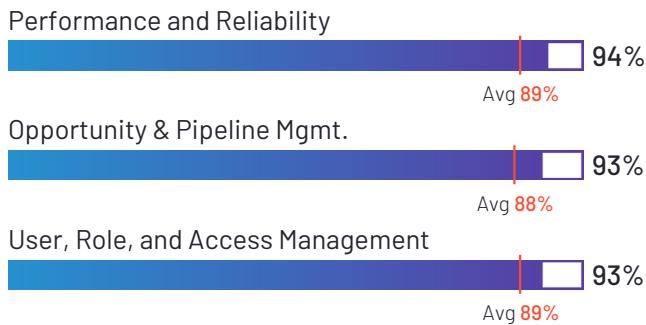
## Satisfaction Ratings



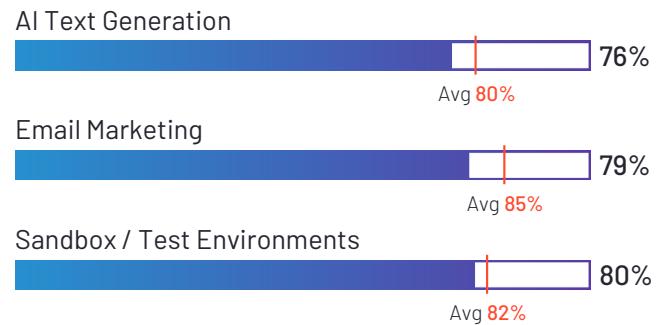
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Membrain



HQ Location  
Stockholm, Sweden



Year Founded  
2012



Employees (Listed  
On LinkedIn)



Company Website  
[membrain.com](https://membrain.com)

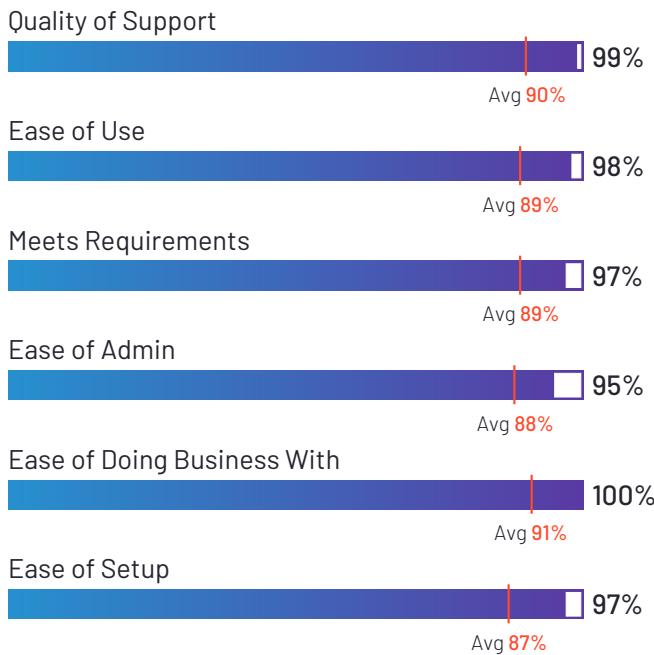
41

# Goals.com

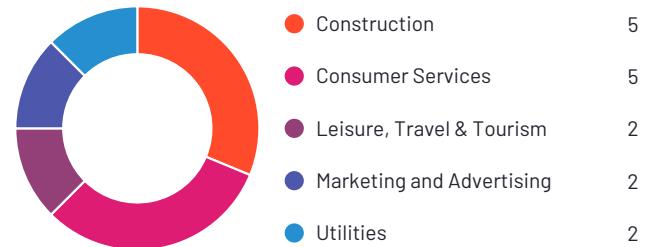
4.9  (26)

Goals.com has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Goals.com at a rate of 98%. Goals.com is also in the Sales Performance Management and Sales Gamification categories.

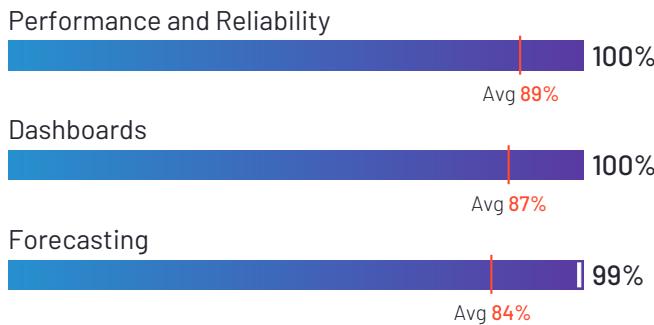
## Satisfaction Ratings



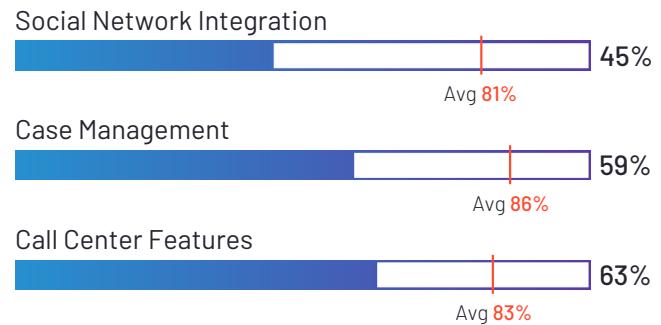
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Goals.com



HQ Location  
Minneapolis, MN



Year Founded  
2023



Employees (Listed  
On LinkedIn)



Company Website  
[www.goals.com](http://www.goals.com)

8

# Ohanafy

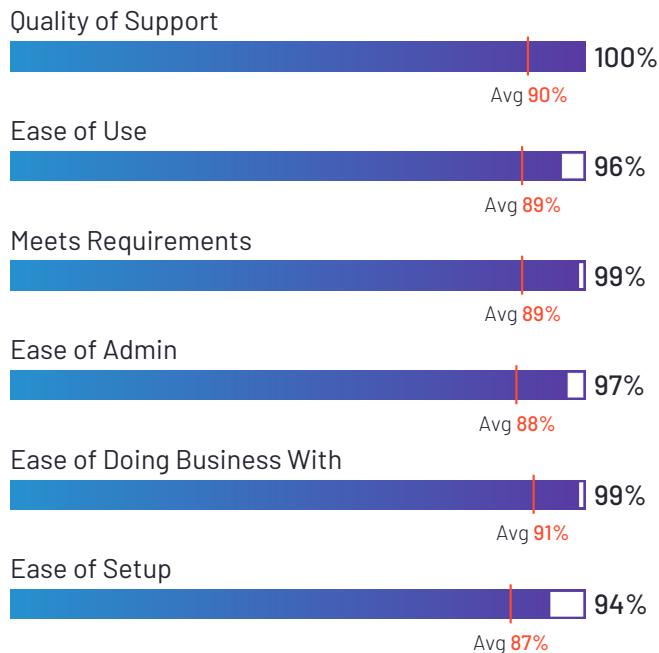


4.9 (58)

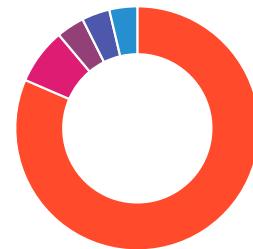


Ohanafy has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Ohanafy at a rate of 99%. Ohanafy is also in the Retail Analytics, Supply Chain Visibility, Retail Distributed Order Management Systems, and Order Management categories.

## Satisfaction Ratings



## Top Industries Represented



|                  |    |
|------------------|----|
| Food & Beverages | 44 |
| Hospitality      | 4  |
| Food Production  | 2  |
| Restaurants      | 2  |
| Wholesale        | 2  |



**Ownership**  
Ohanafy



**HQ Location**  
Wilmington, NC



**Year Founded**  
2022



**Employees (Listed On LinkedIn)**  
23



**Company Website**  
[ohanafy.com](http://ohanafy.com)

# OctopusPro

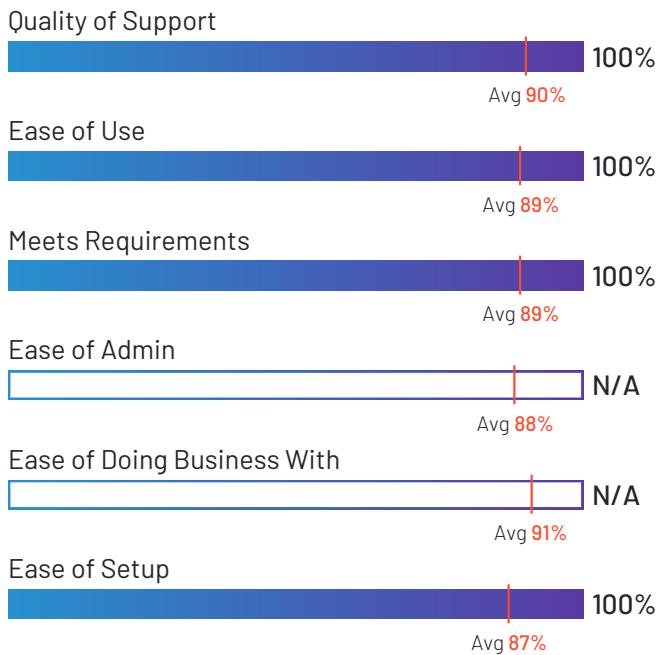


5.0  (20)

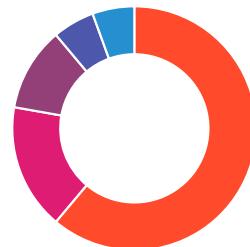


OctopusPro has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend OctopusPro at a rate of 100%. OctopusPro is also in the Field Sales category.

## Satisfaction Ratings



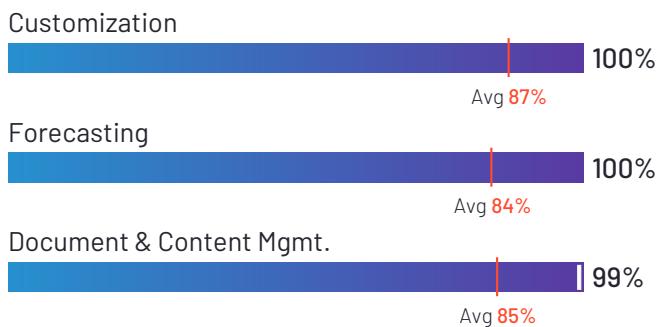
## Top Industries Represented



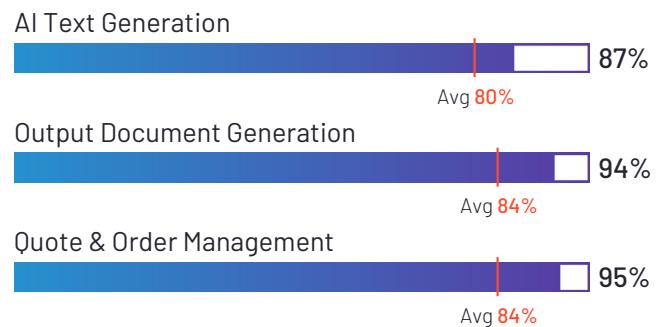
|                                     |    |
|-------------------------------------|----|
| Computer Software                   | 11 |
| Real Estate                         | 3  |
| Information Technology and Services | 2  |
| Food Production                     | 1  |
| Health, Wellness and Fitness        | 1  |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
OctopusPro



HQ Location  
Sydney, AU



Year Founded  
2009



Employees (Listed  
On LinkedIn)

23



Company Website  
[octopuspro.com](https://octopuspro.com)

# HappSales

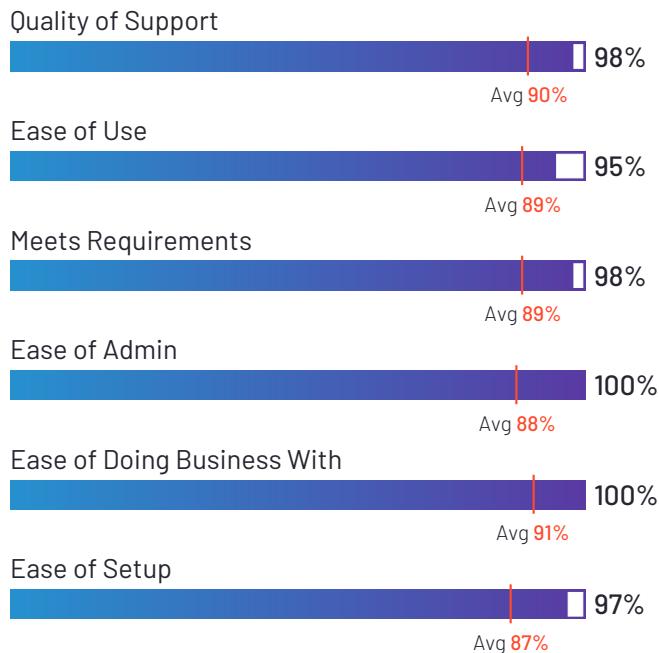
HappSales®

4.9  (36)

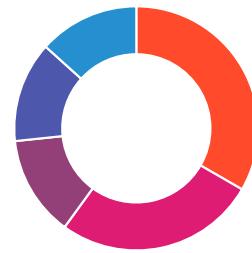


HappSales has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend HappSales at a rate of 97%. HappSales is also in the Field Service Management and Field Sales categories.

## Satisfaction Ratings

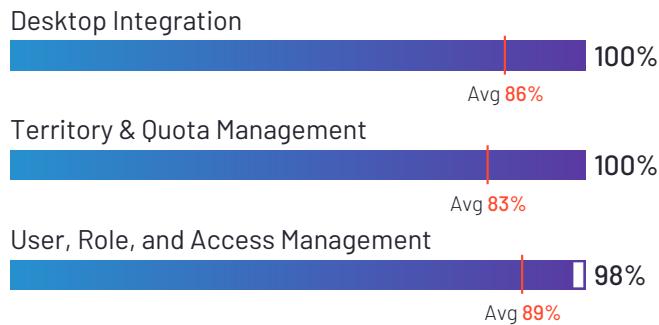


## Top Industries Represented

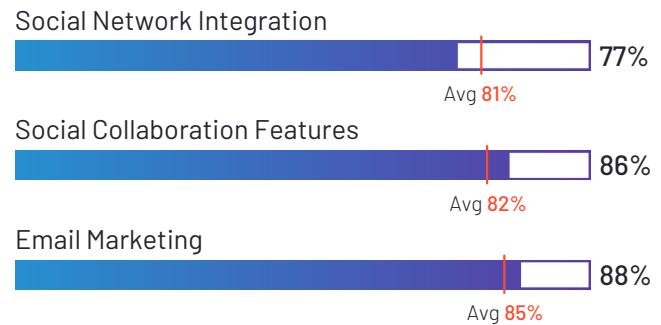


|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 5 |
| Biotechnology                       | 4 |
| Accounting                          | 2 |
| Business Supplies and Equipment     | 2 |
| Computer Software                   | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
HappSales



HQ Location  
Bangalore, IN



Year Founded  
2018



Employees (Listed  
On LinkedIn)  
12



Company Website  
[happsales.com](https://happsales.com)

# Breakcold

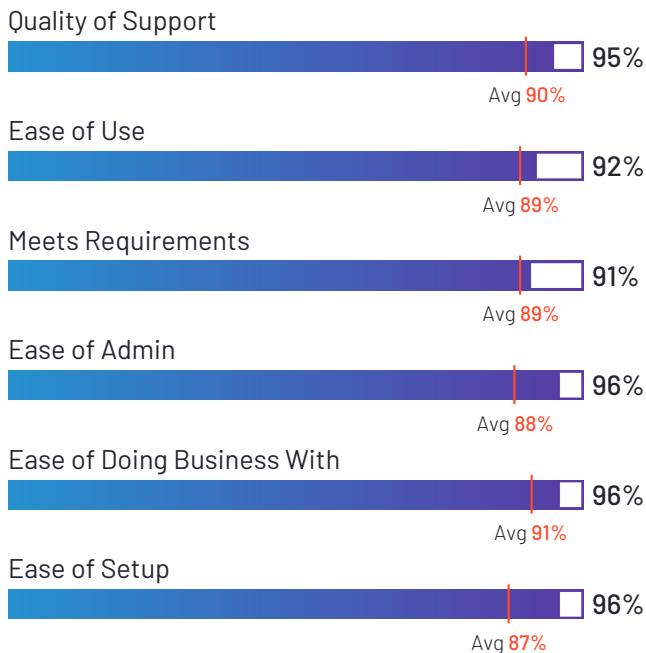


4.7 ★★★★★ (116)

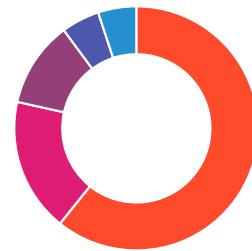


Breakcold has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Breakcold at a rate of 94%. Breakcold is also in the Sales Engagement category.

## Satisfaction Ratings

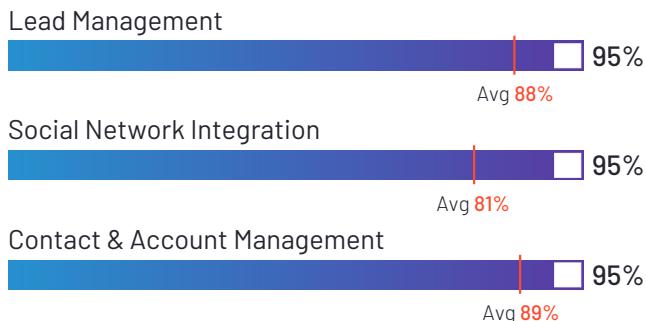


## Top Industries Represented

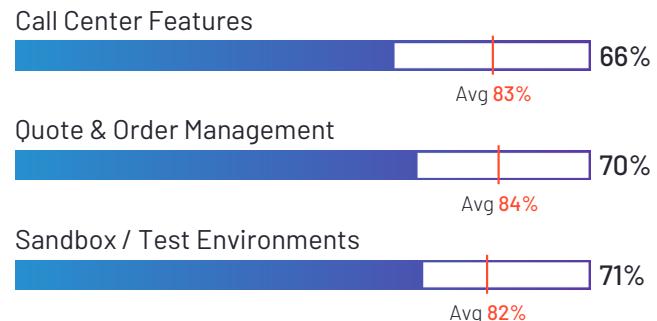


|                           |    |
|---------------------------|----|
| Marketing and Advertising | 48 |
| Consulting                | 14 |
| Computer Software         | 9  |
| Design                    | 4  |
| Education Management      | 4  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Breakcold



HQ Location  
Paris, FR



Employees (Listed  
On LinkedIn)

9



Company Website  
[breakcold.com](http://breakcold.com)

# Vtiger Sales

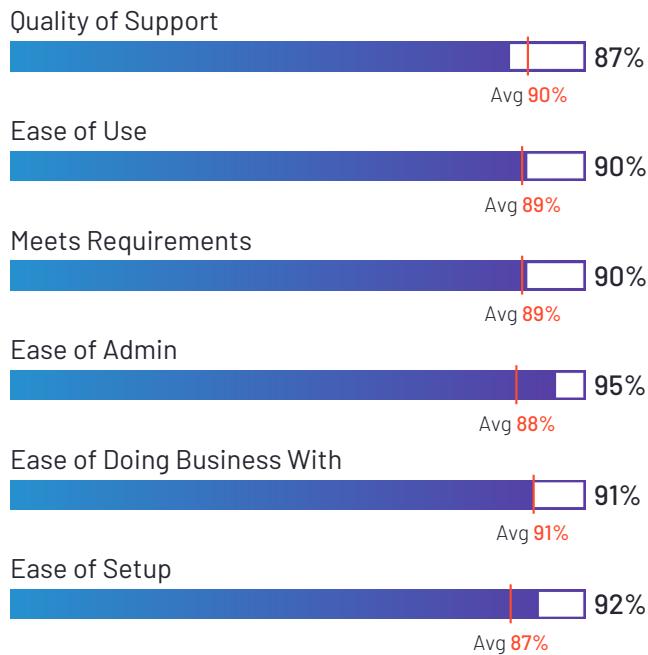


4.2 (29)

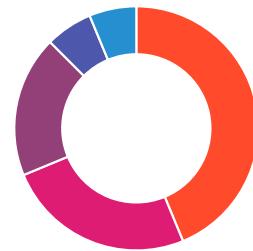


Vtiger Sales has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 81% of users believe it is headed in the right direction, and users said they would be likely to recommend Vtiger Sales at a rate of 84%.

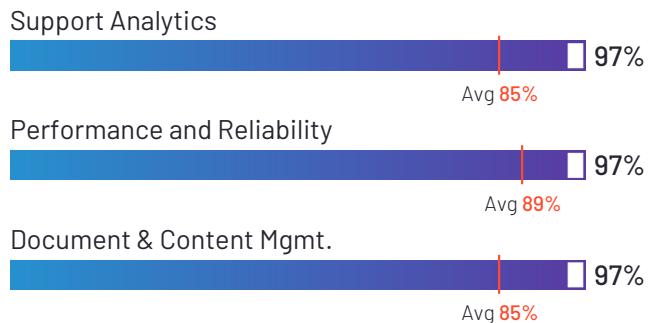
## Satisfaction Ratings



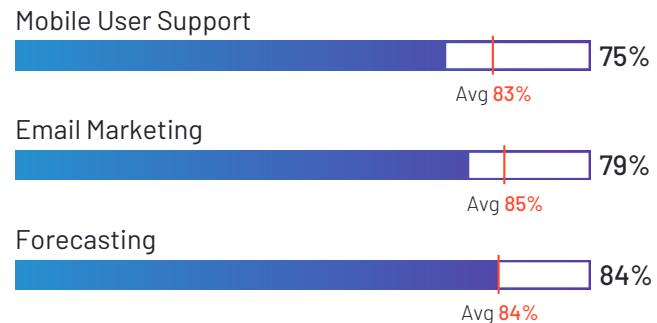
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Vtiger



HQ Location  
Cupertino, California



Year Founded  
2004



Employees (Listed  
On LinkedIn)  
233



Company Website  
[www.vtiger.com](http://www.vtiger.com)

# Kintone

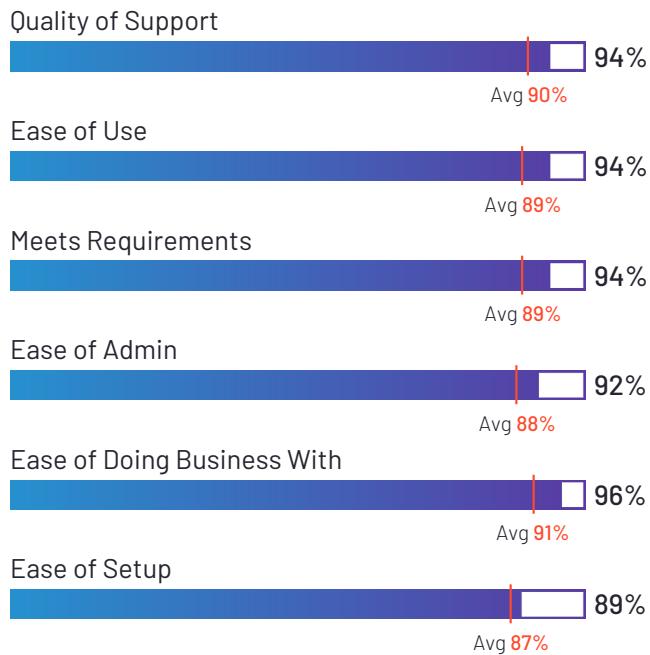


4.6 (248)

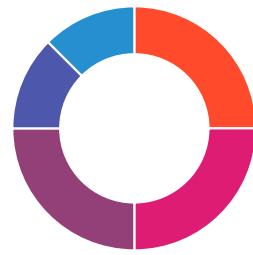


Kintone has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Kintone at a rate of 94%. Kintone is also in the Workflow Management, No-Code Development Platforms, Inventory Control, Desktop Database, Warehouse Management, and Database as a Service (DBaaS) categories.

## Satisfaction Ratings



## Top Industries Represented



**Ownership**  
Kintone



**HQ Location**  
San Francisco, CA



**Year Founded**  
1997



**Employees (Listed On LinkedIn)**  
83



**Company Website**  
[kintone.com](https://kintone.com)

# Pipeliner CRM

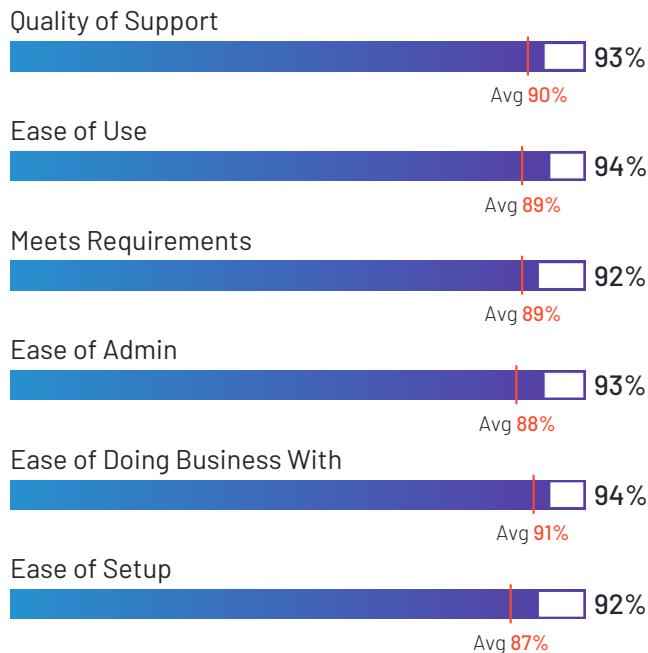


4.6 (464)

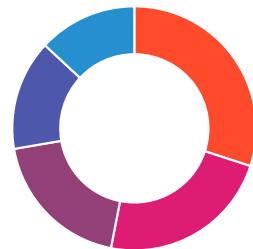


Pipeliner CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Pipeliner at a rate of 92%. Pipeliner is also in the Customer Revenue Optimization, AI Sales Assistant, Sales Analytics, Email Tracking, Sales Performance Management, and Online Appointment Scheduling categories.

## Satisfaction Ratings

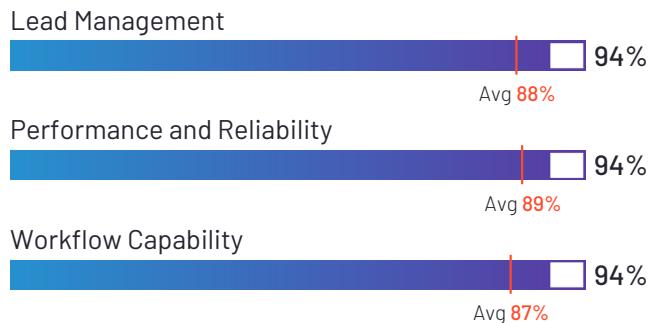


## Top Industries Represented

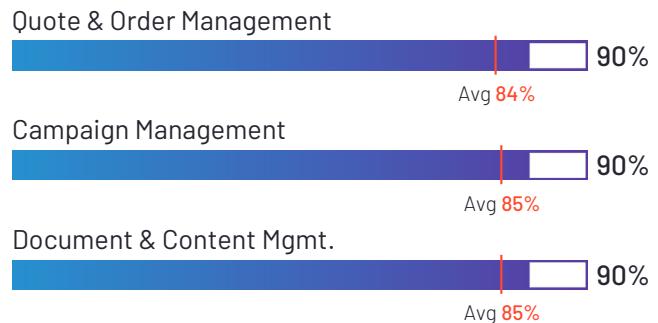


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 39 |
| Marketing and Advertising           | 30 |
| Computer Software                   | 25 |
| Construction                        | 19 |
| Management Consulting               | 17 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Pipelinersales Inc.



HQ Location  
Los Angeles, CA



Year Founded  
2007



Employees (Listed  
On LinkedIn)  
137



Company Website  
[pipelinersales.com](http://pipelinersales.com)

# Maximizer

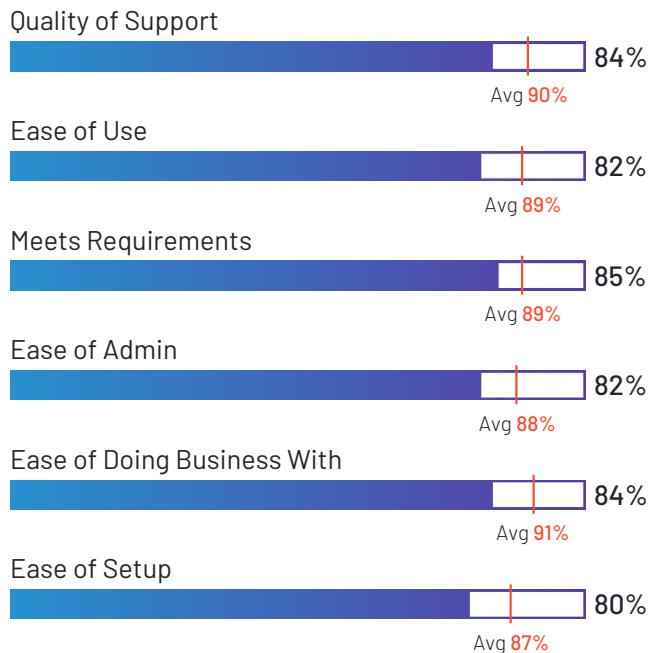


4.0 (639)

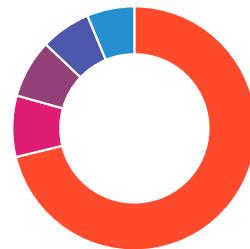


Maximizer has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 85% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Maximizer at a rate of 80%. Maximizer is also in the Financial Services CRM category.

## Satisfaction Ratings

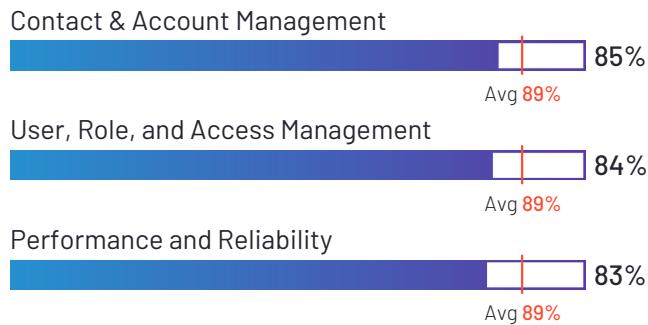


## Top Industries Represented

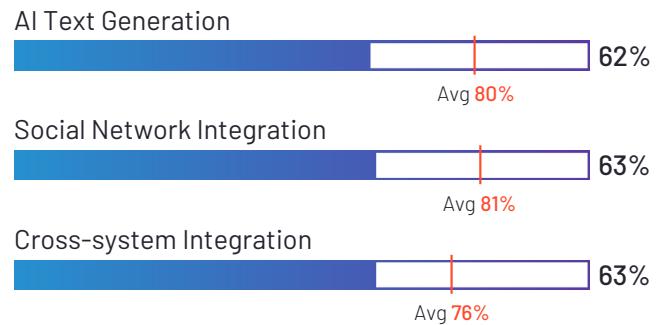


|                                     |     |
|-------------------------------------|-----|
| Financial Services                  | 193 |
| Investment Management               | 22  |
| Insurance                           | 21  |
| Information Technology and Services | 18  |
| Marketing and Advertising           | 17  |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Maximizer Software



**HQ Location**  
Vancouver, Canada



**Year Founded**  
1987



**Employees (Listed On LinkedIn)**  
155



**Company Website**  
[maximizer.com](https://maximizer.com)

# User.com

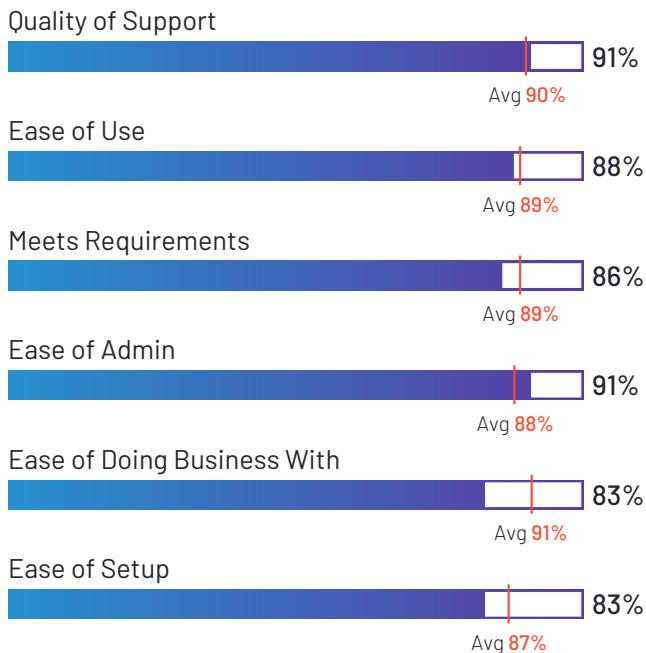
**user.com**

4.3  (49)

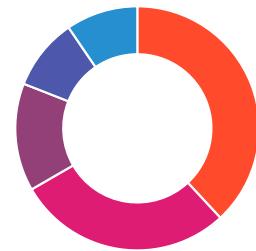


User.com has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 90% of users rated it 4 or 5 stars, 85% of users believe it is headed in the right direction, and users said they would be likely to recommend User.com at a rate of 87%. User.com is also in the Live Chat, Marketing Automation, Visitor Identification, and Push Notification categories.

## Satisfaction Ratings

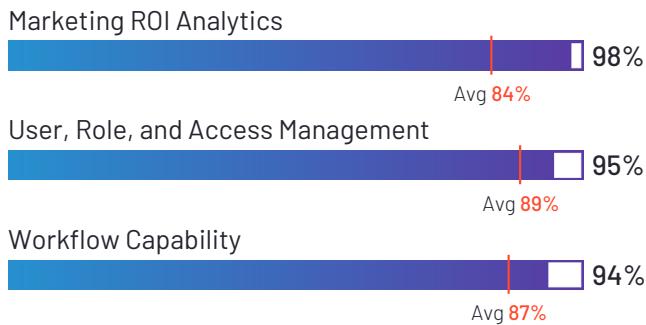


## Top Industries Represented

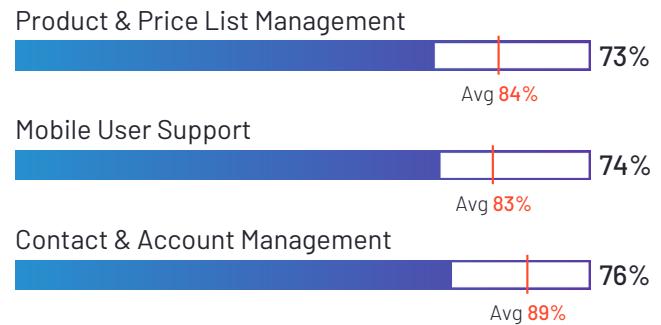


|                                     |   |
|-------------------------------------|---|
| Marketing and Advertising           | 8 |
| Computer Software                   | 6 |
| Information Technology and Services | 3 |
| Accounting                          | 2 |
| Hospitality                         | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
User.com



HQ Location  
Paris, FR



Year Founded  
2016



Employees (Listed  
On LinkedIn)  
69



Company Website  
[user.com](http://user.com)

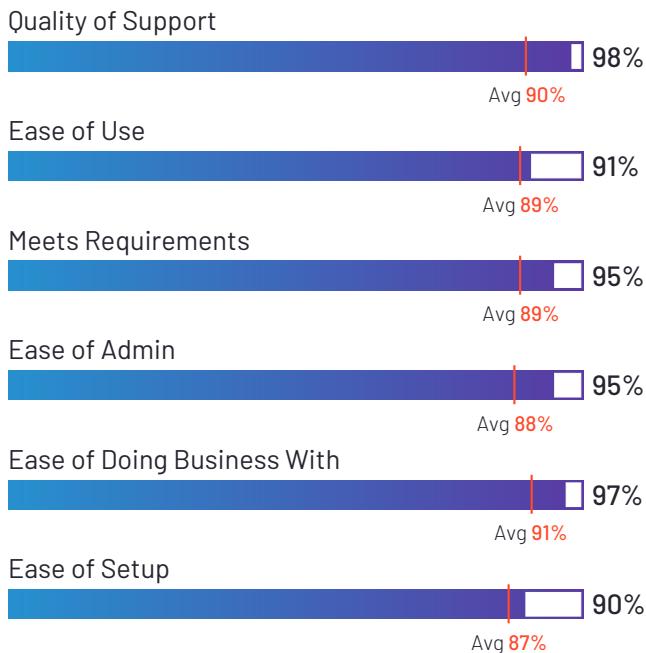
# VBOUT

4.7  (257)

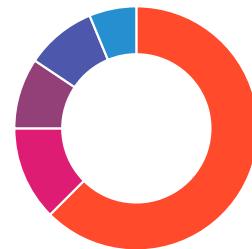


VBOUT has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend VBOUT at a rate of 95%. VBOUT is also in the Landing Page Builders, Social Media Analytics, Social Media Management, and Marketing Automation categories.

## Satisfaction Ratings

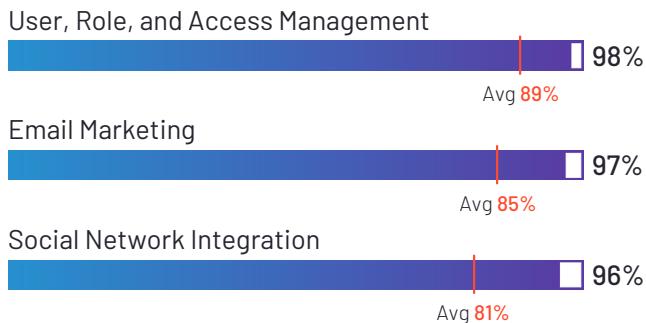


## Top Industries Represented

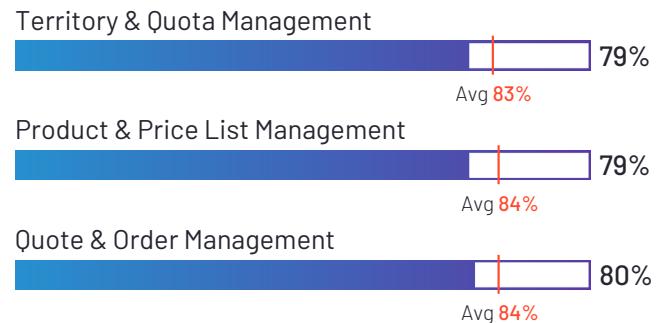


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 20 |
| Information Technology and Services | 4  |
| Education Management                | 3  |
| Management Consulting               | 3  |
| Consumer Services                   | 2  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Vbout Inc.



HQ Location  
New York, NY



Year Founded  
2013



Employees (Listed  
On LinkedIn)



Company Website  
[vbout.com](http://vbout.com)

# Teamwork CRM

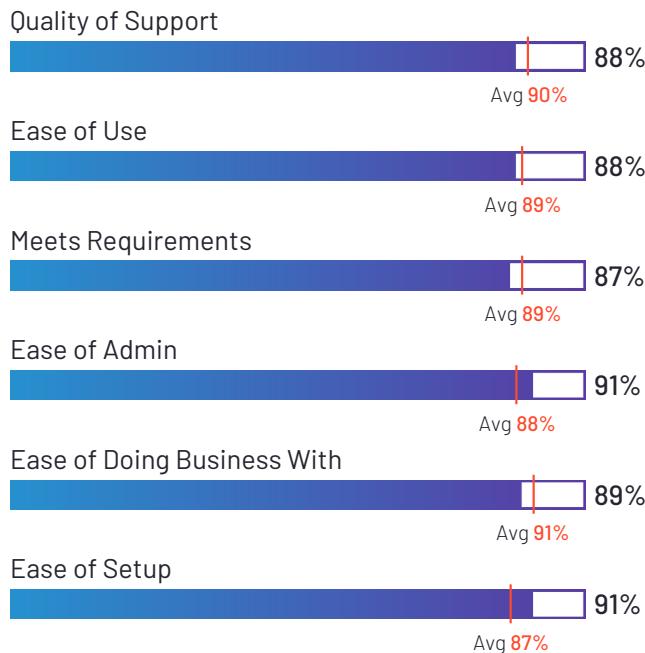


4.1 (42)

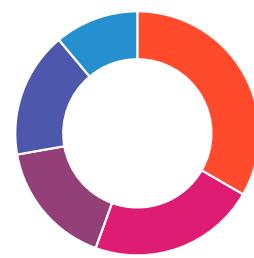


Teamwork CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Teamwork CRM at a rate of 82%.

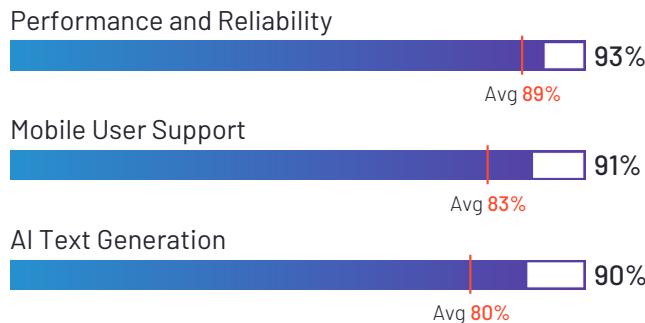
## Satisfaction Ratings



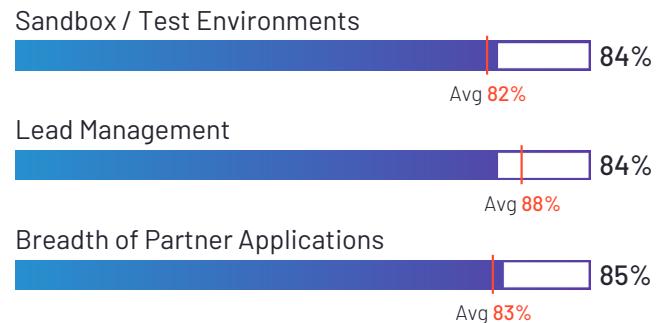
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Teamwork



HQ Location  
Cork



Year Founded  
2007



Employees (Listed  
On LinkedIn)  
536



Company Website  
[teamwork.com](https://teamwork.com)



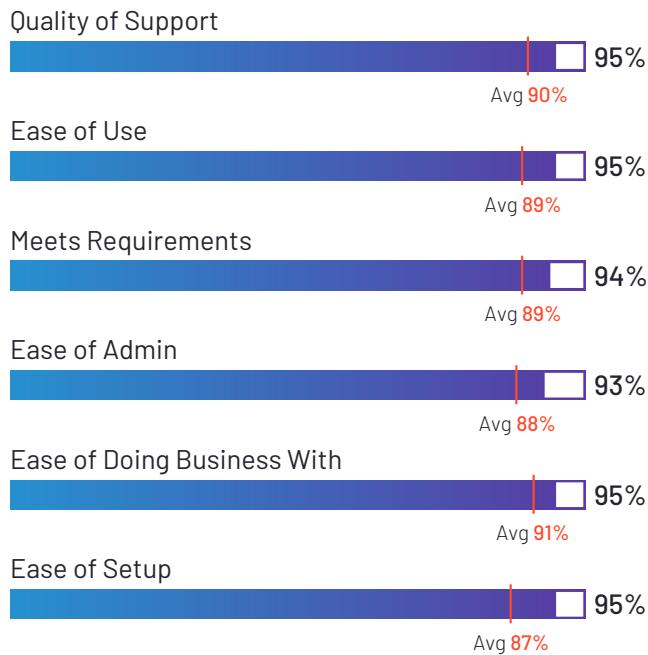
## Bixjet

4.8 (99)

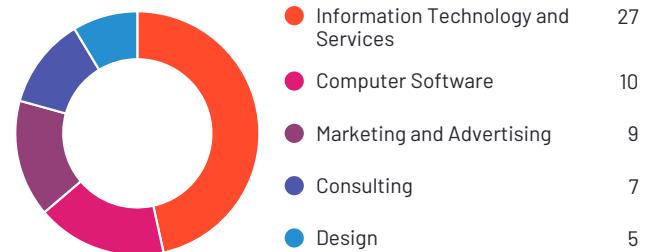


Bixjet has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 99% of users believe it is headed in the right direction, and users said they would be likely to recommend Bixjet at a rate of 96%.

### Satisfaction Ratings



### Top Industries Represented



### Highest-Rated Features



### Lowest-Rated Features



Ownership  
Bixjet



HQ Location  
San Francisco, US



Year Founded  
2021



Employees (Listed  
On LinkedIn)

12



Company Website  
[www.bixjet.com](http://www.bixjet.com)

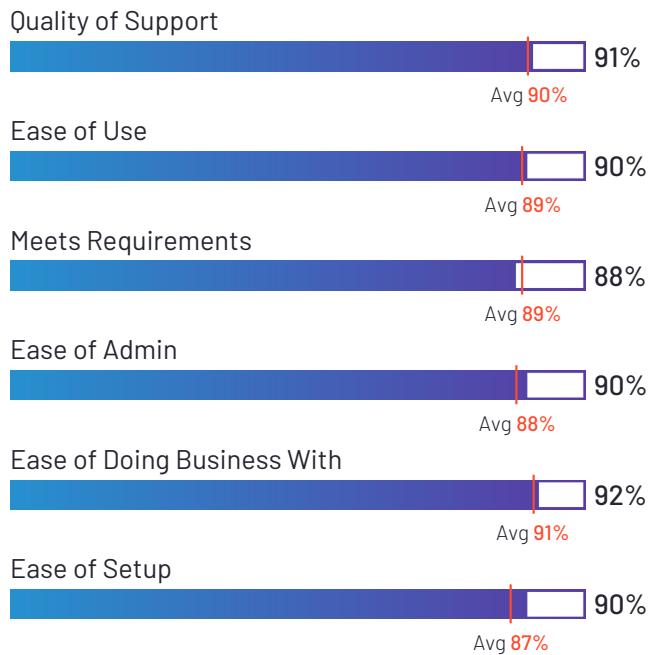
# Pipeline CRM

 Pipeline

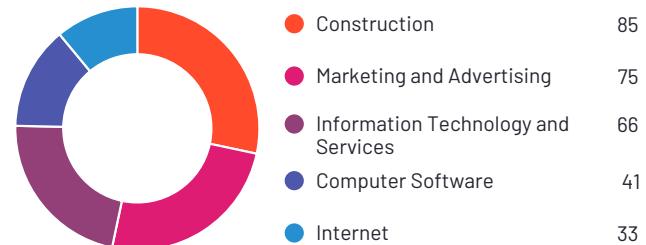
**4.4**  (940)


Pipeline CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Pipeline CRM at a rate of 87%. Pipeline CRM is also in the Google Workspace for Sales, Sales Performance Management, and Sales Analytics categories.

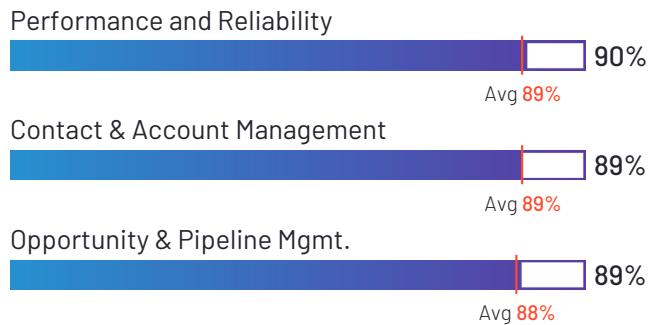
## Satisfaction Ratings



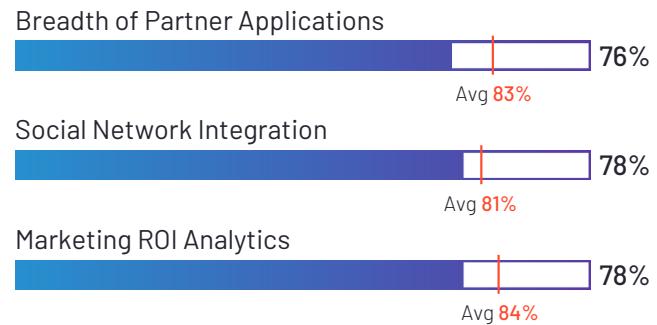
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Pipeline CRM



HQ Location  
Seattle, WA



Year Founded  
2006



Employees (Listed  
On LinkedIn)



Company Website  
[pipelinecrm.com](http://pipelinecrm.com)



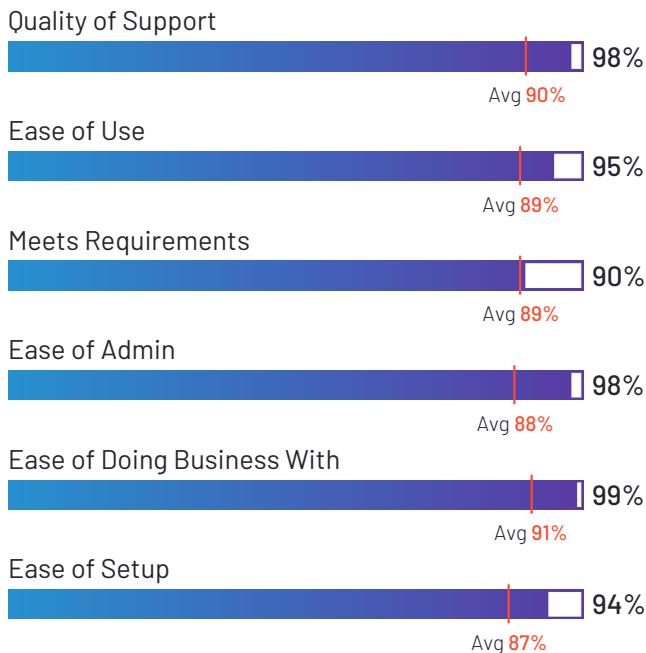
# VobeSoft

4.6  (43)

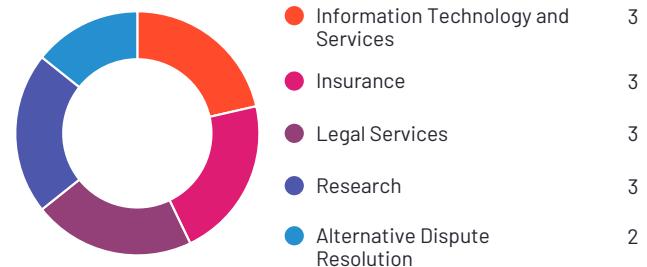


VobeSoft has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend VobeSoft at a rate of 92%. VobeSoft is also in the Workflow Management, Client Portal, Work Management, and Other Analytics categories.

## Satisfaction Ratings



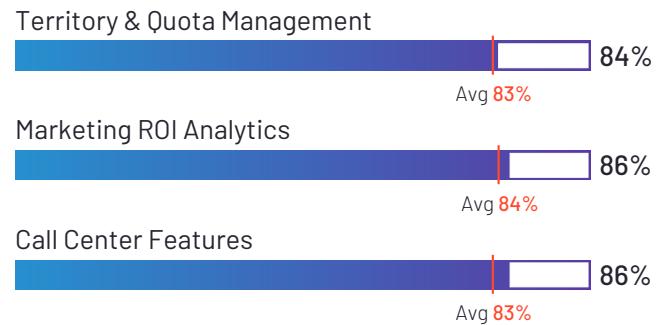
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
VobeSoft



HQ Location  
s-Hertogenbosch,  
North Brabant



Year Founded  
2011



Employees (Listed  
On LinkedIn)



Company Website  
[vobesoft.com](http://vobesoft.com)

# aCloud CRM

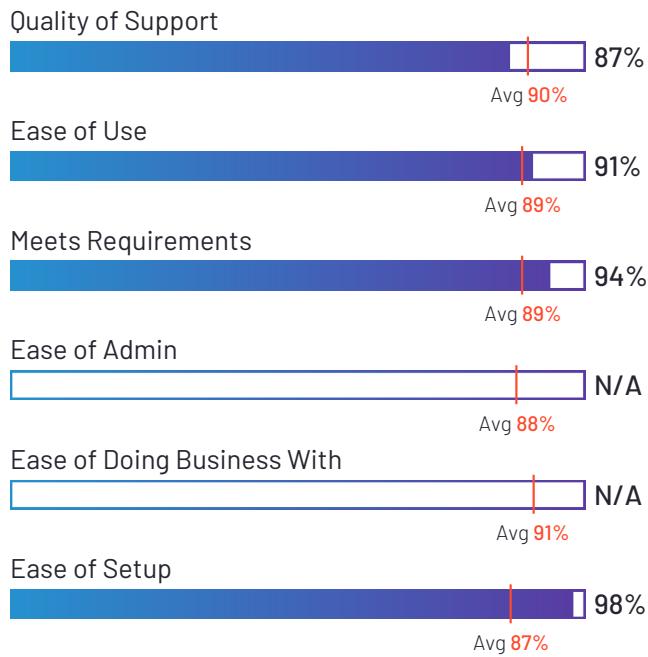


4.4  (11)

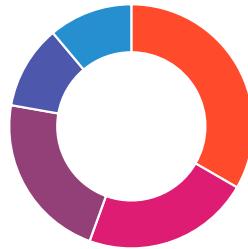


aCloud CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 91% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend aCloud CRM at a rate of 87%.

## Satisfaction Ratings



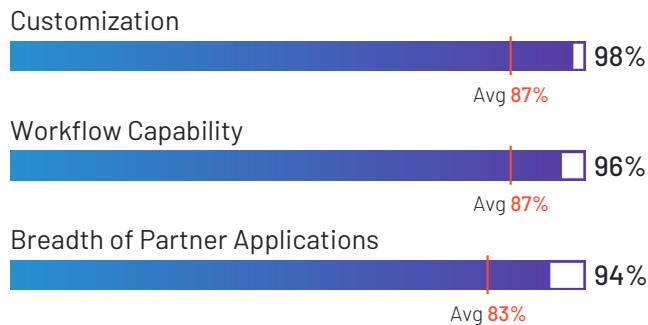
## Top Industries Represented



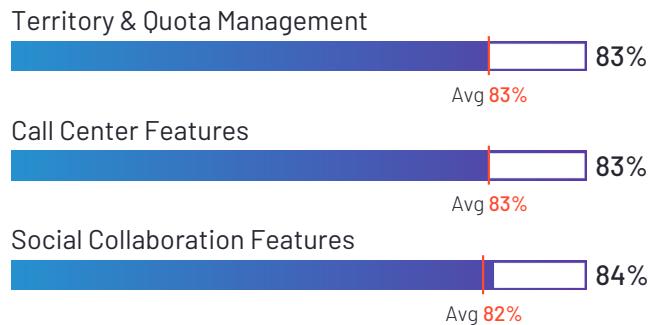
|                      |   |
|----------------------|---|
| Accounting           | 3 |
| Computer Software    | 2 |
| Manufacturing        | 2 |
| Financial Services   | 1 |
| Information Services | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
The Access Group



**HQ Location**  
Loughborough,  
Leicestershire



**Year Founded**  
1991



**Employees (Listed  
On LinkedIn)**  
6,510



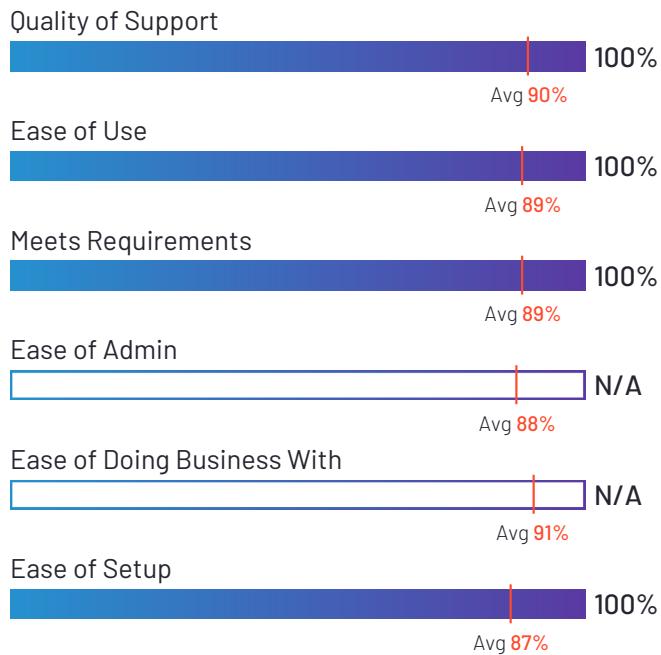
**Company Website**  
[theaccessgroup.com](http://theaccessgroup.com)

# djaboo

5.0  (10)

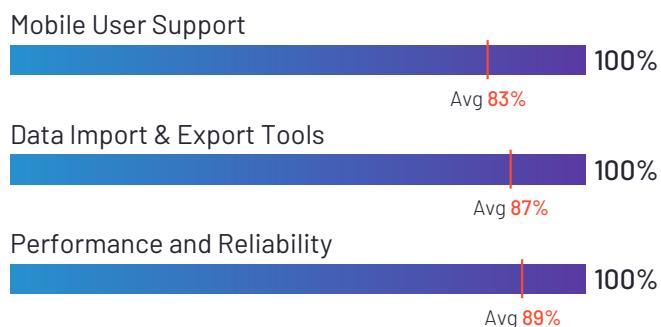
djaboo has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend djaboo at a rate of 100%.

## Satisfaction Ratings

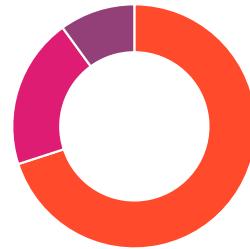


\*N/A is displayed when fewer than five responses were received for the question.

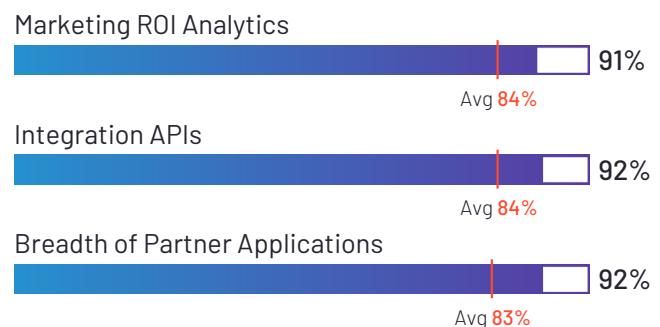
## Highest-Rated Features



## Top Industries Represented



## Lowest-Rated Features



Ownership  
djaboo



HQ Location  
paris, FR



Employees (Listed  
On LinkedIn)



Company Website  
[djaboo.com](https://djaboo.com)

# vcita

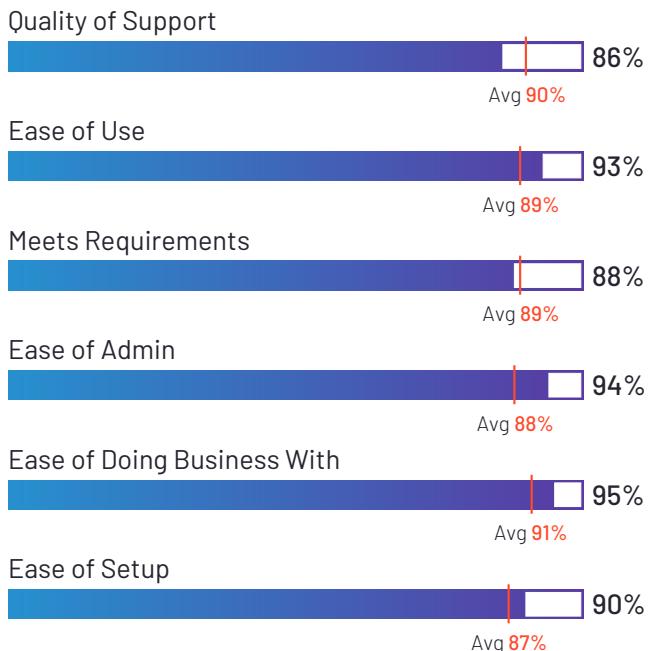


4.6 (76)

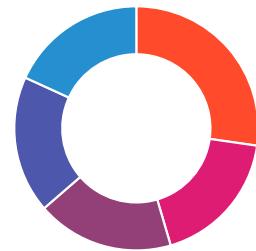


vcita has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend vcita at a rate of 91%. vcita is also in the Business Scheduling, Client Portal, Online Form Builder, Invoice Management, Online Appointment Scheduling, Billing, Marketing Automation, Financial Services CRM, Payment Processing, and Appointment Reminder categories.

## Satisfaction Ratings

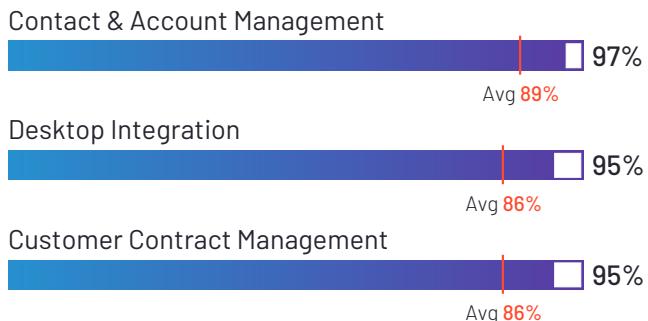


## Top Industries Represented

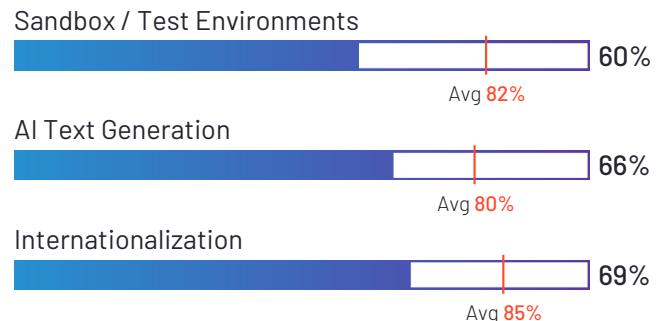


|                           |   |
|---------------------------|---|
| Marketing and Advertising | 3 |
| Accounting                | 2 |
| Alternative Medicine      | 2 |
| Construction              | 2 |
| Consulting                | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
vcita



HQ Location  
Bellevue, WA



Year Founded  
2010



Employees (Listed  
On LinkedIn)  
189



Company Website  
[www.vcita.com](http://www.vcita.com)

# Teamleader

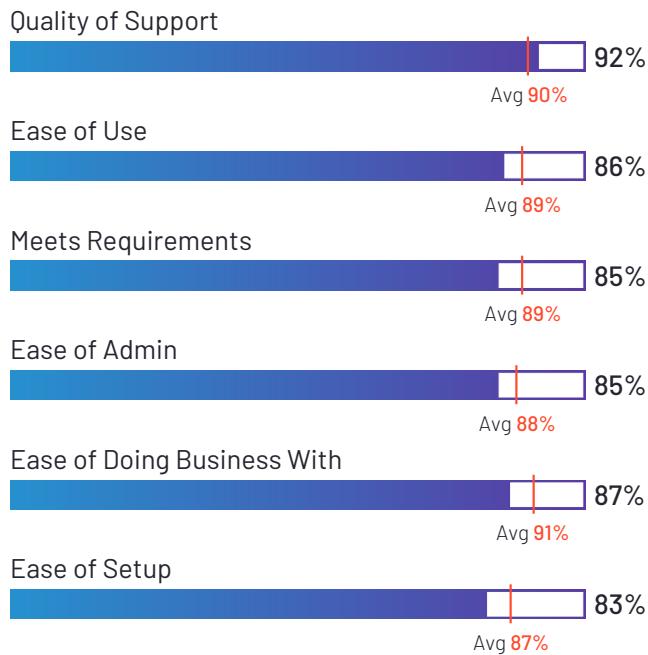


4.3 ★★★★★ (51)



Teamleader has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 89% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Teamleader at a rate of 85%. Teamleader is also in the Project Management and Billing categories.

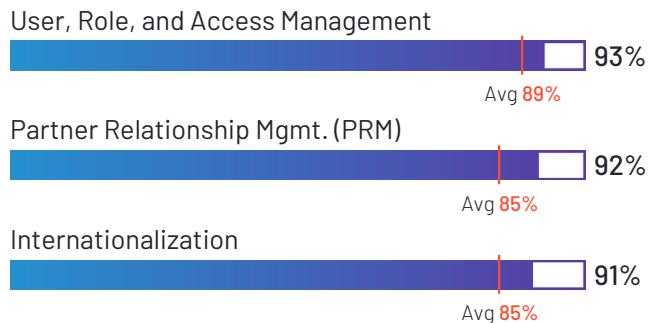
## Satisfaction Ratings



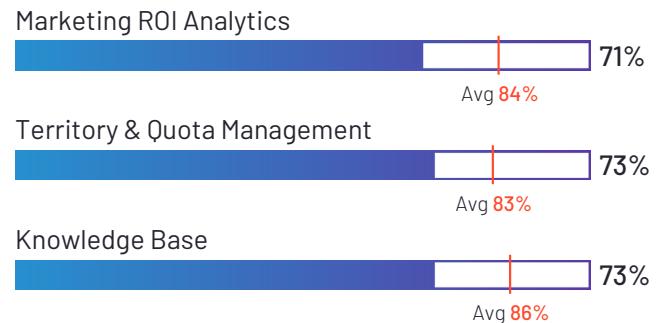
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Teamleader



HQ Location  
Ghent, Belgium



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
282



Company Website  
[teamleader.eu](https://teamleader.eu)

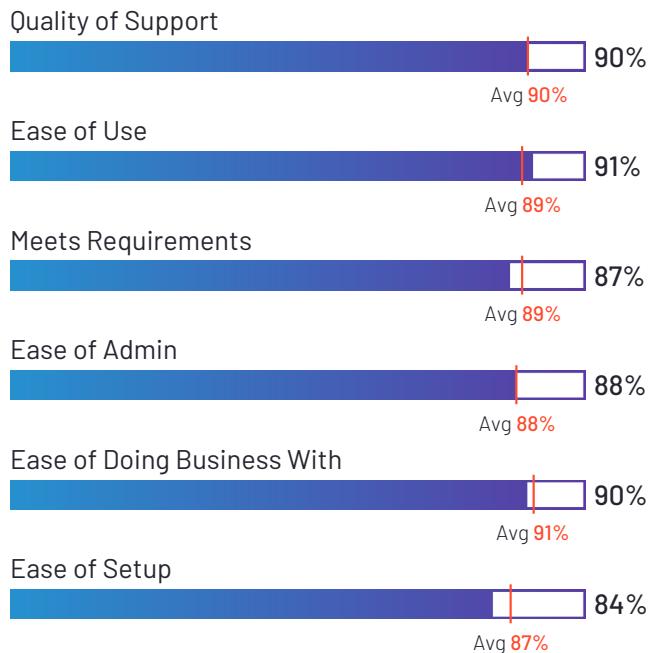
# Resco - Mobility & Productivity

resco

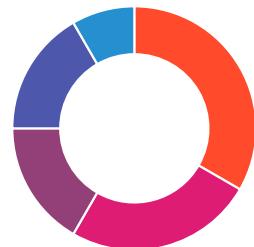
4.5  (44)

Resco - Mobility & Productivity has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Resco - Mobility & Productivity at a rate of 92%. Resco - Mobility & Productivity is also in the Inspection Management, Field Sales, Mobile Forms Automation, Field Service Management, and Knowledge Base categories.

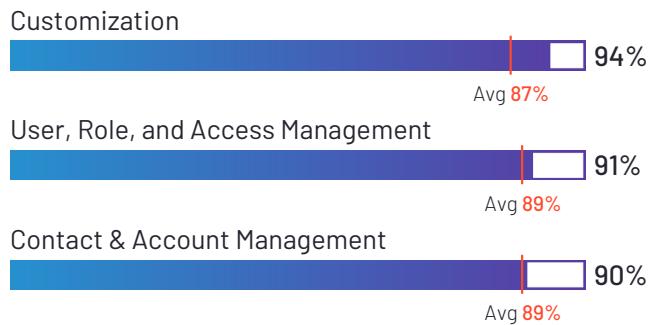
## Satisfaction Ratings



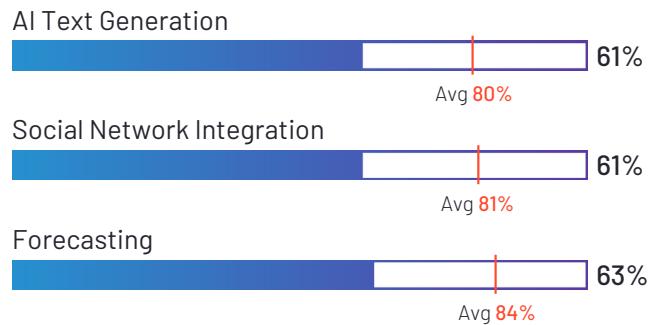
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Resco.net



HQ Location  
Bratislava, Slovakia



Year Founded  
1999



Employees (Listed  
On LinkedIn)  
145



Company Website  
[www.resco.net](http://www.resco.net)

# ePROMIS ERP

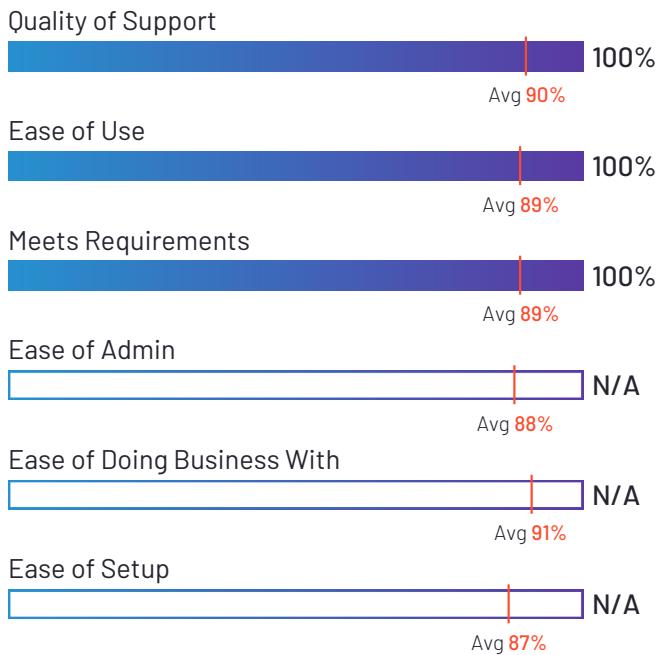


5.0  (47)



ePROMIS ERP has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend ePROMIS ERP at a rate of 99%. ePROMIS ERP is also in the Distribution ERP, Discrete ERP, ERP Systems, Account-Based Data, Accounting, and Procure to Pay categories.

## Satisfaction Ratings

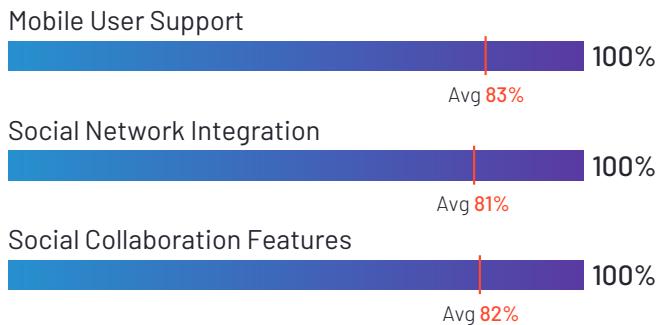


## Top Industries Represented



\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features

Not enough data to include lowest-rated features for ePROMIS ERP



**Ownership**  
ePROMIS Solutions



**HQ Location**  
Houston, Texas



**Year Founded**  
1981



**Employees (Listed On LinkedIn)**  
99



**Company Website**  
[epromis.com](http://epromis.com)

# Method CRM

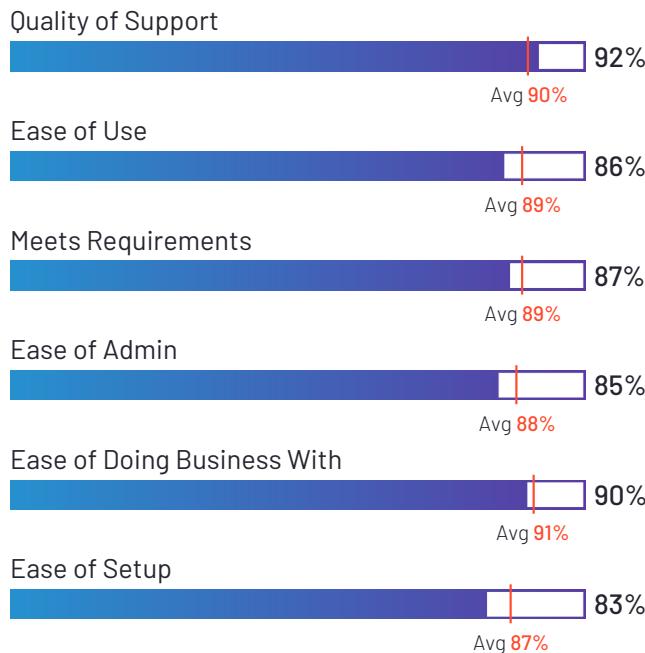


4.4 (310)



Method CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Method CRM at a rate of 88%. Method CRM is also in the Invoice Management and E-Signature categories.

## Satisfaction Ratings

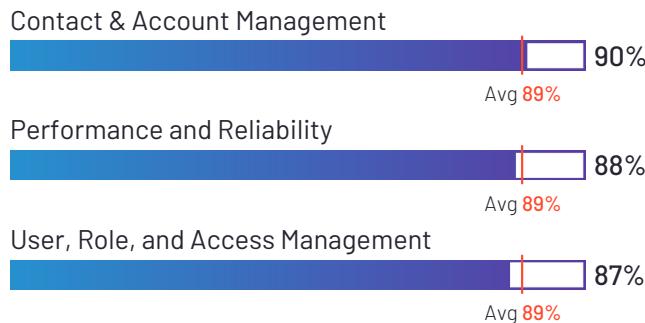


## Top Industries Represented

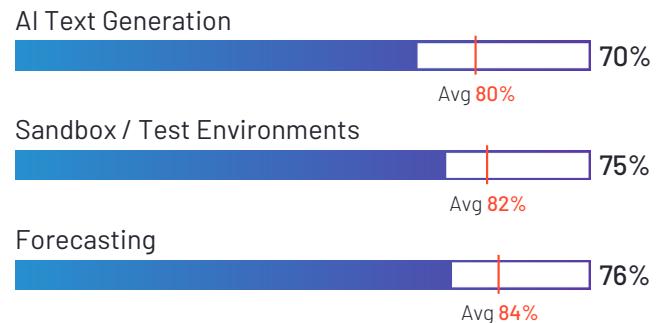


|                   |    |
|-------------------|----|
| Construction      | 48 |
| Wholesale         | 17 |
| Accounting        | 14 |
| Consumer Services | 13 |
| Automotive        | 11 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Method Integration Inc.



**HQ Location**  
Toronto



**Year Founded**  
2010



**Employees (Listed On LinkedIn)**  
105



**Company Website**  
[www.method.me](http://www.method.me)

# vtenext

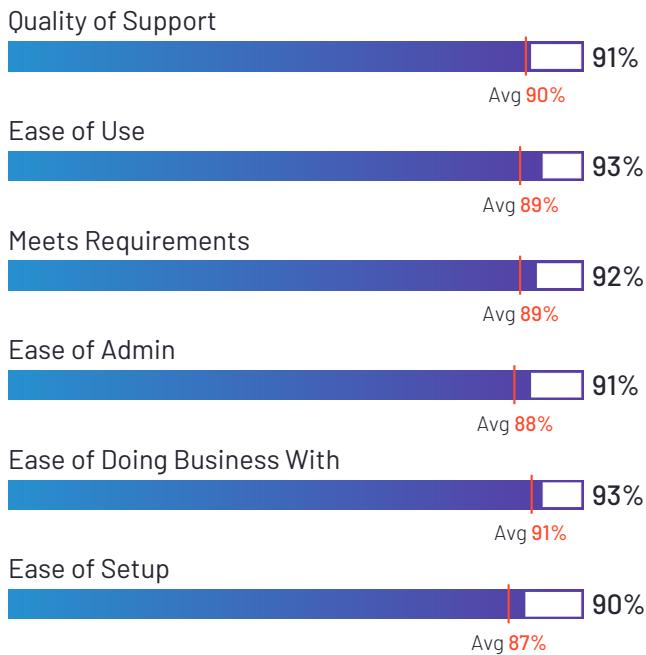


4.6 ★★★★★ (30)

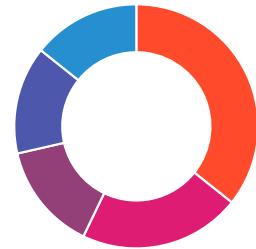


vtenext has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend vtenext at a rate of 93%.

## Satisfaction Ratings

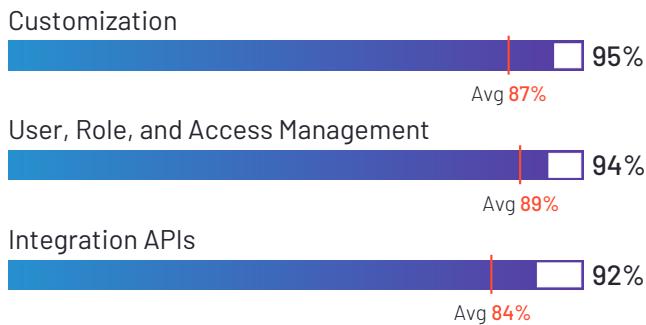


## Top Industries Represented

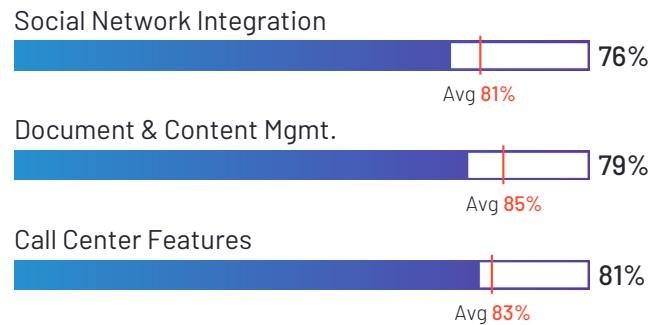


|                                      |   |
|--------------------------------------|---|
| Computer Software                    | 5 |
| Information Technology and Services  | 3 |
| Chemicals                            | 2 |
| Consulting                           | 2 |
| Mechanical or Industrial Engineering | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
vtenext



HQ Location  
Milano, Lombardia



Year Founded  
2011



Employees (Listed  
On LinkedIn)



Company Website  
[vtenext.com](http://vtenext.com)

## Ultra-Staff EDGE Staffing and Recruiting Software

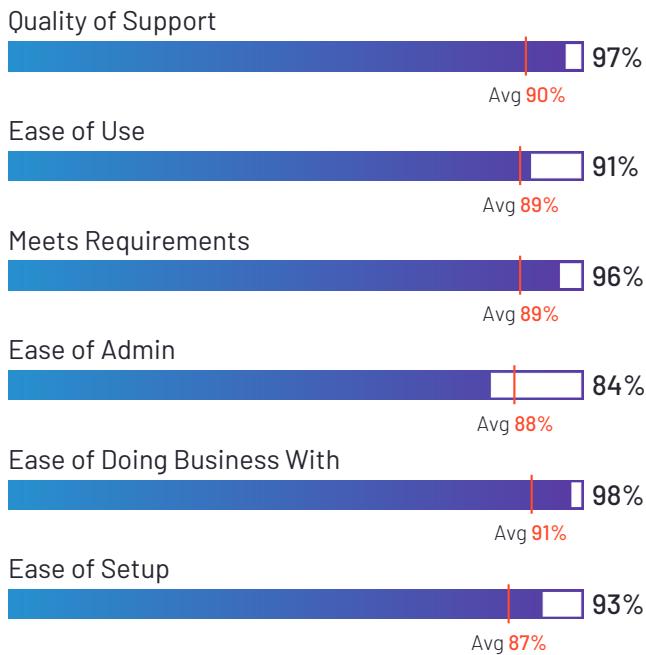


4.7 (45)

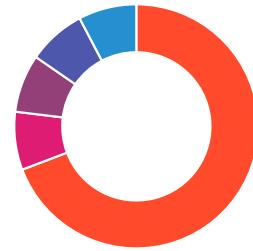


Ultra-Staff EDGE Staffing and Recruiting Software has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Ultra-Staff EDGE Staffing and Recruiting Software at a rate of 95%. Ultra-Staff EDGE Staffing and Recruiting Software is also in the Candidate Relationship Management, Onboarding, and Staffing categories.

### Satisfaction Ratings

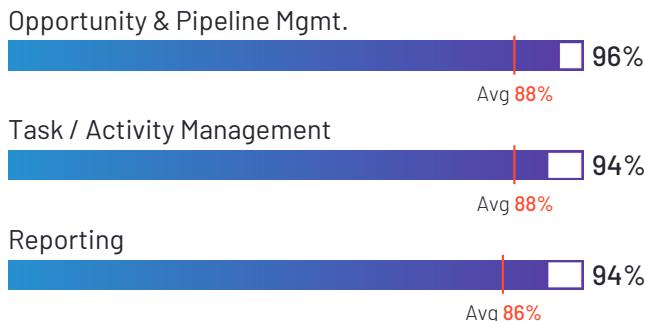


### Top Industries Represented

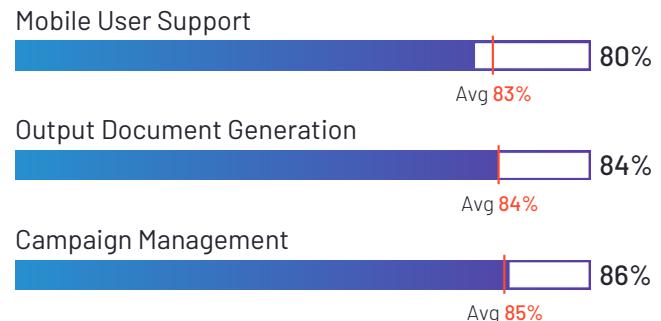


|                                     |   |
|-------------------------------------|---|
| Staffing and Recruiting             | 9 |
| Automotive                          | 1 |
| Construction                        | 1 |
| Hospital & Health Care              | 1 |
| Information Technology and Services | 1 |

### Highest-Rated Features



### Lowest-Rated Features



**Ownership**  
Automated Business Designs



**HQ Location**  
Chicago, Illinois



**Year Founded**  
1982



**Employees (Listed On LinkedIn)**  
25



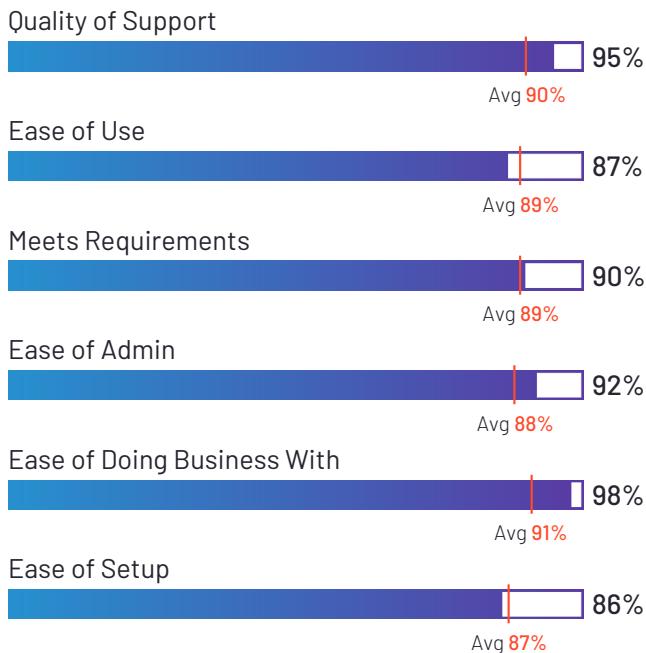
**Company Website**  
[abd.net](http://abd.net)

# Altvia

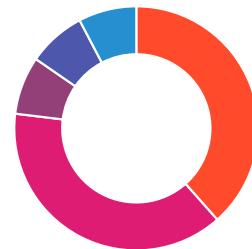
4.5  (15)

Altvia has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Altvia at a rate of 89%. Altvia is also in the Financial Services CRM, Financial Analytics, Virtual Data Room (VDR), Investment Portfolio Management, and Venture Capital Management categories.

## Satisfaction Ratings

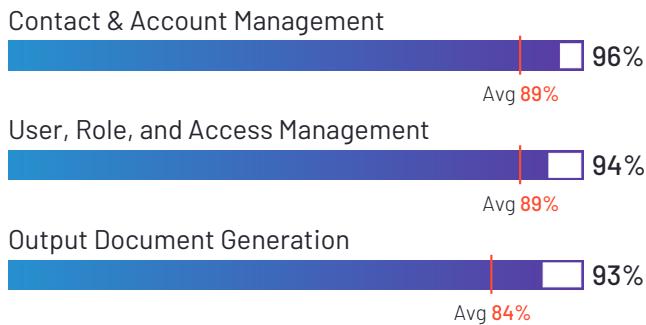


## Top Industries Represented

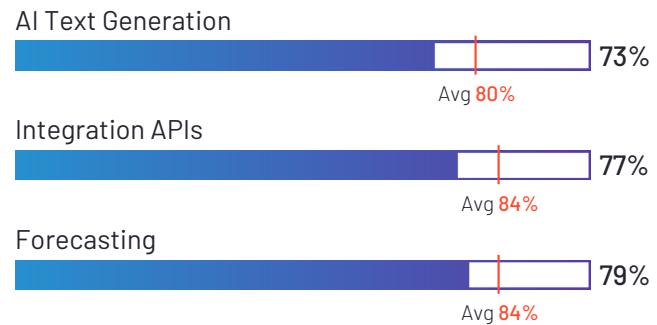


|                                  |   |
|----------------------------------|---|
| Financial Services               | 5 |
| Venture Capital & Private Equity | 5 |
| Banking                          | 1 |
| Fund-Raising                     | 1 |
| Information Services             | 1 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
ALTVIA SOLUTIONS,  
LLC



**HQ Location**  
Broomfield, CO



**Year Founded**  
2006



**Employees (Listed  
On LinkedIn)**  
67



**Company Website**  
[altvia.com](http://altvia.com)

# Sellsy

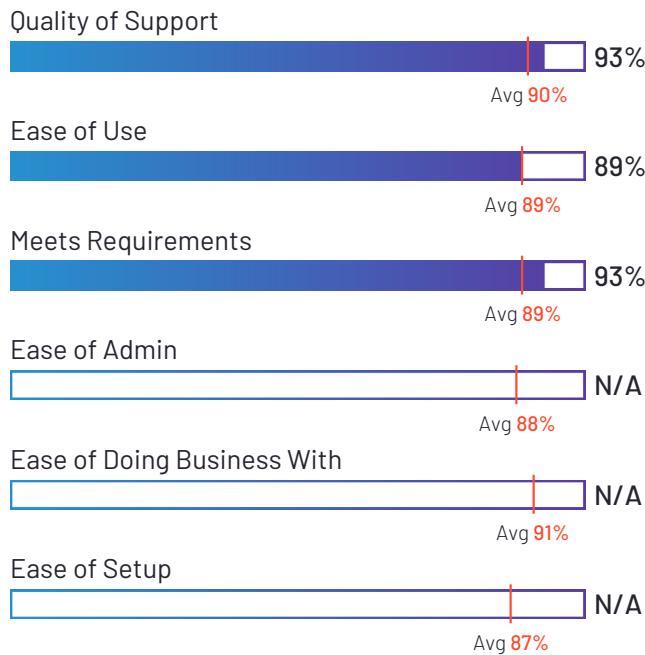


3.9 (14)

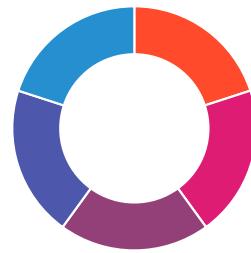


Sellsy has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 80% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend Sellsy at a rate of 81%. Sellsy is also in the Billing category.

## Satisfaction Ratings



## Top Industries Represented



\*N/A is displayed when fewer than five responses were received for the question.



**Ownership**  
Easybill



**HQ Location**  
La Rochelle, Nouvelle Aquitaine



**Year Founded**  
2009

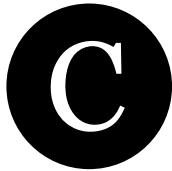


**Employees (Listed On LinkedIn)**  
182



**Company Website**  
[www.sellsy.com](http://www.sellsy.com)

# Clientjoy

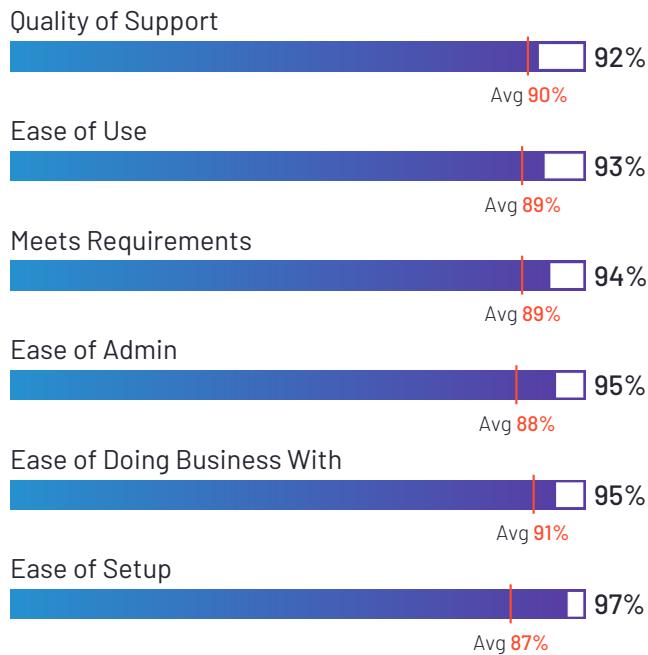


4.6  (55)

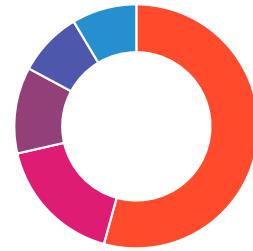


Clientjoy has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Clientjoy at a rate of 92%.

## Satisfaction Ratings

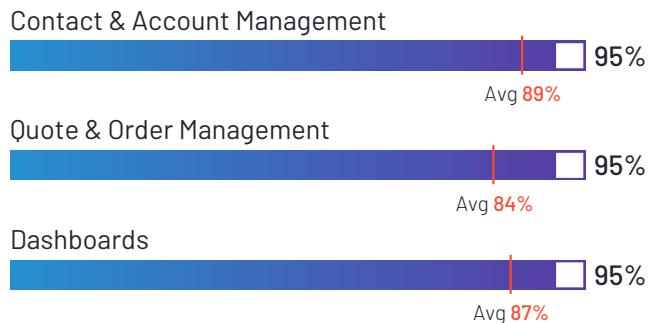


## Top Industries Represented

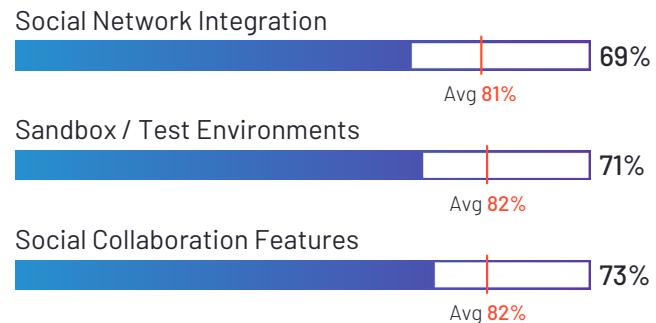


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 19 |
| Information Technology and Services | 6  |
| Graphic Design                      | 4  |
| Education Management                | 3  |
| Media Production                    | 3  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Clientjoy



HQ Location  
Ahmedabad, IN



Year Founded  
2019



Employees (Listed  
On LinkedIn)

10



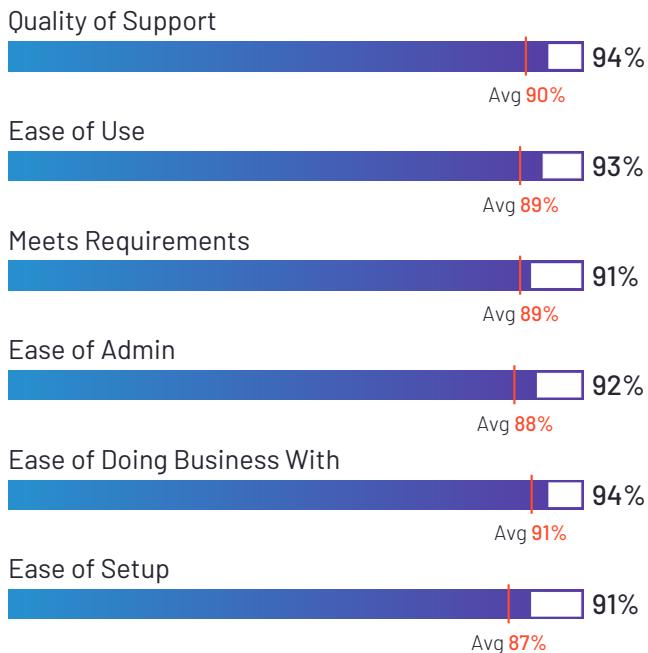
Company Website  
[clientjoy.io](https://clientjoy.io)

# NetHunt CRM

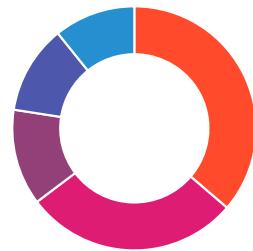
4.6  (268)

NetHunt CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend NetHunt CRM at a rate of 93%. NetHunt CRM is also in the Google Workspace for Sales, Lead Capture, Email Tracking, and Google Workspace Business Tools categories.

## Satisfaction Ratings

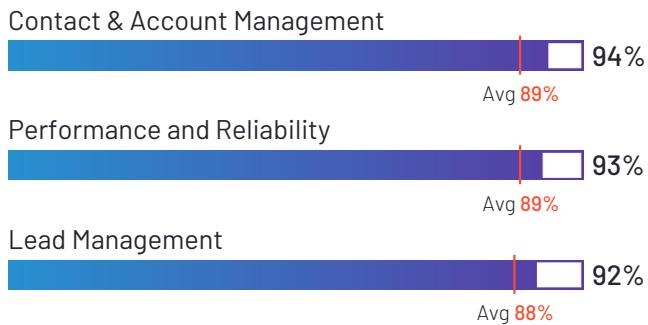


## Top Industries Represented

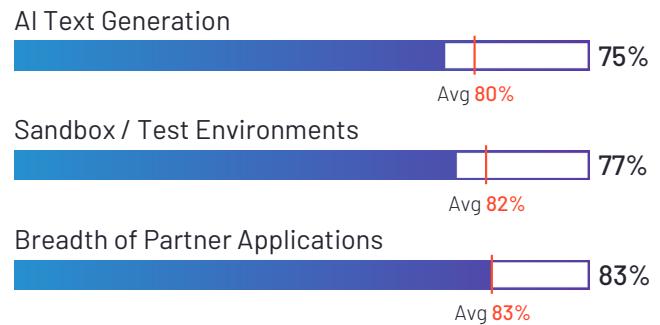


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 37 |
| Information Technology and Services | 29 |
| Computer Software                   | 13 |
| Financial Services                  | 12 |
| Real Estate                         | 11 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
NetHunt CRM



HQ Location  
Kiev



Year Founded  
2015



Employees (Listed  
On LinkedIn)

13



Company Website  
[nethunt.com](http://nethunt.com)

# Maple CRM

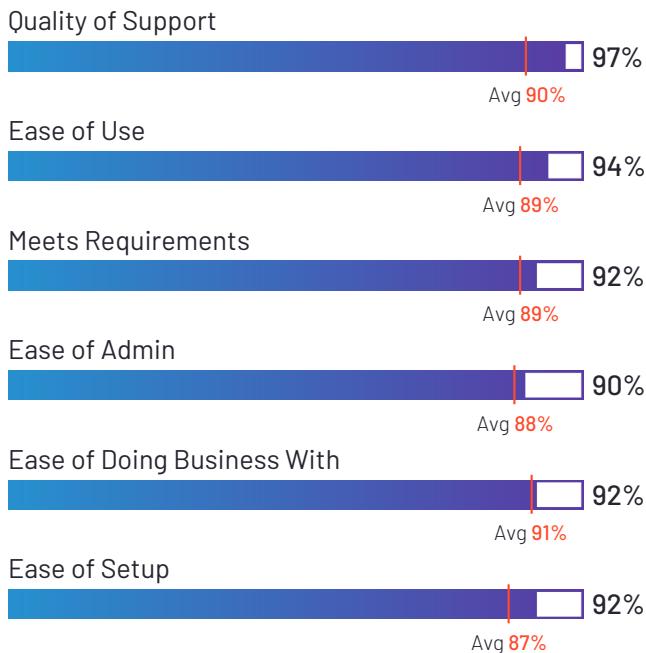


4.7 ★★★★★ (23)

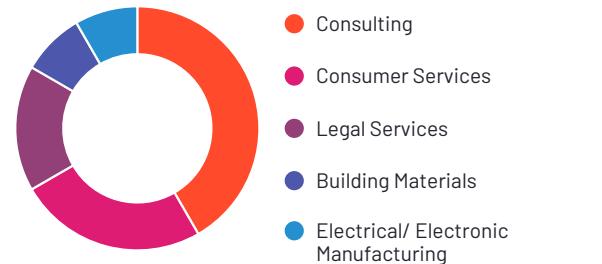


Maple CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Maple CRM at a rate of 94%.

## Satisfaction Ratings



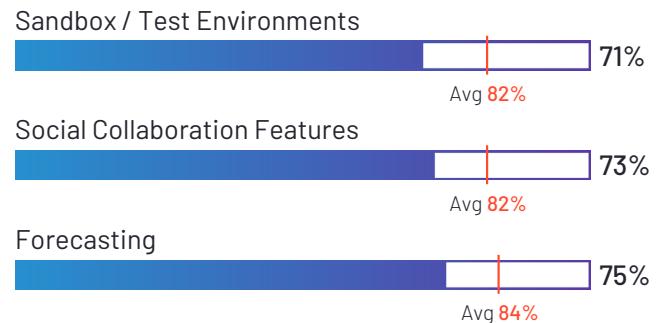
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Maple CRM



HQ Location  
Bengaluru,  
Karnataka



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
24



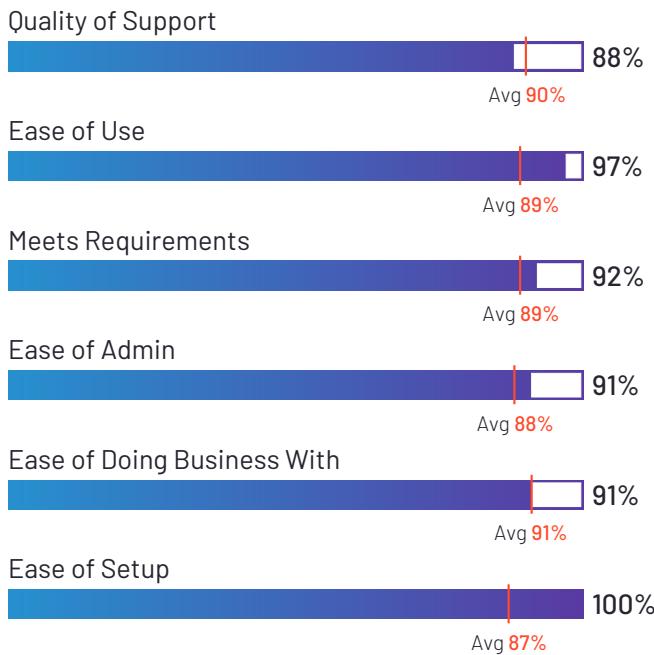
Company Website  
[maplecrm.com](http://maplecrm.com)

# ELMA365

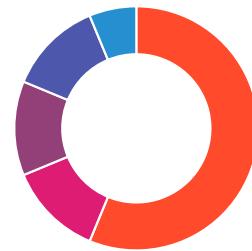
4.5  (35)

ELMA365 has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend ELMA365 at a rate of 90%. ELMA365 is also in the No-Code Development Platforms category.

## Satisfaction Ratings

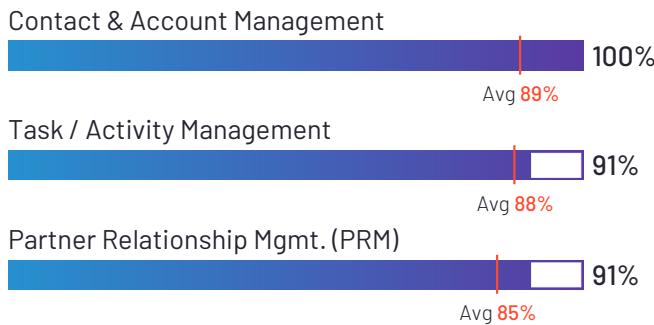


## Top Industries Represented

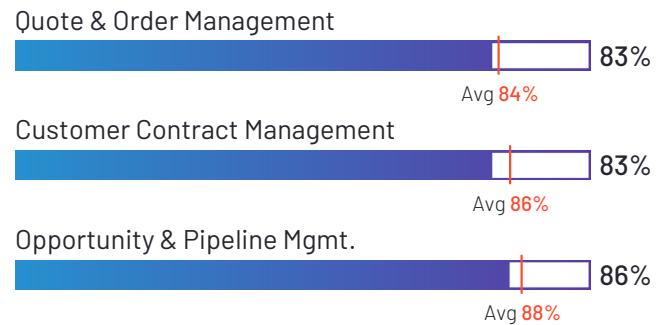


|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 9 |
| Automotive                          | 2 |
| Computer Software                   | 2 |
| Food Production                     | 2 |
| Alternative Medicine                | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
ELMA Global a.s.



HQ Location  
Slovakia



Employees (Listed  
On LinkedIn)

2



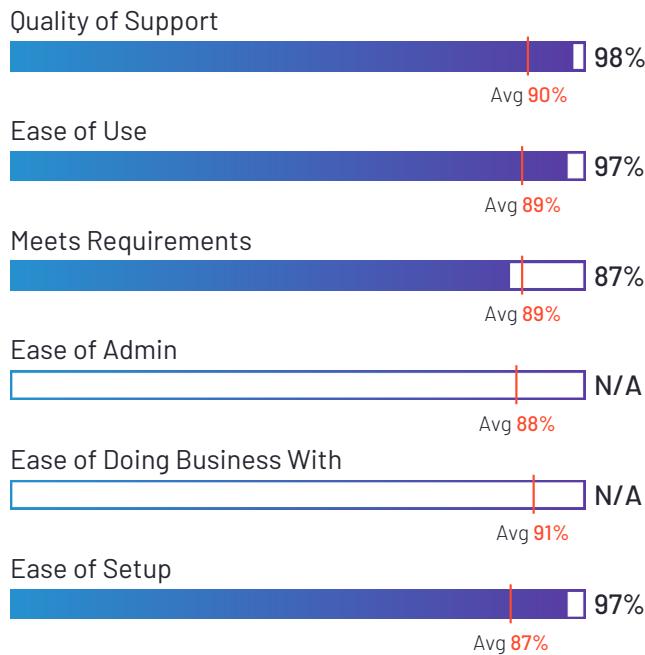
Company Website  
[elma365.com](https://elma365.com)

# Clarify CRM

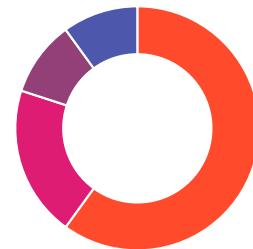
5.0  (10)

Clarify CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Clarify CRM at a rate of 100%. Clarify CRM is also in the AI Sales Assistant and Revenue Operations & Intelligence (RO&I) categories.

## Satisfaction Ratings



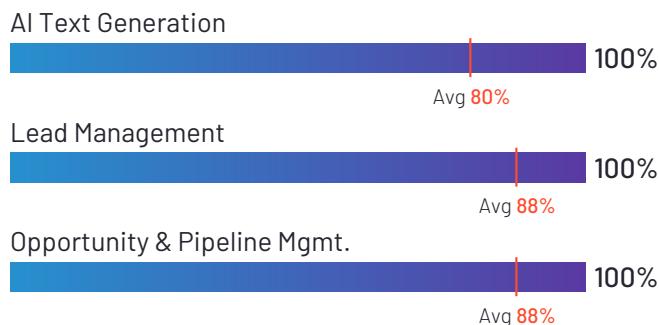
## Top Industries Represented



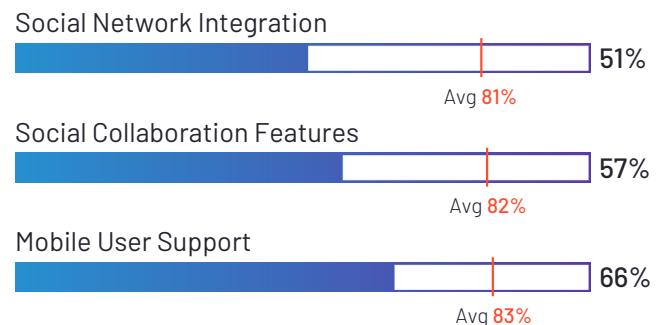
|                                     |   |
|-------------------------------------|---|
| Computer Software                   | 6 |
| Information Technology and Services | 2 |
| Marketing and Advertising           | 1 |
| Venture Capital & Private Equity    | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Clarify



HQ Location  
Seattle, US



Year Founded  
2024



Employees (Listed  
On LinkedIn)

28



Company Website  
[www.clarify.ai](http://www.clarify.ai)

# Zilliant CPQ

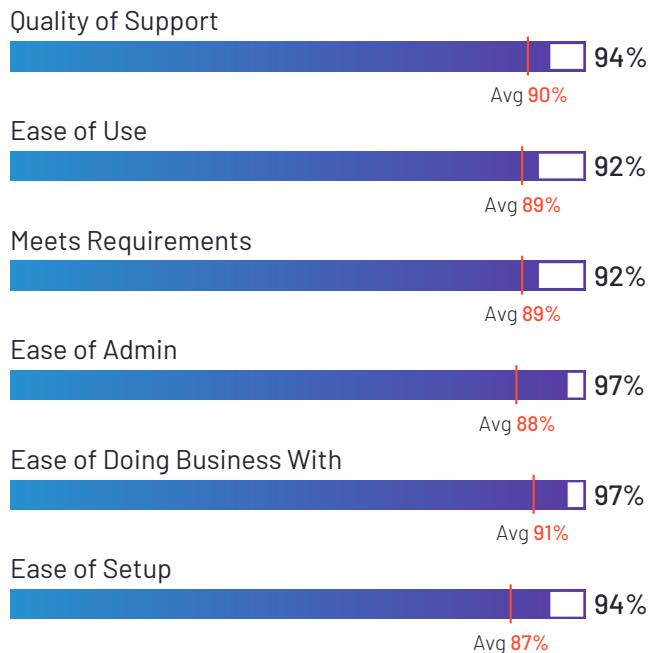


4.8 ★★★★★ (30)

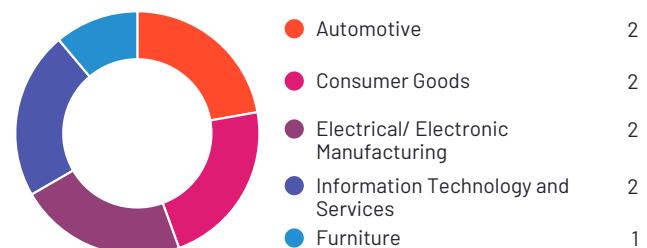


Zilliant CPQ has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend Zilliant CPQ at a rate of 98%. Zilliant CPQ is also in the Quote-to-Cash, Visual Configuration, Proposal, E-Commerce Platforms, CPQ, and SAP Store categories.

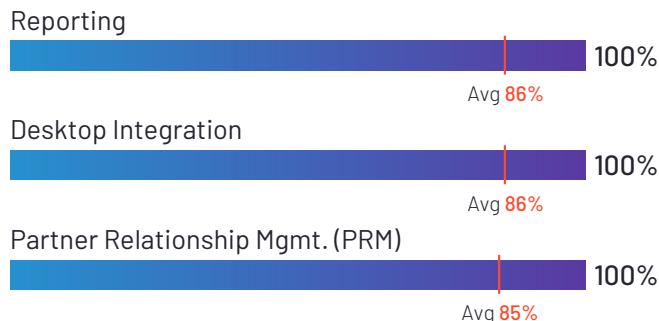
## Satisfaction Ratings



## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Zilliant



HQ Location  
Austin, TX



Year Founded  
1999



Employees (Listed  
On LinkedIn)  
242



Company Website  
[zilliant.com](https://zilliant.com)

# Friday CRM

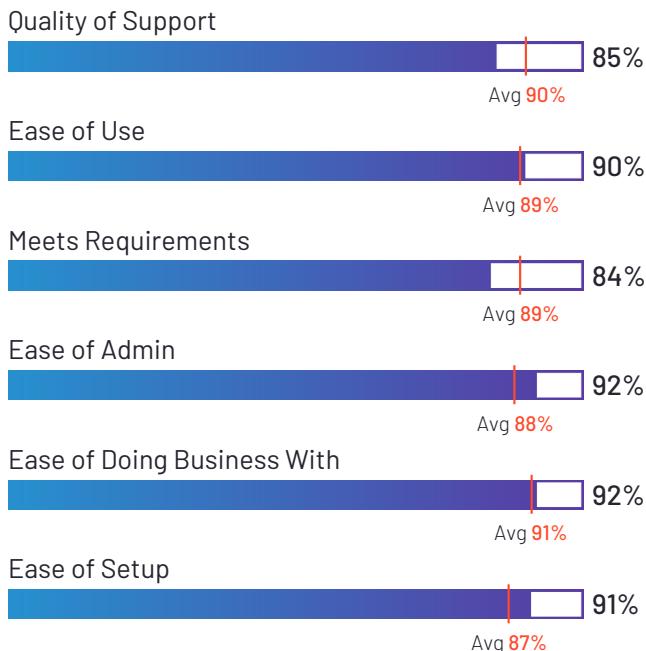
**Fri**

4.4  (77)

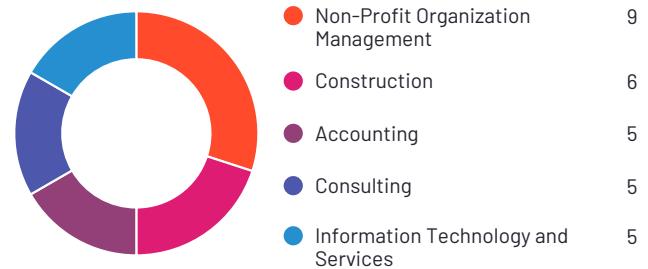


Friday CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Friday CRM at a rate of 88%.

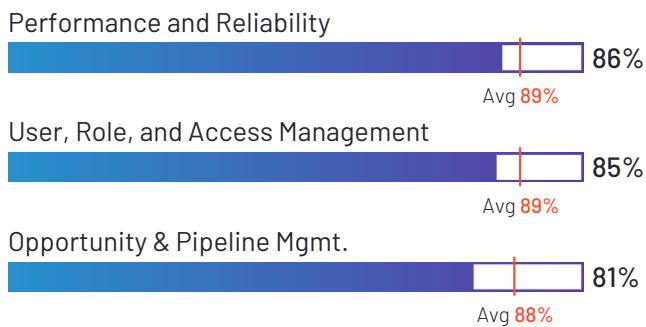
## Satisfaction Ratings



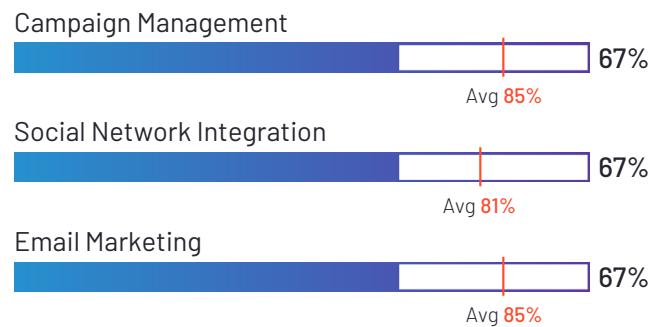
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Friday CRM



HQ Location  
Hollywood, US



Employees (Listed  
On LinkedIn)



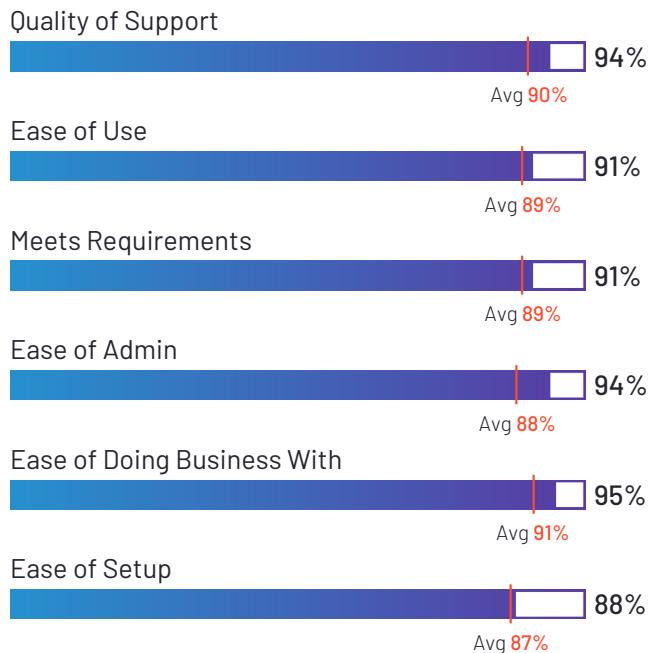
Company Website  
[fridaycrm.com](http://fridaycrm.com)

# Spiro

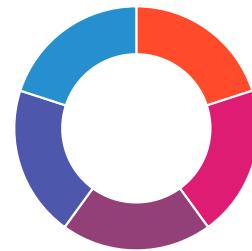
4.6  (90)

Spiro has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Spiro at a rate of 92%.

## Satisfaction Ratings

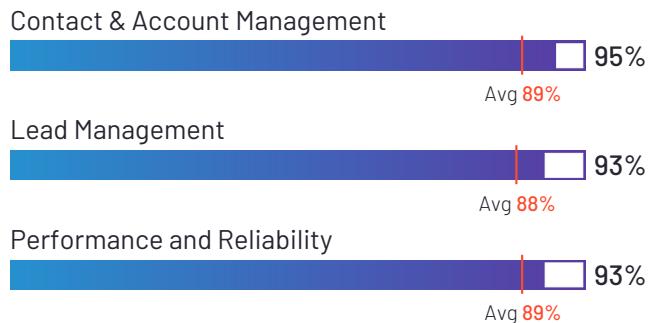


## Top Industries Represented

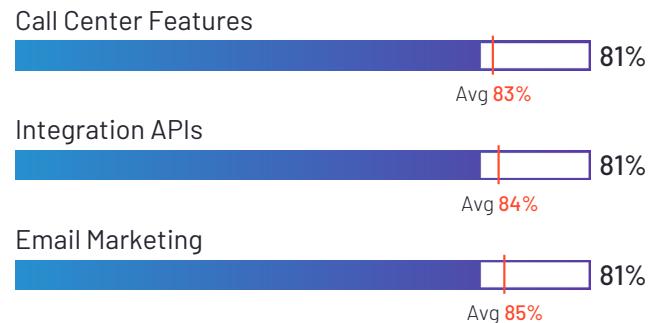


|                                      |   |
|--------------------------------------|---|
| Computer Software                    | 5 |
| Construction                         | 5 |
| Electrical/ Electronic Manufacturing | 5 |
| Information Technology and Services  | 5 |
| Packaging and Containers             | 5 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Spiro Technologies,  
Inc.



**HQ Location**  
Boston, MA



**Year Founded**  
2014



**Employees (Listed  
On LinkedIn)**  
25



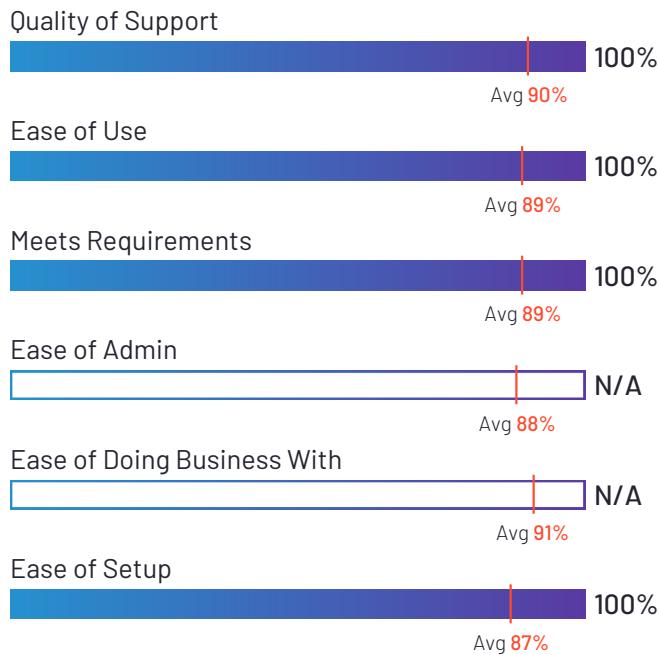
**Company Website**  
[spirop.ai](http://spirop.ai)

# Klipy CRM

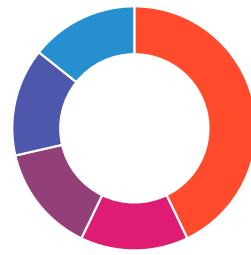
5.0  (11)

Klipy CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Klipy CRM at a rate of 100%.

## Satisfaction Ratings



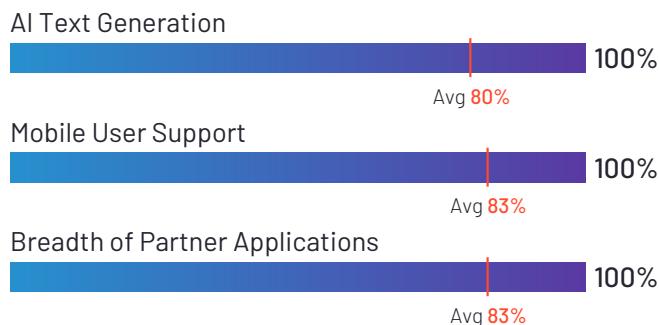
## Top Industries Represented



|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 3 |
| Consulting                          | 1 |
| Hospital & Health Care              | 1 |
| Management Consulting               | 1 |
| Manufacturing                       | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features

Not enough data to include lowest-rated features for Klipy CRM



Ownership  
Klipy



HQ Location  
Hong Kong, HK



Employees (Listed  
On LinkedIn)



Company Website  
[useklipy.com](http://useklipy.com)

# AddressTwo

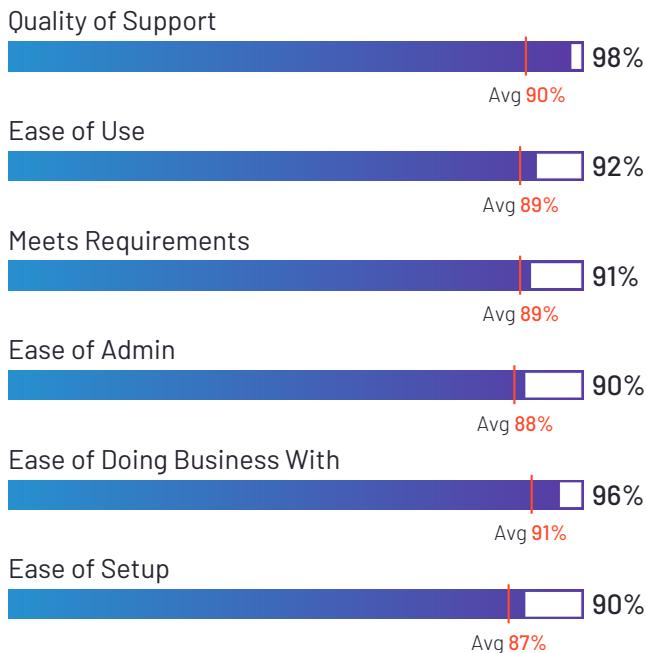


4.7 (47)

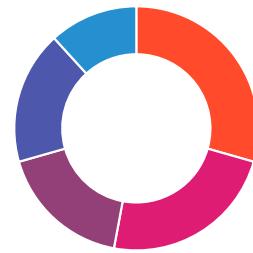


AddressTwo has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend AddressTwo at a rate of 94%.

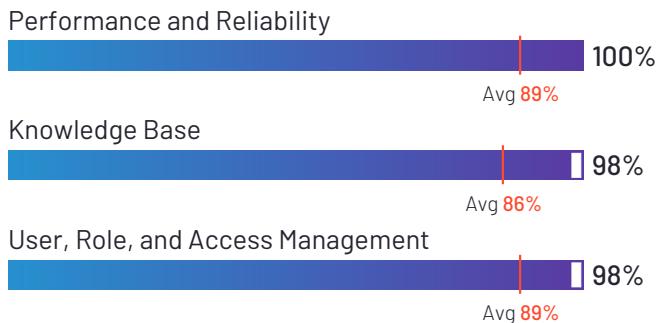
## Satisfaction Ratings



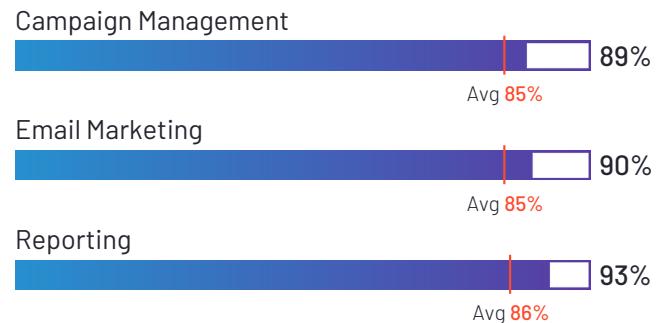
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
AddressTwo



HQ Location  
Indianapolis, IN



Year Founded  
2005



Employees (Listed  
On LinkedIn)  
3



Company Website  
[addresstwo.com](http://addresstwo.com)

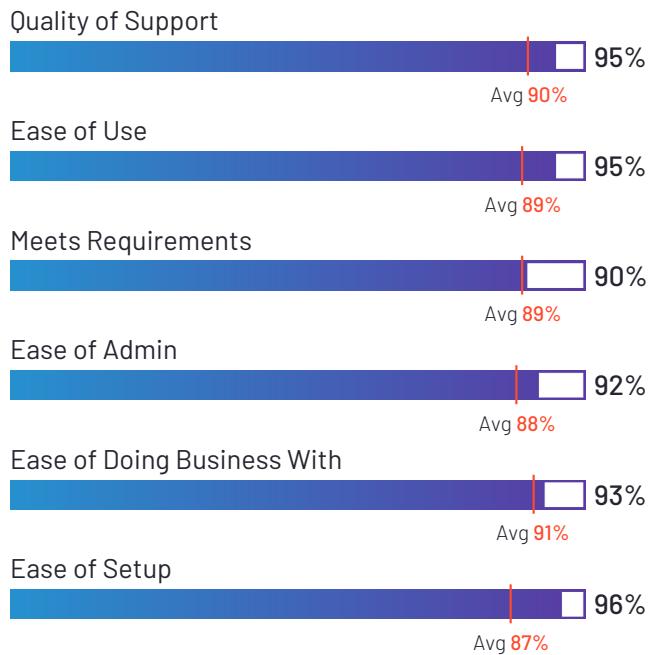
# RAYNET CRM

4.7  (34)

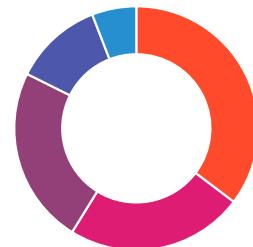


RAYNET CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend RAYNET CRM at a rate of 93%.

## Satisfaction Ratings



## Top Industries Represented



|                                     |   |
|-------------------------------------|---|
| Marketing and Advertising           | 6 |
| Information Technology and Services | 4 |
| Telecommunications                  | 4 |
| Automotive                          | 2 |
| Business Supplies and Equipment     | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
RAYNETCRM



HQ Location  
Ostrava-Poruba, CZ



Year Founded  
2004



Employees (Listed  
On LinkedIn)  
64



Company Website  
[raynetcrm.com](http://raynetcrm.com)

# Relenta CRM

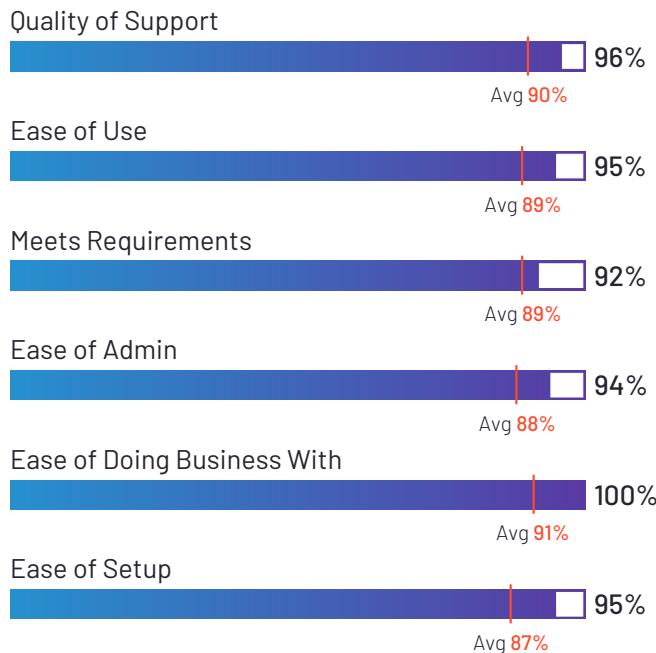


4.9 ★★★★★ (22)

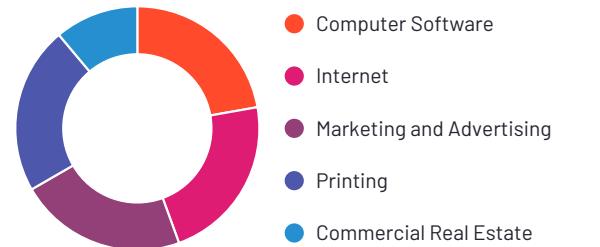


Relenta CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Relenta CRM at a rate of 98%.

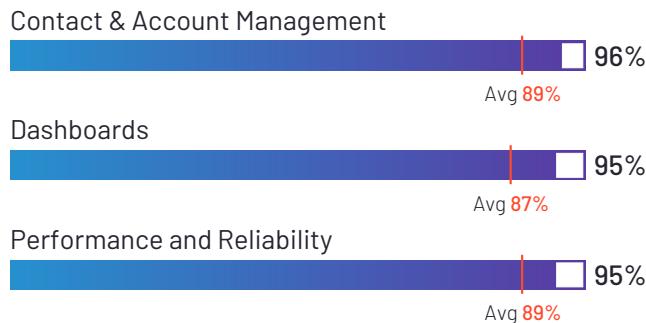
## Satisfaction Ratings



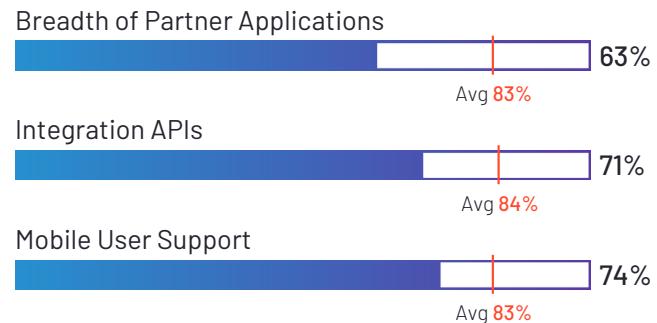
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Relenta CRM



HQ Location  
Miami, FL



Employees (Listed  
On LinkedIn)



Company Website  
[relenta.com](https://relenta.com)

# Spotler CRM

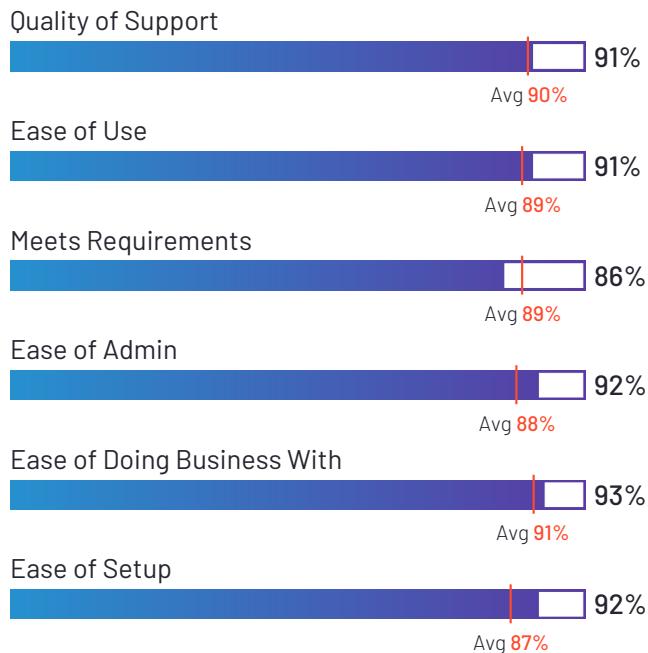


4.4 (144)



Spotler CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Spotler CRM at a rate of 89%. Spotler CRM is also in the Email Template Builder, Sales Analytics, Help Desk, and Lead Capture categories.

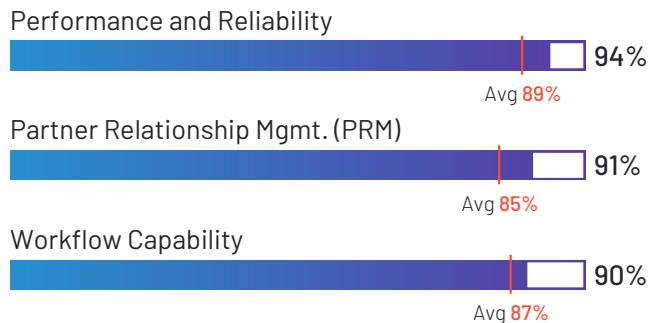
## Satisfaction Ratings



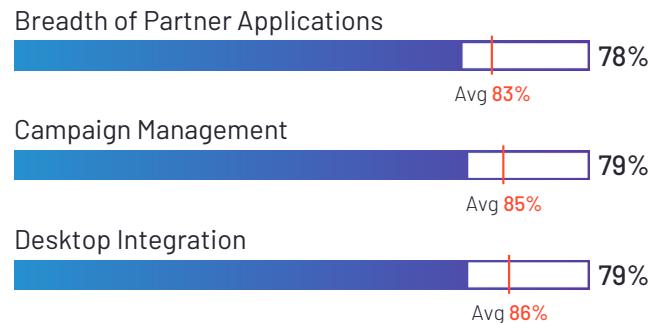
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Spotler Group



HQ Location  
Brighton, East Sussex



Year Founded  
2001



Employees (Listed  
On LinkedIn)  
132



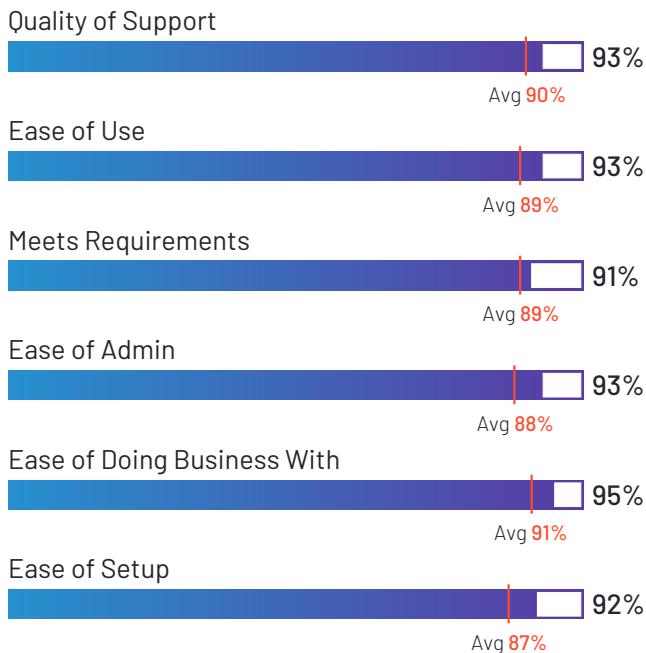
Company Website  
[spotlergroup.com](http://spotlergroup.com)

# ConvergeHub

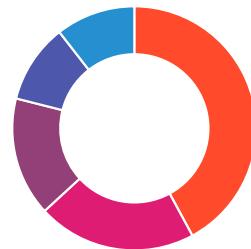
4.8  (36)

ConvergeHub has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend ConvergeHub at a rate of 95%. ConvergeHub is also in the Marketing Automation, Help Desk, and Billing categories.

## Satisfaction Ratings



## Top Industries Represented

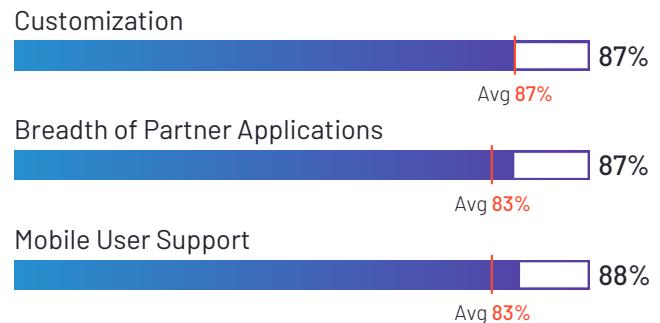


|                                     |   |
|-------------------------------------|---|
| Marketing and Advertising           | 8 |
| Computer Software                   | 4 |
| Information Technology and Services | 3 |
| Commercial Real Estate              | 2 |
| Financial Services                  | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
ConvergeHub



HQ Location  
San Francisco Bay  
Area, California



Year Founded  
2016



Employees (Listed  
On LinkedIn)  
10



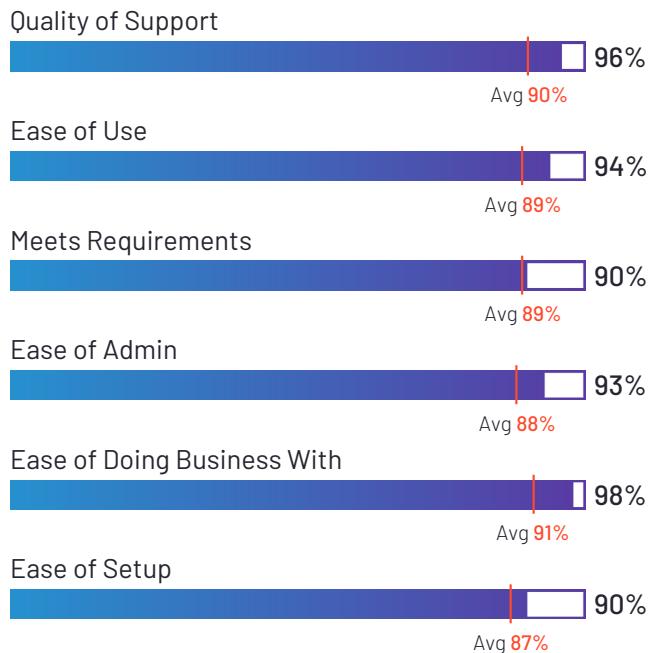
Company Website  
[convergehub.com](http://convergehub.com)

# Mothernode

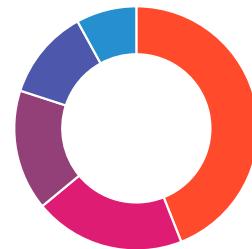
4.5  (40)

Mothernode has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend Mothernode at a rate of 90%. Mothernode is also in the Marketing Automation category.

## Satisfaction Ratings

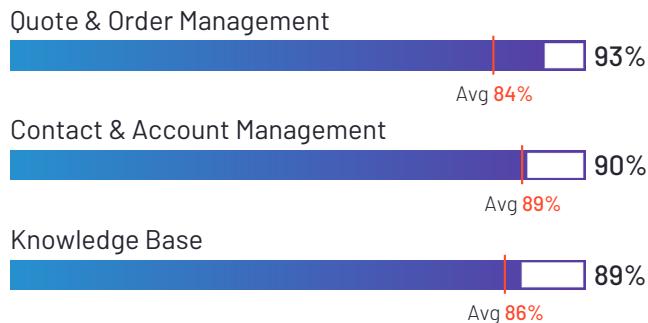


## Top Industries Represented

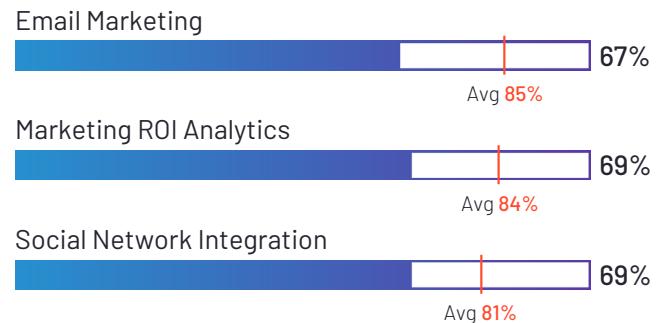


|                           |    |
|---------------------------|----|
| Architecture & Planning   | 11 |
| Construction              | 5  |
| Printing                  | 4  |
| Marketing and Advertising | 3  |
| Chemicals                 | 2  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Mothernode



HQ Location  
Irving, TX



Year Founded  
2009



Employees (Listed  
On LinkedIn)



Company Website  
[mothernode.com](http://mothernode.com)

# CompanyHub CRM

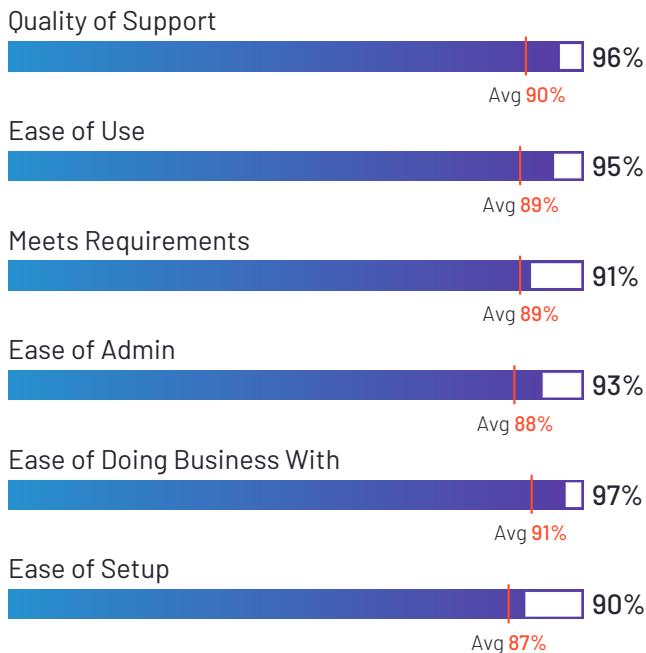


4.7 (44)

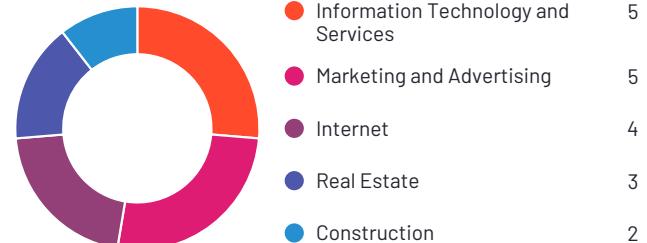


CompanyHub CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend CompanyHub CRM at a rate of 94%.

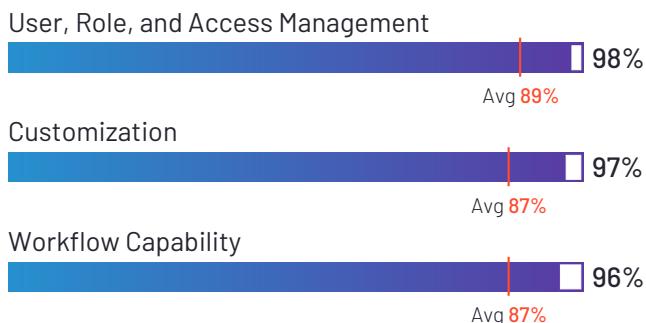
## Satisfaction Ratings



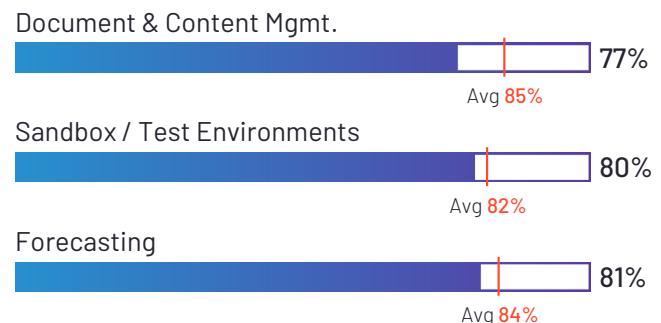
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
CompanyHub



HQ Location  
Nasik



Year Founded  
2015



Employees (Listed  
On LinkedIn)

22



Company Website  
[companyhub.com](http://companyhub.com)

# crmConnect

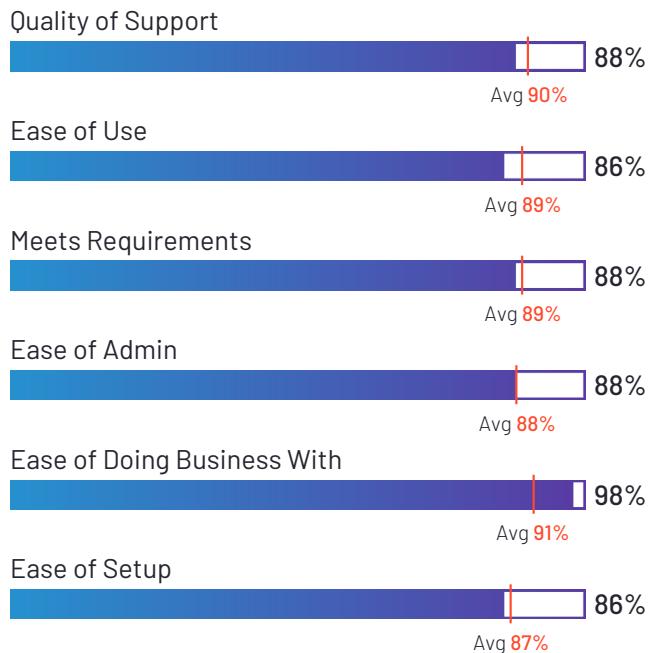


4.3 (20)

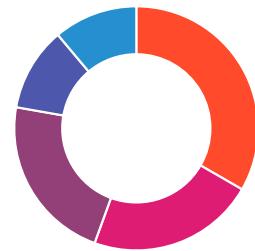


crmConnect has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 89% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend crmConnect at a rate of 85%.

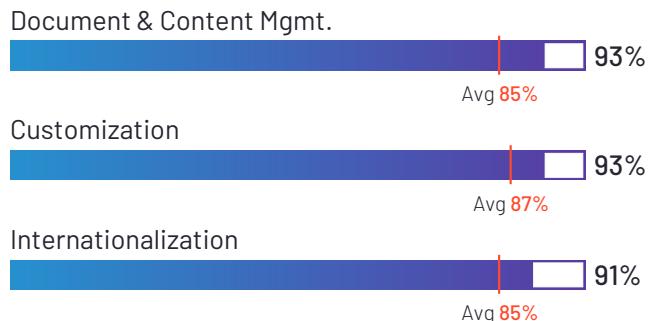
## Satisfaction Ratings



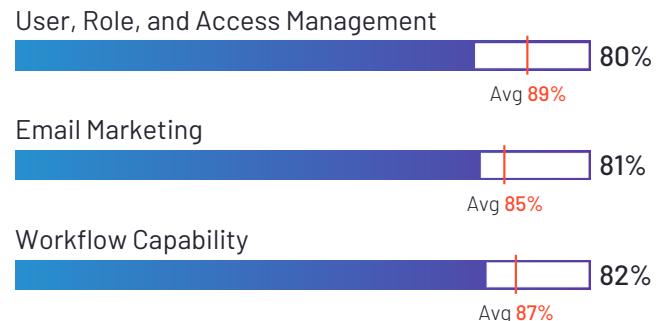
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
CRM Aus



HQ Location  
Wettenberg, Hessen



Year Founded  
1994



Employees (Listed  
On LinkedIn)



Company Website  
[crm-consults.de](http://crm-consults.de)

13



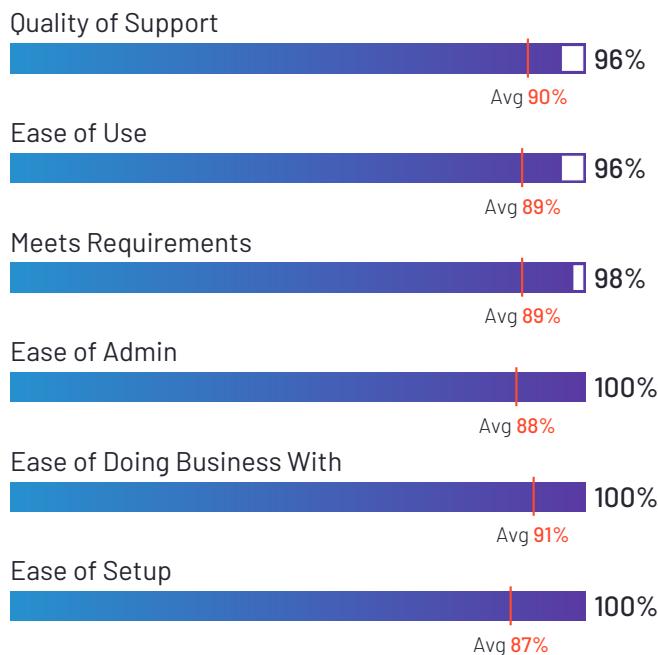
# Solid Performers CRM

4.9  (52)

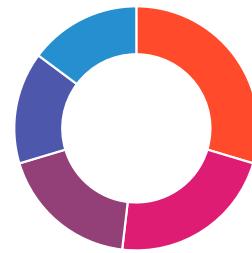


Solid Performers CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Solid Performers CRM at a rate of 98%.

## Satisfaction Ratings

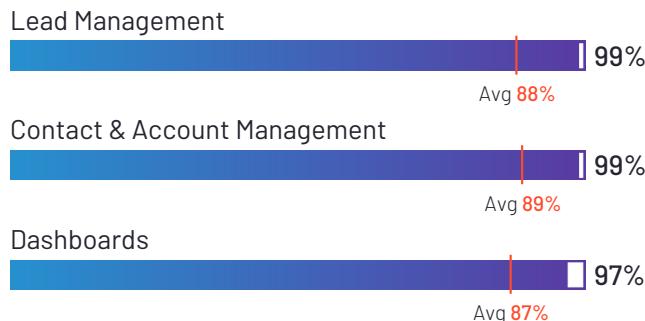


## Top Industries Represented



|                                      |   |
|--------------------------------------|---|
| Real Estate                          | 8 |
| Electrical/ Electronic Manufacturing | 6 |
| Marketing and Advertising            | 5 |
| Education Management                 | 4 |
| Leisure, Travel & Tourism            | 4 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Solid Performers Pvt. Ltd



**HQ Location**  
Bangalore, Karnataka



**Year Founded**  
2015



**Employees (Listed On LinkedIn)**  
15



**Company Website**  
[solidperformers.com](http://solidperformers.com)

# SuiteCRM

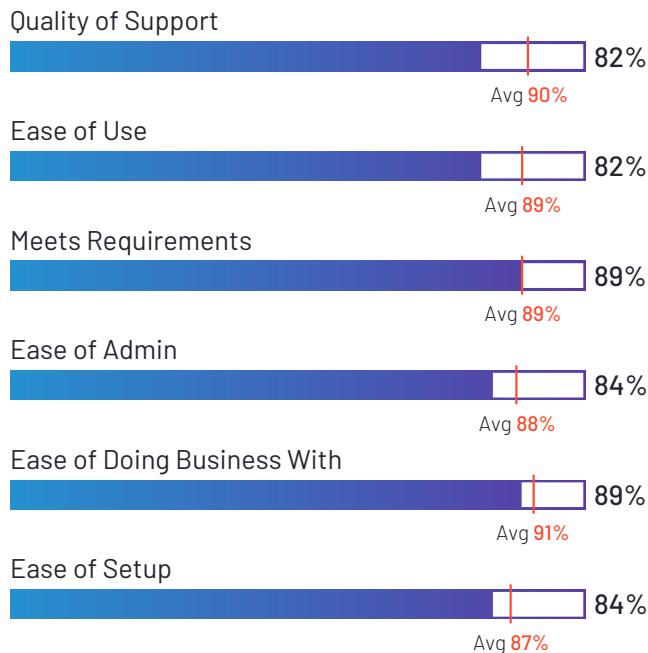
SUITE CRM

4.2 ★★★★☆ (91)

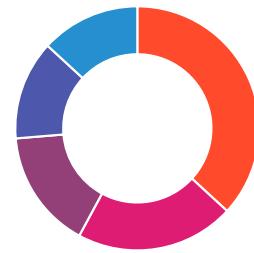


SuiteCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 90% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend SuiteCRM at a rate of 84%. SuiteCRM is also in the Online Form Builder category.

## Satisfaction Ratings

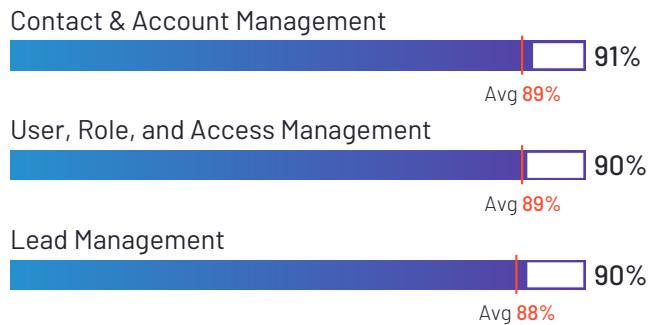


## Top Industries Represented

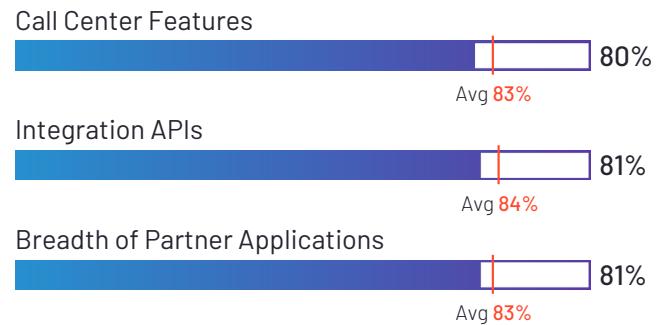


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 14 |
| Computer Software                   | 8  |
| Telecommunications                  | 6  |
| Accounting                          | 5  |
| Internet                            | 5  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SuiteCRM



HQ Location  
Stirling, United Kingdom



Year Founded  
2005



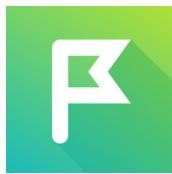
Employees (Listed  
On LinkedIn)

11



Company Website  
[suitecrm.com](https://suitecrm.com)

# Planfix

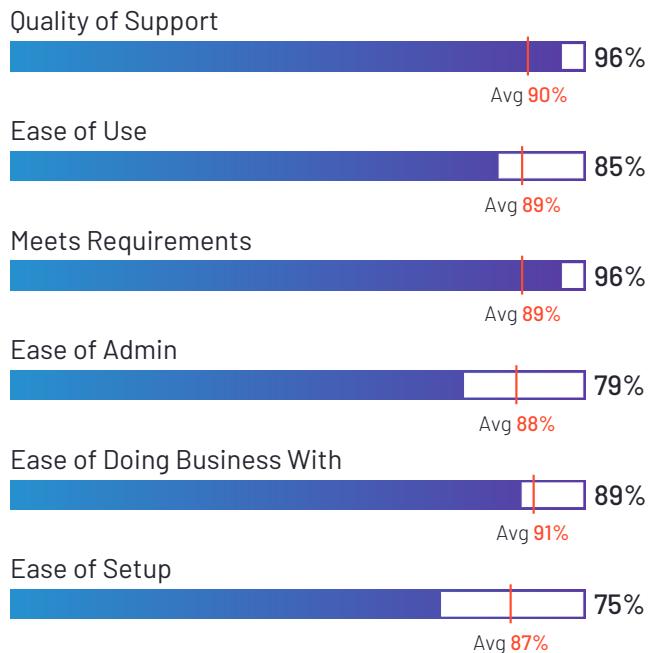


4.6  (19)

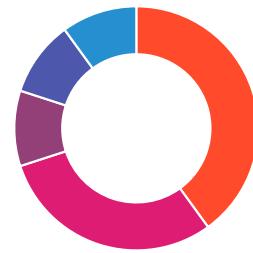


Planfix has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Planfix at a rate of 94%. Planfix is also in the Workflow Management and Task Management categories.

## Satisfaction Ratings



## Top Industries Represented

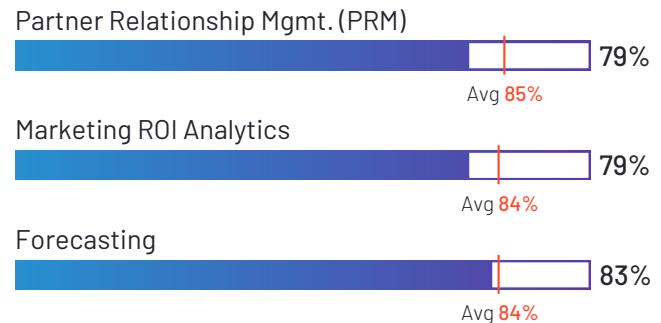


|                                     |   |
|-------------------------------------|---|
| Computer Software                   | 4 |
| Information Technology and Services | 3 |
| Apparel & Fashion                   | 1 |
| Consumer Services                   | 1 |
| Education Management                | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Planfix



HQ Location  
San Diego, US



Year Founded  
2019



Employees (Listed  
On LinkedIn)

19



Company Website  
[planfix.com](https://planfix.com)

## 1CRM

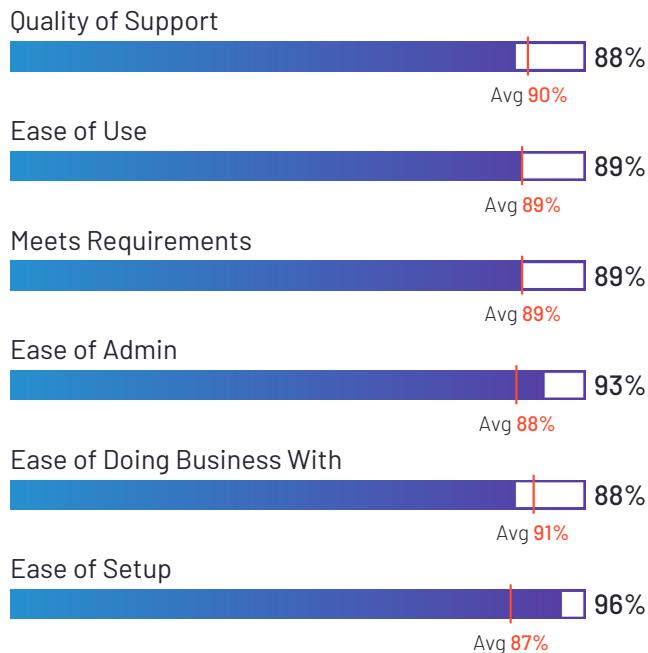


4.4 (26)



1CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 83% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend 1CRM at a rate of 87%. 1CRM is also in the Marketing Automation category.

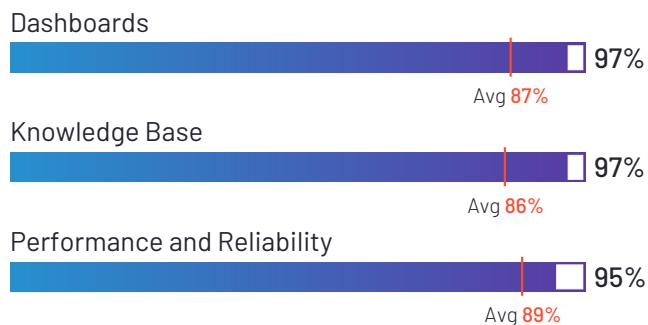
## Satisfaction Ratings



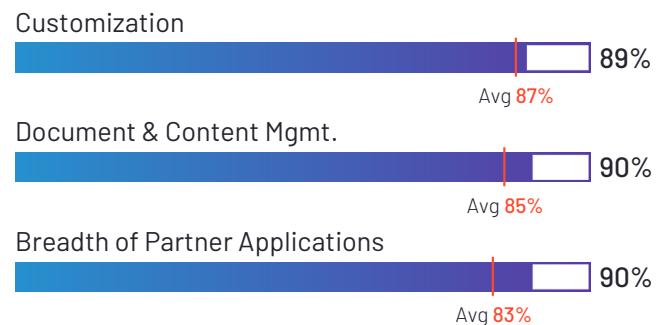
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
1CRM



HQ Location  
British Columbia,  
Canada



Year Founded  
1997



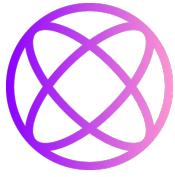
Employees (Listed  
On LinkedIn)

4



Company Website  
[www.1crm.com](http://www.1crm.com)

# Ringy (formerly iSales)

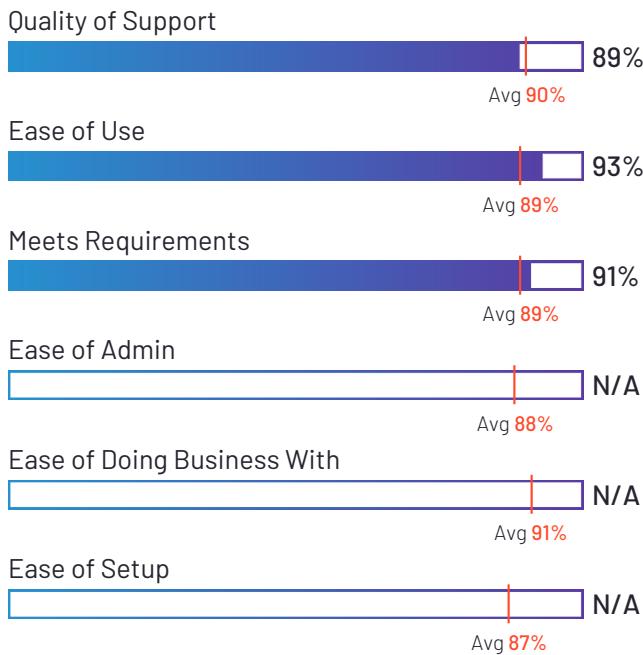


4.6 (57)

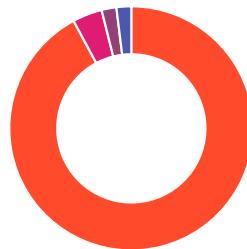


Ringy (formerly iSales) has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Ringy (formerly iSales) at a rate of 93%. Ringy (formerly iSales) is also in the SMS Marketing and Outbound Call Tracking categories.

## Satisfaction Ratings



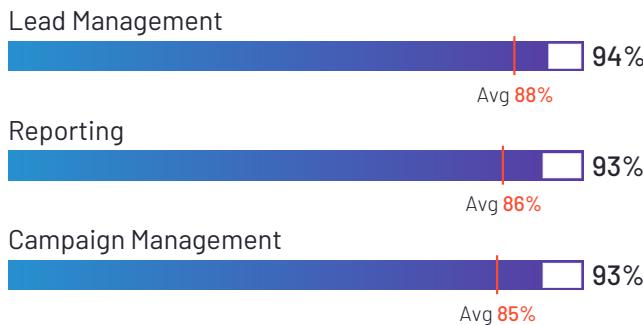
## Top Industries Represented



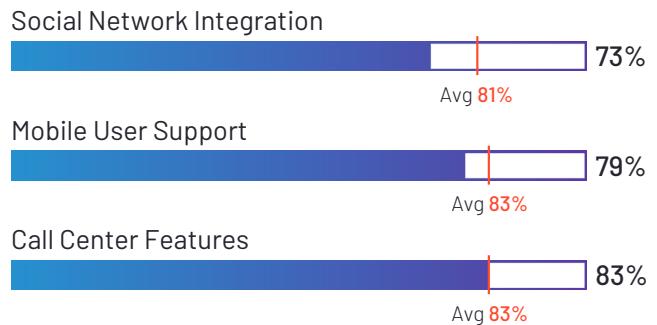
|                              |    |
|------------------------------|----|
| Insurance                    | 47 |
| Health, Wellness and Fitness | 2  |
| Airlines/ Aviation           | 1  |
| Hospital & Health Care       | 1  |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Kovacs Systems



HQ Location  
Denver, CO



Year Founded  
2013

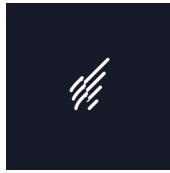


Employees (Listed  
On LinkedIn)



Company Website  
[www.ringy.com](http://www.ringy.com)

# BenchmarkONE

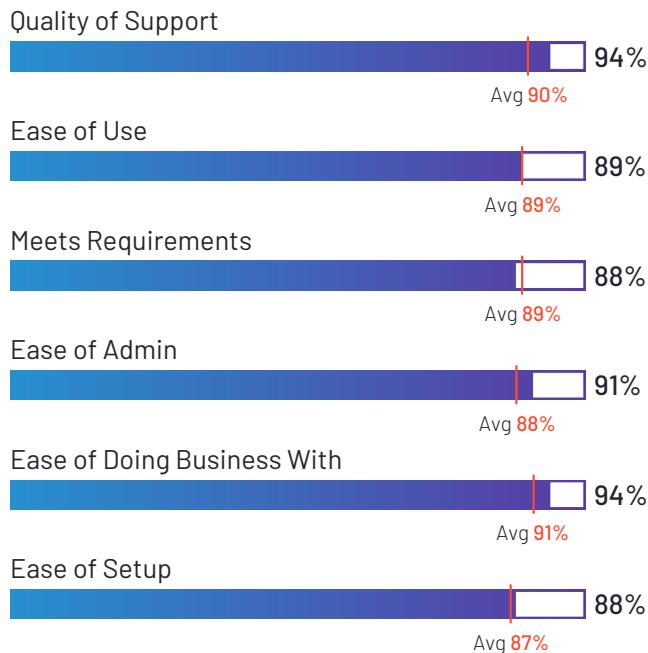


4.5 (187)

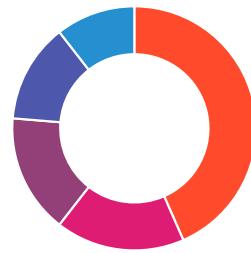


BenchmarkONE has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend BenchmarkONE at a rate of 90%. BenchmarkONE is also in the Marketing Automation category.

## Satisfaction Ratings

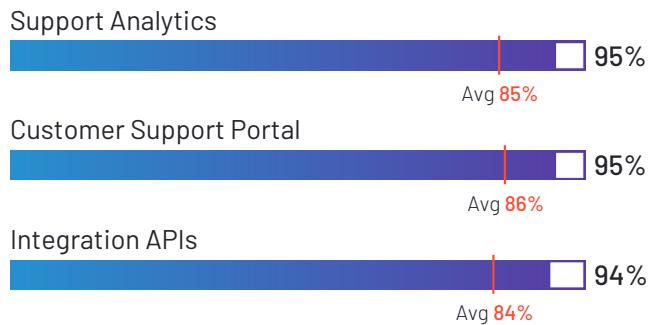


## Top Industries Represented

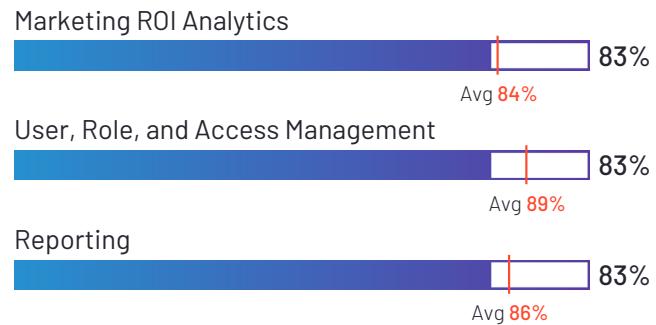


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 33 |
| Computer Software                   | 13 |
| Information Technology and Services | 12 |
| Management Consulting               | 10 |
| Health, Wellness and Fitness        | 8  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Polaris Software



HQ Location  
St. Louis, MO



Year Founded  
2004



Employees (Listed  
On LinkedIn)  
121



Company Website  
[polaris.benchmarkemail.com](http://polaris.benchmarkemail.com)

# VipeCloud

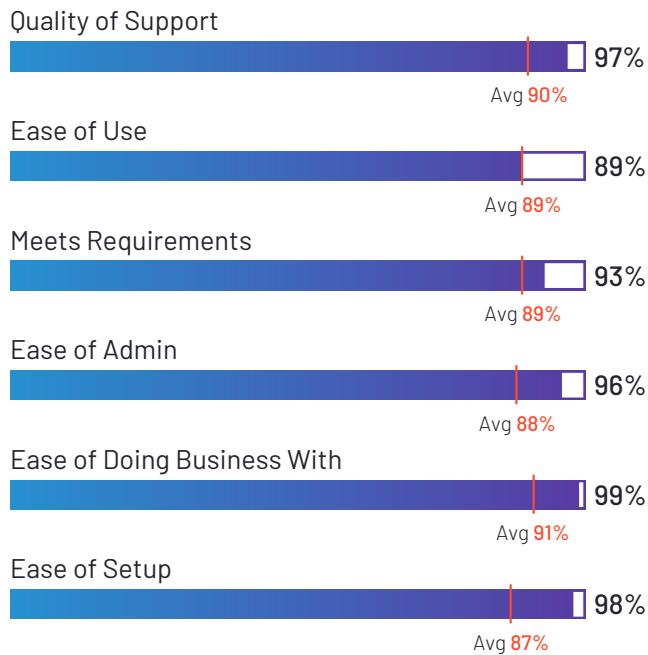


4.7 (31)

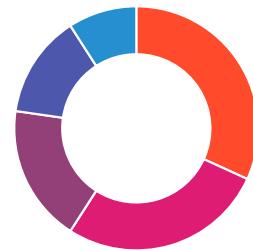


VipeCloud has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend VipeCloud at a rate of 94%. VipeCloud is also in the Marketing Automation and Online Form Builder categories.

## Satisfaction Ratings



## Top Industries Represented



**Ownership**  
VipeCloud



**HQ Location**  
Palo Alto, CA



**Year Founded**  
2011



**Employees (Listed On LinkedIn)**  
5



**Company Website**  
[vipecloud.com](http://vipecloud.com)

# noCRM.io

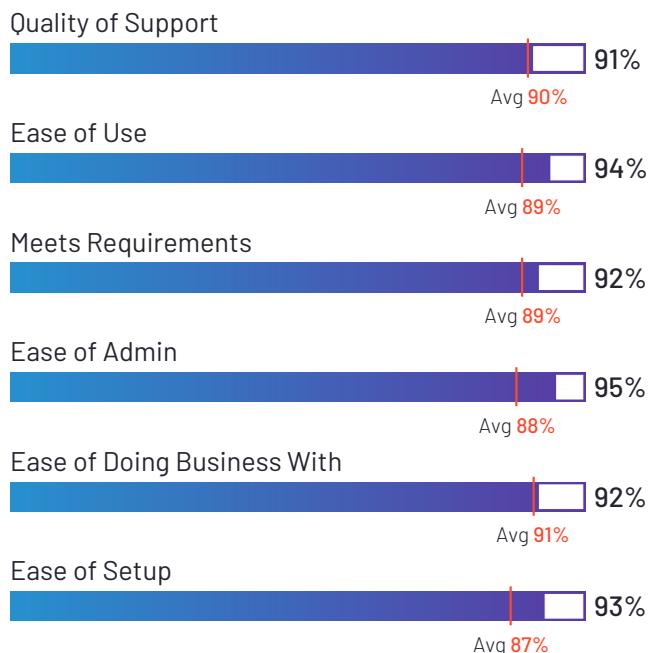
no|crm.io

4.7  (100)

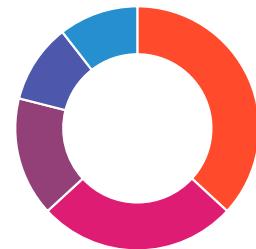


noCRM.io has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend noCRM.io at a rate of 94%.

## Satisfaction Ratings

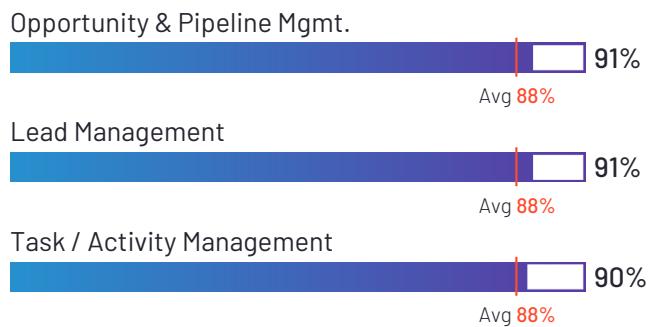


## Top Industries Represented

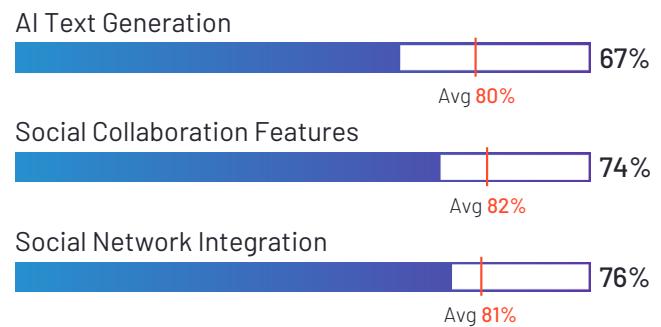


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 14 |
| Computer Software                   | 10 |
| Information Technology and Services | 6  |
| Financial Services                  | 4  |
| Management Consulting               | 4  |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Positive Group Sales Solutions



**HQ Location**  
Paris, France



**Year Founded**  
2008



**Employees (Listed On LinkedIn)**  
11



**Company Website**  
[youdontneedacrm.com](http://youdontneedacrm.com)

# 20NINE

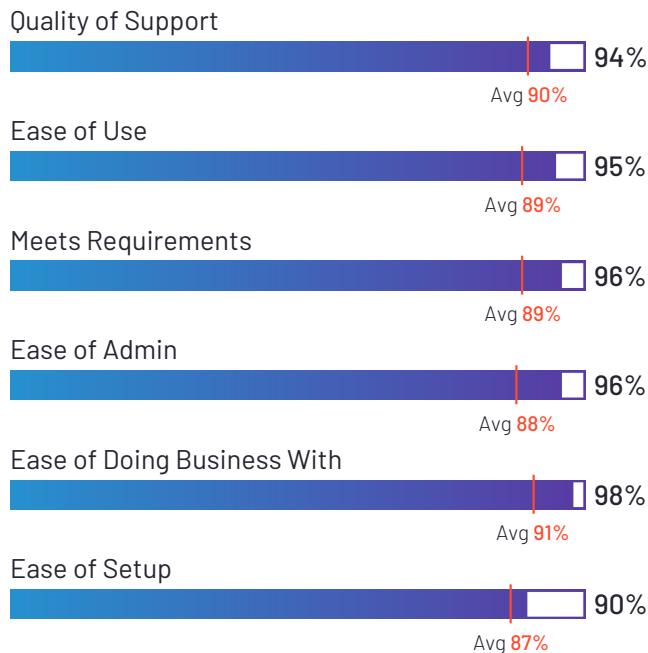


4.8  (19)

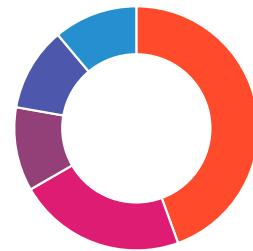


20NINE has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend 20NINE at a rate of 97%.

## Satisfaction Ratings

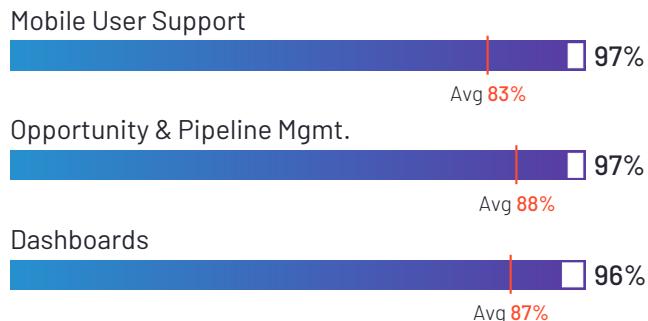


## Top Industries Represented

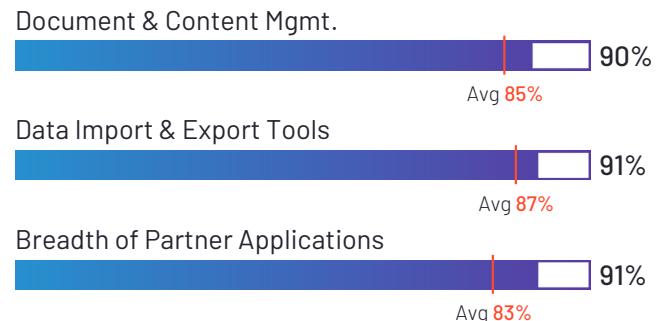


|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 4 |
| Management Consulting               | 2 |
| Accounting                          | 1 |
| Civic & Social Organization         | 1 |
| Commercial Real Estate              | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
20NINE



HQ Location  
Stockholm, Sweden



Year Founded  
2014



Employees (Listed  
On LinkedIn)



Company Website  
[20-nine.com](https://20-nine.com)

14

# OfficeClip Contact Manager

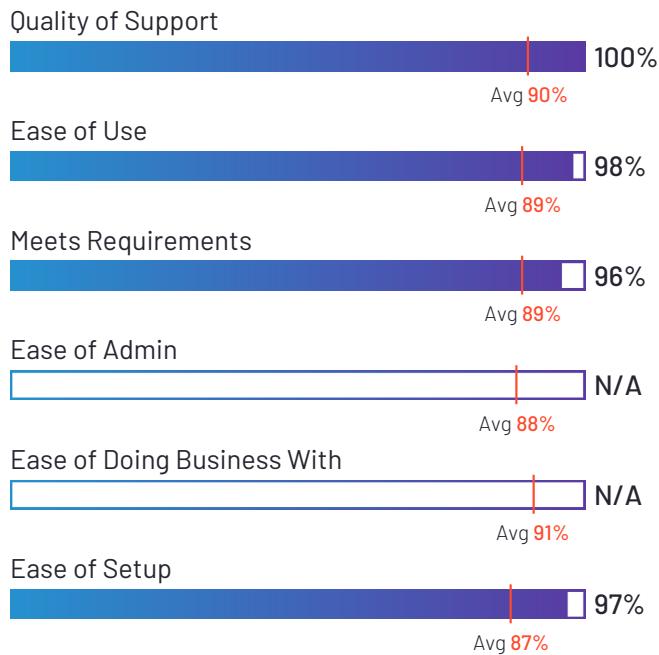


4.8 (12)

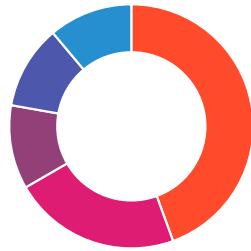


OfficeClip Contact Manager has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend OfficeClip Contact Manager at a rate of 95%.

## Satisfaction Ratings



## Top Industries Represented



|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 4 |
| Transportation/Trucking/Railroad    | 2 |
| Architecture & Planning             | 1 |
| Chemicals                           | 1 |
| Education Management                | 1 |

\*N/A is displayed when fewer than five responses were received for the question.



**Ownership**  
OfficeClip



**HQ Location**  
Atlanta, GA



**Year Founded**  
2003



**Employees (Listed On LinkedIn)**  
10



**Company Website**  
[officeclip.com](http://officeclip.com)

# AllProWebTools

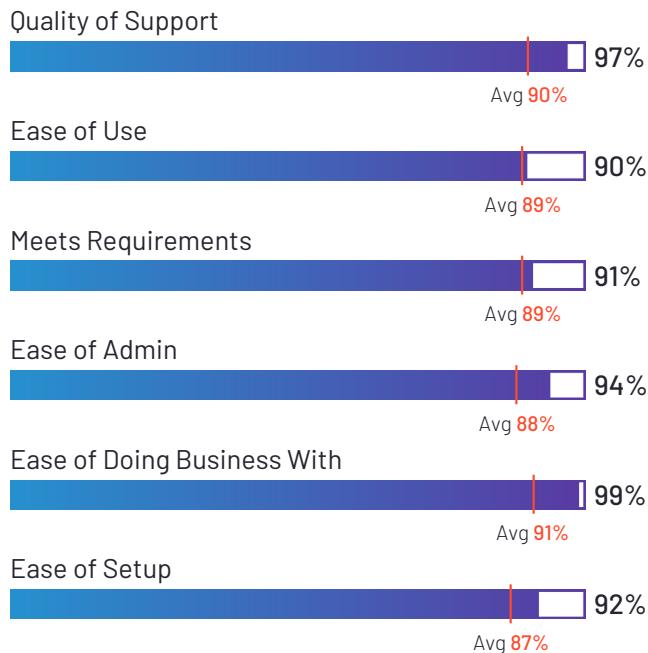


4.8 (66)

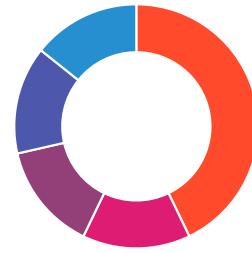


AllProWebTools has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend AllProWebTools at a rate of 95%.

## Satisfaction Ratings

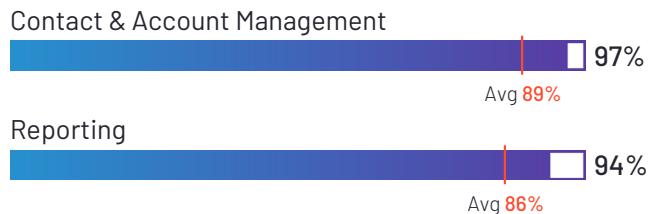


## Top Industries Represented

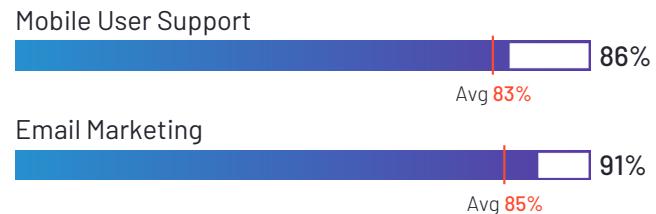


|                           |   |
|---------------------------|---|
| Marketing and Advertising | 9 |
| Accounting                | 3 |
| Broadcast Media           | 3 |
| Consumer Services         | 3 |
| Insurance                 | 3 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
AllProWebTools



HQ Location  
Fort Collins, CO



Year Founded  
2009



Employees (Listed  
On LinkedIn)  
9



Company Website  
[allprowebtools.com](http://allprowebtools.com)

# ArcCRM

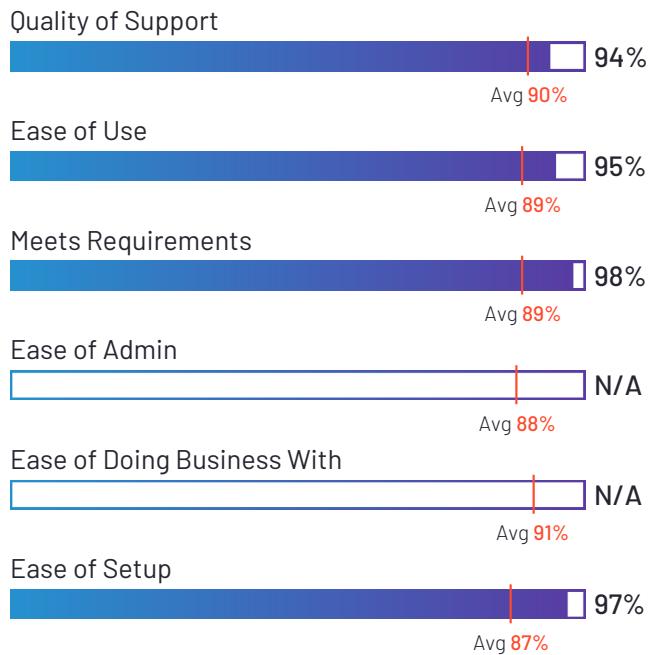


4.6 (25)



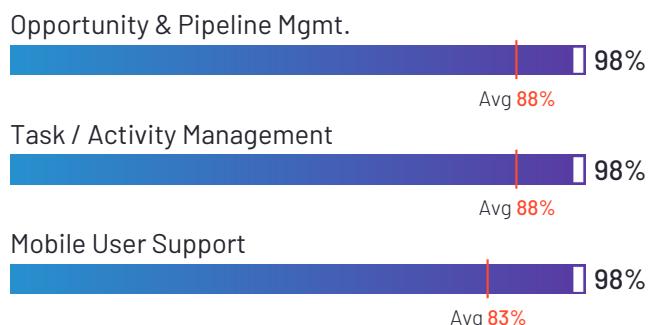
ArcCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 68% of users believe it is headed in the right direction, and users said they would be likely to recommend ArcCRM at a rate of 92%.

## Satisfaction Ratings

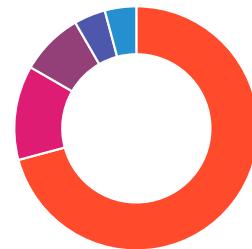


\*N/A is displayed when fewer than five responses were received for the question.

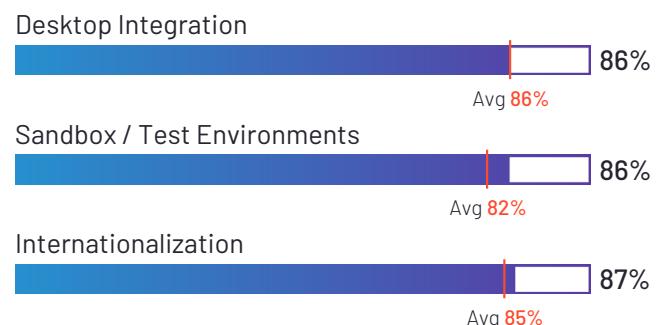
## Highest-Rated Features



## Top Industries Represented



## Lowest-Rated Features



Ownership  
Archarina



HQ Location  
New York, NY



Employees (Listed  
On LinkedIn)



Company Website  
[archarina.io](http://archarina.io)

# Simply CRM

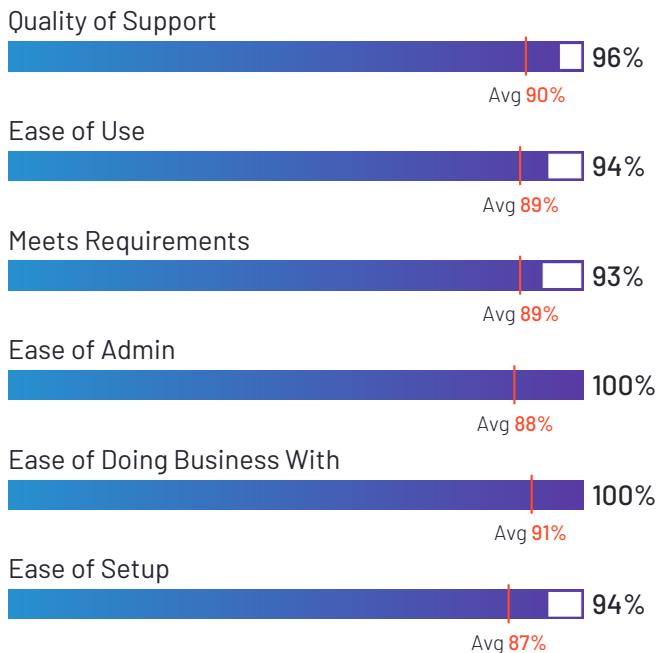


4.5 (45)

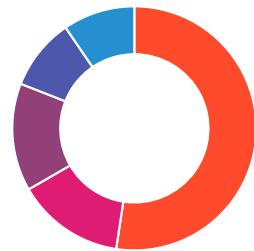


Simply CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 85% of users believe it is headed in the right direction, and users said they would be likely to recommend Simply CRM at a rate of 90%.

## Satisfaction Ratings



## Top Industries Represented

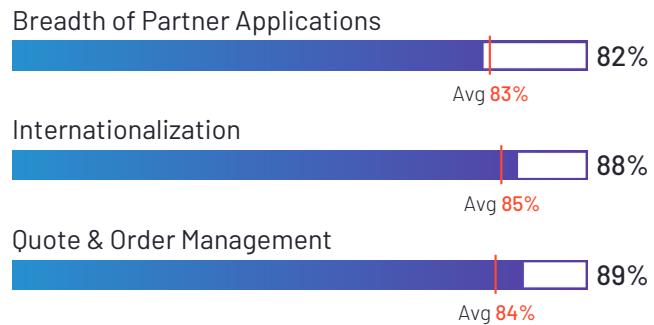


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 11 |
| Marketing and Advertising           | 3  |
| Telecommunications                  | 3  |
| Computer Software                   | 2  |
| Education Management                | 2  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Simply CRM



HQ Location  
Copenhagen K



Year Founded  
2011



Employees (Listed  
On LinkedIn)

9



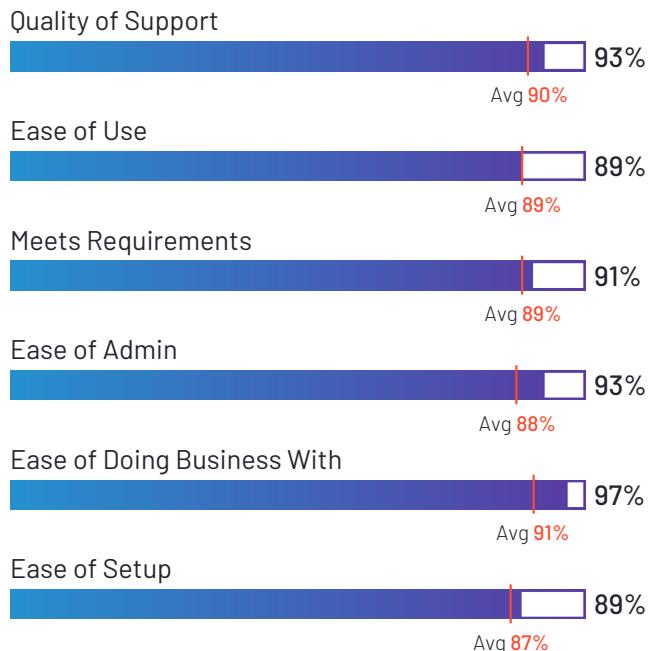
Company Website  
[simply-crm.com](http://simply-crm.com)

# Salesboom

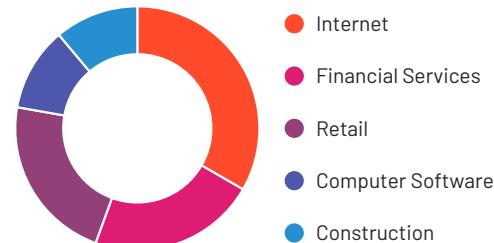
4.5  (24)

Salesboom has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Salesboom at a rate of 90%. Salesboom is also in the Email Tracking category.

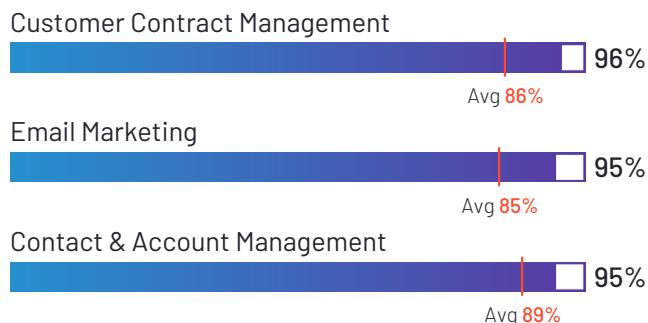
## Satisfaction Ratings



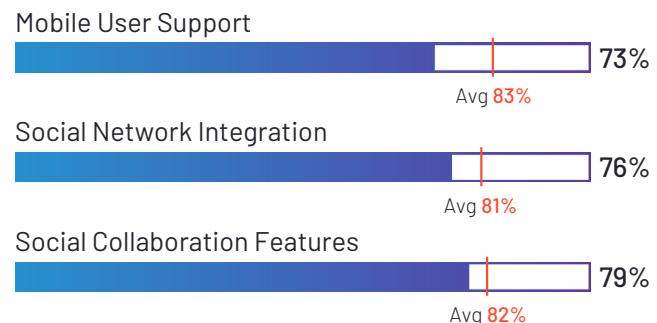
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Salesboom.com



HQ Location  
Halifax, Nova Scotia



Year Founded  
2002



Employees (Listed  
On LinkedIn)  
30



Company Website  
[salesboom.com](https://salesboom.com)

# Promys

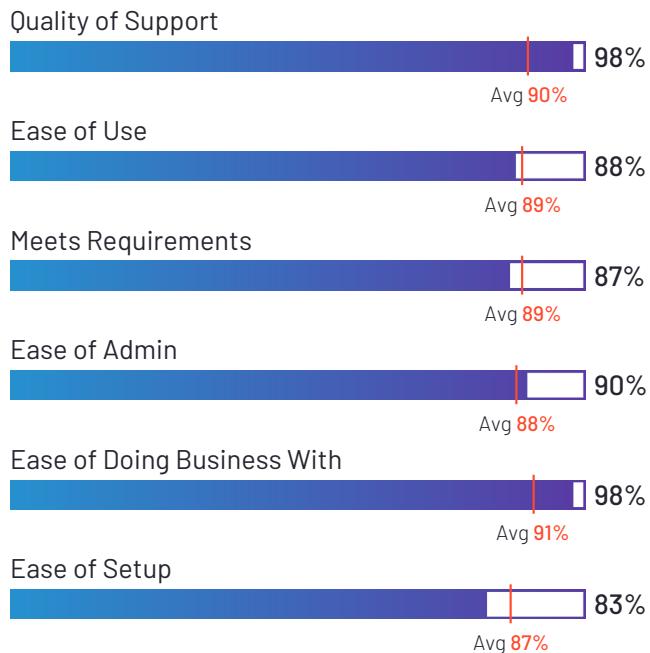


4.7 (12)

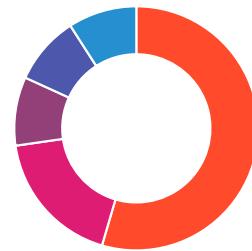


Promys has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Promys CRM, Help Desk & PSA Software at a rate of 94%. Promys CRM, Help Desk & PSA Software is also in the Help Desk category.

## Satisfaction Ratings



## Top Industries Represented



**Ownership**  
PROMYS



**HQ Location**  
Mississauga, Ontario



**Year Founded**  
2003



**Employees (Listed On LinkedIn)**  
11



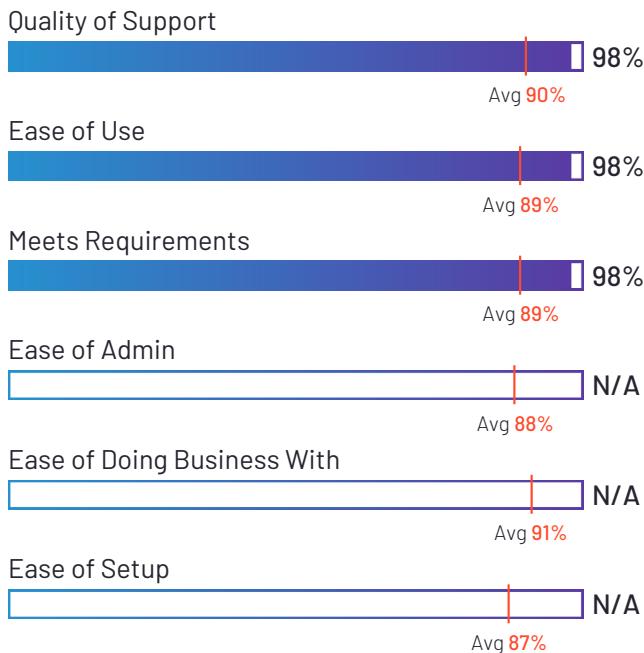
**Company Website**  
[www.promys.com](http://www.promys.com)

# Zixflow

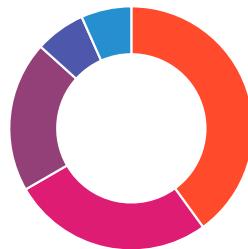
4.9  (29)

Zixflow has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend Zixflow at a rate of 97%. Zixflow is also in the Sales Engagement and Sales Analytics categories.

## Satisfaction Ratings



## Top Industries Represented



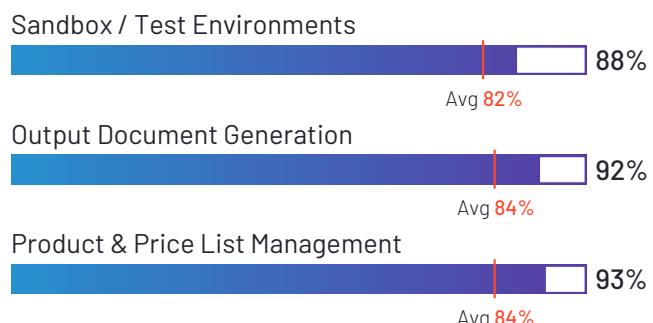
## Top Industries Represented

## Lowest-Rated Features

### Highest-Rated Features



### Lowest-Rated Features



Ownership  
Prem



HQ Location  
Delaware, US



Employees (Listed  
On LinkedIn)

25



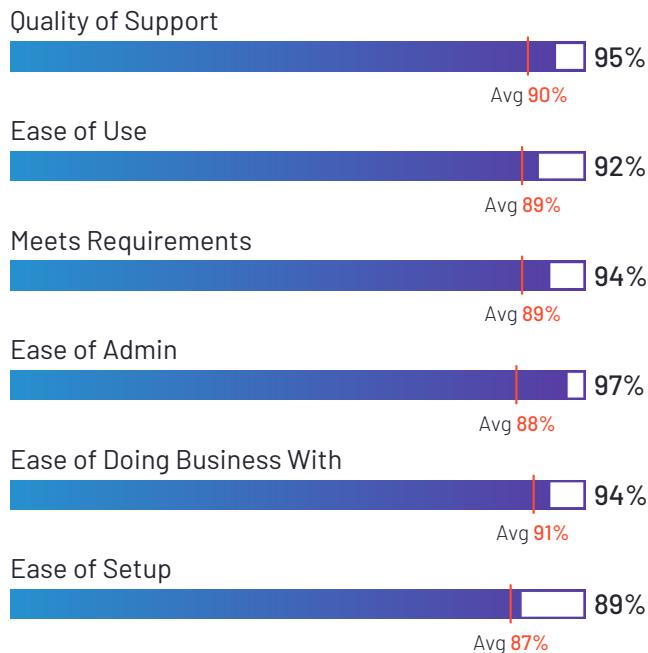
Company Website  
[salessimplify.com](http://salessimplify.com)

# edge CRM

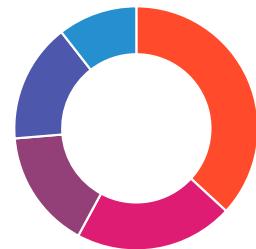
4.5  (27)

edge CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend edge CRM at a rate of 91%.

## Satisfaction Ratings

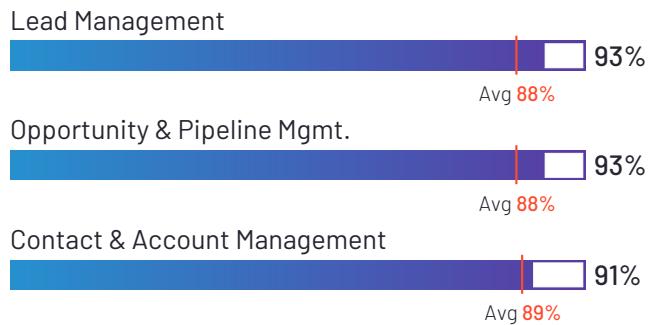


## Top Industries Represented

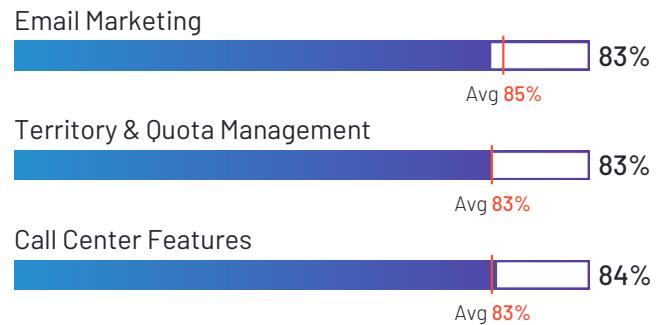


|                                      |   |
|--------------------------------------|---|
| Information Technology and Services  | 7 |
| Electrical/ Electronic Manufacturing | 4 |
| Computer Software                    | 3 |
| Machinery                            | 3 |
| Mechanical or Industrial Engineering | 2 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Tantragan  
Technologies Pvt Ltd



**HQ Location**  
Mumbai,  
Maharashtra



**Year Founded**  
2014



**Employees (Listed  
On LinkedIn)**  
23



**Company Website**  
[tantra-gyan.com](http://tantra-gyan.com)

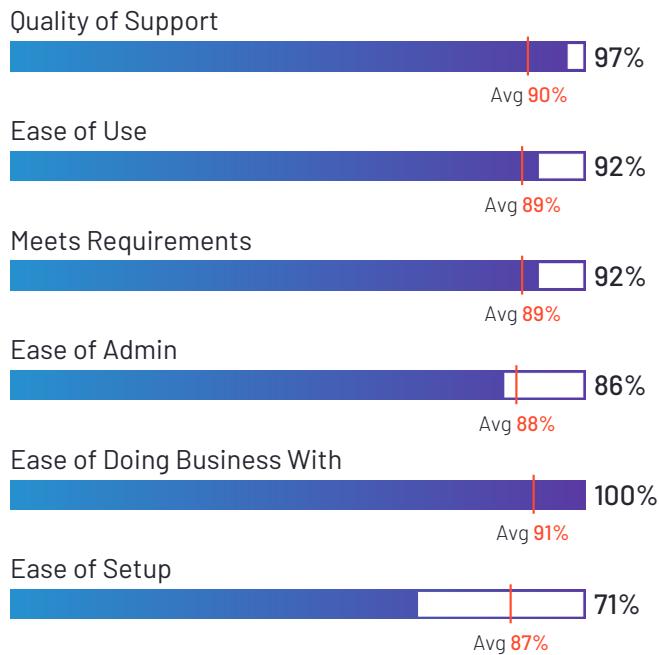
# ClientTether.com

CLIENT TETHER™

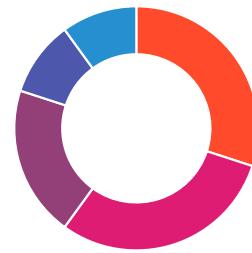
4.7  (12)

ClientTether.com has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 91% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend ClientTether.com at a rate of 95%. ClientTether.com is also in the Sales Engagement category.

## Satisfaction Ratings



## Top Industries Represented



|                           |   |
|---------------------------|---|
| Construction              | 3 |
| Consumer Services         | 3 |
| Marketing and Advertising | 2 |
| Airlines/ Aviation        | 1 |
| Financial Services        | 1 |



**Ownership**  
ClientTether



**HQ Location**  
Greater Provo Area,  
US



**Year Founded**  
2014



**Employees (Listed  
On LinkedIn)**  
13



**Company Website**  
[clienttether.com](http://clienttether.com)

# Ricochet360

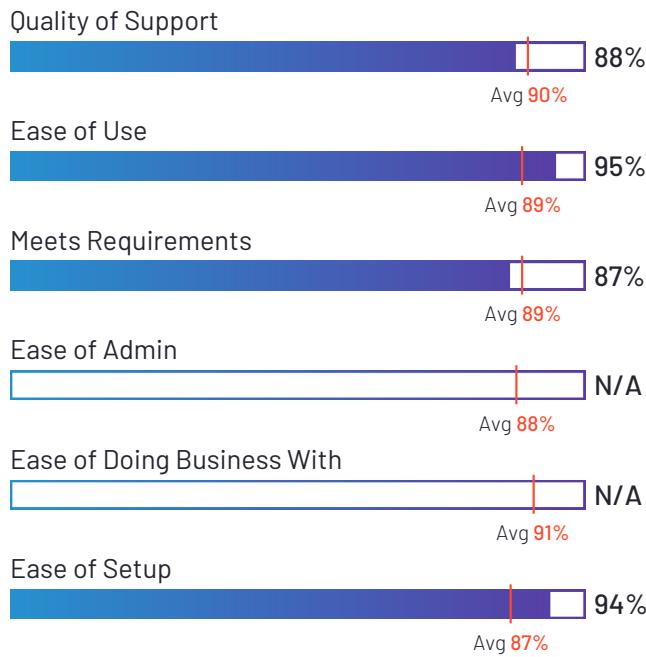
RICOCHET<sup>360</sup>

4.3 (16)

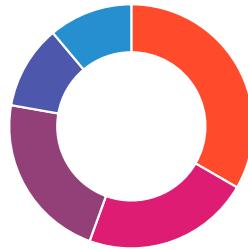


Ricochet360 has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 91% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Ricochet360 at a rate of 85%. Ricochet360 is also in the Auto Dialer, Outbound Call Tracking, Marketing Automation, SMS Marketing, and Inbound Call Tracking categories.

## Satisfaction Ratings



## Top Industries Represented



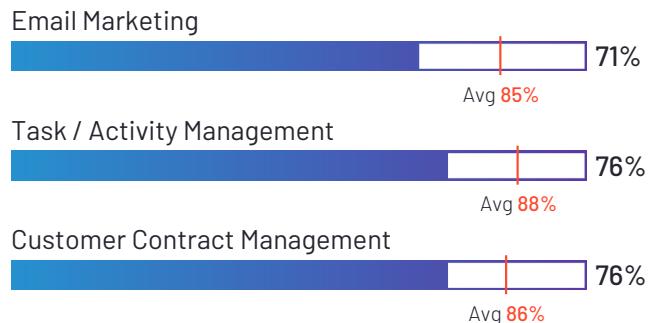
|                                 |   |
|---------------------------------|---|
| Insurance                       | 3 |
| Automotive                      | 2 |
| Telecommunications              | 2 |
| Business Supplies and Equipment | 1 |
| Education Management            | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Speed to Contact



**HQ Location**  
El Segundo, CA



**Year Founded**  
2010



**Employees (Listed On LinkedIn)**  
51



**Company Website**  
[speedtocontact.com](http://speedtocontact.com)

# WORKetc

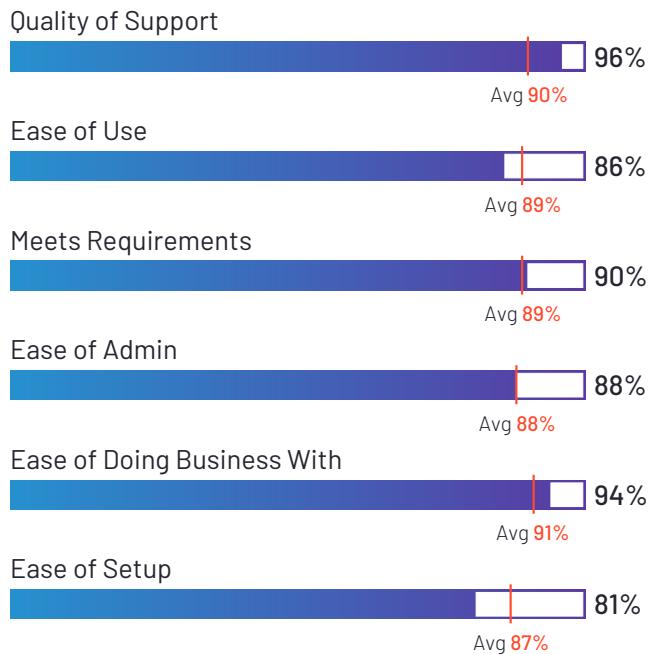


4.6 (53)

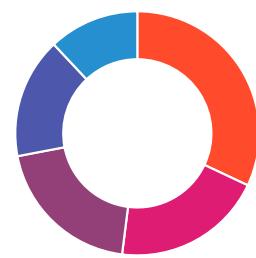


WORKetc has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend WORKetc at a rate of 92%. WORKetc is also in the Billing, Invoice Management, and Work Management categories.

## Satisfaction Ratings

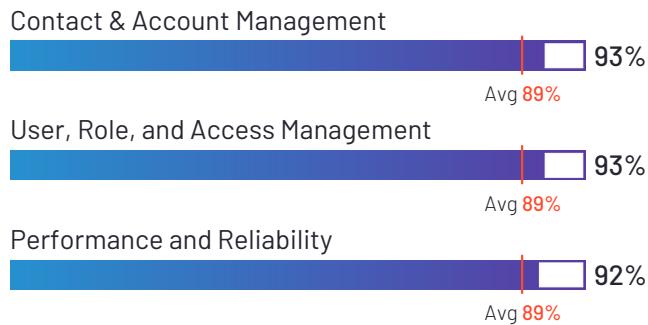


## Top Industries Represented

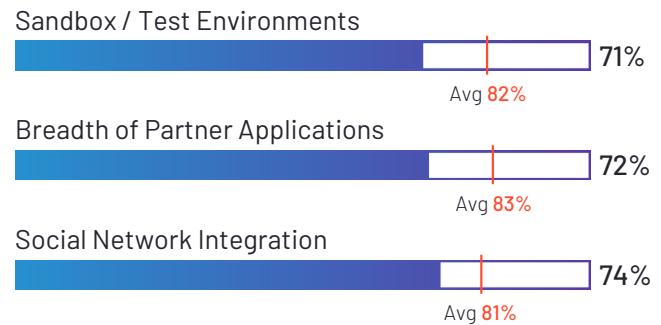


|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 8 |
| Computer Software                   | 5 |
| Hospital & Health Care              | 5 |
| Marketing and Advertising           | 4 |
| Human Resources                     | 3 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
WORKetc



HQ Location  
San Francisco, CA



Year Founded  
2016



Employees (Listed  
On LinkedIn)



Company Website  
[worketc.com](http://worketc.com)

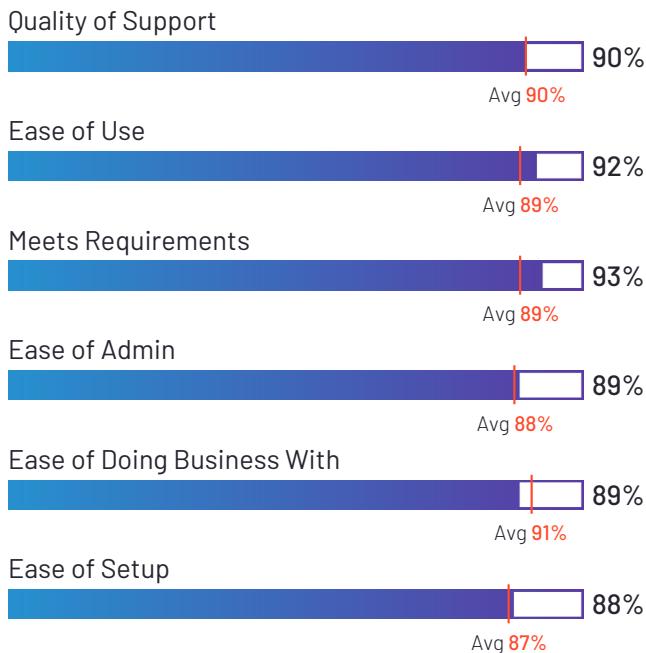
# TeamWave

4.6  (24)

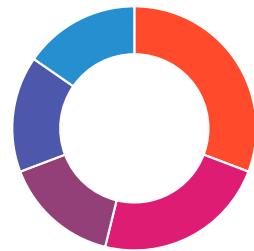


TeamWave has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend TeamWave at a rate of 92%. TeamWave is also in the Online Form Builder category.

## Satisfaction Ratings

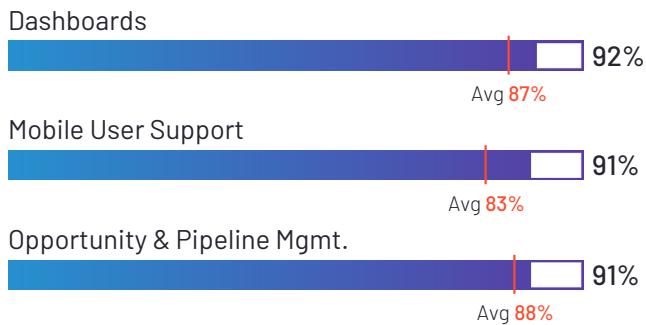


## Top Industries Represented

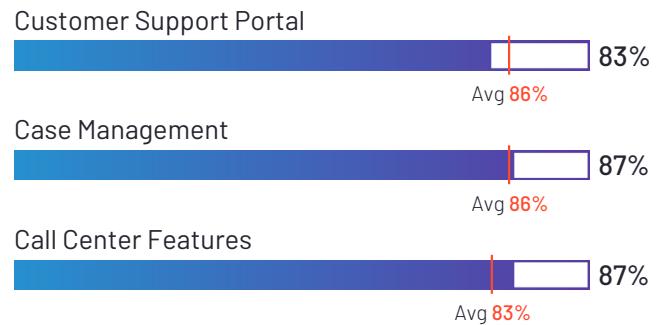


|                                     |   |
|-------------------------------------|---|
| Computer Software                   | 4 |
| Information Technology and Services | 3 |
| Hospitality                         | 2 |
| Marketing and Advertising           | 2 |
| Real Estate                         | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
TeamWave



HQ Location  
WILMINGTON, US



Year Founded  
2016



Employees (Listed  
On LinkedIn)



Company Website  
[teamwave.com](https://teamwave.com)

# OneHash CRM

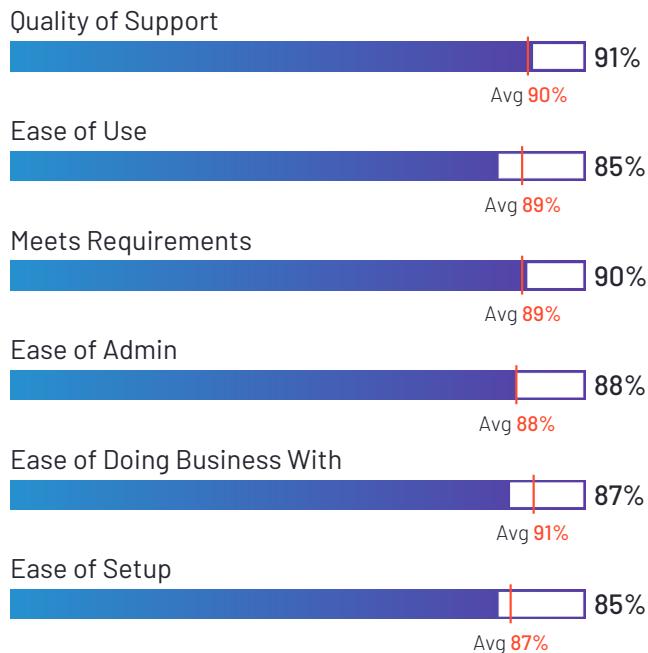


4.4  (71)

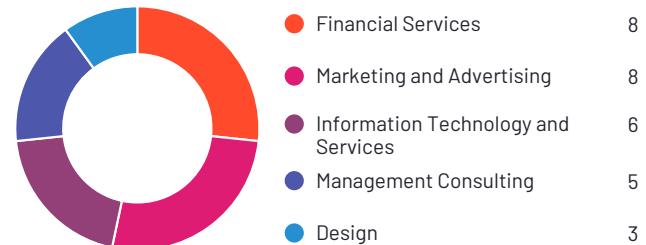


OneHash CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 91% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend OneHash CRM at a rate of 88%. OneHash CRM is also in the Workforce Management, Payroll, Accounting, Sales Compensation, ERP Systems, and Onboarding categories.

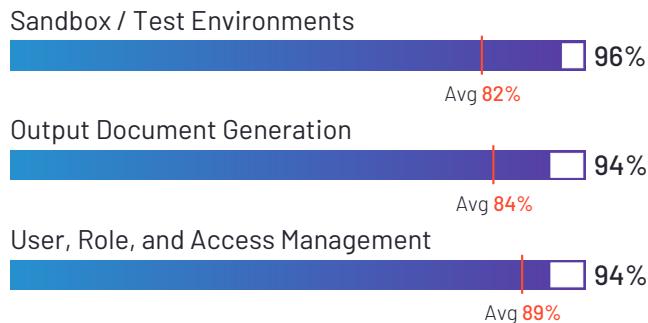
## Satisfaction Ratings



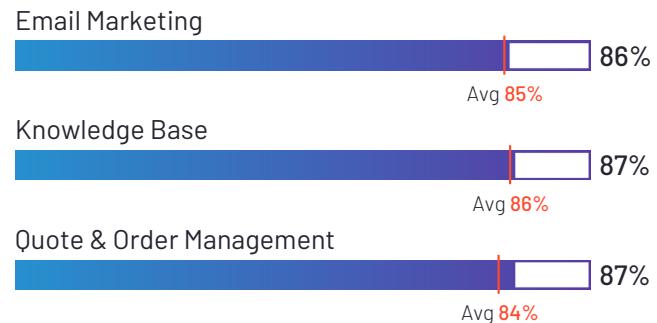
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
OneHash



HQ Location  
Delaware



Year Founded  
2020



Employees (Listed  
On LinkedIn)

29



Company Website  
[onehash.ai](https://onehash.ai)

# GleanView



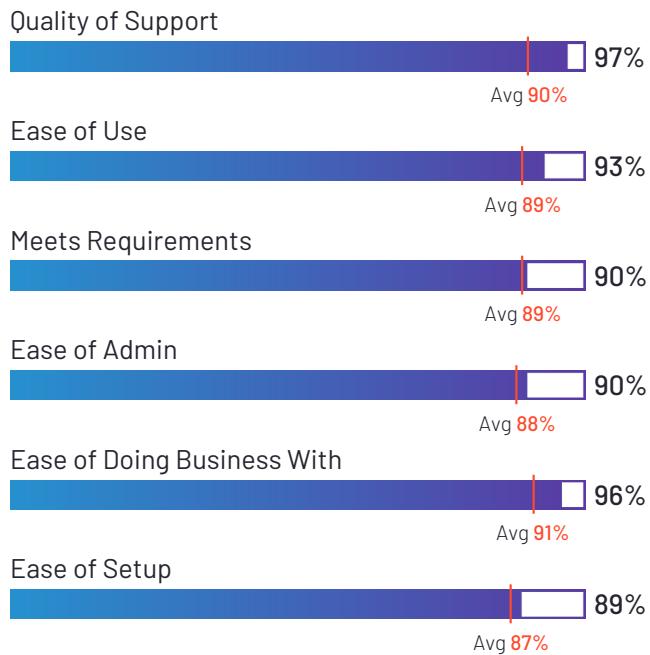
GleanView

4.7 (21)

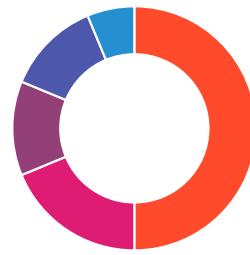


GleanView has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend GleanView at a rate of 94%.

## Satisfaction Ratings



## Top Industries Represented



|                                      |   |
|--------------------------------------|---|
| Recreational Facilities and Services | 8 |
| Staffing and Recruiting              | 3 |
| Furniture                            | 2 |
| Machinery                            | 2 |
| Construction                         | 1 |



**Ownership**  
GleanView



**HQ Location**  
Jacksonville, FL



**Year Founded**  
2015



**Employees (Listed On LinkedIn)**  
5



**Company Website**  
[gleanview.com](http://gleanview.com)

# Formaloo

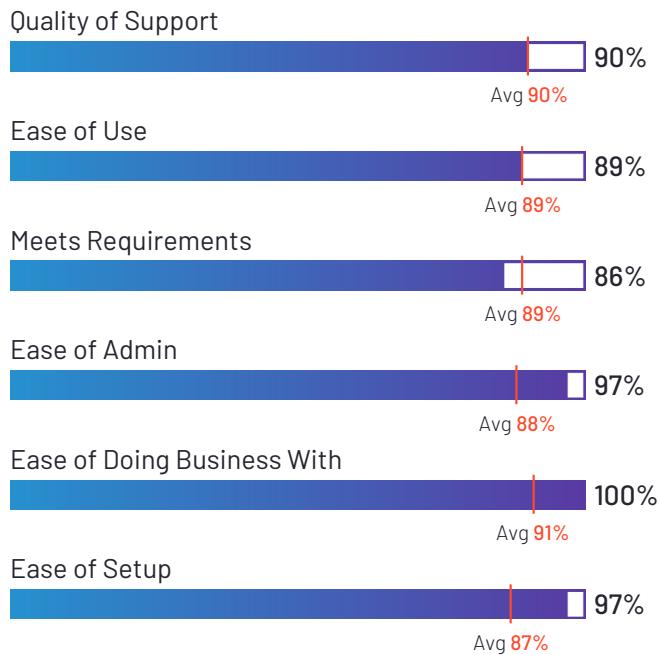


4.6 (154)

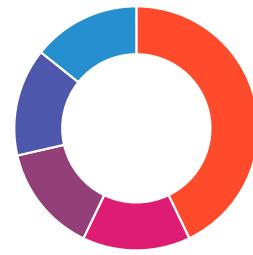


Formaloo has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Formaloo at a rate of 89%. Formaloo is also in the Chatbots, Customer Data Platform (CDP), No-Code Development Platforms, Survey, Client Portal, and Online Form Builder categories.

## Satisfaction Ratings



## Top Industries Represented



|                           |   |
|---------------------------|---|
| Marketing and Advertising | 3 |
| Apparel & Fashion         | 1 |
| Consulting                | 1 |
| Financial Services        | 1 |
| Government Administration | 1 |



**Ownership**  
Formaloo



**HQ Location**  
Toronto, CA



**Year Founded**  
2020



**Employees (Listed On LinkedIn)**  
19



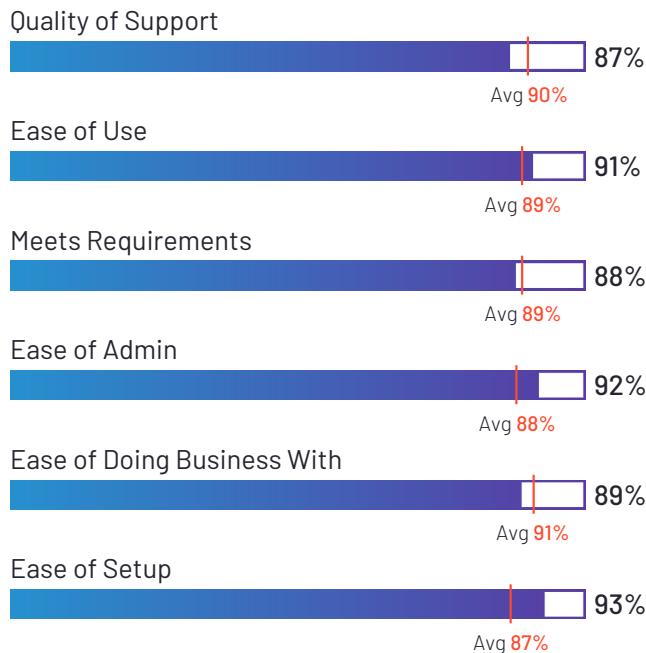
**Company Website**  
[formaloo.com](https://formaloo.com)

# BIGContacts

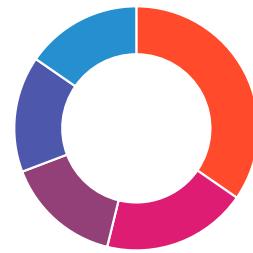
ProProfs  
BIGContacts4.5  (77)

BIGContacts has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend BIGContacts at a rate of 90%.

## Satisfaction Ratings

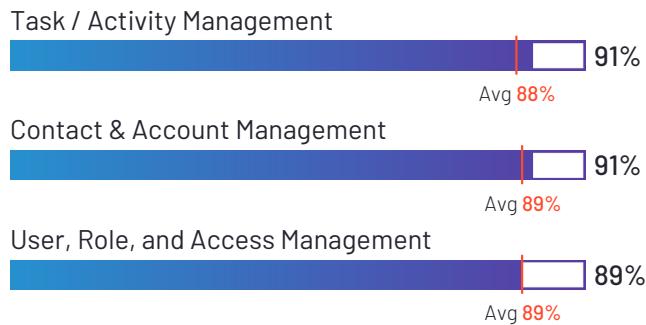


## Top Industries Represented

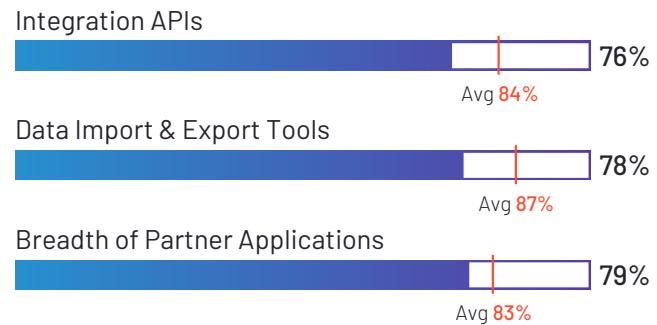


|                           |   |
|---------------------------|---|
| Marketing and Advertising | 9 |
| Insurance                 | 5 |
| Accounting                | 4 |
| Computer Software         | 4 |
| Financial Services        | 4 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
BigContacts



HQ Location  
Victoria, BC



Year Founded  
2007



Employees (Listed  
On LinkedIn)

2



Company Website  
[bigcontacts.com](http://bigcontacts.com)

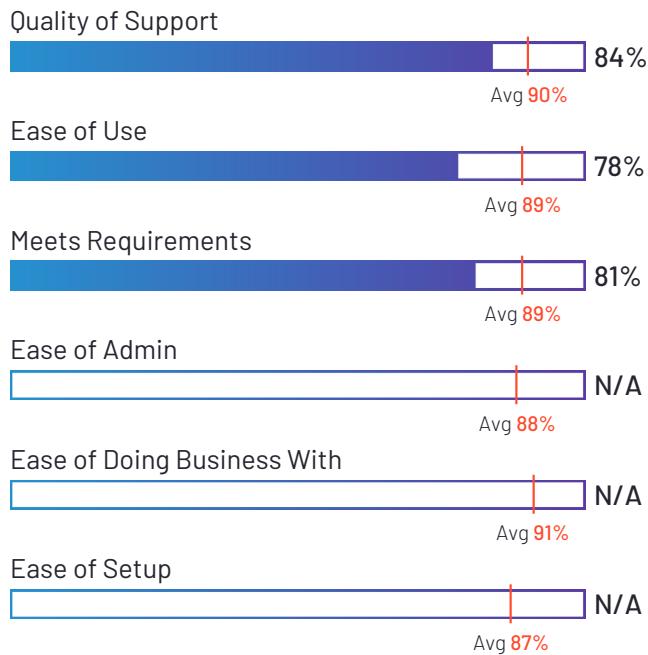
# Soffront

Soffront

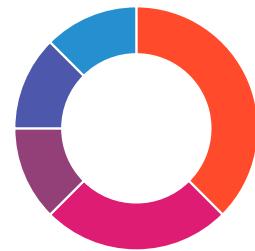
4.0  (17)

Soffront has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 77% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Soffront at a rate of 79%.

## Satisfaction Ratings

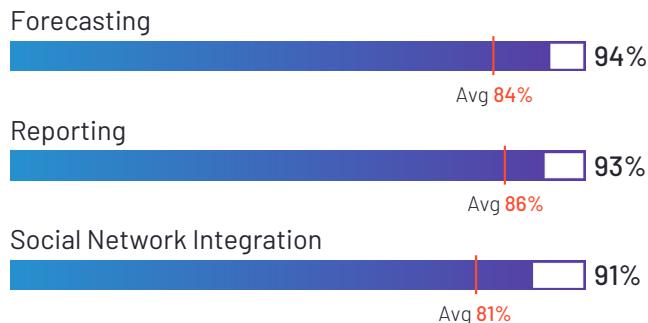


## Top Industries Represented

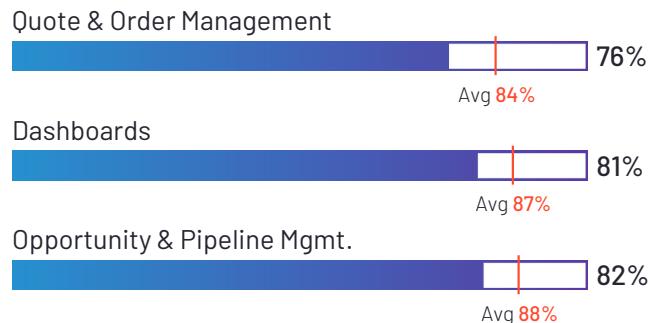


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Soffront



HQ Location  
Las Vegas, NV



Year Founded  
1992



Employees (Listed  
On LinkedIn)  
58



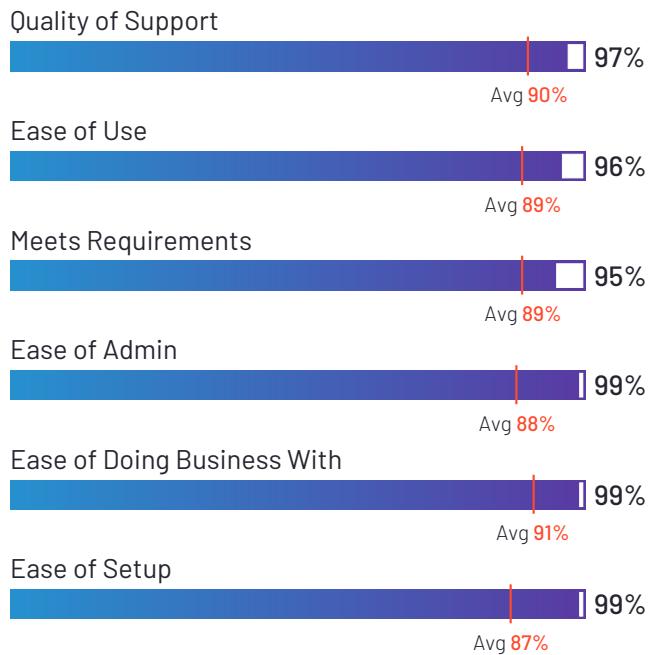
Company Website  
[soffront.com](http://soffront.com)

# Orgzit

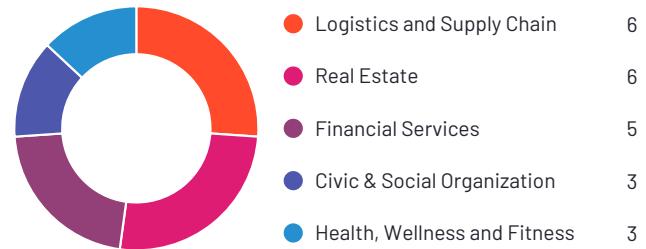
4.8  (44)

Orgzit has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Orgzit at a rate of 95%. Orgzit is also in the Quote-to-Cash, Online Form Builder, Sales Analytics, Quote Management, Workforce Management, and CPQ categories.

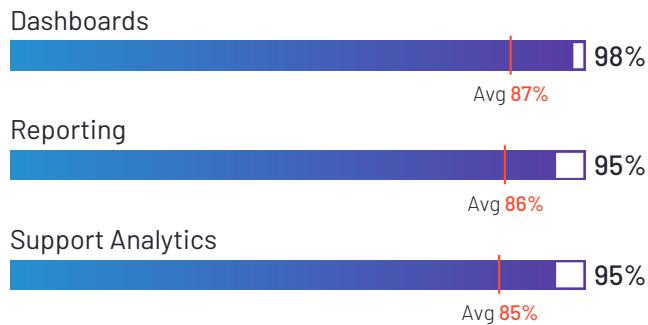
## Satisfaction Ratings



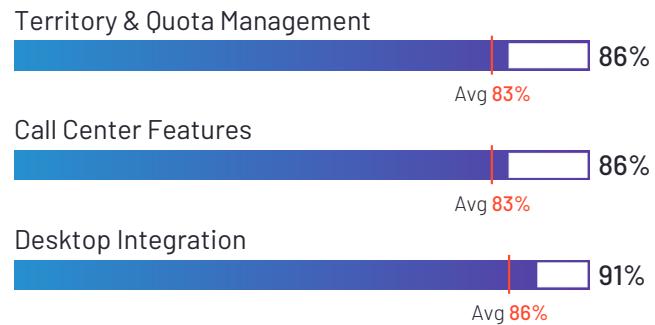
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Orgzit



HQ Location  
San Jose, California



Year Founded  
2016



Employees (Listed  
On LinkedIn)

10



Company Website  
[www.orgzit.com](http://www.orgzit.com)

# CentraHub CRM

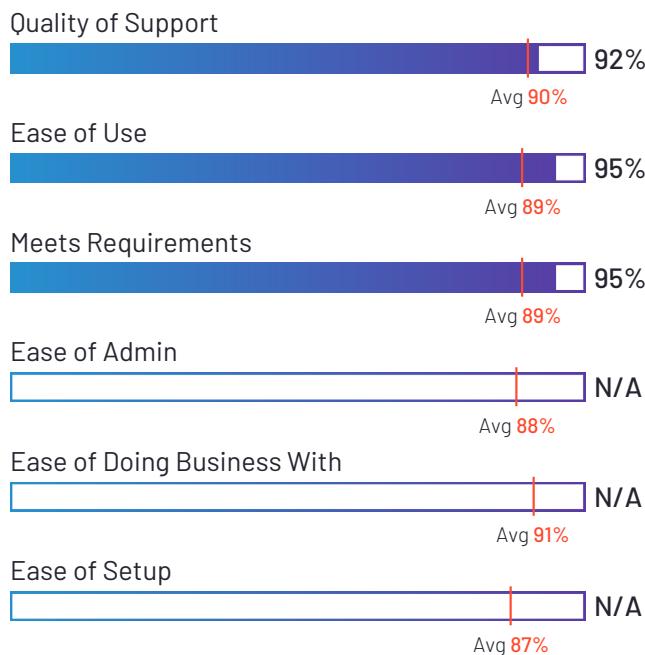


4.8 (39)

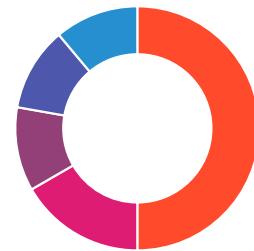


CentraHub CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend CentraHub CRM at a rate of 95%. CentraHub CRM is also in the Online Form Builder, Sales Engagement, and Email Tracking categories.

## Satisfaction Ratings



## Top Industries Represented

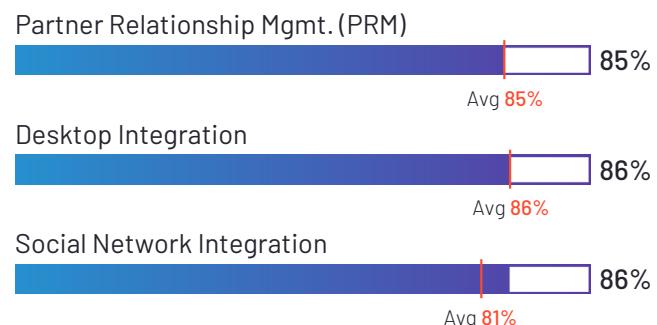


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Centra Hub



HQ Location  
Hyderabad,  
Telangana



Year Founded  
2016



Employees (Listed  
On LinkedIn)  
97



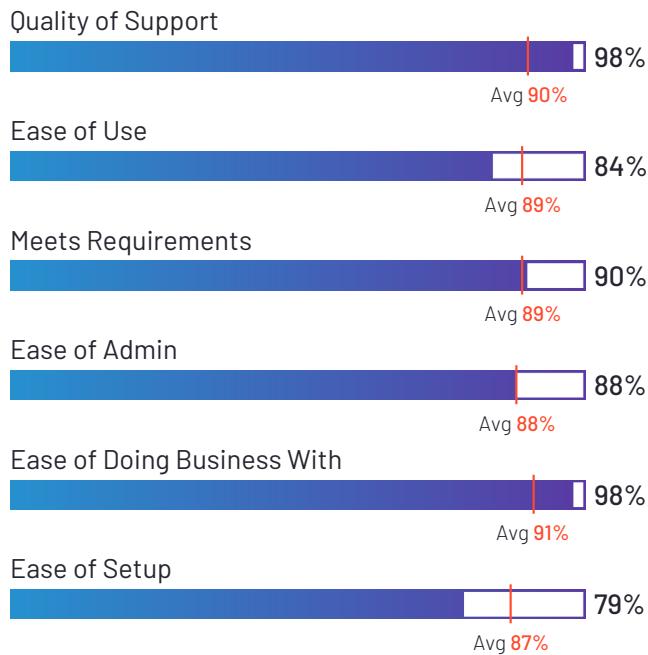
Company Website  
[centrahubcrm.com](http://centrahubcrm.com)

# PlanPlus Online

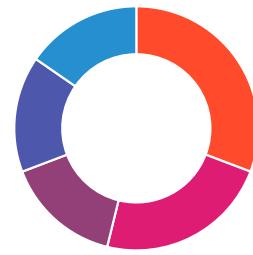
4.7  (32)

PlanPlus Online has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend PlanPlus at a rate of 94%. PlanPlus is also in the Workflow Management category.

## Satisfaction Ratings



## Top Industries Represented



|                                     |   |
|-------------------------------------|---|
| Financial Services                  | 4 |
| Management Consulting               | 3 |
| Events Services                     | 2 |
| Hospital & Health Care              | 2 |
| Information Technology and Services | 2 |



**Ownership**  
PlanPlus Online



**HQ Location**  
Salt Lake City, Utah



**Year Founded**  
2003



**Employees (Listed On LinkedIn)**  
3



**Company Website**  
[planplusonline.com](http://planplusonline.com)

# Bluwave CRM

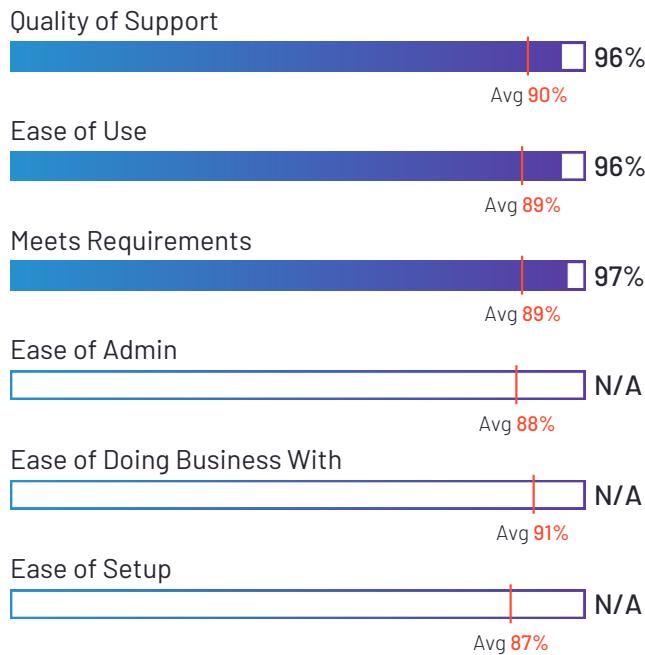


4.6 (18)

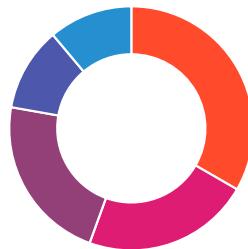


Bluwave CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Bluwave CRM at a rate of 91%.

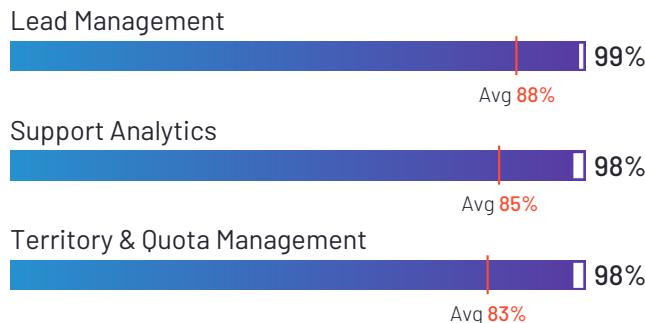
## Satisfaction Ratings



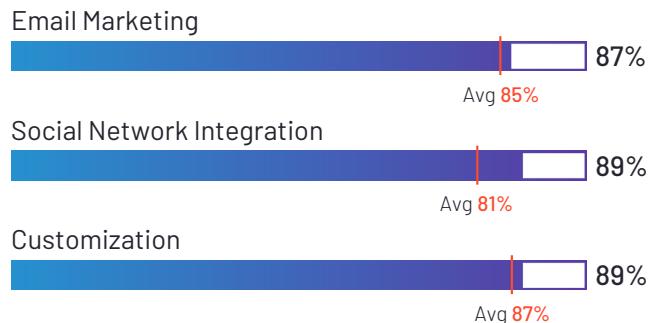
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Bluwave



HQ Location  
Johannesburg, ZA



Year Founded  
2011



Employees (Listed  
On LinkedIn)

15



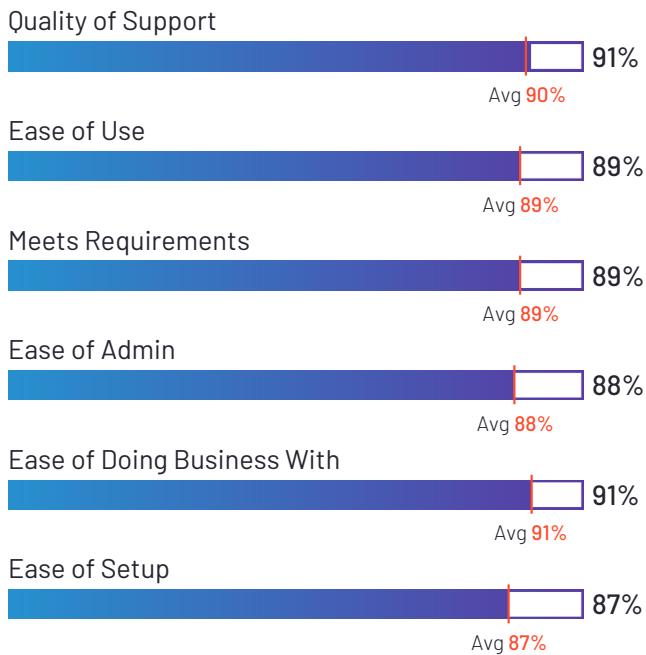
Company Website  
[bluwave.co.za](http://bluwave.co.za)

# InStream

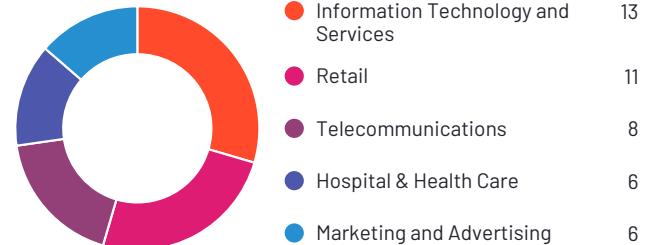
4.2  (119)

InStream has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend InStream at a rate of 85%.

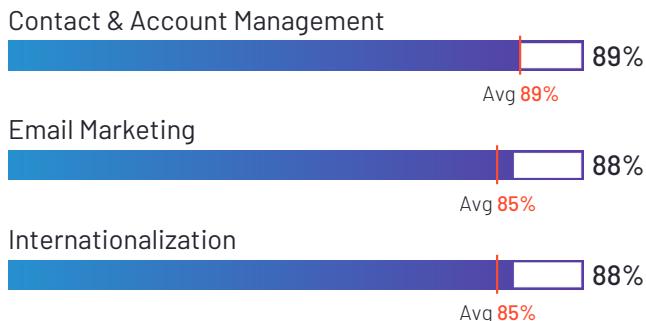
## Satisfaction Ratings



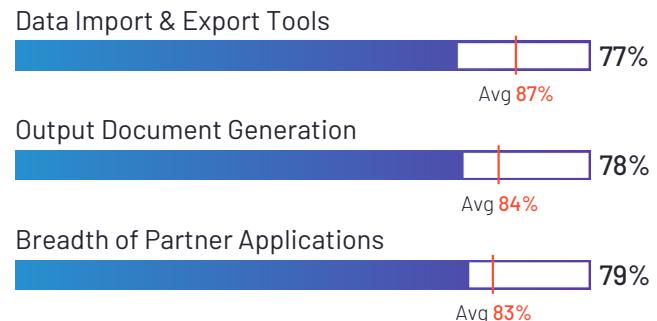
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
InStream



HQ Location  
Poznan, Poland



Year Founded  
2015



Employees (Listed  
On LinkedIn)

2



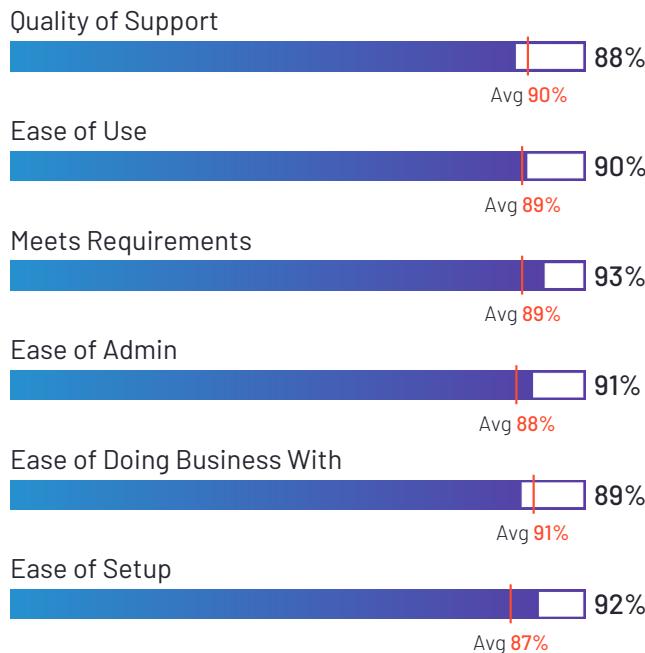
Company Website  
[instream.io](https://instream.io)

# SalesDesk

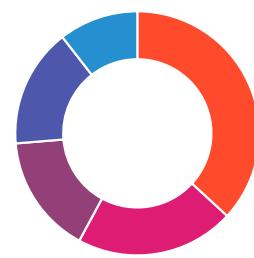
4.4  (39)

SalesDesk has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend SalesDesk at a rate of 88%.

## Satisfaction Ratings

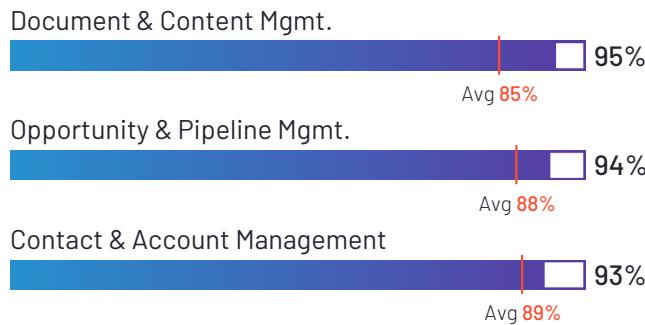


## Top Industries Represented



|                           |   |
|---------------------------|---|
| Marketing and Advertising | 7 |
| Real Estate               | 4 |
| Computer Software         | 3 |
| Outsourcing/ Offshoring   | 3 |
| E-Learning                | 2 |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
SPRINT Middle East



**HQ Location**  
Al Qouz, Industrial Area 4, AE



**Year Founded**  
2010



**Employees (Listed On LinkedIn)**  
2



**Company Website**  
[sprintexpo.com](http://sprintexpo.com)

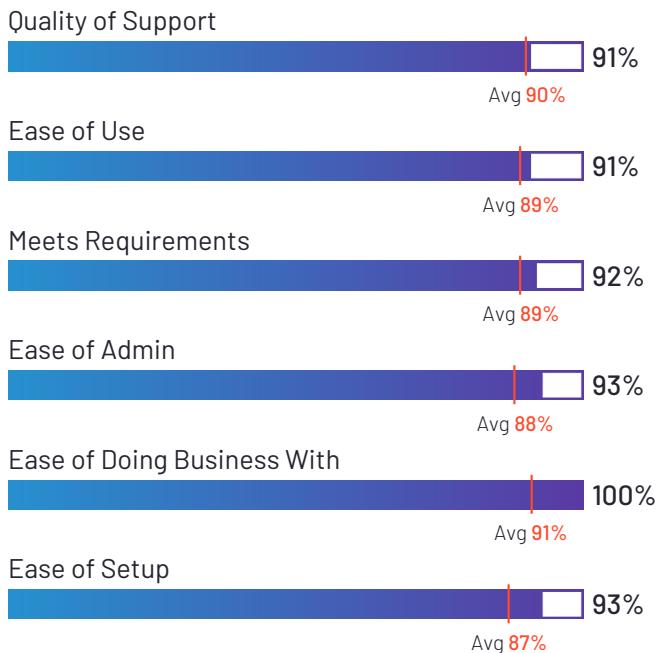
# Propeller CRM

4.5  (17)

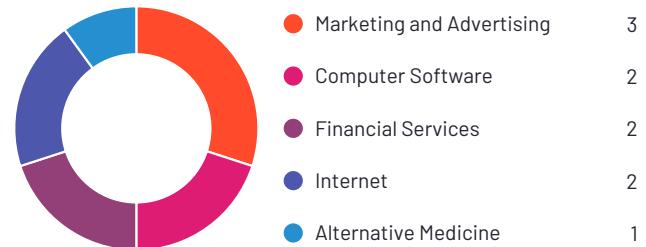


Propeller CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend Propeller CRM at a rate of 89%. Propeller CRM is also in the Email Tracking category.

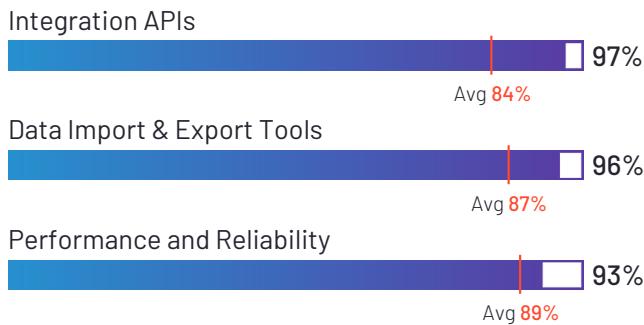
## Satisfaction Ratings



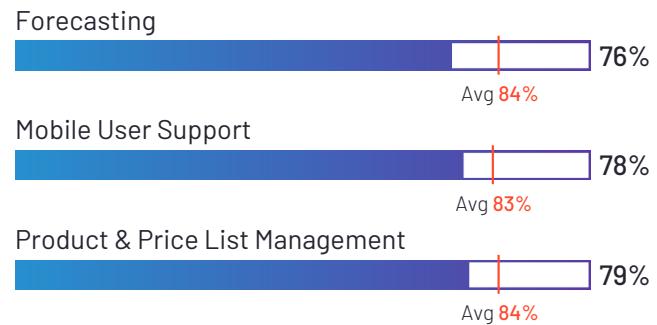
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Propeller CRM



HQ Location  
San Francisco, CA



Year Founded  
2014



Employees (Listed  
On LinkedIn)

2



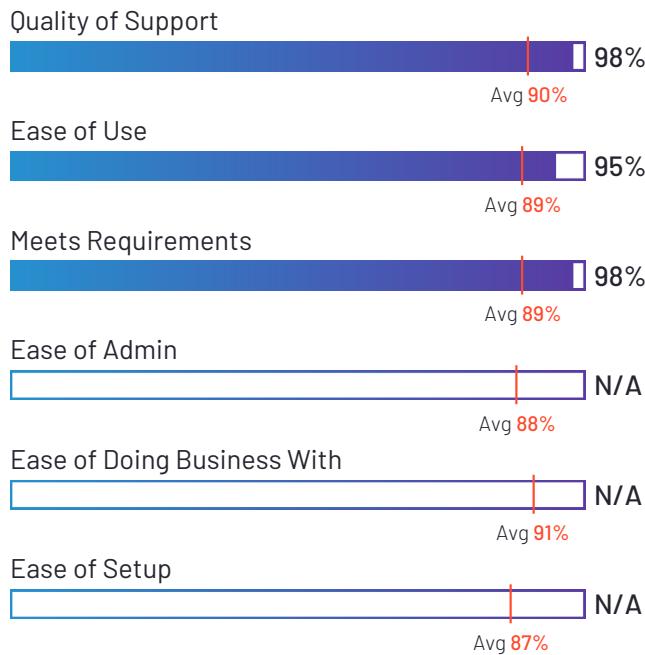
Company Website  
[propellercrm.com](http://propellercrm.com)

# theCRM

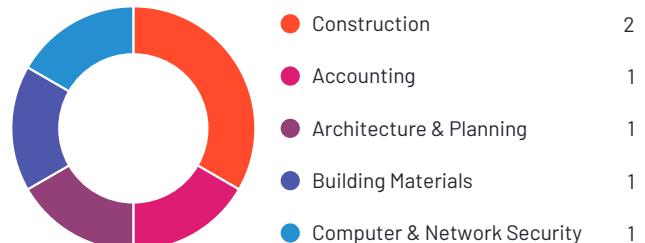
5.0  (10)

theCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend theCRM at a rate of 99%.

## Satisfaction Ratings

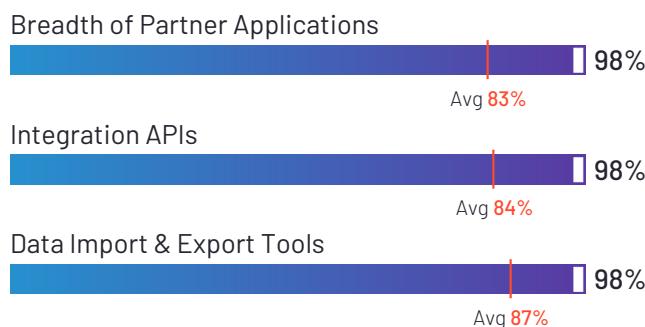


## Top Industries Represented

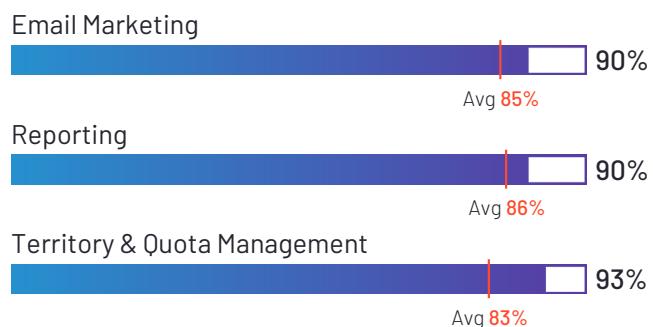


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
CRM-UK



HQ Location  
Banbury, GB



Year Founded  
1998



Employees (Listed  
On LinkedIn)  
2



Company Website  
[www.crm-uk.com](http://www.crm-uk.com)

# CentralStationCRM

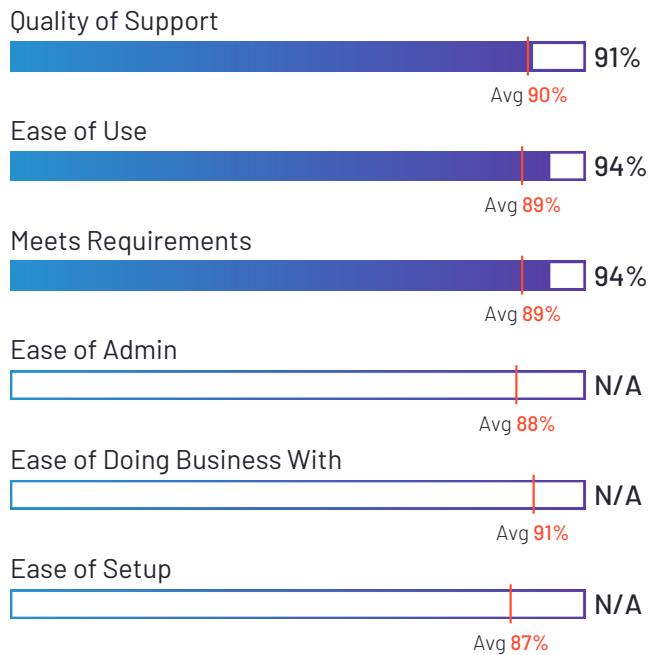
 CentralStationCRM  
Easy CRM software for SMEs.

4.2  (12)

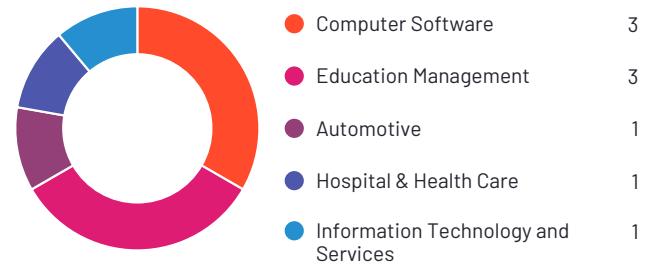


CentralStationCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 91% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend CentralStationCRM at a rate of 85%.

## Satisfaction Ratings

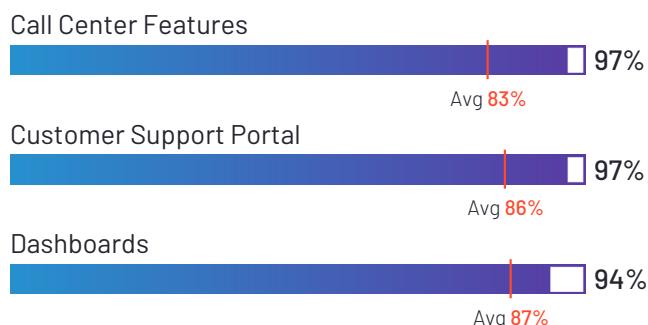


## Top Industries Represented



\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
42he GmbH



HQ Location  
Köln, DE



Year Founded  
2010



Employees (Listed  
On LinkedIn)  
10



Company Website  
[centralstationcrm.com](http://centralstationcrm.com)

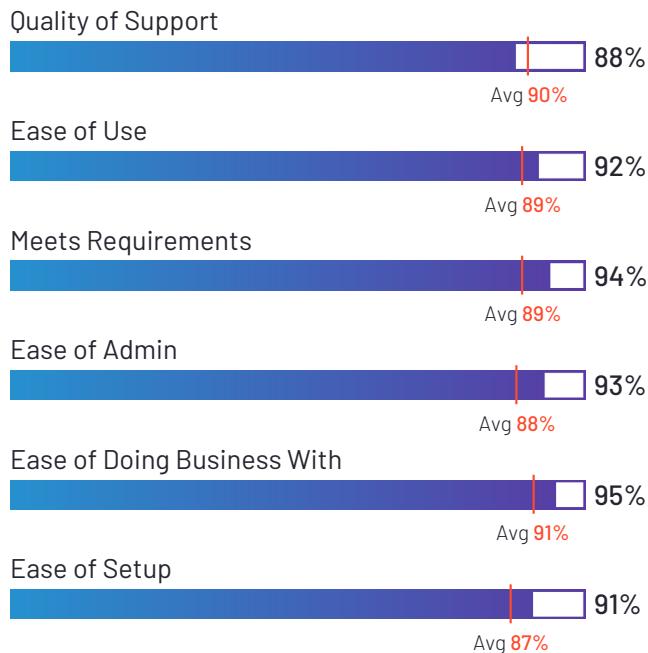
# OutreachCRM

4.5  (43)

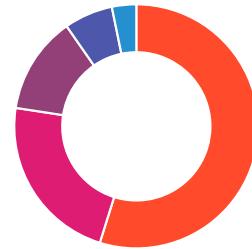


OutreachCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend OutreachCRM at a rate of 90%.

## Satisfaction Ratings

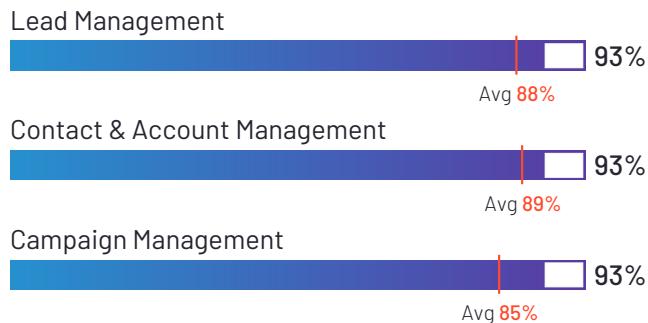


## Top Industries Represented

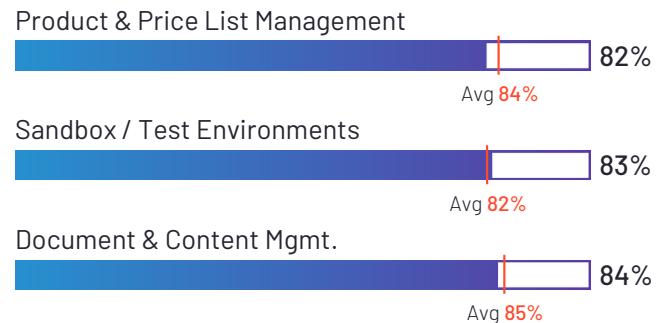


|                                     |    |
|-------------------------------------|----|
| Computer Software                   | 17 |
| Information Technology and Services | 7  |
| Marketing and Advertising           | 4  |
| Financial Services                  | 2  |
| Construction                        | 1  |

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Outreach Software Limited



**HQ Location**  
Dunedin, NZ



**Year Founded**  
2002



**Employees (Listed On LinkedIn)**  
4



**Company Website**  
[outreachcrm.co.nz](http://outreachcrm.co.nz)

# Assistive

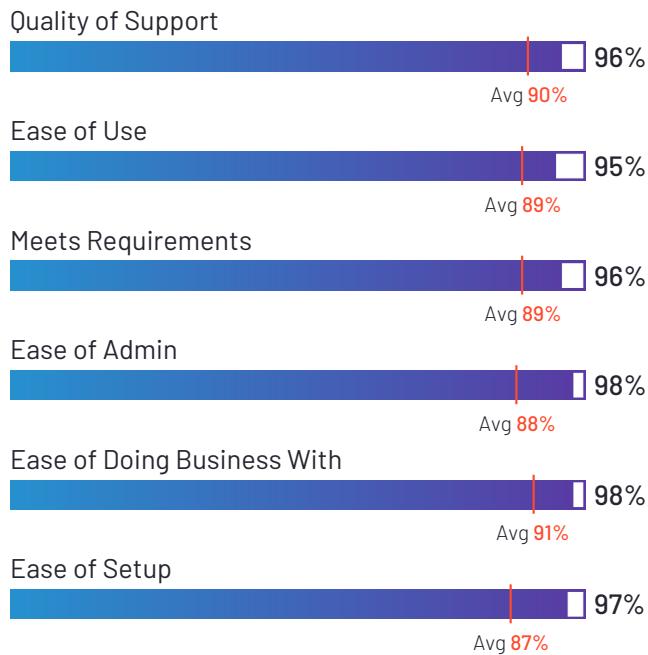
ASSISTIVE

4.8  (66)

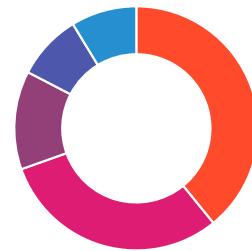


Assistive has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Assistive at a rate of 97%. Assistive is also in the Sales Engagement, Online Form Builder, Field Sales, Sales Performance Management, and AI Sales Assistant categories.

## Satisfaction Ratings



## Top Industries Represented

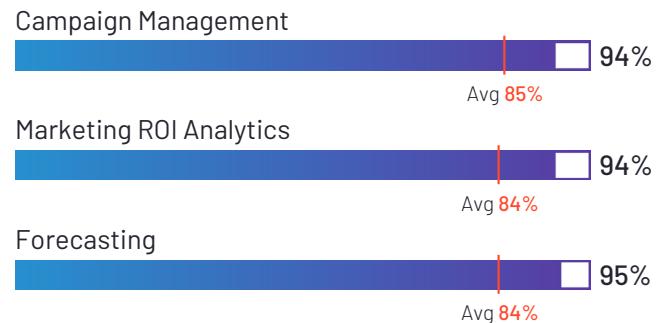


|                           |   |
|---------------------------|---|
| Marketing and Advertising | 9 |
| Retail                    | 7 |
| Telecommunications        | 3 |
| Building Materials        | 2 |
| Chemicals                 | 2 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
1Systems SaaS



HQ Location  
Gurgaon, Haryana



Year Founded  
2006



Employees (Listed  
On LinkedIn)  
65



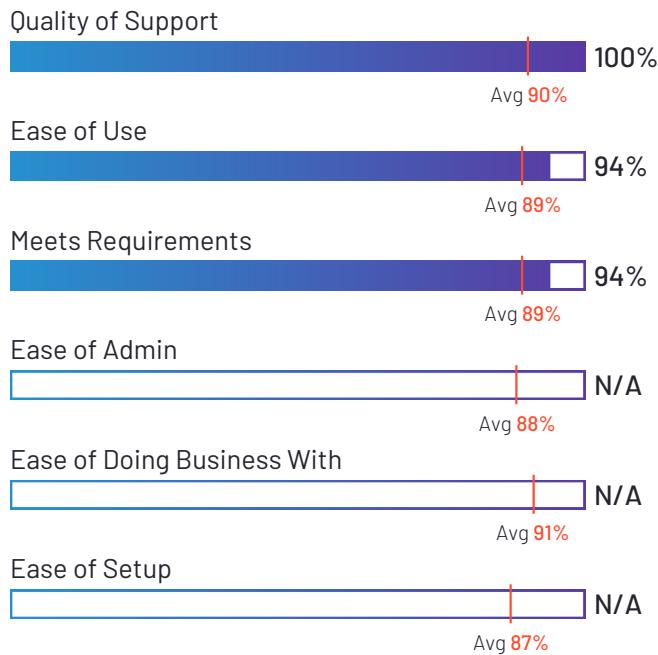
Company Website  
[getassistive.com](http://getassistive.com)

# Rolldog CRM

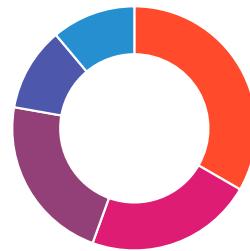
4.9  (14)

Rolldog CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Rolldog CRM at a rate of 97%. Rolldog CRM is also in the Sales Enablement category.

## Satisfaction Ratings



## Top Industries Represented



|                            |   |
|----------------------------|---|
| Computer Software          | 3 |
| Logistics and Supply Chain | 2 |
| Media Production           | 2 |
| Accounting                 | 1 |
| Higher Education           | 1 |

\*N/A is displayed when fewer than five responses were received for the question.



**Ownership**  
Rolldog



**HQ Location**  
Toronto, CA



**Year Founded**  
2019



**Employees (Listed On LinkedIn)**  
11



**Company Website**  
[rolldog.com](http://rolldog.com)

# Pulse Technology

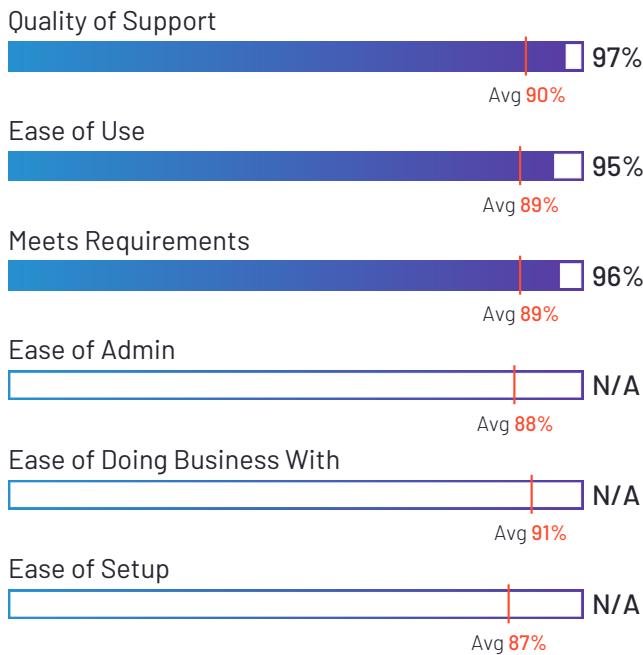


4.7 (13)

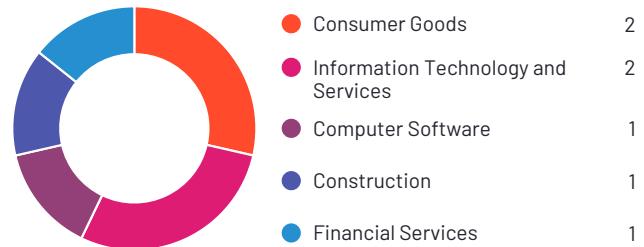


Pulse Technology has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Pulse Technology at a rate of 95%. Pulse Technology is also in the Online Form Builder category.

## Satisfaction Ratings

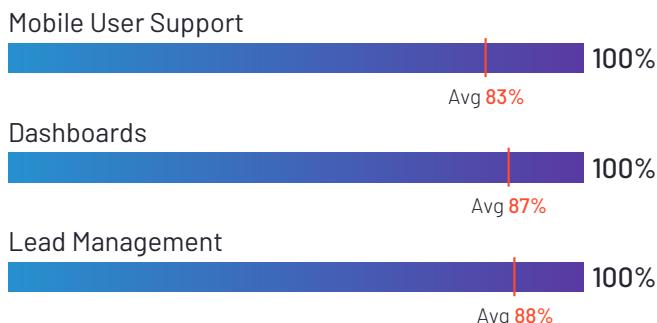


## Top Industries Represented



\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Pulse Technology



HQ Location  
Delaware, OH



Year Founded  
2019



Employees (Listed  
On LinkedIn)



Company Website  
[thepulsespot.com](http://thepulsespot.com)

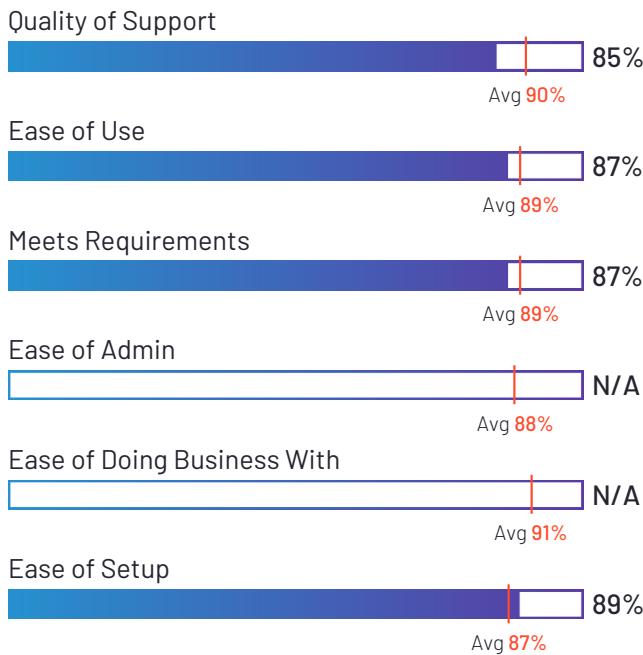
# Launchpad CRM

4.2  (20)

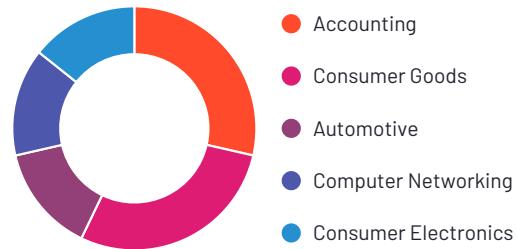


Launchpad CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Launchpad CRM at a rate of 84%.

## Satisfaction Ratings

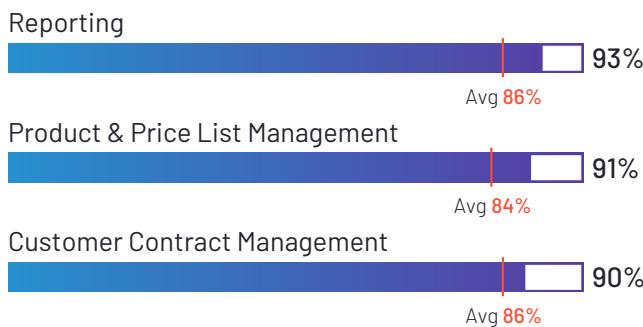


## Top Industries Represented

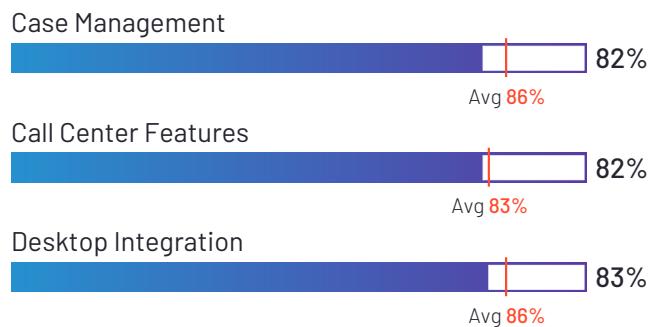


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Launchpad CRM



HQ Location  
Twickenham



Employees (Listed  
On LinkedIn)



Company Website  
[launchpadcrm.com](https://launchpadcrm.com)

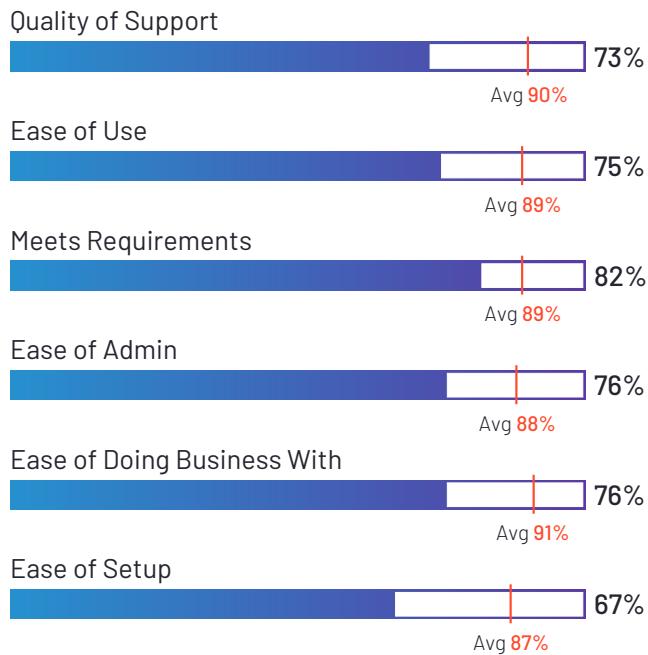
# NetSuite

ORACLE  
NetSuite

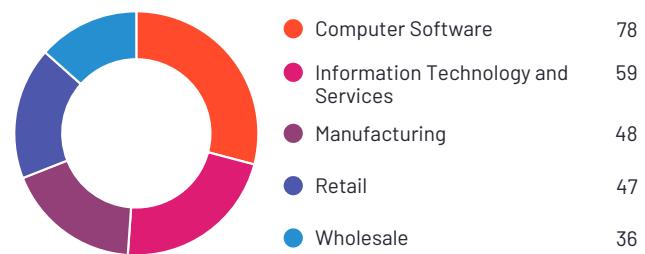
4.1  (3,994)

NetSuite has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 83% of users rated it 4 or 5 stars, 77% of users believe it is headed in the right direction, and users said they would be likely to recommend NetSuite at a rate of 80%. NetSuite is also in the UKG Marketplace, Distribution ERP, Discrete ERP, Subscription Billing, Revenue Management, Project-Based ERP, ERP Systems, Nonprofit Accounting, Donor Management, Nonprofit CRM, Core HR, Billing, Accounting, E-Commerce Platforms, and Field Service Management categories.

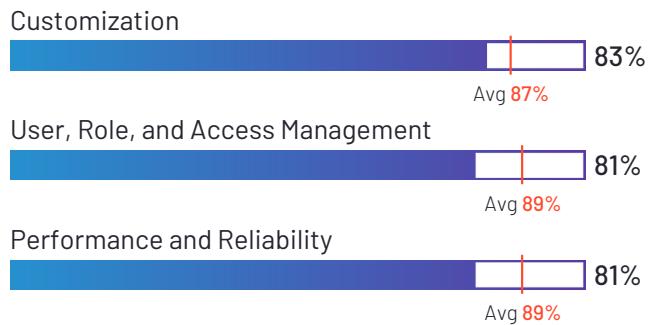
## Satisfaction Ratings



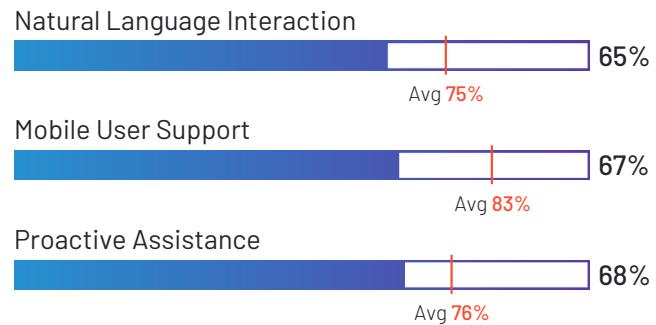
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Oracle



HQ Location  
Austin, TX



Year Founded  
1977



Employees (Listed  
On LinkedIn)  
199,501



Company Website  
[www.oracle.com](http://www.oracle.com)

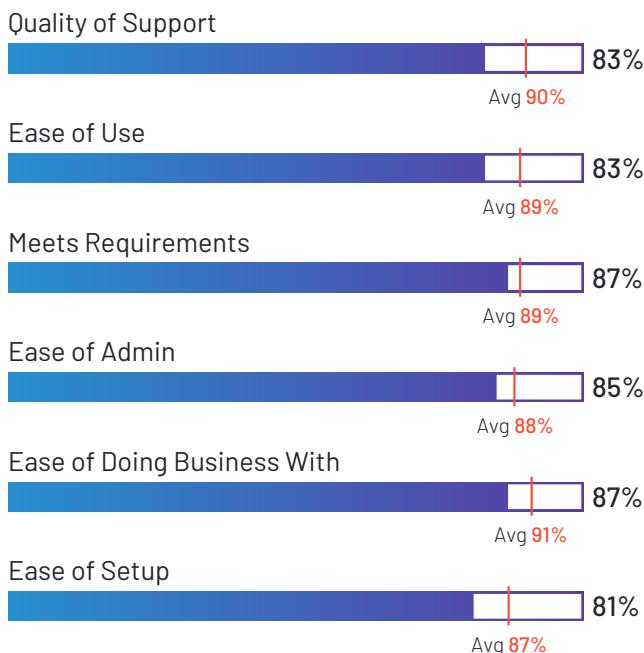
# Oracle EBS CRM



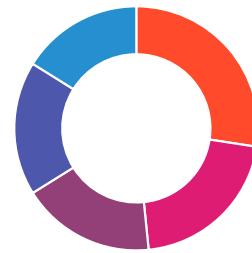
3.9 ★★★★☆ (232)

Oracle EBS CRM has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 82% of users rated it 4 or 5 stars, 70% of users believe it is headed in the right direction, and users said they would be likely to recommend Oracle EBS at a rate of 78%.

## Satisfaction Ratings

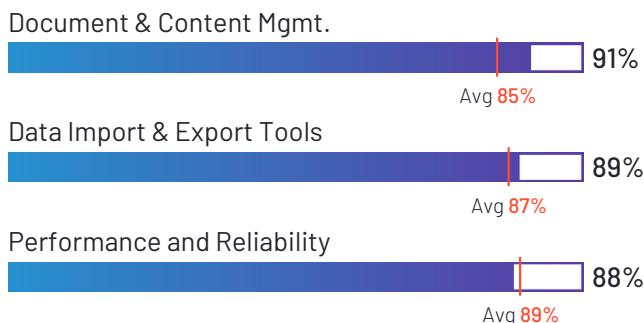


## Top Industries Represented

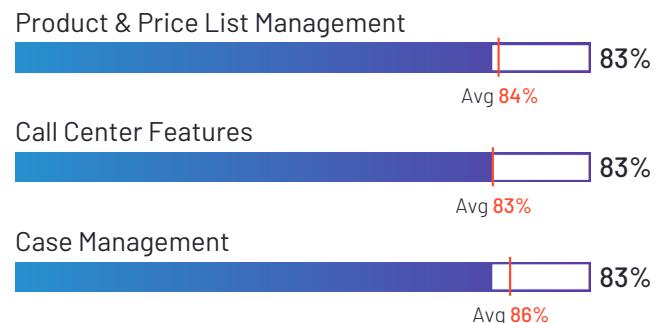


|                                     |    |
|-------------------------------------|----|
| Retail                              | 17 |
| Higher Education                    | 13 |
| Computer Software                   | 11 |
| Information Technology and Services | 11 |
| Telecommunications                  | 10 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Oracle



HQ Location  
Austin, TX



Year Founded  
1977



Employees (Listed  
On LinkedIn)  
199,501



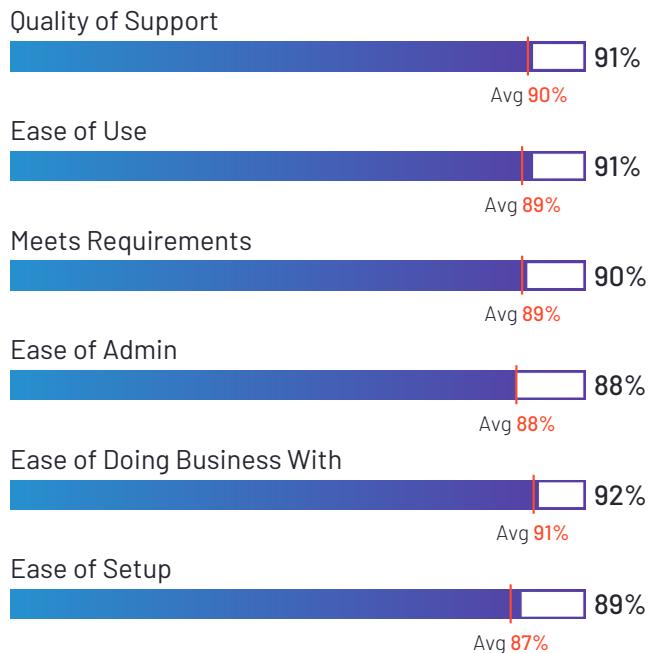
Company Website  
[www.oracle.com](http://www.oracle.com)

# LeadSquared Sales CRM

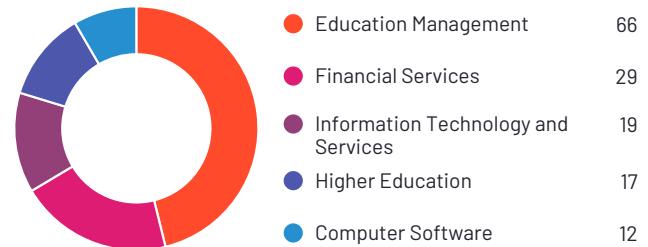
4.5  (253)

LeadSquared Sales CRM has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 96% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend LeadSquared Sales CRM at a rate of 91%. LeadSquared Sales CRM is also in the Lead Capture, Lead Scoring, and Sales Performance Management categories.

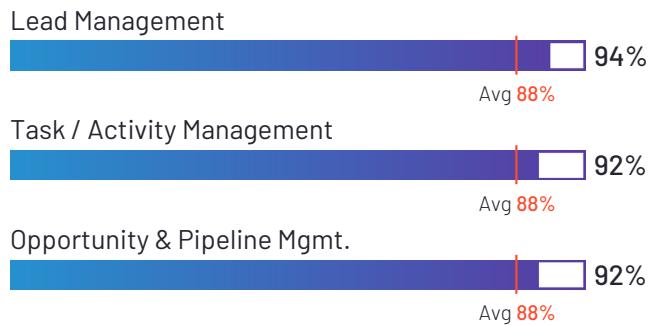
## Satisfaction Ratings



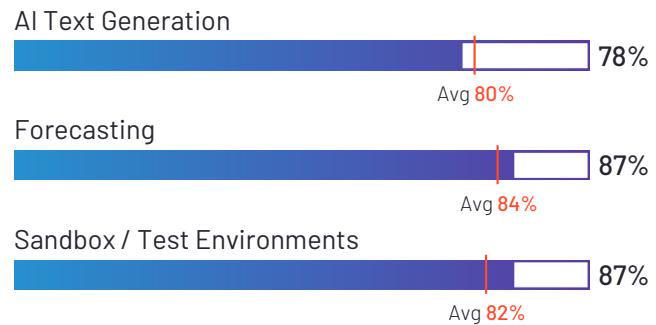
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
LeadSquared



HQ Location  
Bangalore



Year Founded  
2011



Employees (Listed  
On LinkedIn)  
1,216



Company Website  
[leadsquared.com](https://leadsquared.com)

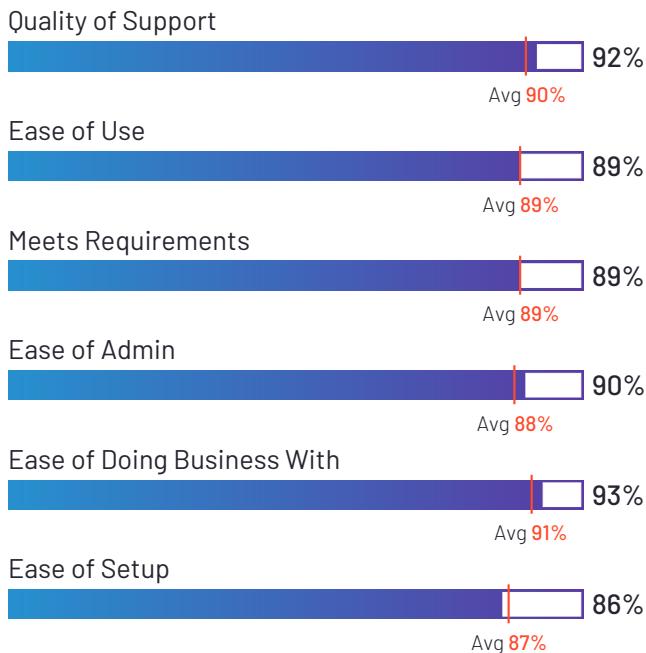
# Constant Contact Advanced Automation



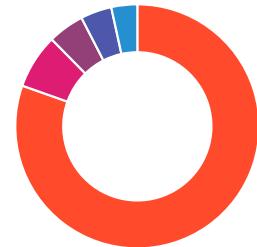
4.5 (944)

Constant Contact Advanced Automation has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Constant Contact Advanced Automation at a rate of 91%. Constant Contact Advanced Automation is also in the Email Template Builder, Online Form Builder, Customer Journey Analytics, Landing Page Builders, Sales Analytics, Marketing Analytics, Visitor Identification, Attribution, Social Media Management, and Marketing Automation categories.

## Satisfaction Ratings

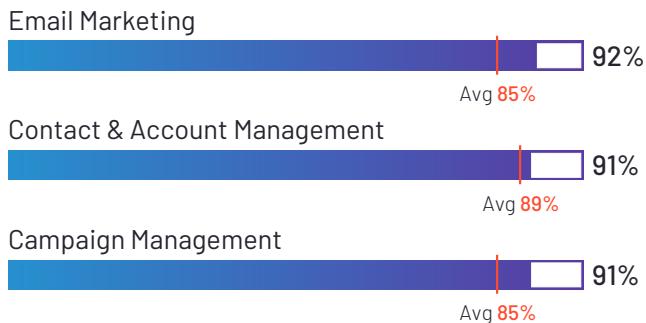


## Top Industries Represented

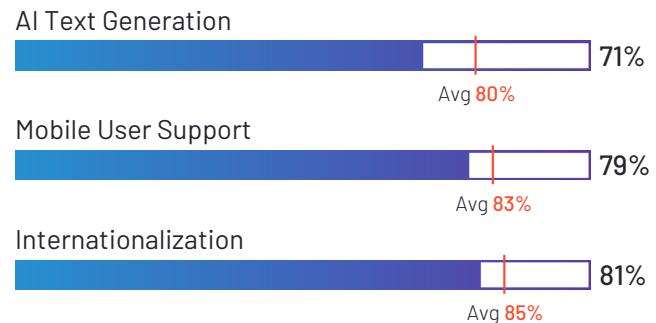


|                                     |     |
|-------------------------------------|-----|
| Marketing and Advertising           | 234 |
| Information Technology and Services | 21  |
| Computer Software                   | 14  |
| Financial Services                  | 12  |
| Management Consulting               | 10  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Constant Contact



HQ Location  
Waltham, US



Year Founded  
1995



Employees (Listed  
On LinkedIn)  
1,132



Company Website  
[constantcontact.com](http://constantcontact.com)

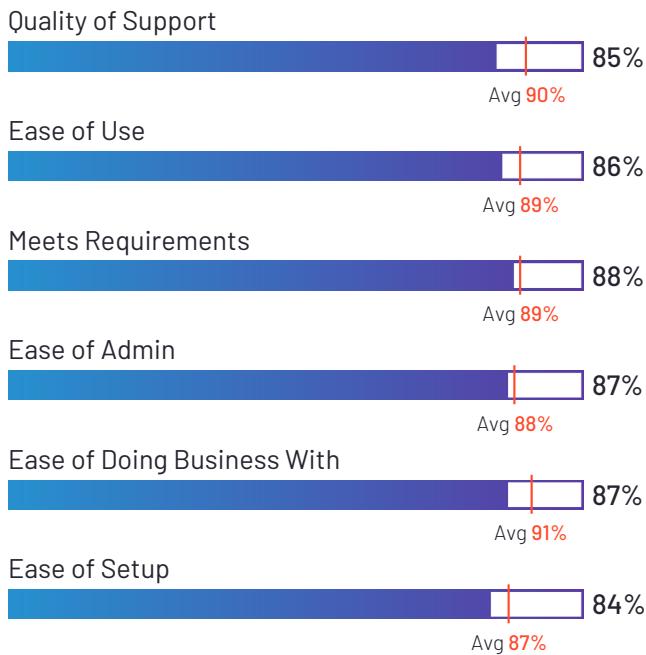
# Zoho CRM Plus



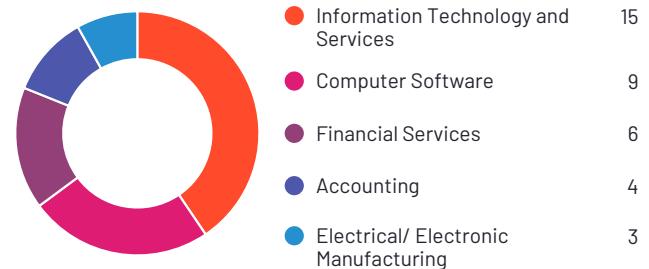
4.3 (74)

Zoho CRM Plus has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Zoho CRM Plus at a rate of 87%.

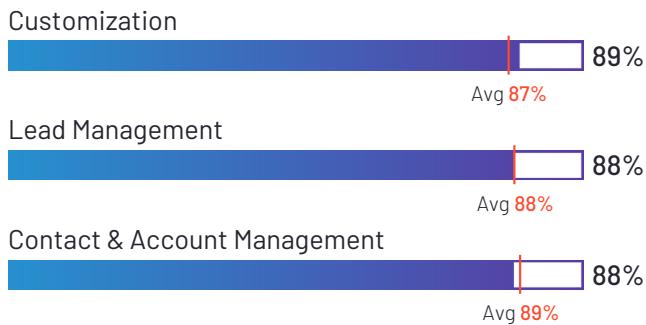
## Satisfaction Ratings



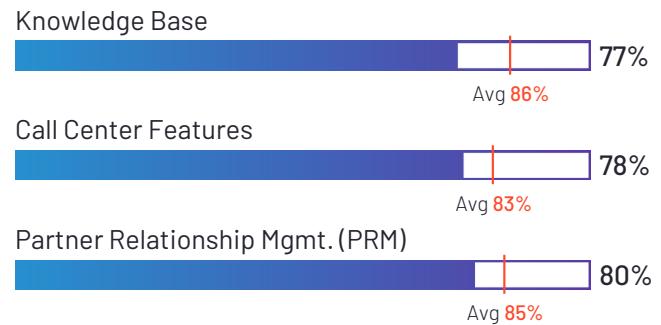
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Zoho



HQ Location  
Austin, TX



Year Founded  
1996



Employees (Listed  
On LinkedIn)  
26,328



Company Website  
[www.zoho.com](http://www.zoho.com)



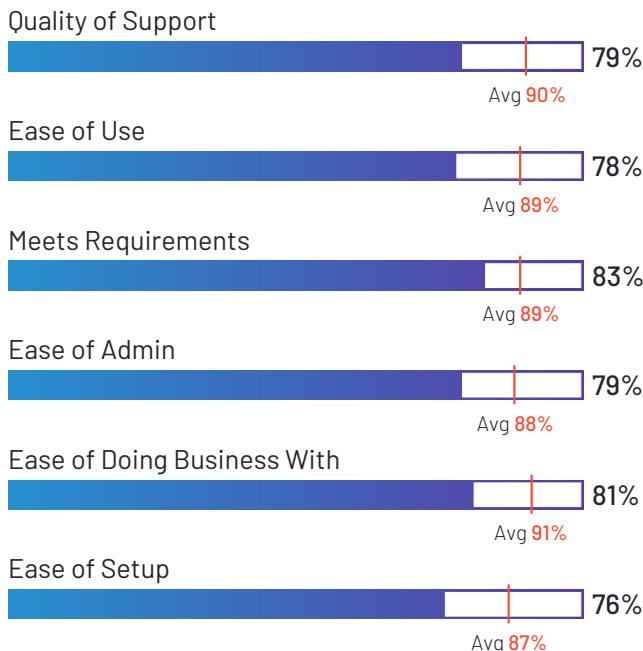
# Dynamics 365 Sales

3.8

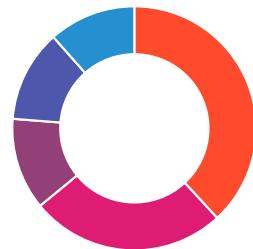
(1,603)

Dynamics 365 Sales has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 75% of users rated it 4 or 5 stars, 68% of users believe it is headed in the right direction, and users said they would be likely to recommend Microsoft Dynamics 365 Sales at a rate of 75%. Microsoft Dynamics 365 Sales is also in the Sales Analytics and Sales Coaching categories.

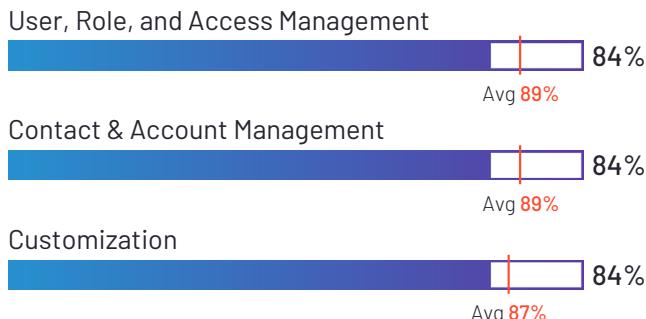
## Satisfaction Ratings



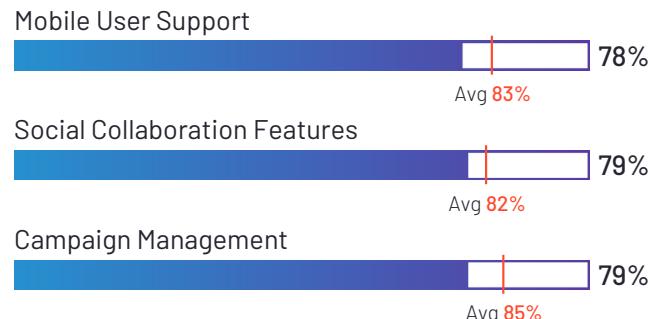
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Microsoft



HQ Location  
Redmond,  
Washington



Year Founded  
1975



Employees (Listed  
On LinkedIn)  
232,306



Company Website  
[microsoft.com](https://microsoft.com)

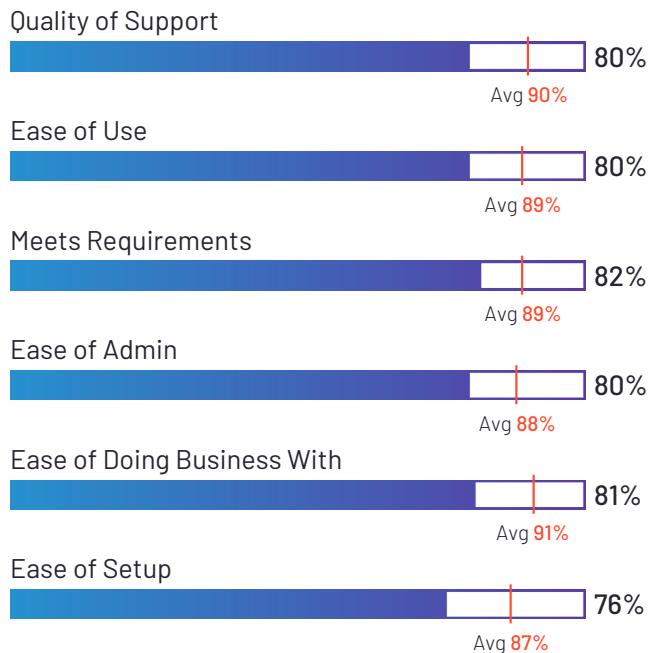
# Sugar Sell



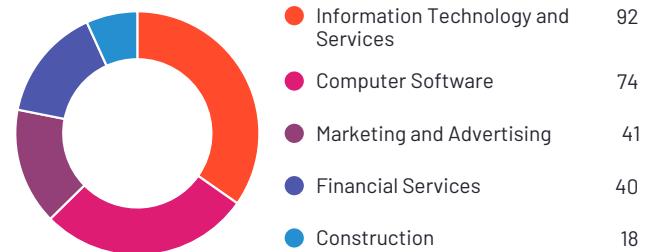
3.8 ★★★★☆ (769)

Sugar Sell has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 77% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Sugar Sell at a rate of 77%.

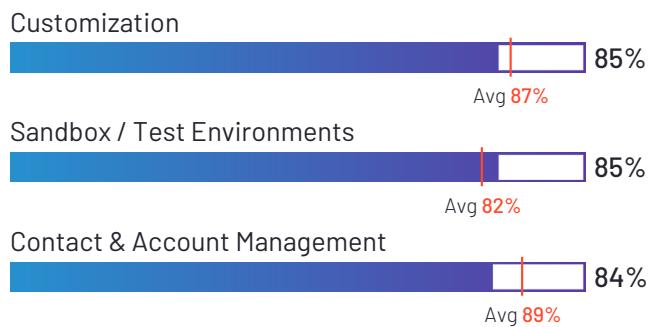
## Satisfaction Ratings



## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SugarCRM



HQ Location  
Cupertino, CA



Year Founded  
2004



Employees (Listed  
On LinkedIn)  
574



Company Website  
[sugarcrm.com](http://sugarcrm.com)

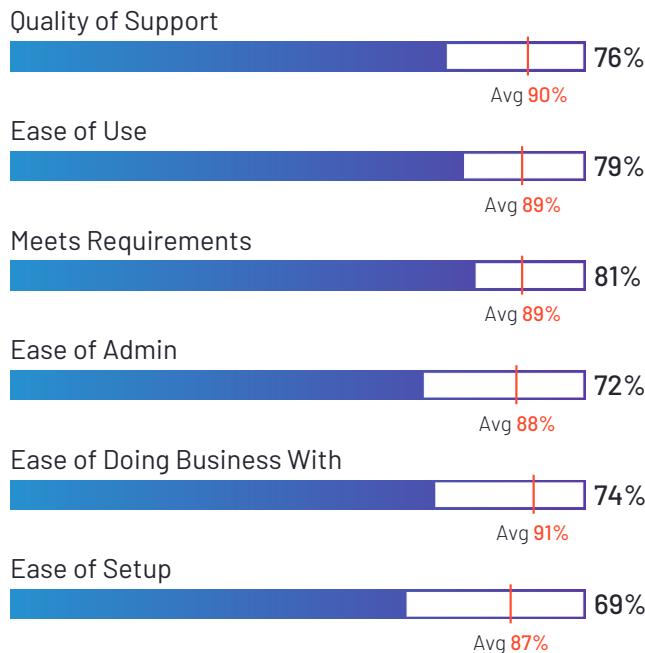
# Oracle Fusion Cloud - EPM

**ORACLE**  
Engagement Cloud

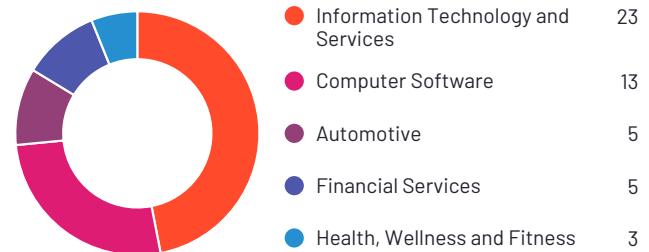
3.8  (143)

Oracle Fusion Cloud - EPM has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 79% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Oracle Fusion Cloud - EPM at a rate of 76%.

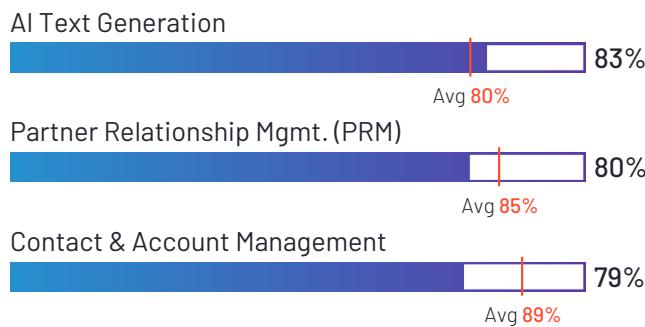
## Satisfaction Ratings



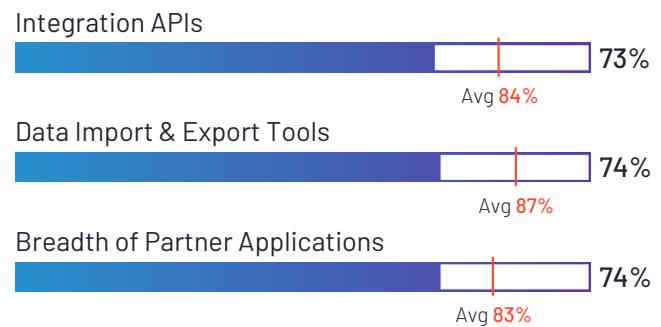
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Oracle



HQ Location  
Austin, TX



Year Founded  
1977



Employees (Listed  
On LinkedIn)  
199,501



Company Website  
[www.oracle.com](http://www.oracle.com)

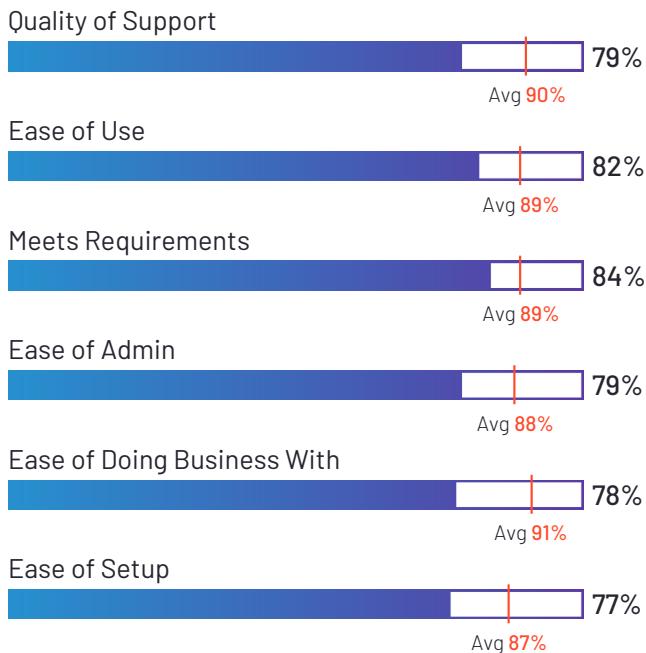
# Act!



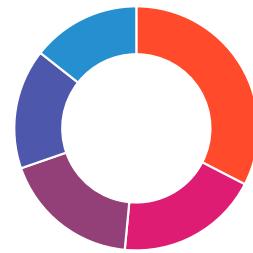
3.9 (485)

Act! has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 77% of users rated it 4 or 5 stars, 62% of users believe it is headed in the right direction, and users said they would be likely to recommend Act! at a rate of 78%. Act! is also in the Marketing Automation category.

## Satisfaction Ratings

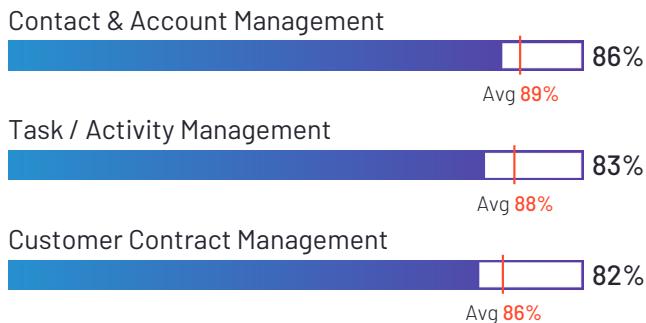


## Top Industries Represented

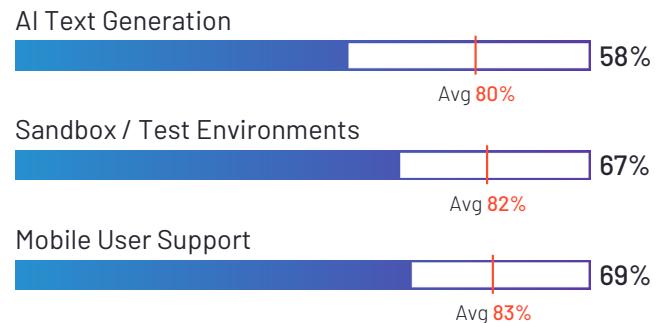


|                           |    |
|---------------------------|----|
| Financial Services        | 43 |
| Real Estate               | 25 |
| Marketing and Advertising | 24 |
| Construction              | 21 |
| Insurance                 | 19 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Act!



HQ Location  
Scottsdale, AZ



Year Founded  
1987



Employees (Listed  
On LinkedIn)  
222



Company Website  
[www.act.com](http://www.act.com)

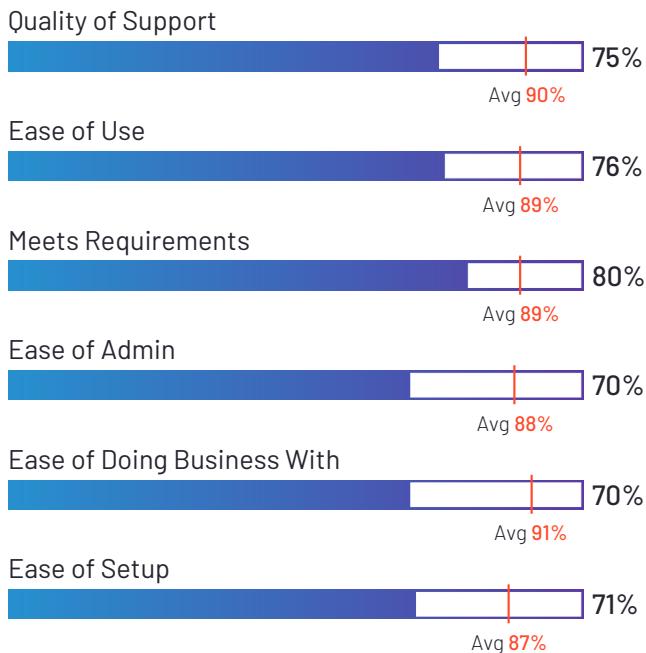
# Oracle CRM On Demand



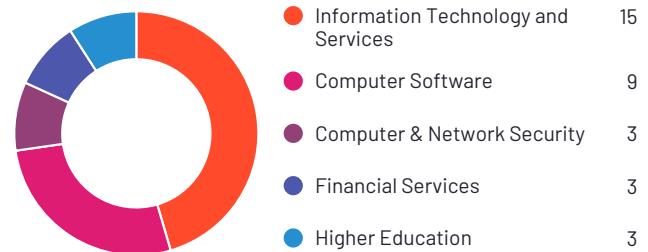
3.7 ★★★★☆ (101)

Oracle CRM On Demand has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 73% of users rated it 4 or 5 stars, 57% of users believe it is headed in the right direction, and users said they would be likely to recommend Oracle On Demand at a rate of 75%.

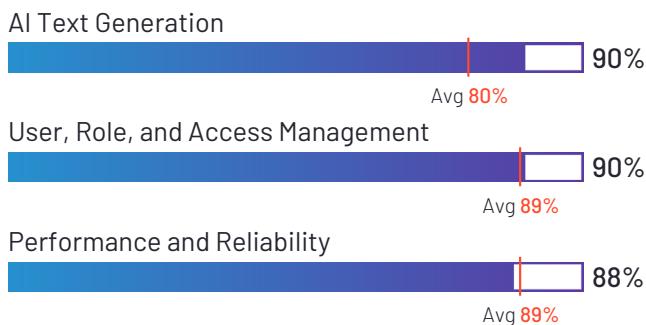
## Satisfaction Ratings



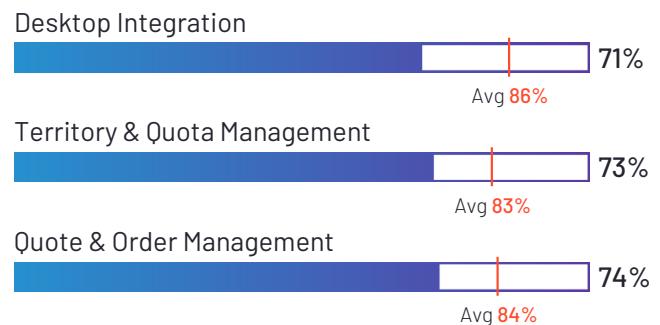
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Oracle



HQ Location  
Austin, TX



Year Founded  
1977



Employees (Listed  
On LinkedIn)  
199,501



Company Website  
[www.oracle.com](http://www.oracle.com)

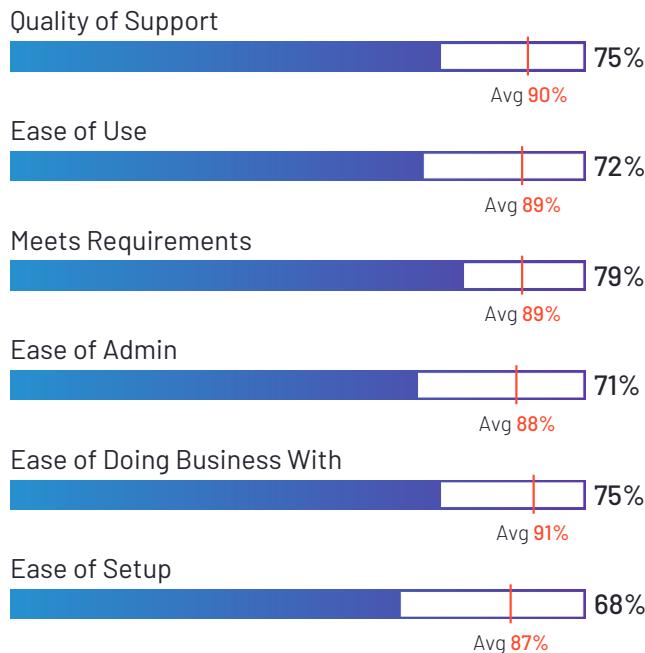
# Oracle Siebel



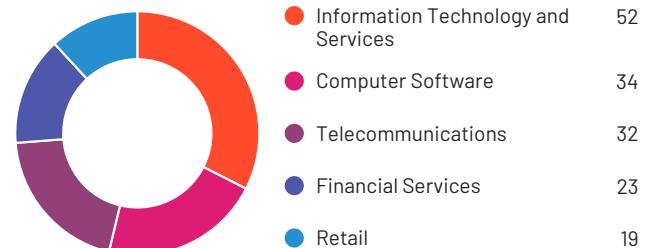
3.5 (443)

Oracle Siebel has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 68% of users rated it 4 or 5 stars, 56% of users believe it is headed in the right direction, and users said they would be likely to recommend Siebel at a rate of 70%.

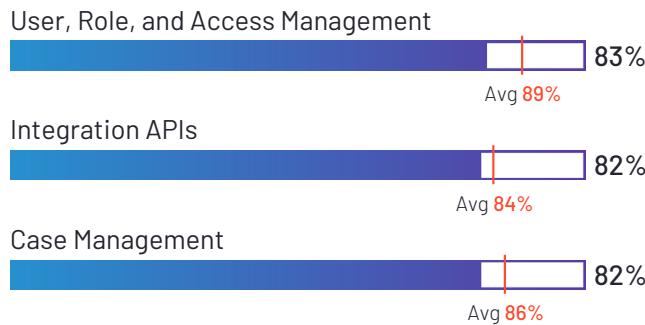
## Satisfaction Ratings



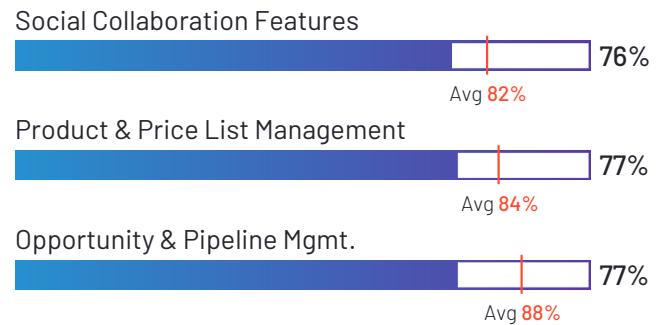
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Oracle



HQ Location  
Austin, TX



Year Founded  
1977



Employees (Listed  
On LinkedIn)  
199,501



Company Website  
[www.oracle.com](http://www.oracle.com)

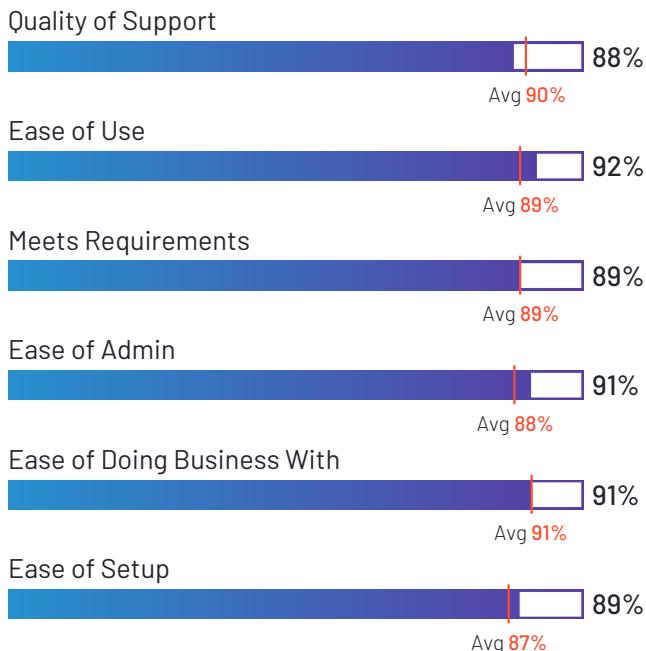
# Copper



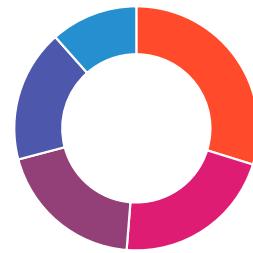
4.5 (1,141)

Copper has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 95% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Copper at a rate of 90%. Copper is also in the Email Tracking, Online Form Builder, Sales Analytics, Sales Performance Management, and Google Workspace for Sales categories.

## Satisfaction Ratings

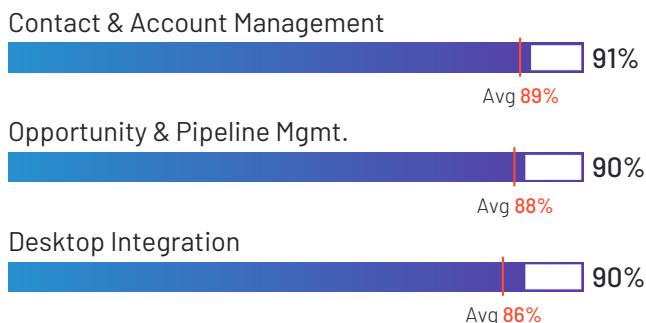


## Top Industries Represented

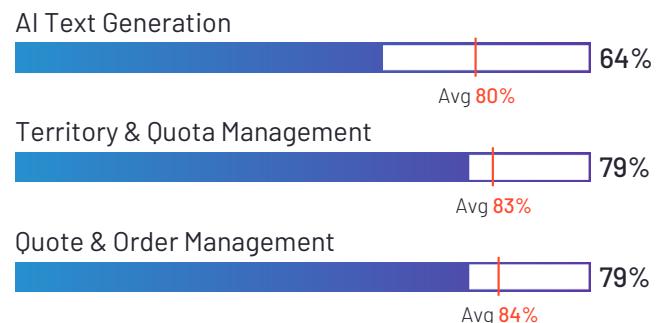


|                                     |     |
|-------------------------------------|-----|
| Marketing and Advertising           | 129 |
| Information Technology and Services | 93  |
| Computer Software                   | 85  |
| Real Estate                         | 76  |
| Financial Services                  | 50  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Copper



HQ Location  
San Francisco, CA



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
273



Company Website  
[www.copper.com](http://www.copper.com)

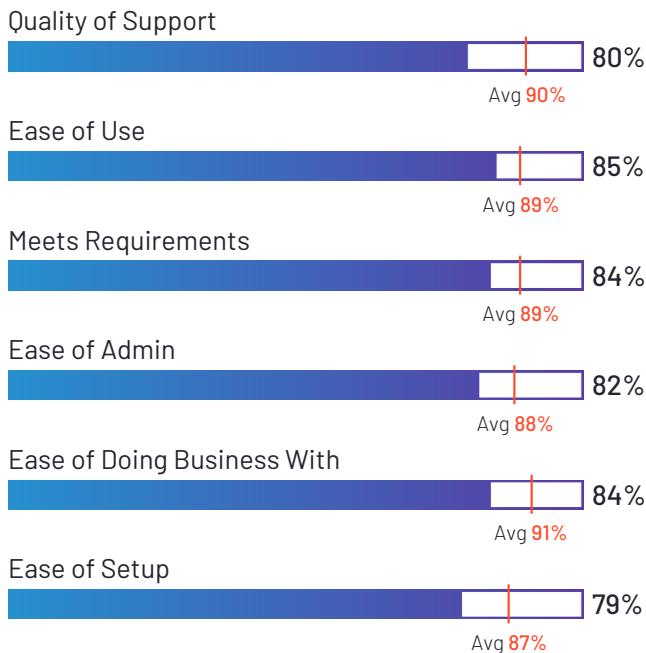
# Odoo CRM



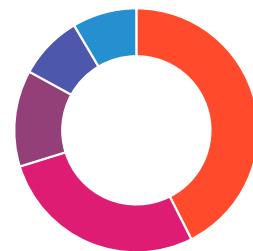
4.0 (143)

Odoo CRM has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 83% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Odoo CRM at a rate of 81%.

## Satisfaction Ratings

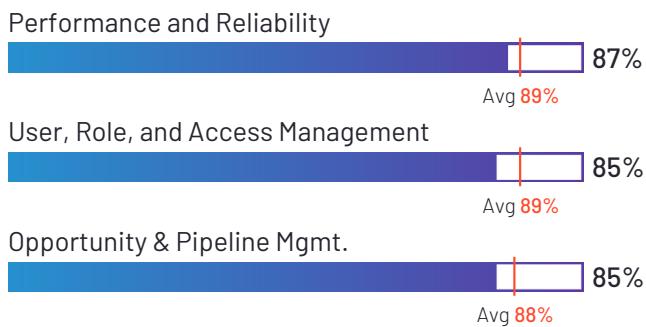


## Top Industries Represented

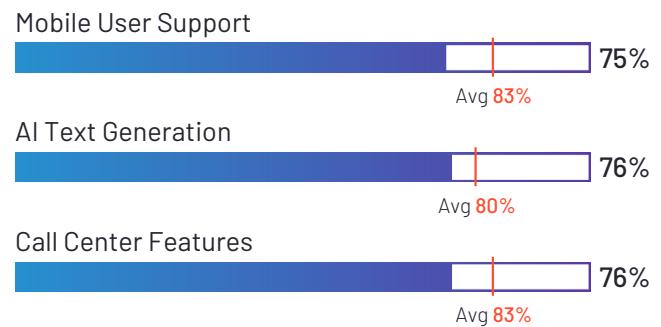


|                                      |    |
|--------------------------------------|----|
| Information Technology and Services  | 20 |
| Computer Software                    | 13 |
| Construction                         | 6  |
| Electrical/ Electronic Manufacturing | 4  |
| Management Consulting                | 4  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Odoo



HQ Location  
Brussels, Belgium



Year Founded  
2005



Employees (Listed  
On LinkedIn)  
6,651



Company Website  
[www.odoo.com](http://www.odoo.com)

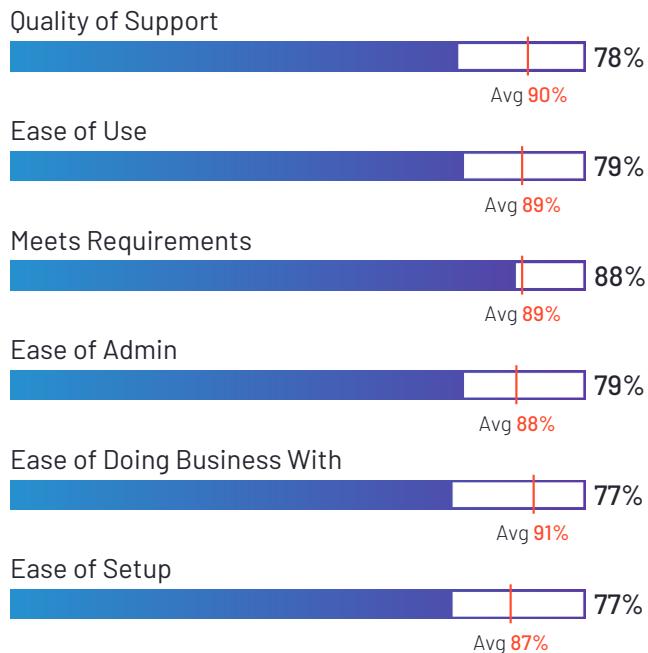
# ConnectWise PSA



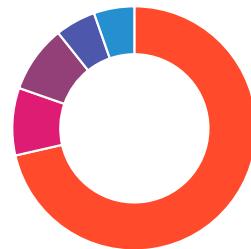
3.9 (508)

ConnectWise PSA has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 79% of users rated it 4 or 5 stars, 76% of users believe it is headed in the right direction, and users said they would be likely to recommend ConnectWise PSA at a rate of 78%. ConnectWise PSA is also in the Professional Services Automation, Service Desk, Help Desk, and Marketing Automation categories.

## Satisfaction Ratings

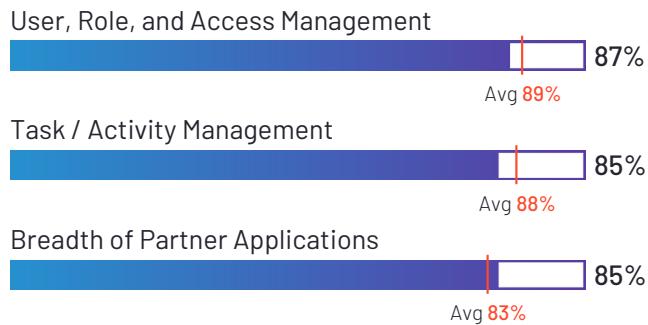


## Top Industries Represented

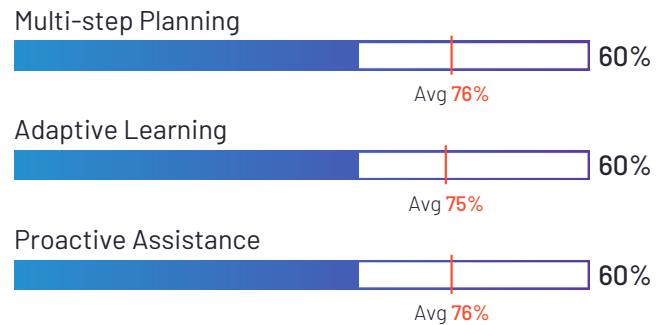


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 40 |
| Computer & Network Security         | 5  |
| Computer Networking                 | 5  |
| Computer Software                   | 3  |
| Marketing and Advertising           | 3  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
ConnectWise



HQ Location  
Tampa, FL



Year Founded  
1982



Employees (Listed  
On LinkedIn)  
3,287



Company Website  
[connectwise.com](https://connectwise.com)

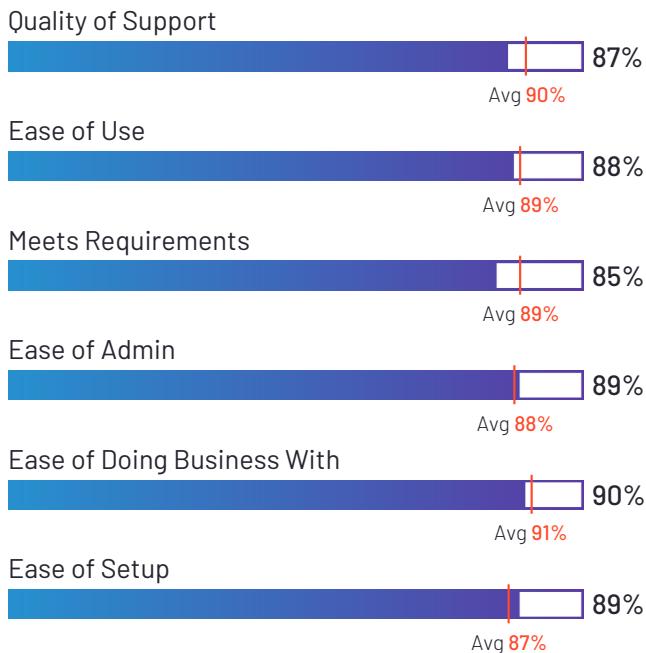
# Zendesk Sell



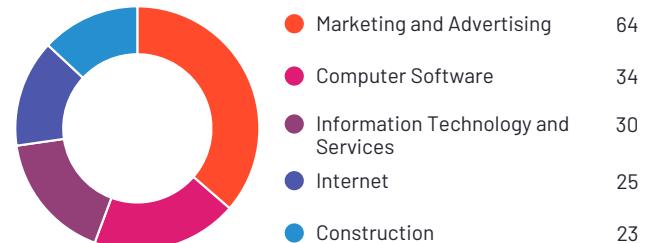
4.2 (492)

Zendesk Sell has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 89% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Zendesk Sell at a rate of 84%. Zendesk Sell is also in the Sales Analytics, Email Tracking, Outbound Call Tracking, Sales Engagement, and Sales Performance Management categories.

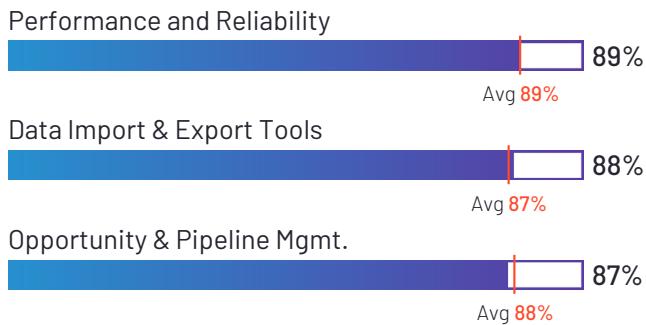
## Satisfaction Ratings



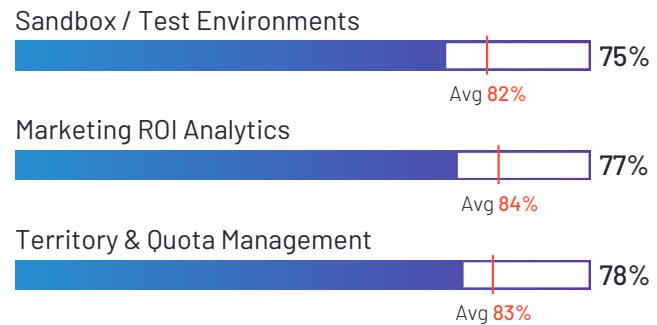
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Zendesk



HQ Location  
San Francisco, CA



Year Founded  
2007



Employees (Listed  
On LinkedIn)  
7,138



Company Website  
[zendesk.com](https://zendesk.com)

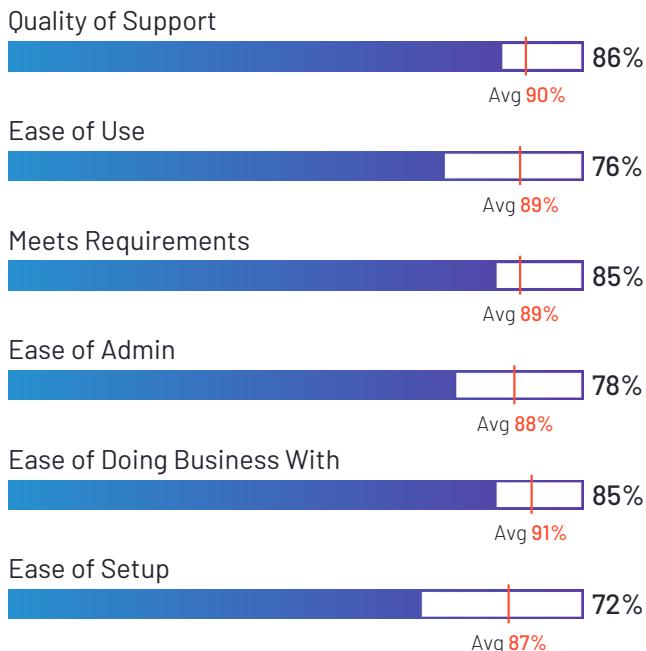
# Keap



4.2 (1,565)

Keap has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 86% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Keap at a rate of 84%. Keap is also in the SMS Marketing, Quote-to-Cash, Email Template Builder, Invoice Management, Landing Page Builders, Sales Analytics, Lead Scoring, Lead Capture, Email Tracking, and Marketing Automation categories.

## Satisfaction Ratings



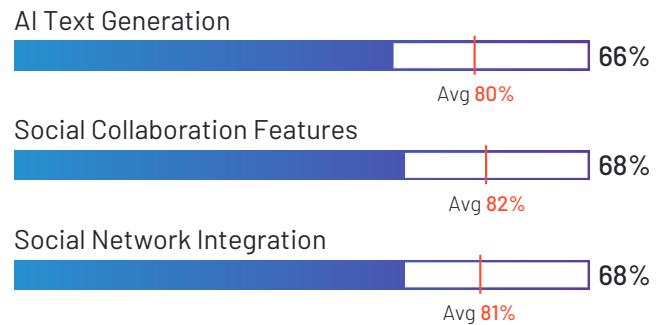
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Thryv



HQ Location  
Dallas, TX



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
5,853



Company Website  
[thryv.com](https://thryv.com)

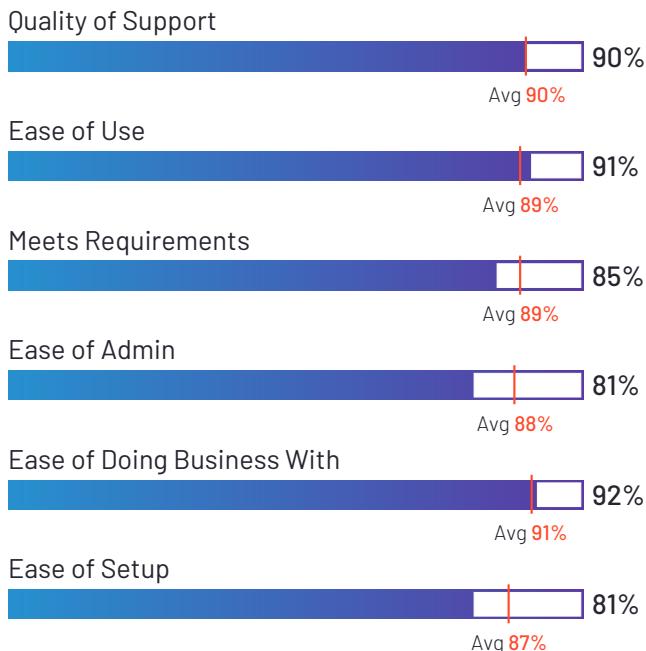
# SuperOffice CRM



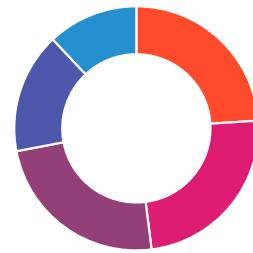
4.5  (85)

SuperOffice CRM has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 98% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend SuperOffice CRM at a rate of 90%. SuperOffice CRM is also in the Marketing Automation and Online Form Builder categories.

## Satisfaction Ratings

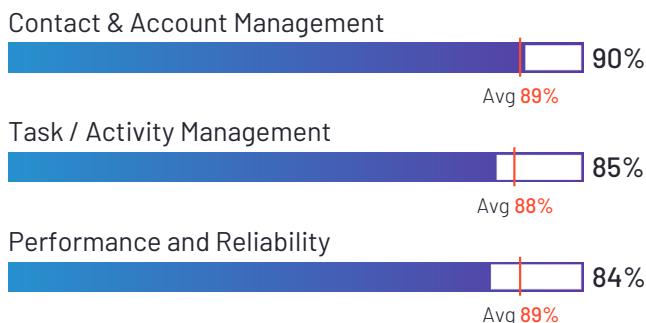


## Top Industries Represented

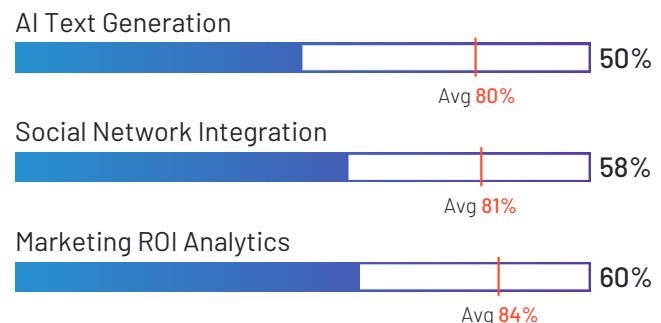


|                                      |   |
|--------------------------------------|---|
| Computer Software                    | 6 |
| Mechanical or Industrial Engineering | 6 |
| Wholesale                            | 6 |
| Information Technology and Services  | 4 |
| Accounting                           | 3 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SuperOffice AS



HQ Location  
Oslo, Oslo



Year Founded  
1990



Employees (Listed  
On LinkedIn)  
314



Company Website  
[superoffice.com](https://superoffice.com)

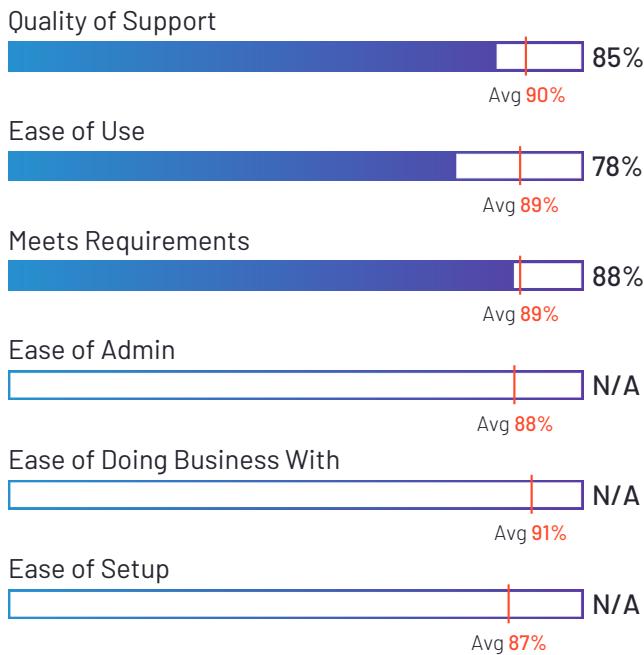
# Pershing Financial Services



4.2 (58)

Pershing Financial Services has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 87% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Pershing Financial Services at a rate of 81%. Pershing Financial Services is also in the Investment Portfolio Management category.

## Satisfaction Ratings



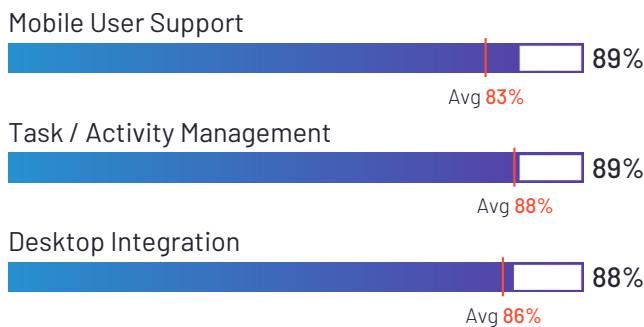
## Top Industries Represented



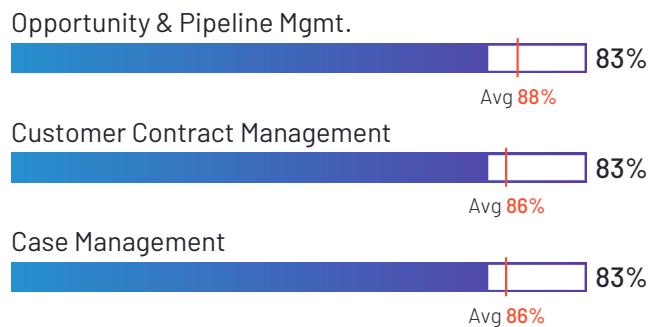
|                                     |    |
|-------------------------------------|----|
| Financial Services                  | 10 |
| Information Technology and Services | 3  |
| Investment Management               | 2  |
| Accounting                          | 1  |
| Banking                             | 1  |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Pershing a BNY Mellon



**HQ Location**  
Jersey City, New Jersey



**Year Founded**  
1939



**Employees (Listed On LinkedIn)**  
10



**Company Website**  
[pershing.com](http://pershing.com)

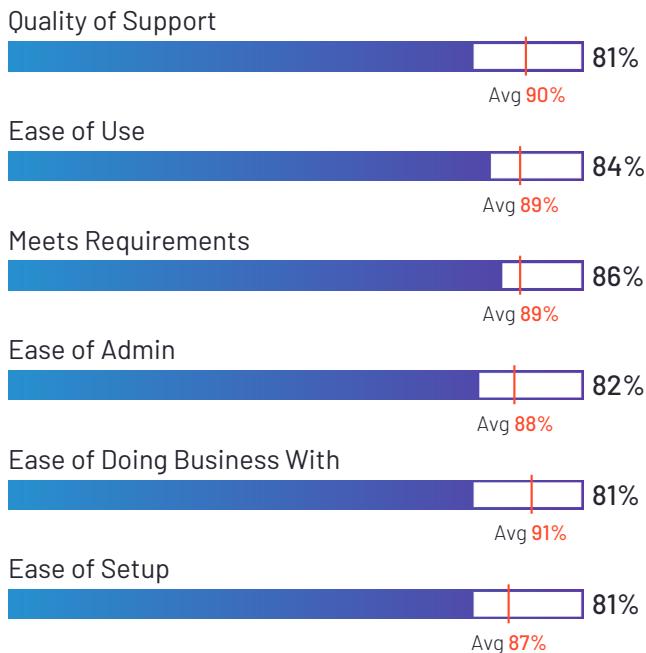
# Bitrix24



4.1 (568)

Bitrix24 has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 86% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend Bitrix24 at a rate of 83%. Bitrix24 is also in the Project Collaboration, Kanban Project Management, AI Writing Assistant, Cloud Content Collaboration, Video Conferencing, Project Management, Employee Intranet, Screen Sharing, Document Management, Knowledge Base, Website Builder, Help Desk, and Calendar categories.

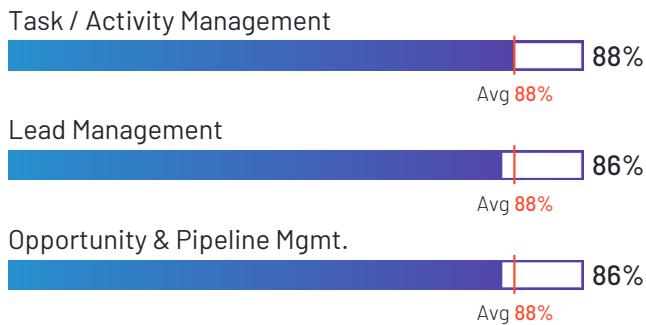
## Satisfaction Ratings



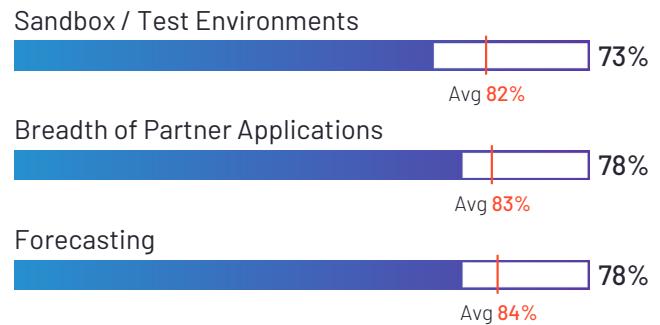
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Bitrix24



HQ Location  
Alexandria, Virginia



Year Founded  
1998



Employees (Listed  
On LinkedIn)  
223



Company Website  
[bitrix24.com](http://bitrix24.com)

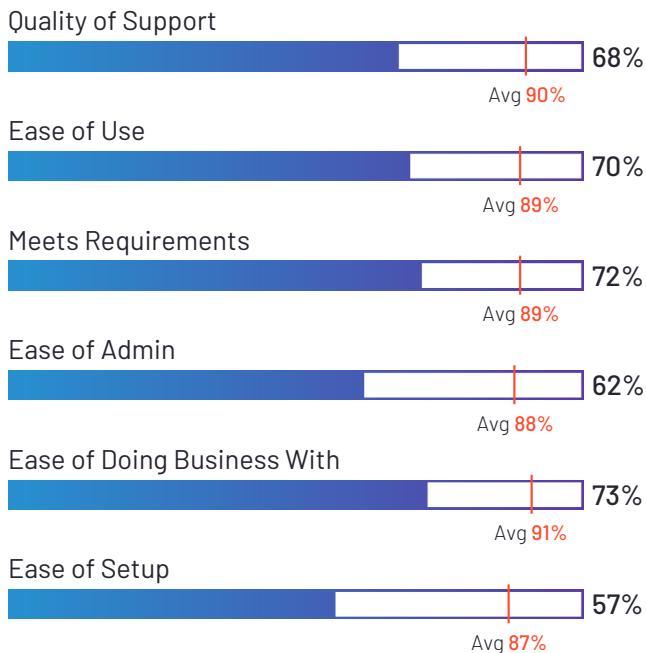
# Infor Customer Relationship Management (CRM)



3.2 (76)

Infor Customer Relationship Management (CRM) has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 56% of users rated it 4 or 5 stars, 47% of users believe it is headed in the right direction, and users said they would be likely to recommend Infor Customer Relationship Management (CRM) at a rate of 64%.

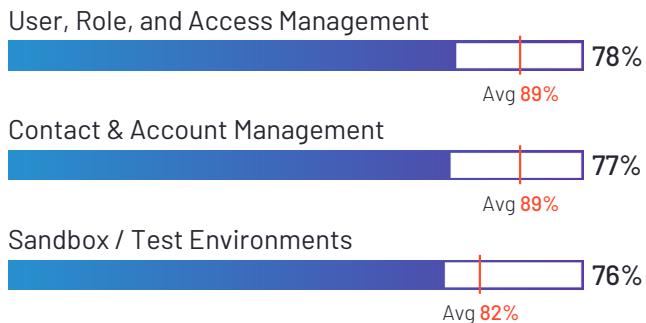
## Satisfaction Ratings



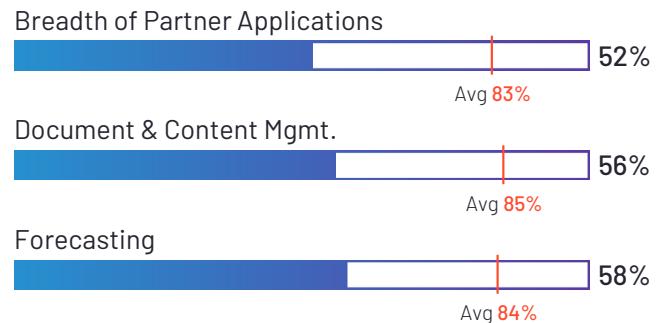
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Infor



HQ Location  
New York



Year Founded  
2002



Employees (Listed  
On LinkedIn)  
21,882



Company Website  
[www.infor.com](http://www.infor.com)

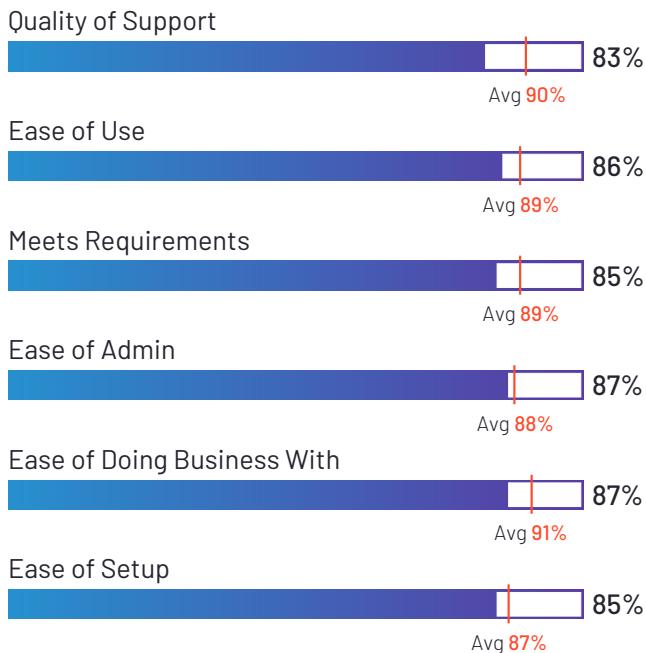
# Insightly CRM



4.2 ★★★★☆ (927)

Insightly CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 87% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Insightly CRM at a rate of 84%. Insightly CRM is also in the Sales Analytics category.

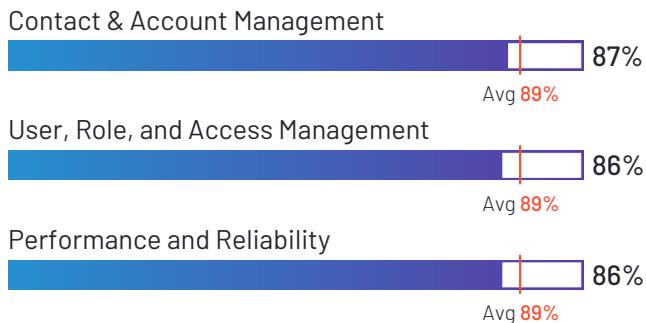
## Satisfaction Ratings



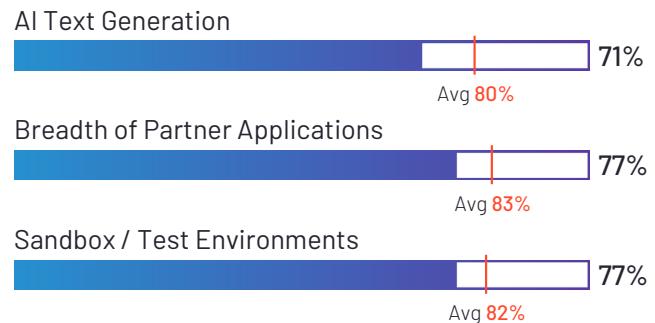
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Unbounce



HQ Location  
Vancouver



Year Founded  
2009



Employees (Listed  
On LinkedIn)

149



Company Website  
[unbounce.com](https://unbounce.com)

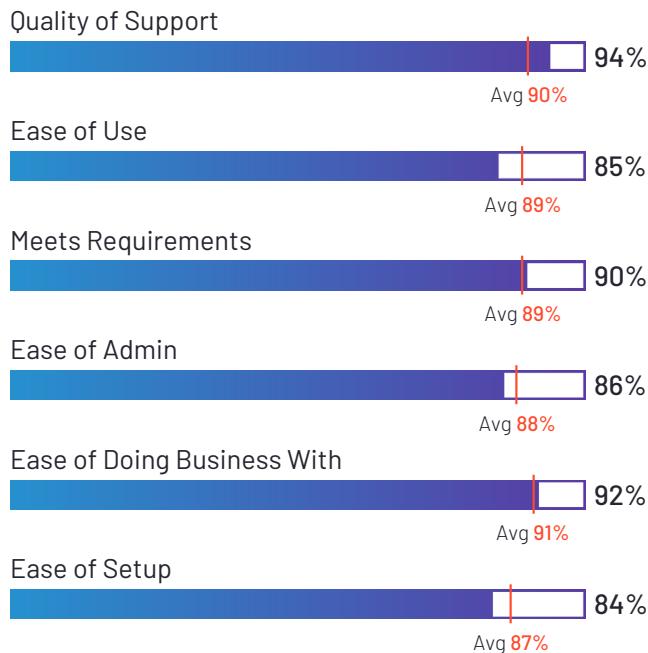
# Ontraport



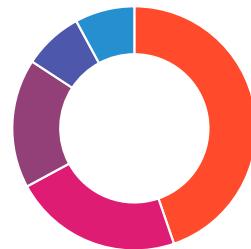
4.5 (222)

Ontraport has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Ontraport at a rate of 92%. Ontraport is also in the Shared Inbox, SMS Marketing, Sales Engagement, Online Form Builder, Landing Page Builders, Website Builder, Subscription Management, Web Content Management, Marketing Automation, and Lead Scoring categories.

## Satisfaction Ratings



## Top Industries Represented

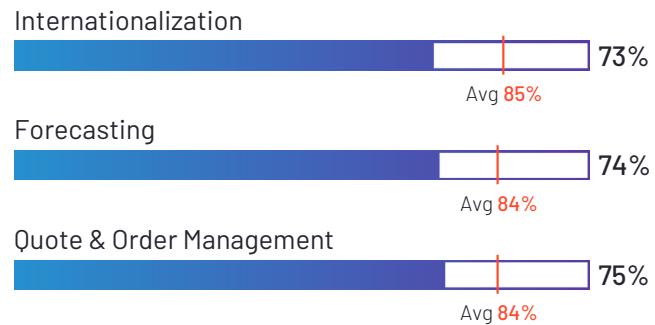


|                                  |    |
|----------------------------------|----|
| Professional Training & Coaching | 34 |
| Marketing and Advertising        | 17 |
| Health, Wellness and Fitness     | 13 |
| E-Learning                       | 6  |
| Education Management             | 6  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Ontraport



HQ Location  
Santa Barbara, CA



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
111



Company Website  
[ontraport.com](http://ontraport.com)

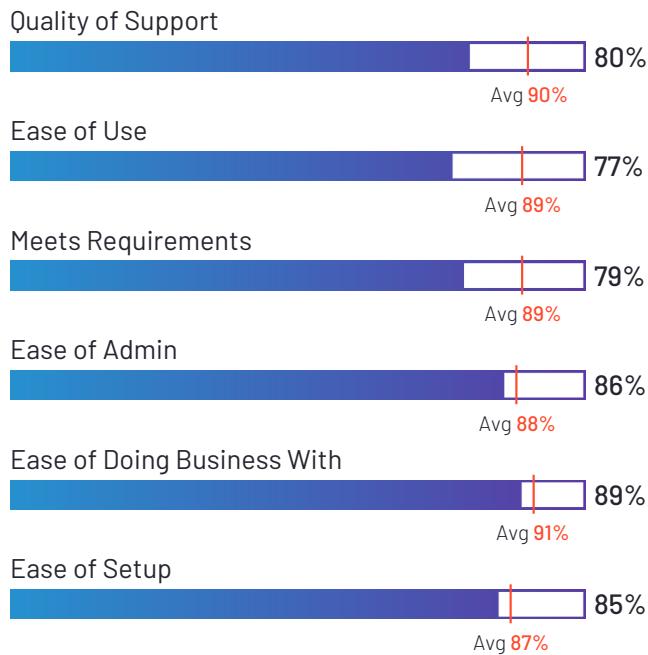
# Marketing 360

marketing 360

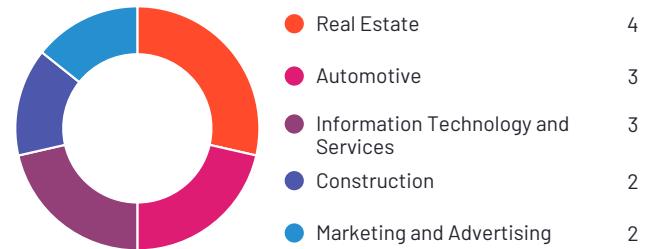
3.5  (61)

Marketing 360 has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 72% of users rated it 4 or 5 stars, 60% of users believe it is headed in the right direction, and users said they would be likely to recommend Marketing 360 at a rate of 78%. Marketing 360 is also in the Digital Audio Advertising, Payment Processing, Subscription Billing, Local Listing Management, Local SEO, Website Builder, Social Media Advertising, Shopping Cart, Online Reputation Management, Paid Search Advertising, Social Media Management, Multi-Location Marketing Platforms, and Retail POS categories.

## Satisfaction Ratings



## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Madwire



HQ Location  
Fort Collins, Colorado



Year Founded  
2009



Employees (Listed  
On LinkedIn)  
381



Company Website  
[madwire.com](http://madwire.com)

# OroCommerce

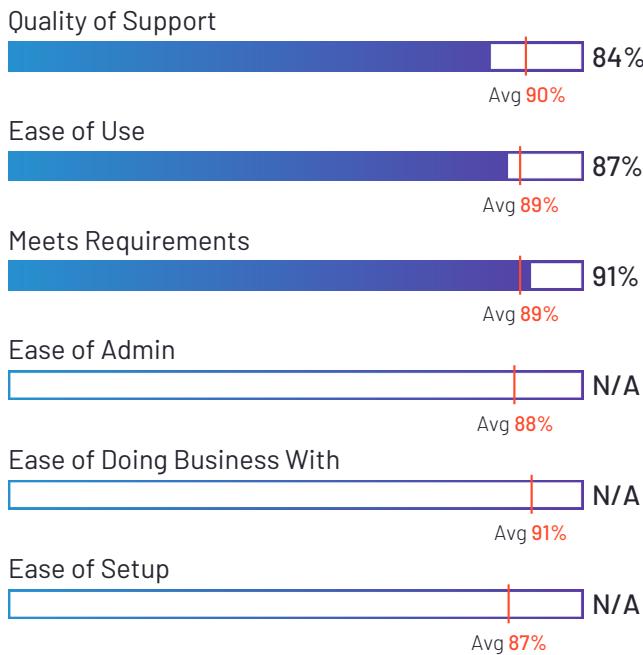


OroCommerce

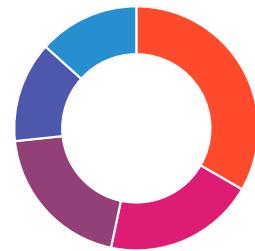
4.3 (35)

OroCommerce has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend OroCommerce at a rate of 87%. OroCommerce is also in the E-Commerce Platforms and Marketplace categories.

## Satisfaction Ratings



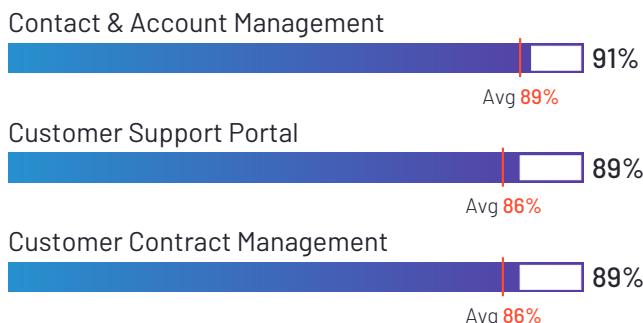
## Top Industries Represented



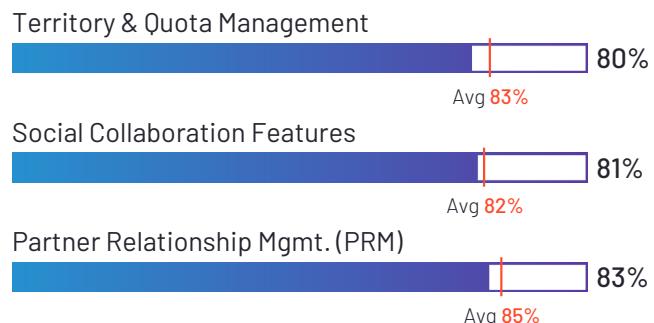
|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 5 |
| Education Management                | 3 |
| Retail                              | 3 |
| Computer Software                   | 2 |
| Marketing and Advertising           | 2 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Oro, Inc



HQ Location  
Los Angeles, CA



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
119



Company Website  
[oroinc.com](http://oroinc.com)

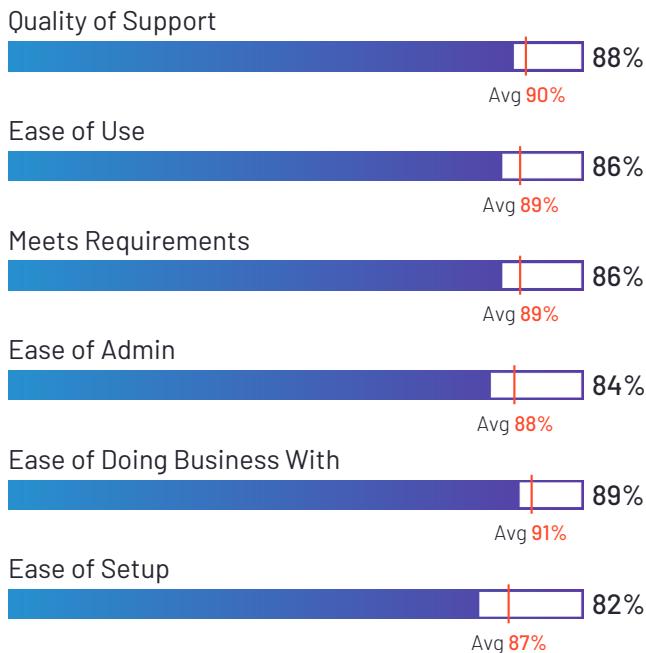
# Workbooks



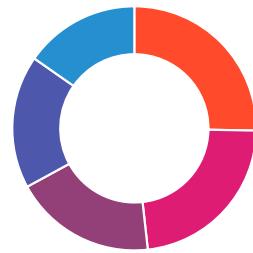
4.2 (567)

Workbooks has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Workbooks at a rate of 85%. Workbooks is also in the Sales Analytics, Lead Scoring, Sales Performance Management, and A/B Testing categories.

## Satisfaction Ratings

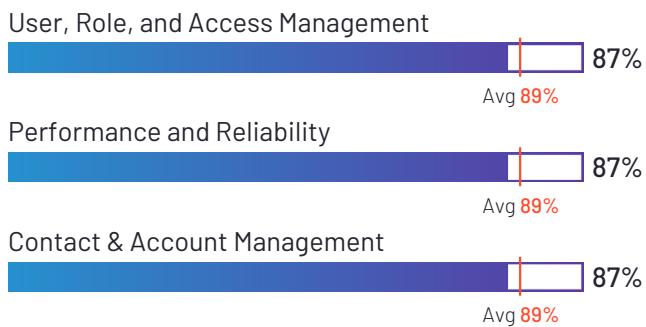


## Top Industries Represented

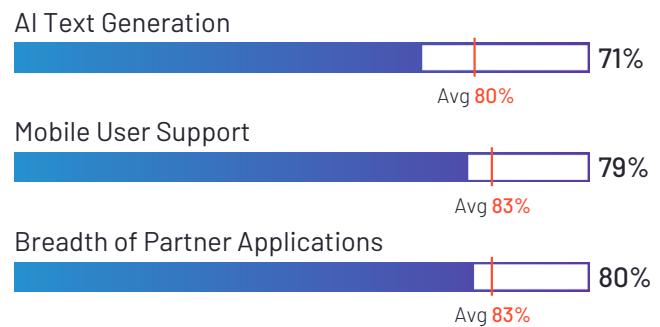


|                                     |    |
|-------------------------------------|----|
| Information Technology and Services | 43 |
| Computer Software                   | 39 |
| Marketing and Advertising           | 32 |
| Accounting                          | 30 |
| Retail                              | 26 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Workbooks



HQ Location  
Reading, Berkshire



Year Founded  
2009



Employees (Listed  
On LinkedIn)  
63



Company Website  
[workbooks.com](http://workbooks.com)

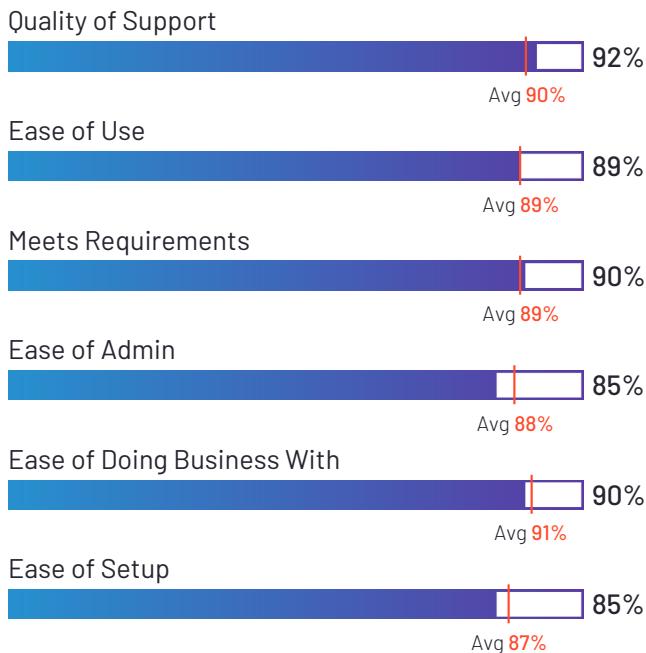


# Daylite

4.5 (169)

Daylite has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 95% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Daylite at a rate of 91%. Daylite is also in the Work Management category.

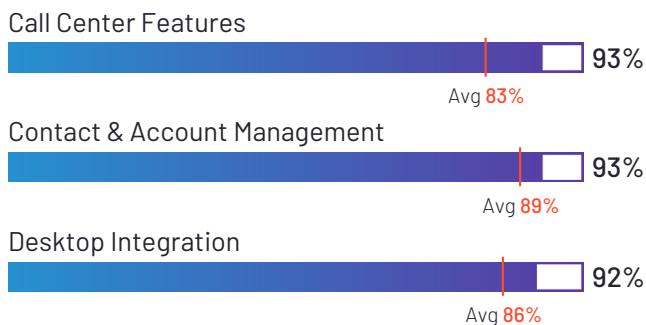
## Satisfaction Ratings



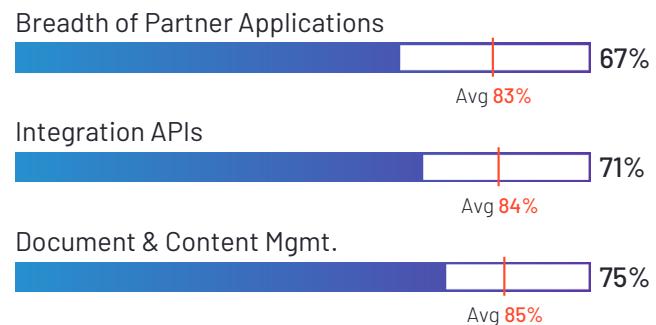
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Marketcircle



HQ Location  
Ontario, Canada



Year Founded  
1999



Employees (Listed  
On LinkedIn)

35



Company Website  
[marketcircle.com](http://marketcircle.com)

# Progress Podio

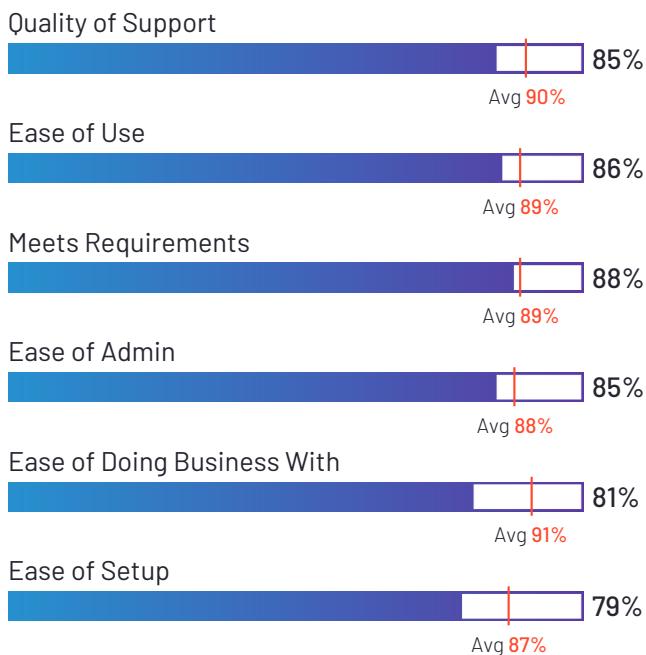
Progress

Podio

4.2  (514)

Progress Podio has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 73% of users believe it is headed in the right direction, and users said they would be likely to recommend Progress Podio at a rate of 86%. Progress Podio is also in the Project Collaboration, Work Management, Google Workspace Project Management, Task Management, and Project Management categories.

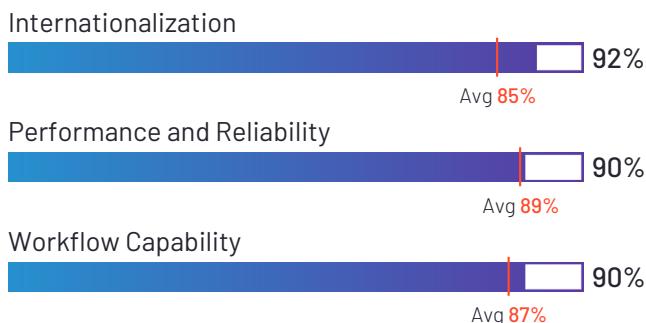
## Satisfaction Ratings



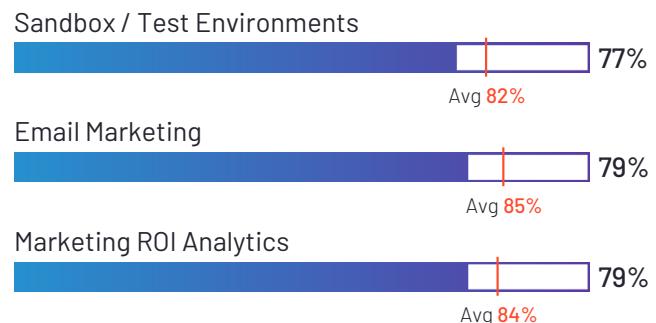
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Progress Software



HQ Location  
Burlington, MA.



Year Founded  
1981



Employees (Listed  
On LinkedIn)  
3,769



Company Website  
[progress.com](https://progress.com)

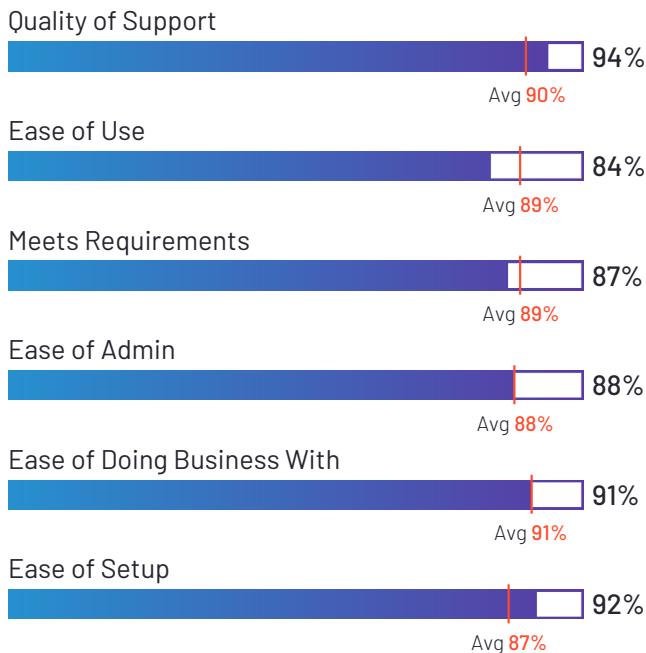
# Cinode



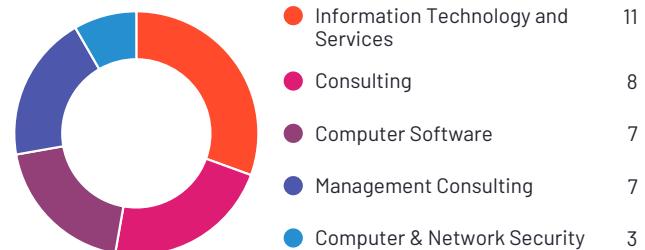
4.6 (133)

Cinode has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 98% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Cinode at a rate of 90%. Cinode is also in the Skills Management, Freelance Platforms, Core HR, Performance Management, HCM Software, and Resource Management categories.

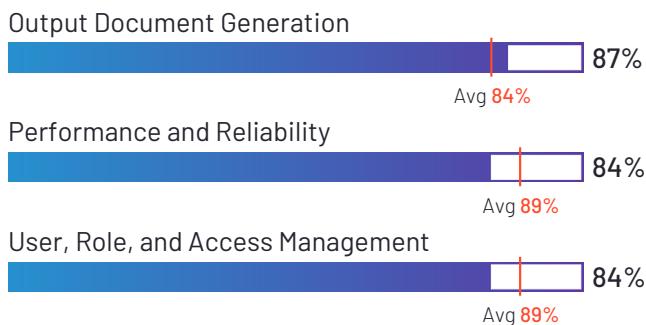
## Satisfaction Ratings



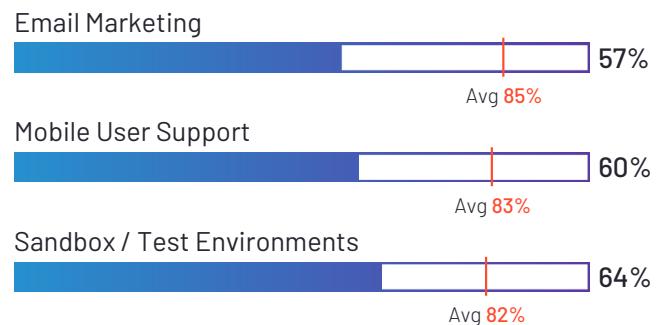
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Cinode



HQ Location  
Stockholm, Sweden



Year Founded  
2010



Employees (Listed  
On LinkedIn)  
25



Company Website  
[cinode.com](https://cinode.com)

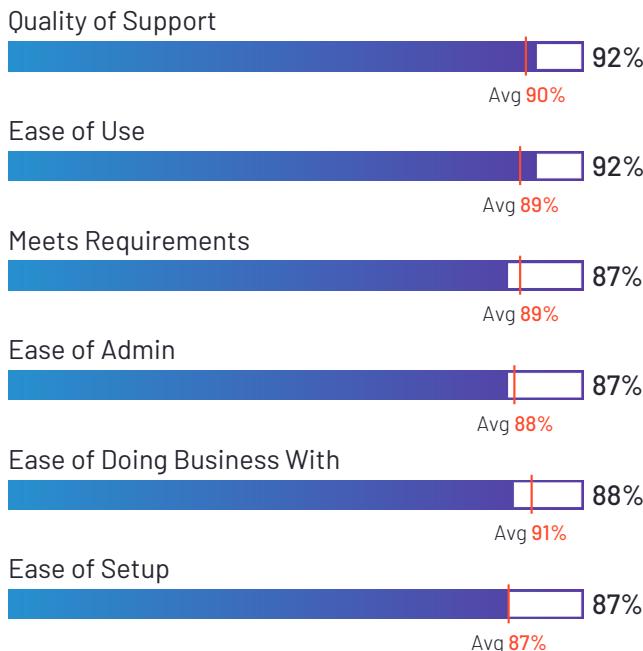
# Bloom



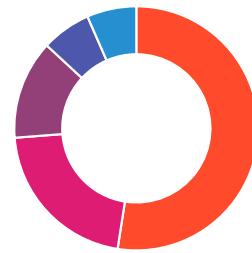
4.5 (83)

Bloom has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 96% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Bloom at a rate of 90%. Bloom is also in the Invoice Management, Online Appointment Scheduling, Billing, and E-Signature categories.

## Satisfaction Ratings

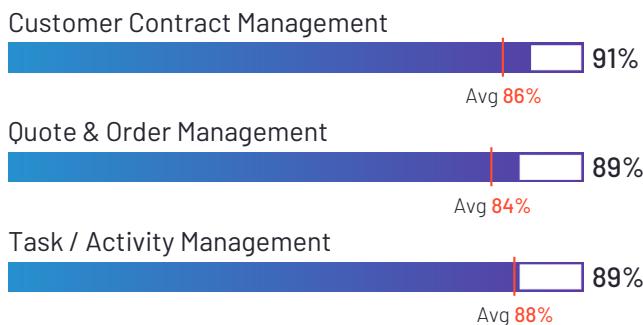


## Top Industries Represented

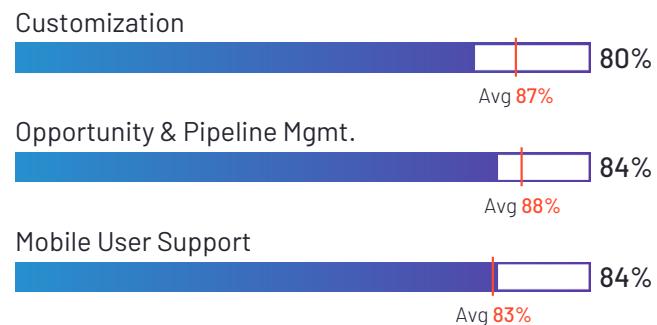


|                                     |    |
|-------------------------------------|----|
| Photography                         | 32 |
| Marketing and Advertising           | 13 |
| Graphic Design                      | 8  |
| Information Technology and Services | 4  |
| Media Production                    | 4  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Bloom.io



HQ Location  
Vancouver, WA



Year Founded  
2015



Employees (Listed  
On LinkedIn)



Company Website  
[bloom.io](https://bloom.io)

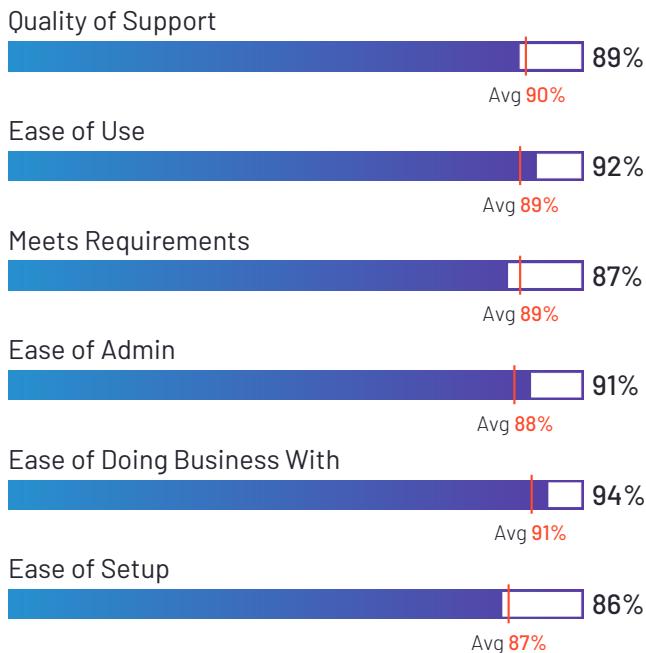
# Lime Go



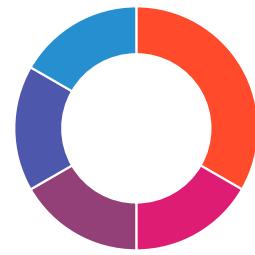
4.4 (16)

Lime Go has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 73% of users believe it is headed in the right direction, and users said they would be likely to recommend Lime Go at a rate of 89%.

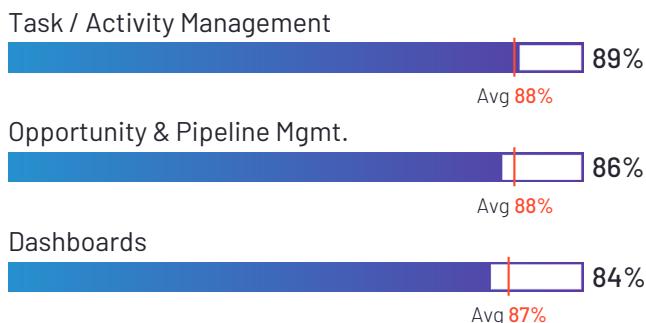
## Satisfaction Ratings



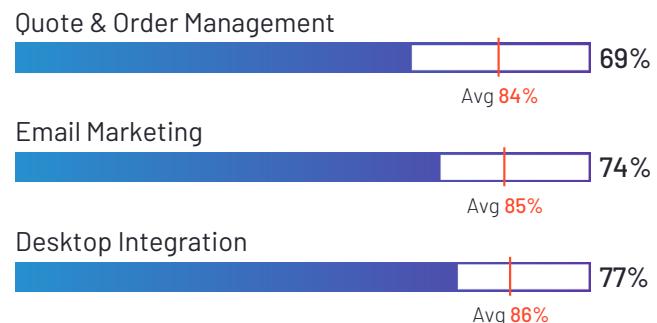
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Lime Technologies



**HQ Location**  
Lund, Skane



**Year Founded**  
1990

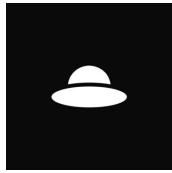


**Employees (Listed On LinkedIn)**  
405



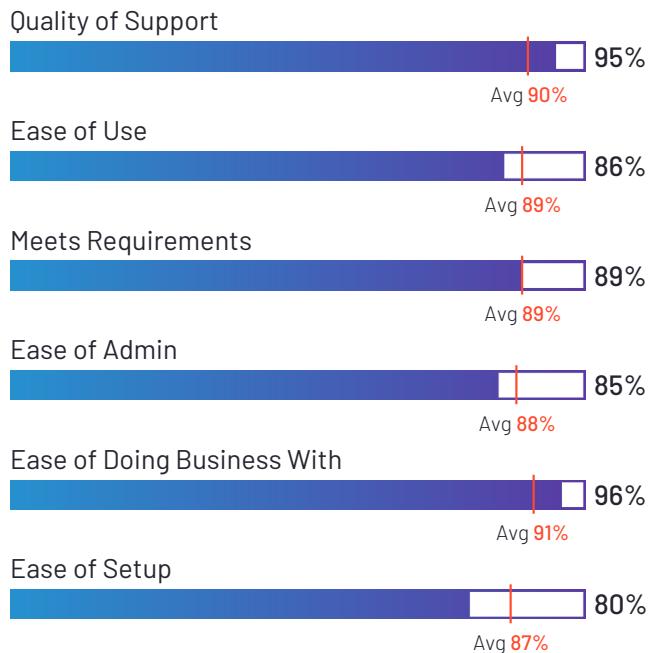
**Company Website**  
[lime-technologies.com](http://lime-technologies.com)

# Planhat

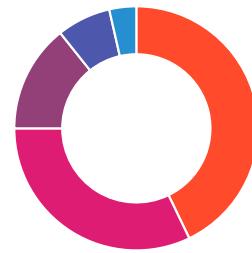
4.6  (711)

Planhat has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 97% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Planhat at a rate of 91%. Planhat is also in the Client Portal, Client Onboarding, Customer Journey Mapping, Customer Revenue Optimization, Product Analytics, Subscription Revenue Management, Customer Data Platform (CDP), Customer Success, and Data Quality categories.

## Satisfaction Ratings



## Top Industries Represented



**Ownership**  
Planhat



**HQ Location**  
Stockholm,  
Stockholm County



**Year Founded**  
2015



**Employees (Listed On LinkedIn)**  
193



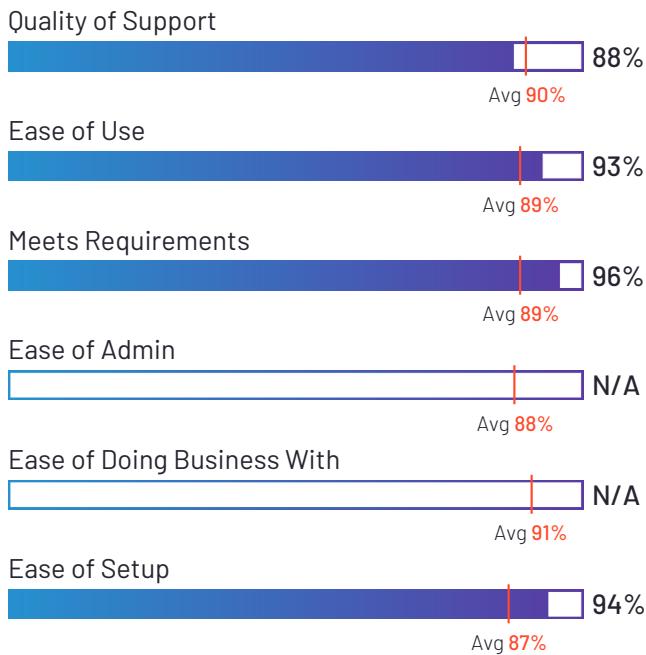
**Company Website**  
[planhat.com](http://planhat.com)

# SalezShark

4.5  (28)

SalezShark has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 95% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend SalezShark at a rate of 91%. SalezShark is also in the Marketing Automation category.

## Satisfaction Ratings

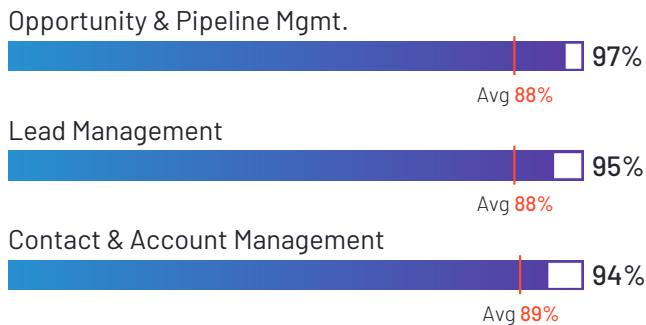


## Top Industries Represented

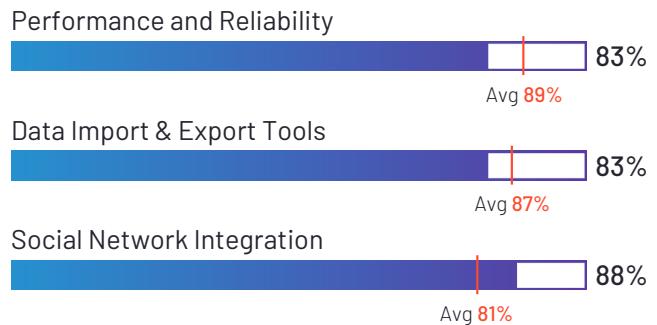


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SalezShark



HQ Location  
Great Falls, US



Year Founded  
2014



Employees (Listed  
On LinkedIn)

1



Company Website  
[salezshark.com](http://salezshark.com)

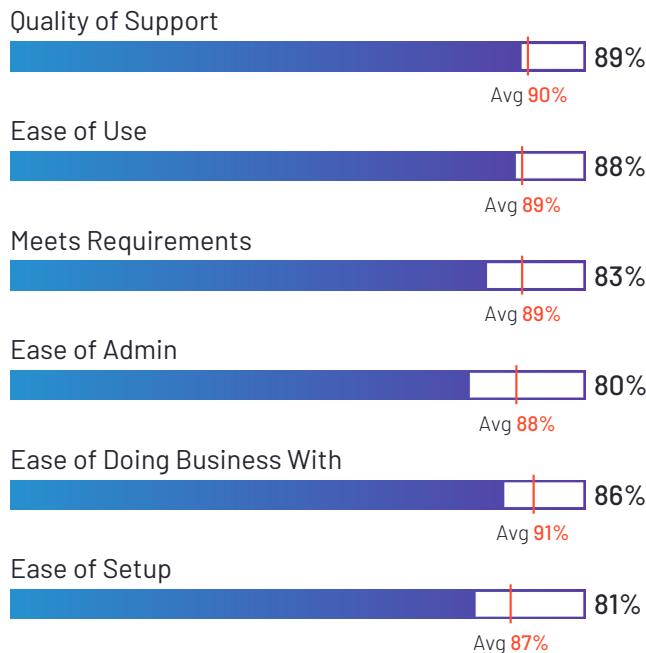
# Lime CRM



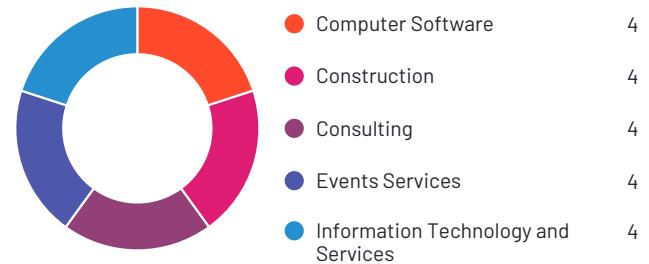
4.3 (90)

Lime CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 98% of users rated it 4 or 5 stars, 81% of users believe it is headed in the right direction, and users said they would be likely to recommend Lime CRM at a rate of 87%. Lime CRM is also in the Customer Communications Management, Live Chat, Help Desk, Customer Self-Service, Customer Service Automation, and Digital Customer Service Platforms categories.

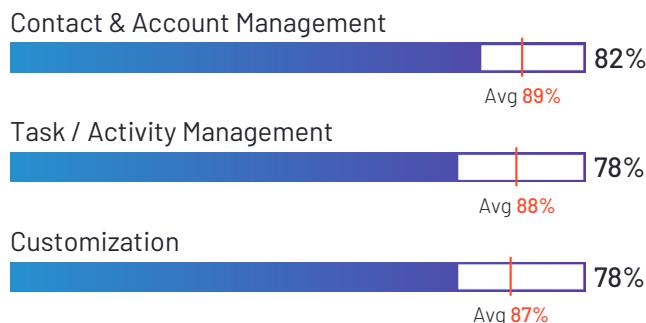
## Satisfaction Ratings



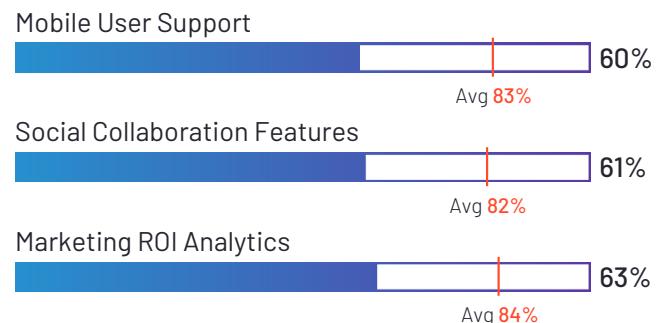
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Lime Technologies



**HQ Location**  
Lund, Skane



**Year Founded**  
1990



**Employees (Listed On LinkedIn)**  
405



**Company Website**  
[lime-technologies.com](http://lime-technologies.com)

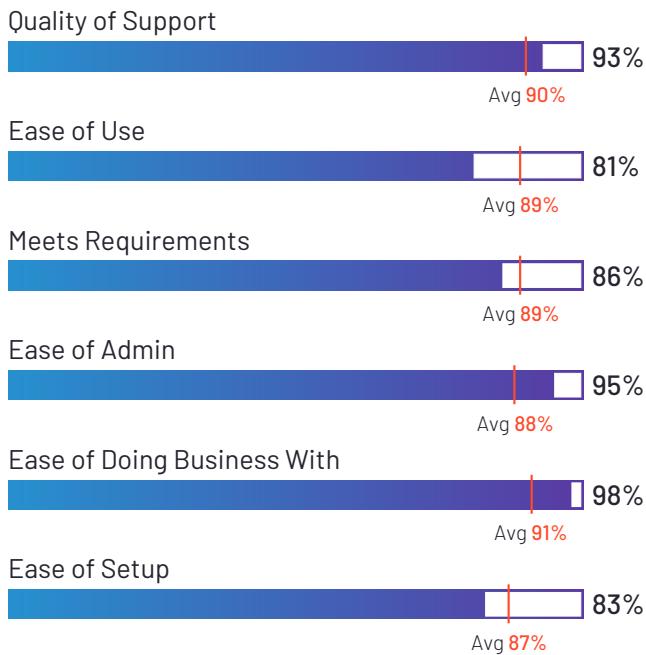
# LeadMaster



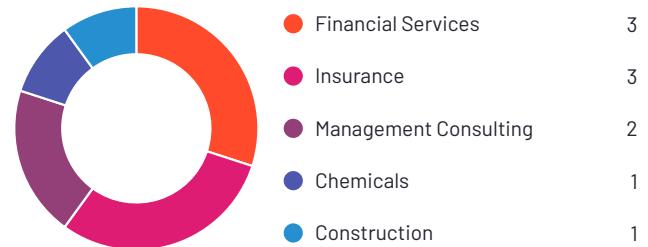
4.1  (16)

LeadMaster has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 81% of users rated it 4 or 5 stars, 71% of users believe it is headed in the right direction, and users said they would be likely to recommend LeadMaster at a rate of 82%. LeadMaster is also in the Marketing Automation category.

## Satisfaction Ratings



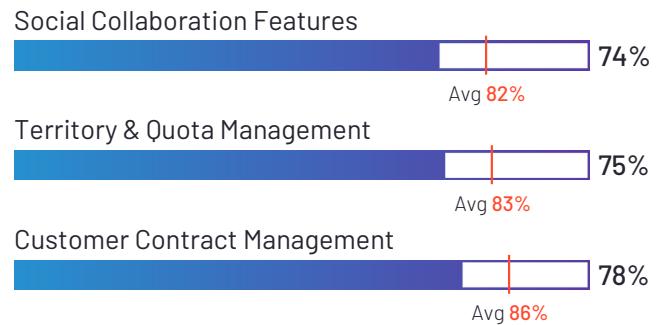
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
LeadMaster



HQ Location  
Roswell, GA



Year Founded  
1998



Employees (Listed  
On LinkedIn)



Company Website  
[leadmaster.com](http://leadmaster.com)

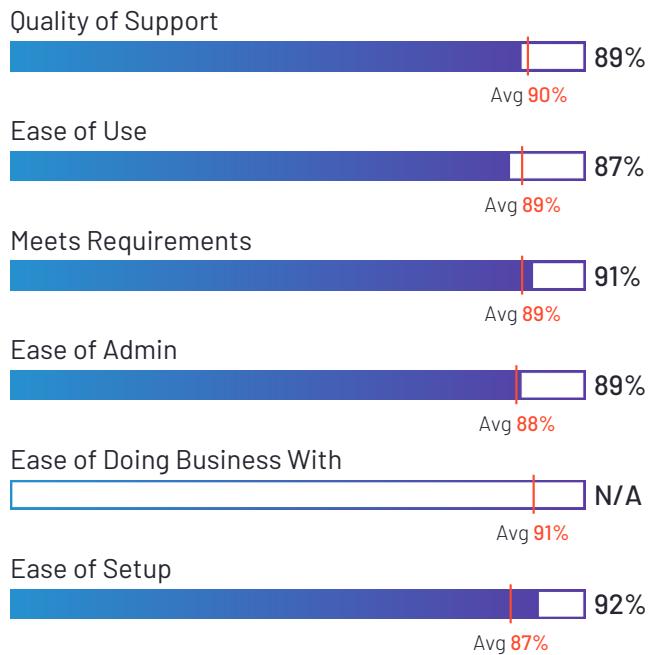
# Self



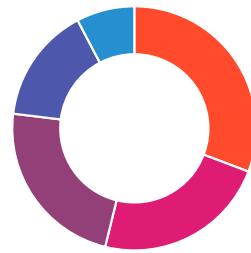
4.0 (21)

Self has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 76% of users rated it 4 or 5 stars, 76% of users believe it is headed in the right direction, and users said they would be likely to recommend Self at a rate of 81%.

## Satisfaction Ratings



## Top Industries Represented



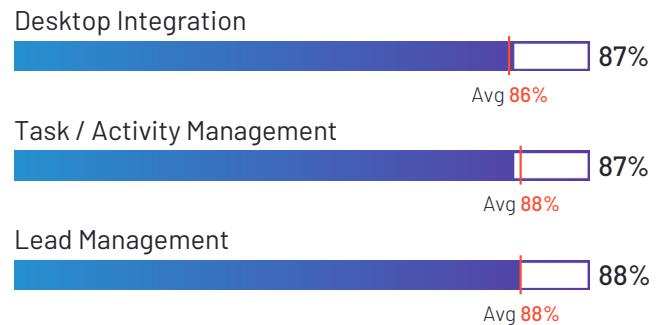
|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 4 |
| Marketing and Advertising           | 3 |
| Real Estate                         | 3 |
| Internet                            | 2 |
| Accounting                          | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Self Srl



HQ Location  
Roncade, Italy



Year Founded  
2013



Employees (Listed  
On LinkedIn)  
142



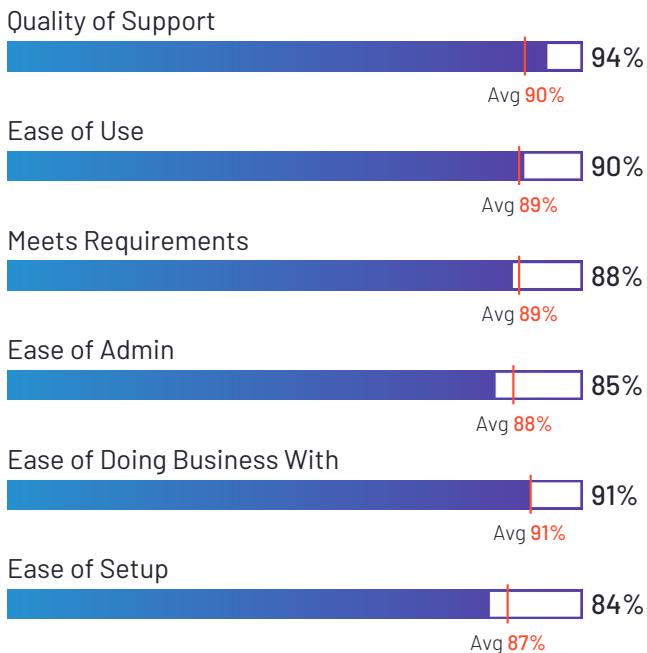
Company Website  
[sellapp.com](http://sellapp.com)

# OpenCRM

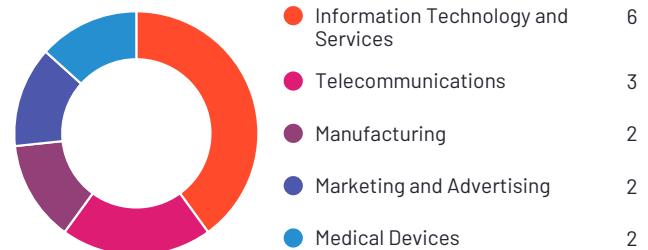
4.3  (37)

OpenCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend OpenCRM at a rate of 87%.

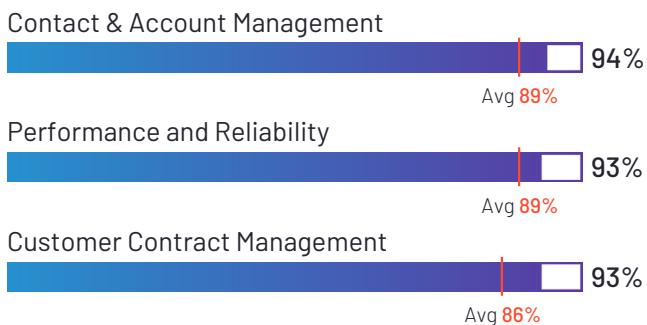
## Satisfaction Ratings



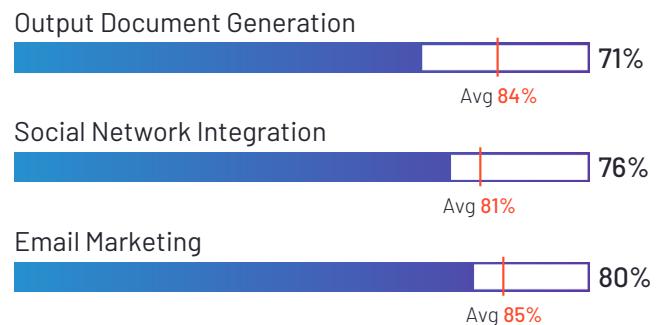
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
OpenCRM



HQ Location  
Richmond, North  
Yorkshire



Year Founded  
2005



Employees (Listed  
On LinkedIn)



Company Website  
[opencrm.co.uk](http://opencrm.co.uk)

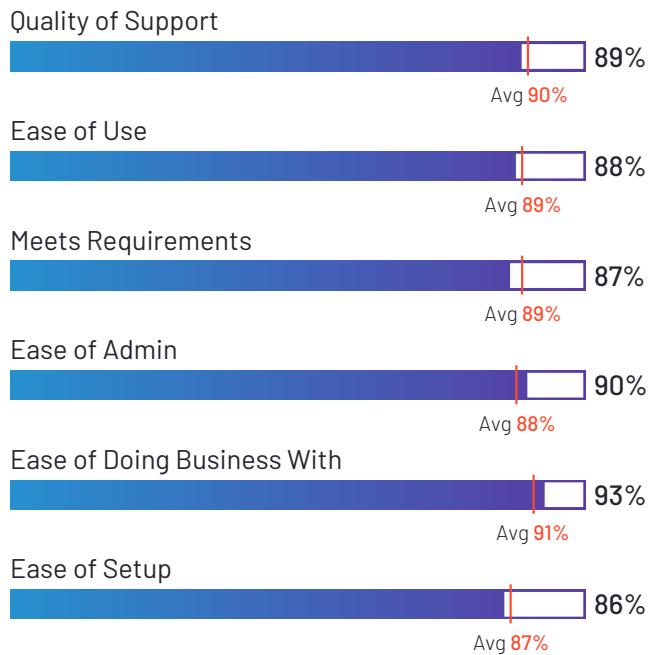
# Claritysoft



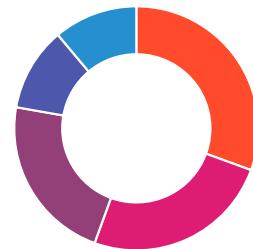
4.3 (104)

Claritysoft has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 85% of users believe it is headed in the right direction, and users said they would be likely to recommend Claritysoft at a rate of 86%.

## Satisfaction Ratings

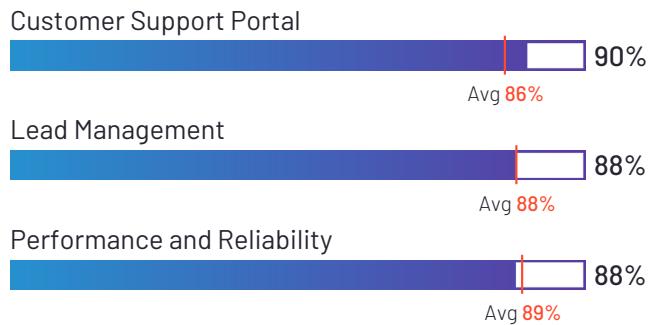


## Top Industries Represented

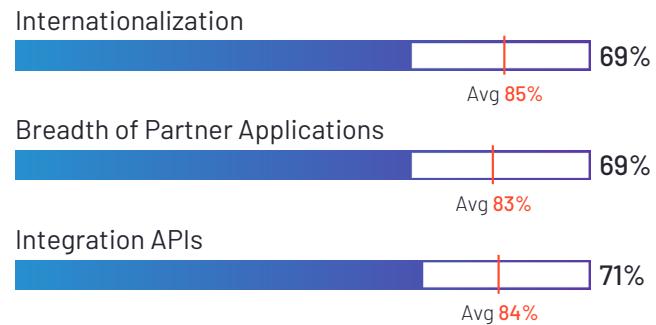


|                                     |    |
|-------------------------------------|----|
| Financial Services                  | 11 |
| Marketing and Advertising           | 9  |
| Information Technology and Services | 8  |
| Non-Profit Organization Management  | 4  |
| Pharmaceuticals                     | 4  |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Claritysoft



HQ Location  
Dublin, OH



Year Founded  
2006



Employees (Listed  
On LinkedIn)



Company Website  
[claritysoft.com](http://claritysoft.com)

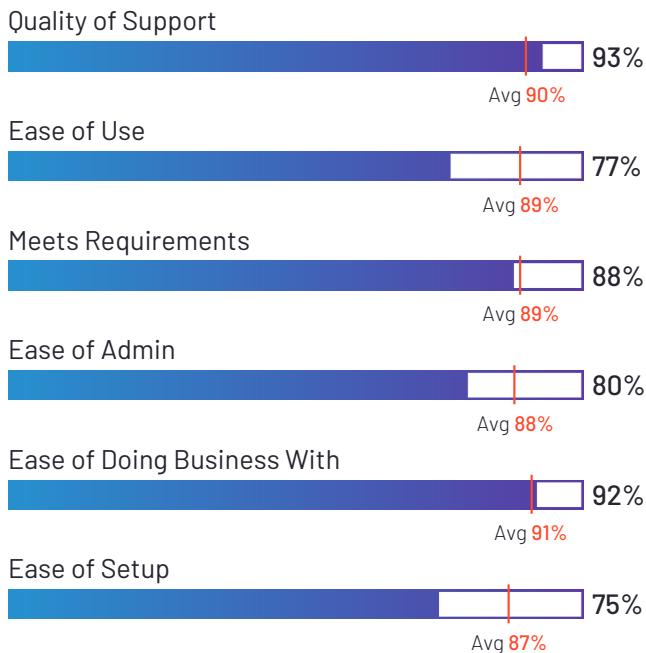
# GreenRope



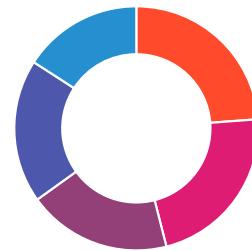
4.3 (223)

GreenRope has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 89% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend GreenRope at a rate of 87%. GreenRope is also in the Marketing Automation, Survey, and Landing Page Builders categories.

## Satisfaction Ratings

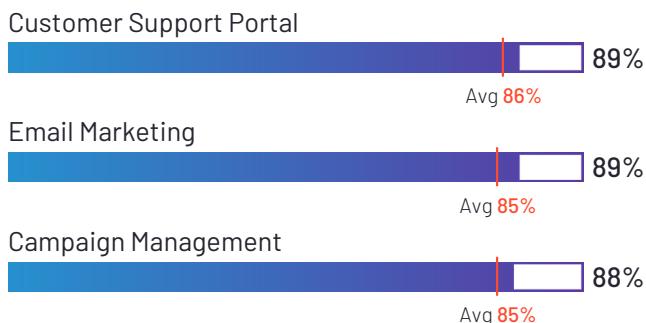


## Top Industries Represented

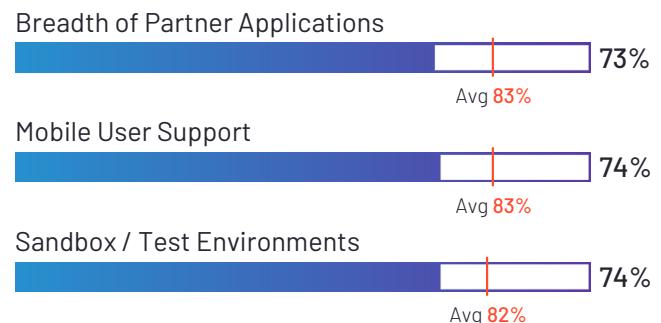


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 15 |
| Financial Services                  | 14 |
| Computer Software                   | 12 |
| Non-Profit Organization Management  | 12 |
| Information Technology and Services | 10 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
GreenRope



HQ Location  
Solana Beach, CA



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
13



Company Website  
[greenrope.com](http://greenrope.com)

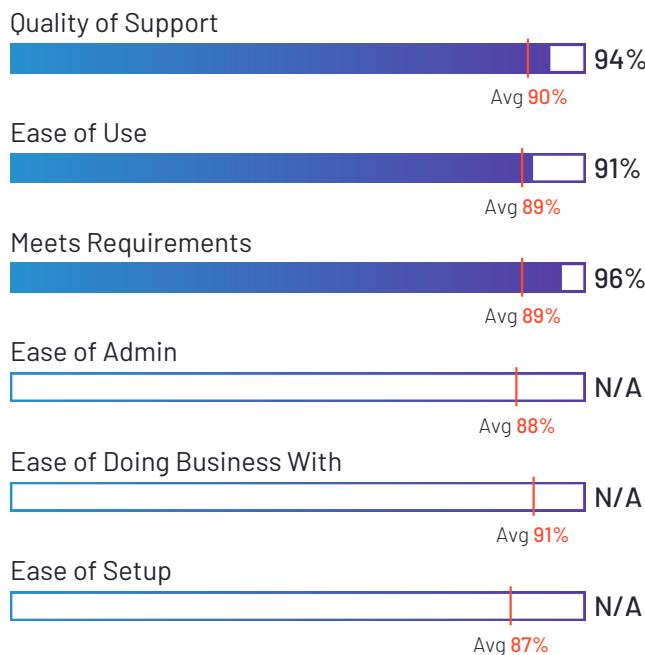
# CRM and Kanban



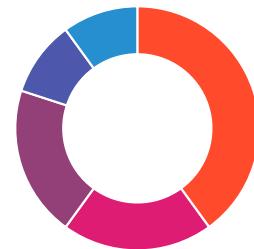
4.6 (15)

CRM and Kanban has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend CRM and Kanban at a rate of 93%. CRM and Kanban is also in the Help Desk category.

## Satisfaction Ratings

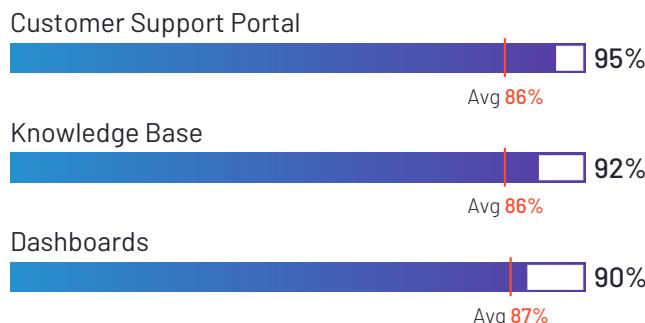


## Top Industries Represented

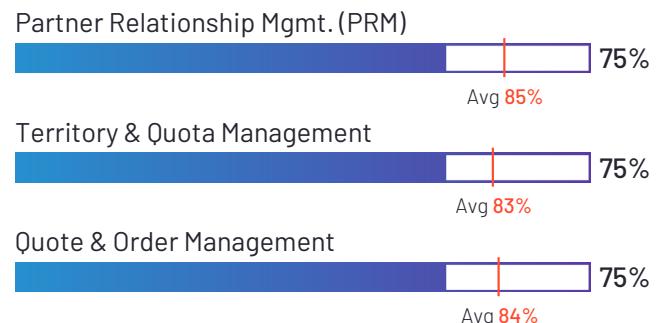


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
GrowthDot



HQ Location  
Ternopil, UA



Year Founded  
2016



Employees (Listed  
On LinkedIn)

4



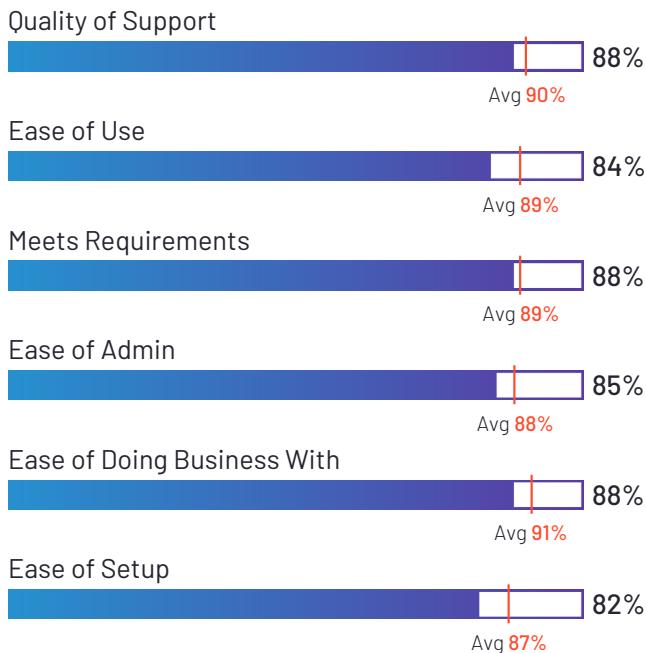
Company Website  
[growthdot.com](http://growthdot.com)

# Vtiger All-In-One CRM

4.3  (412)

Vtiger All-In-One CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Vtiger All-In-One CRM at a rate of 86%. Vtiger All-In-One CRM is also in the Help Desk category.

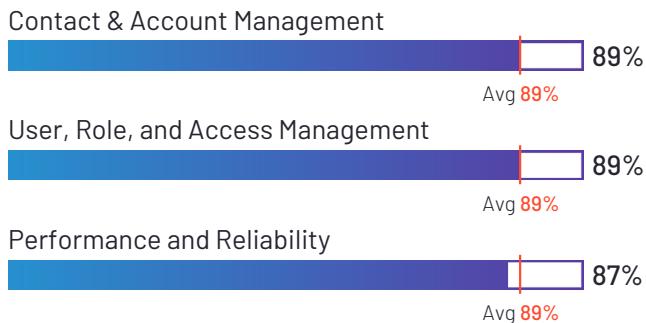
## Satisfaction Ratings



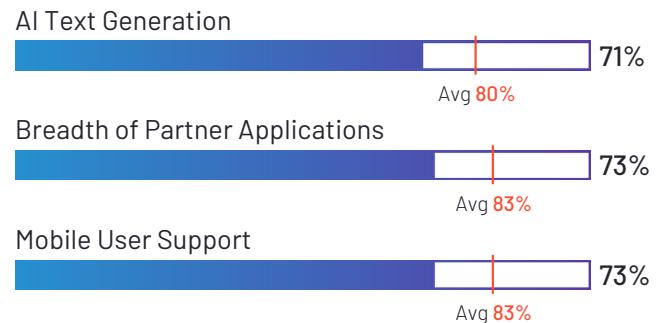
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Vtiger



HQ Location  
Cupertino, California



Year Founded  
2004



Employees (Listed  
On LinkedIn)  
233



Company Website  
[www.vtiger.com](http://www.vtiger.com)

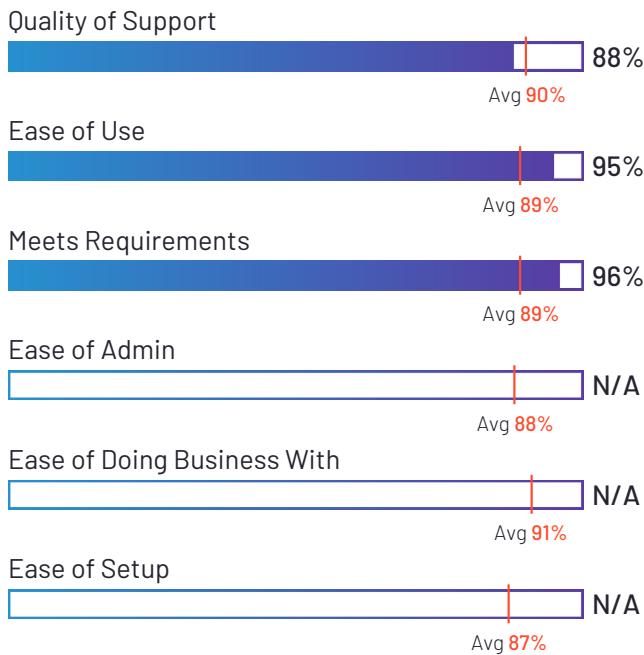
# CRM.io



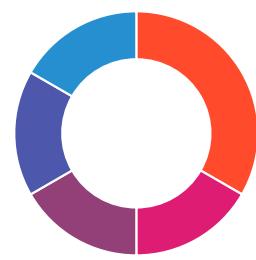
4.7 (12)

CRM.io has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend CRM.io at a rate of 94%.

## Satisfaction Ratings



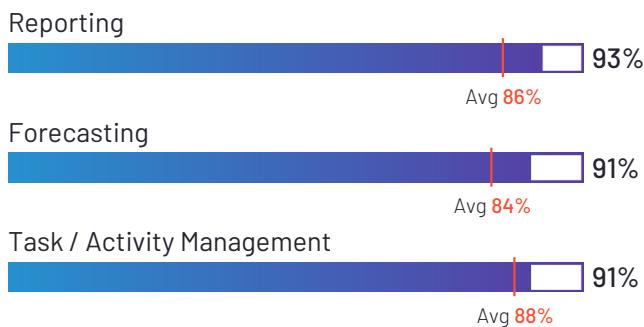
## Top Industries Represented



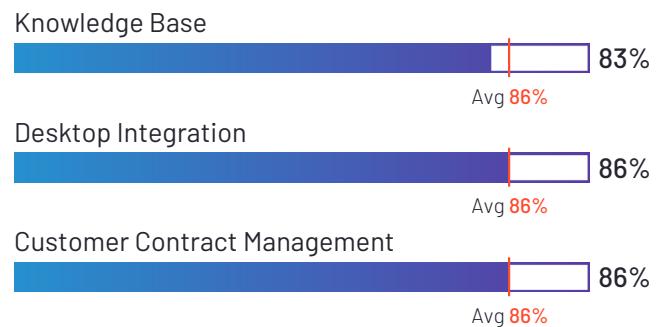
|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 2 |
| Arts and Crafts                     | 1 |
| Automotive                          | 1 |
| Computer Software                   | 1 |
| Construction                        | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
CRM.io



HQ Location  
Hyderabad, IN



Year Founded  
2024



Employees (Listed  
On LinkedIn)



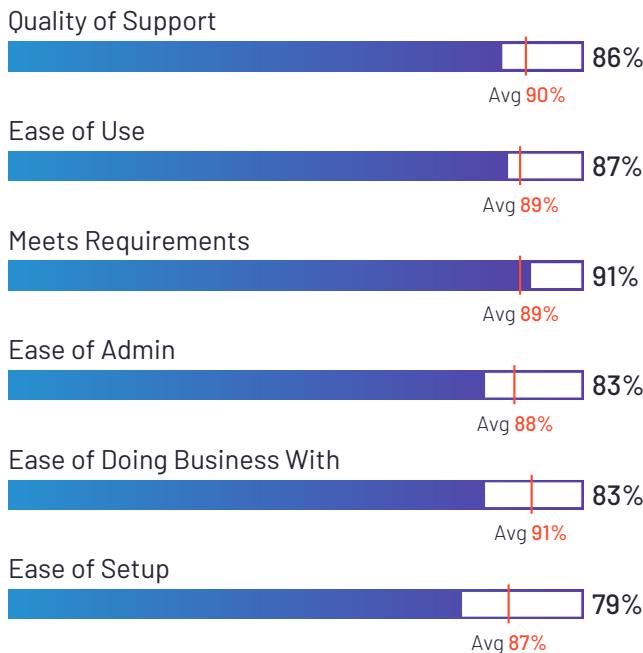
Company Website  
[crm.io](http://crm.io)

# CRM.me

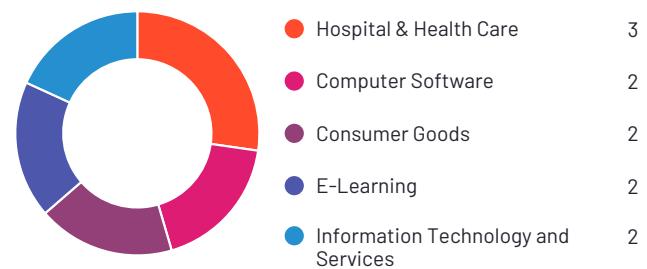
4.4  (27)

CRM.me has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend CRM.me at a rate of 88%. CRM.me is also in the Email Template Builder, Email Marketing, and Sales Gamification categories.

## Satisfaction Ratings



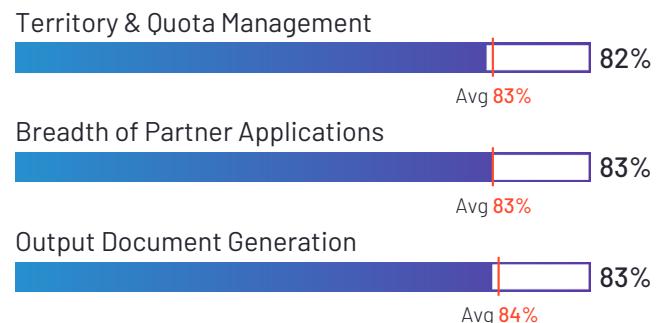
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
VeerOne



HQ Location  
Kwun Tong, Hong Kong



Year Founded  
2020



Employees (Listed On LinkedIn)  
68



Company Website  
[veerone.com](http://veerone.com)

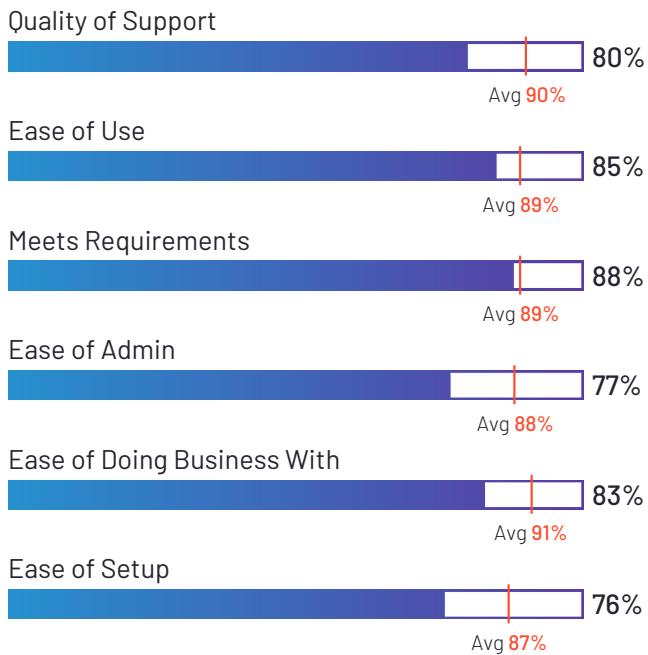
# BSI Software



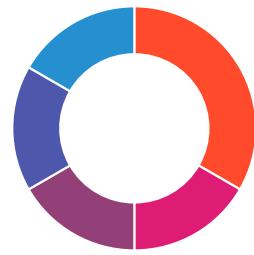
4.3 (18)

BSI Software has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 85% of users believe it is headed in the right direction, and users said they would be likely to recommend BSI Software at a rate of 85%.

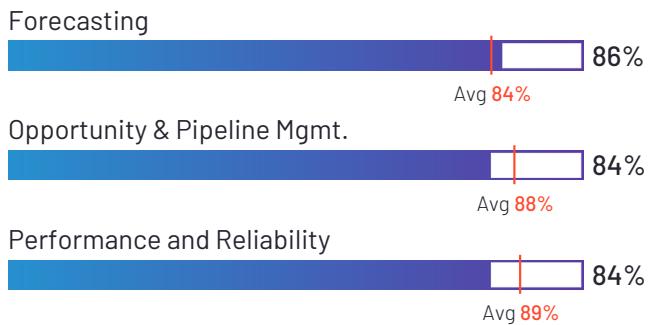
## Satisfaction Ratings



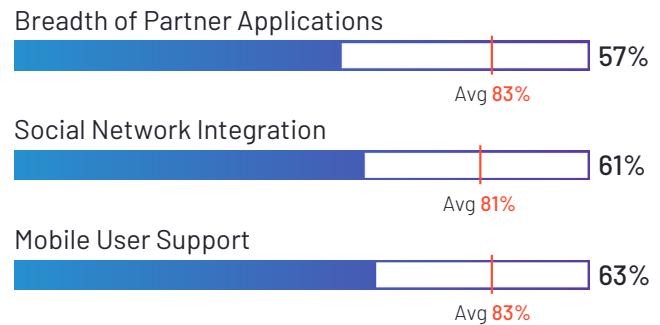
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
BSI Business Systems Integration



**HQ Location**  
Baden, CH



**Year Founded**  
1996



**Employees (Listed On LinkedIn)**  
513



**Company Website**  
[bsi-software.com](http://bsi-software.com)

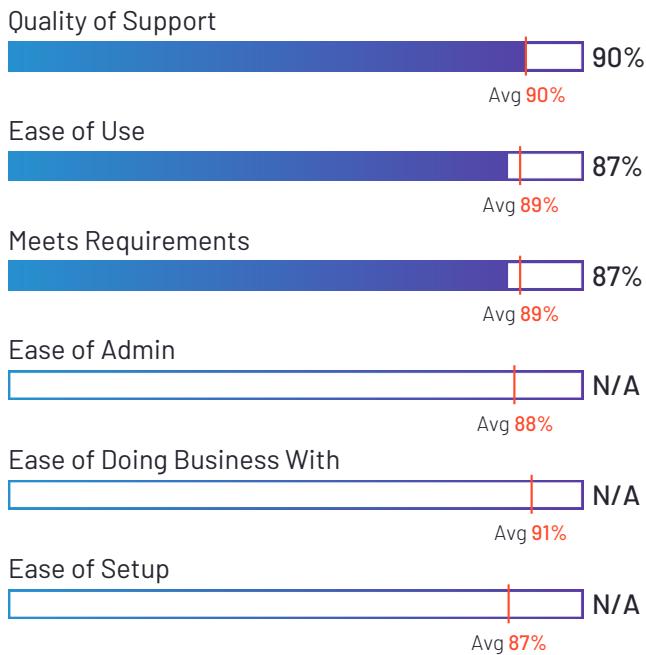
# Mekari Qontak



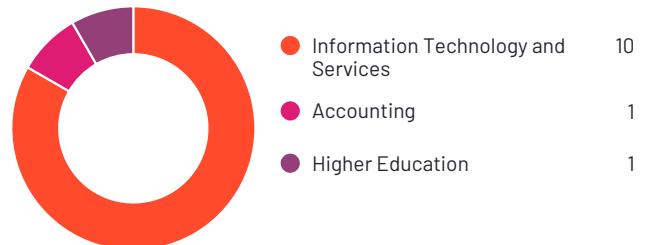
4.6 (12)

Mekari Qontak has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Mekari Qontak at a rate of 92%. Mekari Qontak is also in the Omnichannel Commerce category.

## Satisfaction Ratings

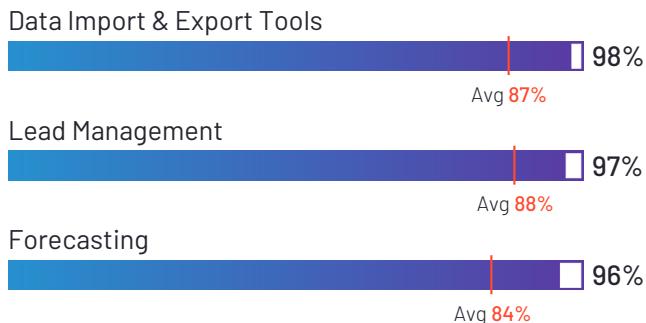


## Top Industries Represented

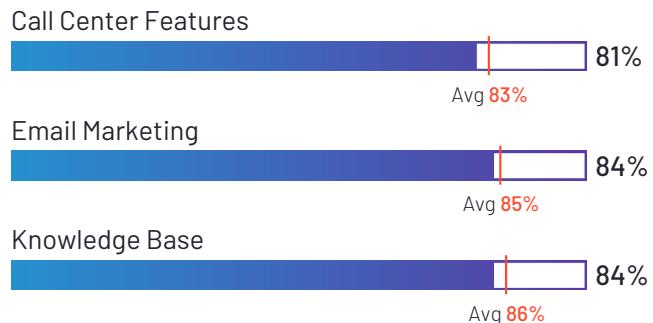


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Mekari



HQ Location  
Jakarta Pusat, ID



Year Founded  
2015



Employees (Listed  
On LinkedIn)  
1,545



Company Website  
[mekari.com](http://mekari.com)

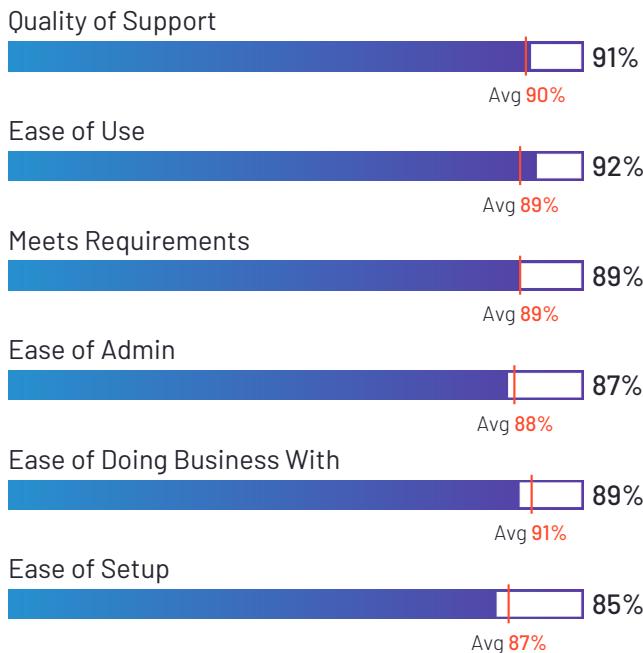
# InfoFlo Software

4.5  (93)

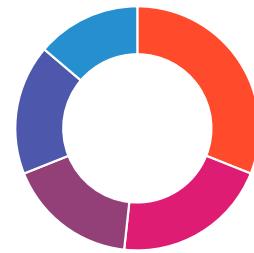


InfoFlo Software has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 98% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend InfoFlo at a rate of 91%.

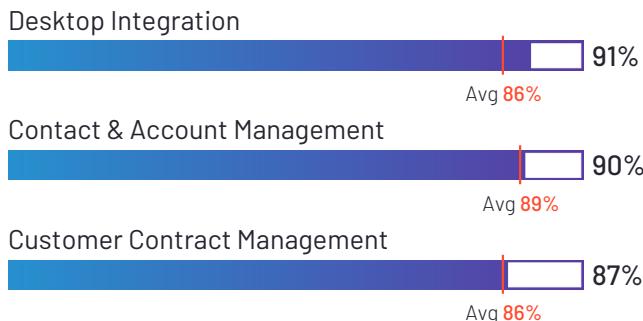
## Satisfaction Ratings



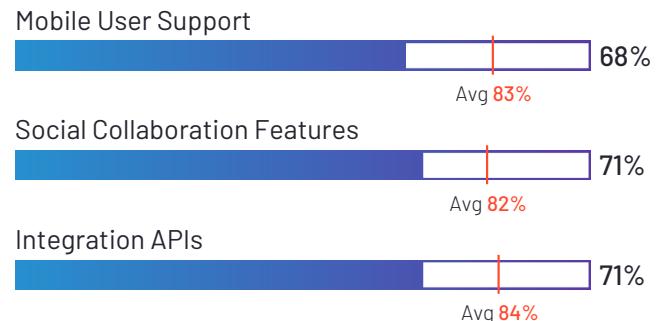
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
InfoFlo Solutions



HQ Location  
Toronto, Canada



Year Founded  
2002



Employees (Listed  
On LinkedIn)

8



Company Website  
[carmelvision.com](http://carmelvision.com)

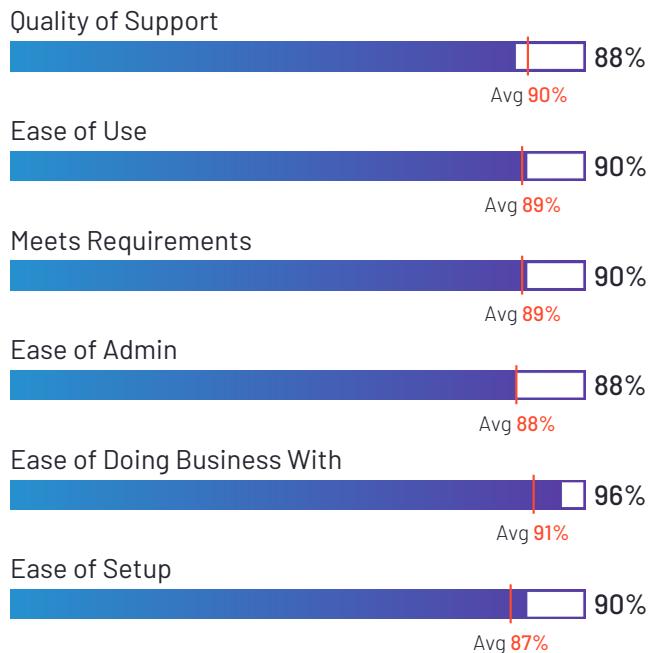
# SalesBabu CRM



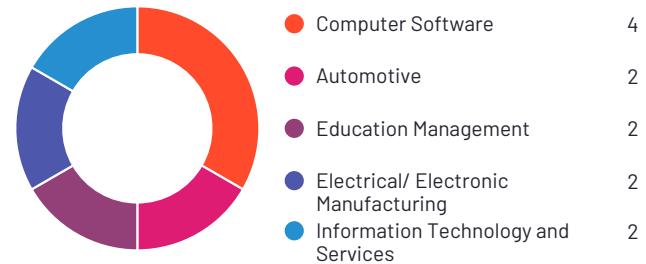
4.3  (29)

SalesBabu CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 83% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend SalesBabu CRM at a rate of 87%.

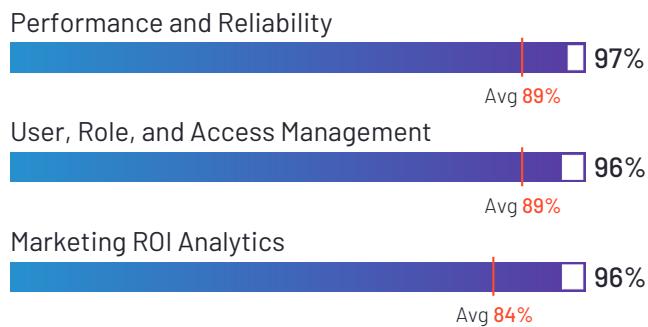
## Satisfaction Ratings



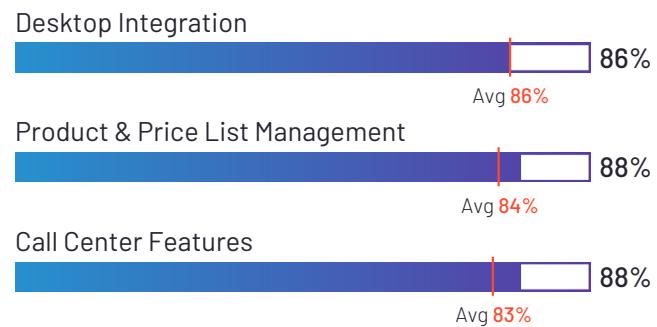
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
SalesBabu Business Solutions Pvt Ltd



**HQ Location**  
Bangalore, Karnataka



**Year Founded**  
2006



**Employees (Listed On LinkedIn)**  
27



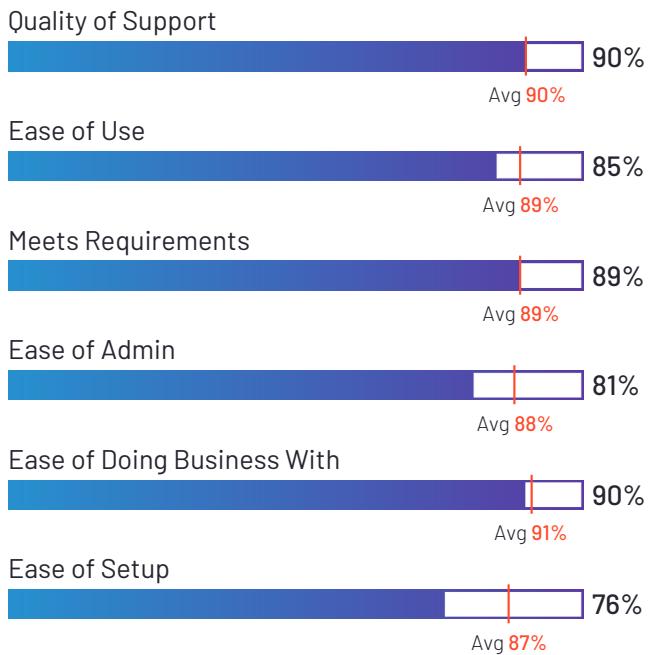
**Company Website**  
[salesbabu.com](https://salesbabu.com)

# Accelo

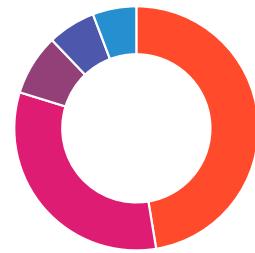
4.4  (530)

Accelo has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Accelo at a rate of 88%. Accelo is also in the Project Collaboration, Work Management, Client Portal, Resource Management, Project and Portfolio Management, Task Management, Sales Analytics, Professional Services Automation, Billing, CPQ, Project Management, Contract Management, Time Tracking, and Quote-to-Cash categories.

## Satisfaction Ratings

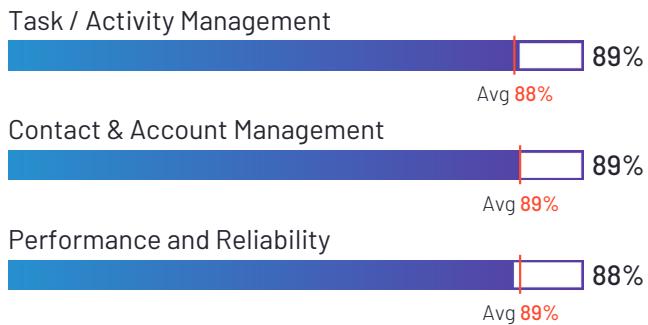


## Top Industries Represented

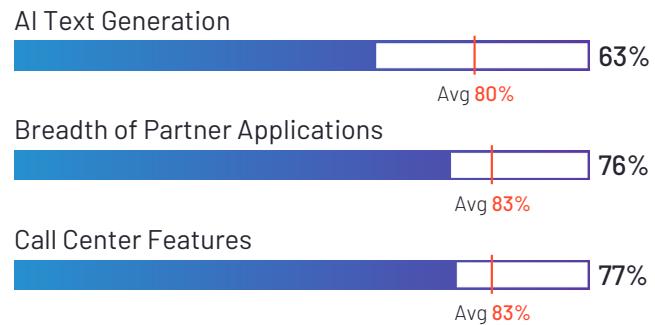


|                                     |    |
|-------------------------------------|----|
| Marketing and Advertising           | 82 |
| Information Technology and Services | 56 |
| Management Consulting               | 14 |
| Accounting                          | 11 |
| Computer Software                   | 10 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Accelo



HQ Location  
Denver, Colorado



Year Founded  
2011



Employees (Listed  
On LinkedIn)  
100



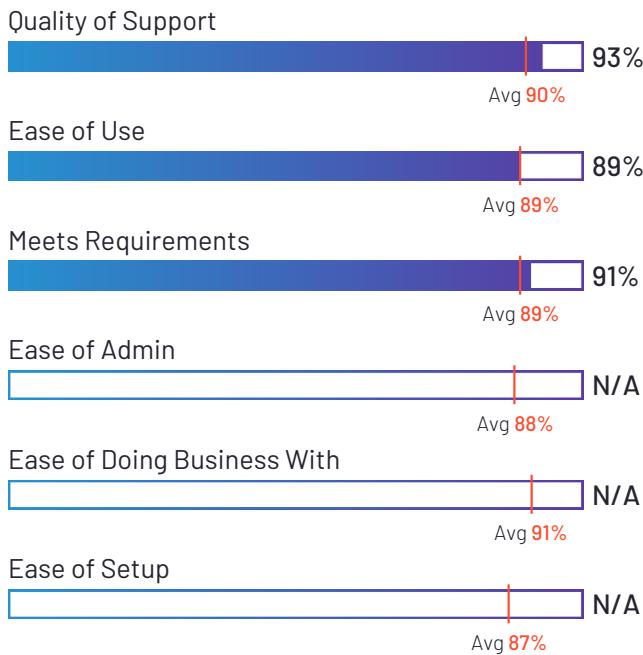
Company Website  
[www.accelo.com](http://www.accelo.com)

# SalesNexus

**salesnexus****4.4**  (12)

SalesNexus has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend SalesNexus at a rate of 88%. SalesNexus is also in the Marketing Automation category.

## Satisfaction Ratings



## Top Industries Represented



|                              |   |
|------------------------------|---|
| Marketing and Advertising    | 3 |
| Automotive                   | 1 |
| Computer Networking          | 1 |
| Computer Software            | 1 |
| Health, Wellness and Fitness | 1 |

\*N/A is displayed when fewer than five responses were received for the question.



**Ownership**  
SalesNexus



**HQ Location**  
Houston, TX



**Year Founded**  
2002



**Employees (Listed On LinkedIn)**  
13



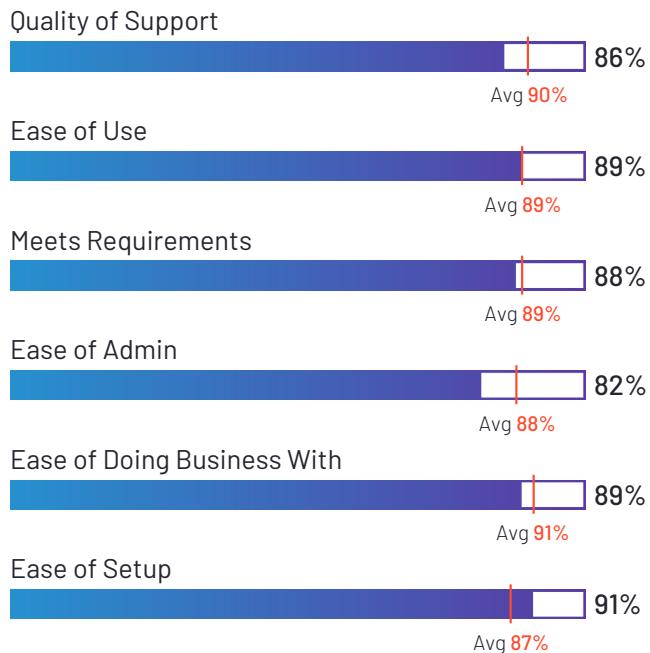
**Company Website**  
[salesnexus.com](http://salesnexus.com)

# Fitnet Manager

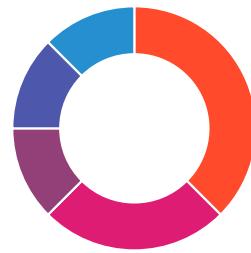
4.1  (14)

Fitnet Manager has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 85% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Fitnet Manager at a rate of 82%. Fitnet Manager is also in the Billing and Purchasing categories.

## Satisfaction Ratings



## Top Industries Represented



|                        |   |
|------------------------|---|
| Telecommunications     | 3 |
| Hospital & Health Care | 2 |
| Accounting             | 1 |
| Animation              | 1 |
| Apparel & Fashion      | 1 |



**Ownership**  
Fitnet Manager



**HQ Location**  
Montpellier, France



**Year Founded**  
2007



**Employees (Listed On LinkedIn)**  
36



**Company Website**  
[fitnetmanager.com](http://fitnetmanager.com)

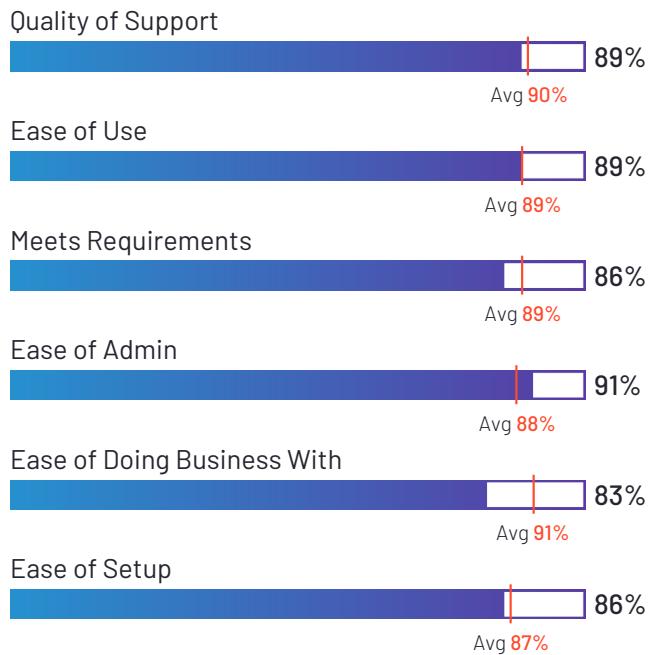
# Revamp CRM



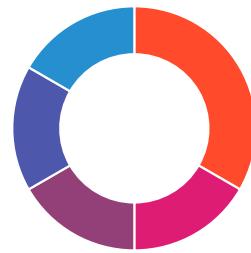
4.3 (10)

Revamp CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Revamp CRM at a rate of 86%.

## Satisfaction Ratings

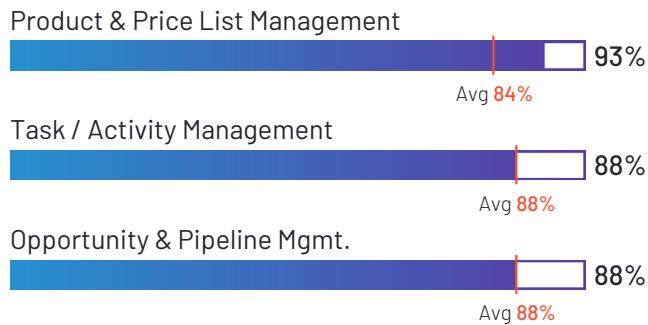


## Top Industries Represented

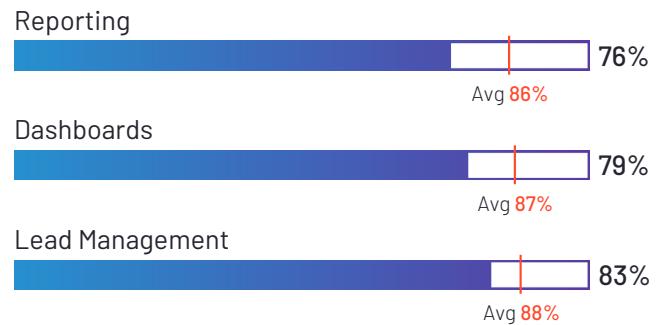


|                                      |   |
|--------------------------------------|---|
| Computer Software                    | 2 |
| Broadcast Media                      | 1 |
| Electrical/ Electronic Manufacturing | 1 |
| Hospital & Health Care               | 1 |
| International Affairs                | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Revamp Consulting



HQ Location  
Nasr City, Cairo



Year Founded  
2013



Employees (Listed  
On LinkedIn)  
30



Company Website  
[revampcrm.com](http://revampcrm.com)

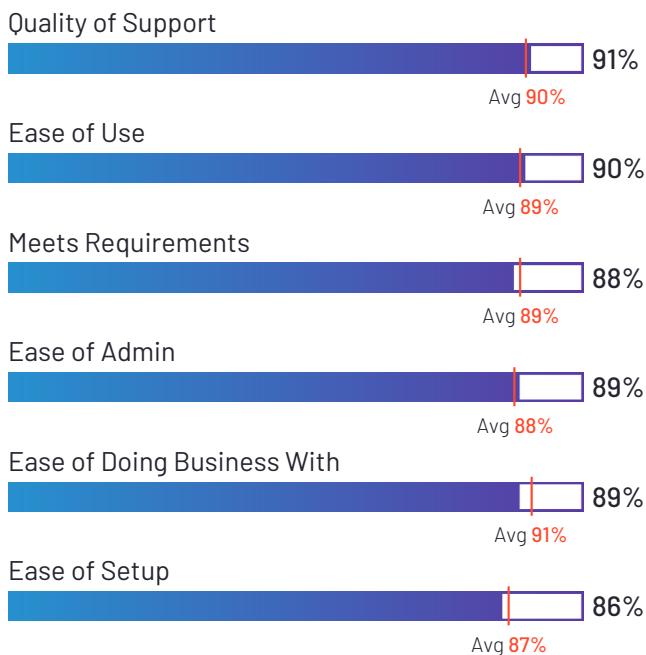
upsales

# Upsales Sales and Marketing Platform

4.5  (174)

Upsales Sales and Marketing Platform has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 96% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Upsales at a rate of 90%. Upsales is also in the Marketing Automation category.

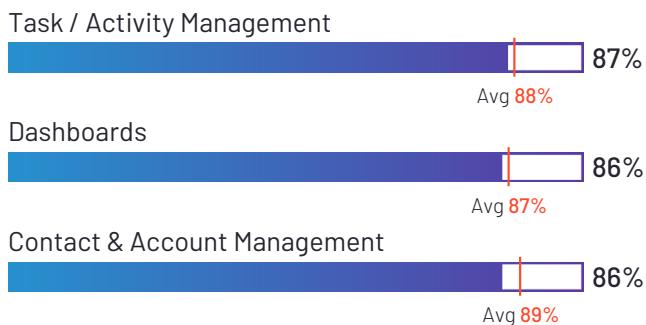
## Satisfaction Ratings



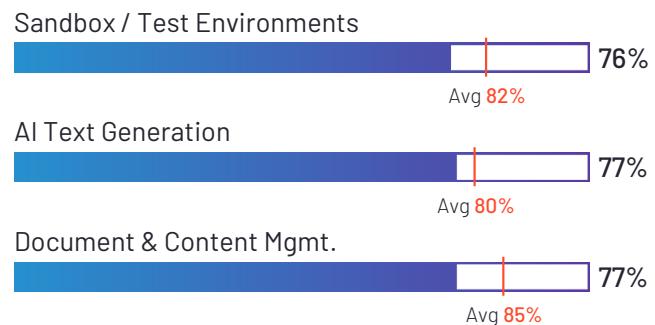
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Upsales



HQ Location  
Stockholm



Year Founded  
2003



Employees (Listed  
On LinkedIn)  
122



Company Website  
[upsales.com](https://upsales.com)

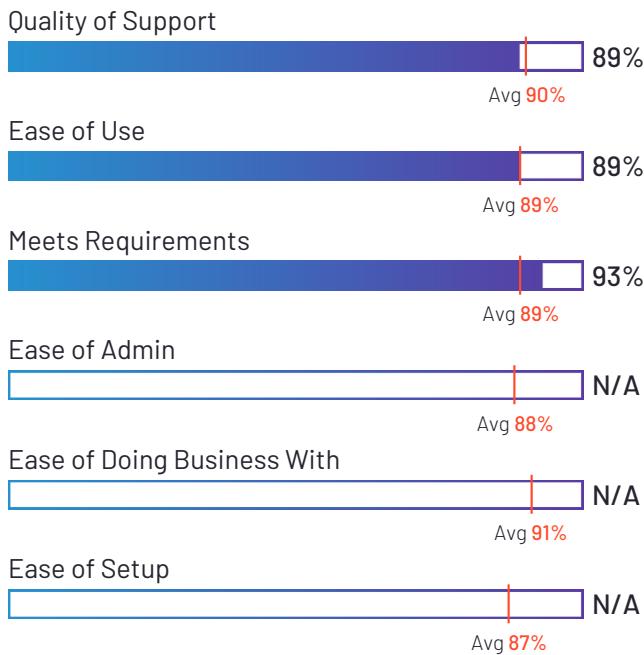
# ForceManager CRM

FORCEMANAGER.

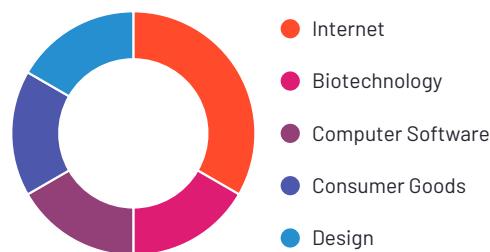
4.7  (11)

ForceManager CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend ForceManager CRM at a rate of 93%. ForceManager CRM is also in the Field Sales category.

## Satisfaction Ratings

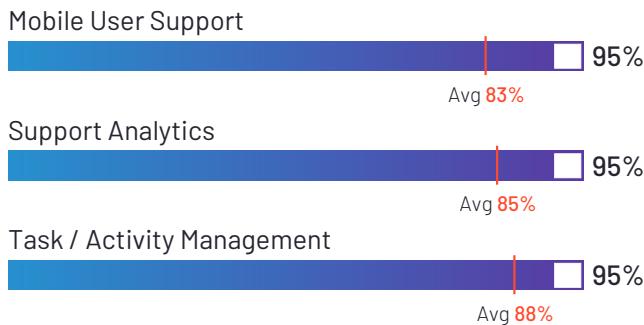


## Top Industries Represented

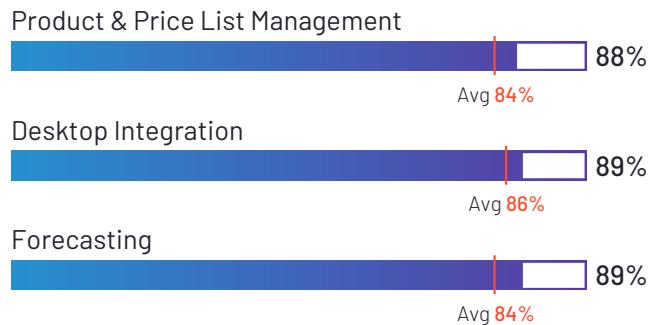


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
ForceManager



HQ Location  
Barcelona, Spain



Year Founded  
2011



Employees (Listed  
On LinkedIn)

57



Company Website  
[forcemanager.com](http://forcemanager.com)

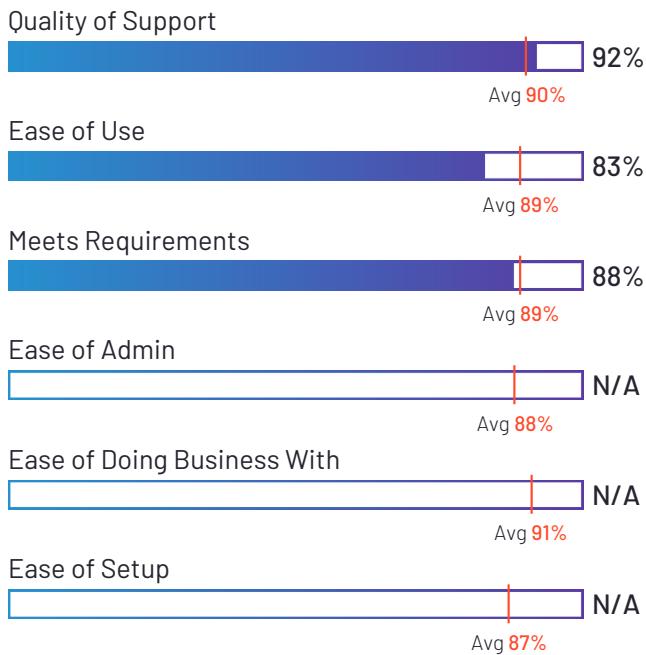
# eSalesTrack



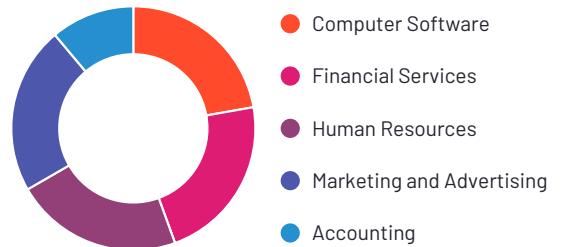
4.3  (27)

eSalesTrack has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend eSalesTrack at a rate of 85%.

## Satisfaction Ratings

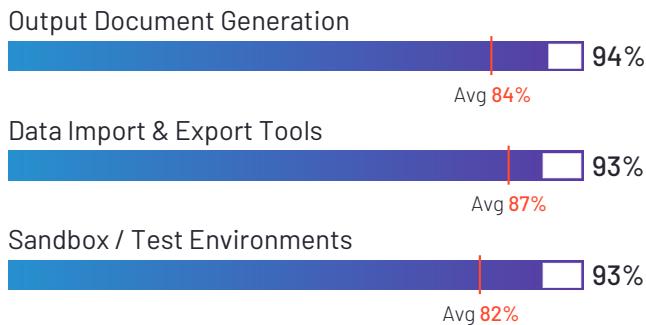


## Top Industries Represented

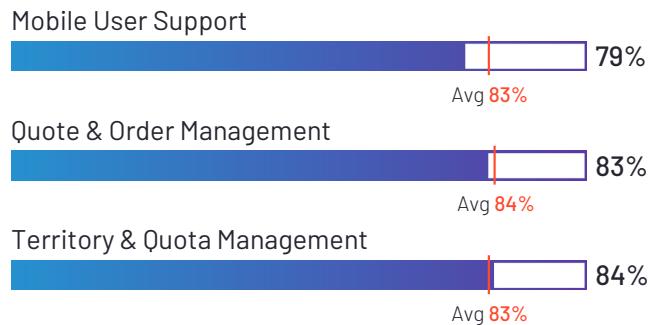


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Soleran



HQ Location  
Overland Park,  
Kansas



Year Founded  
2004



Employees (Listed  
On LinkedIn)  
30



Company Website  
[soleran.com](http://soleran.com)

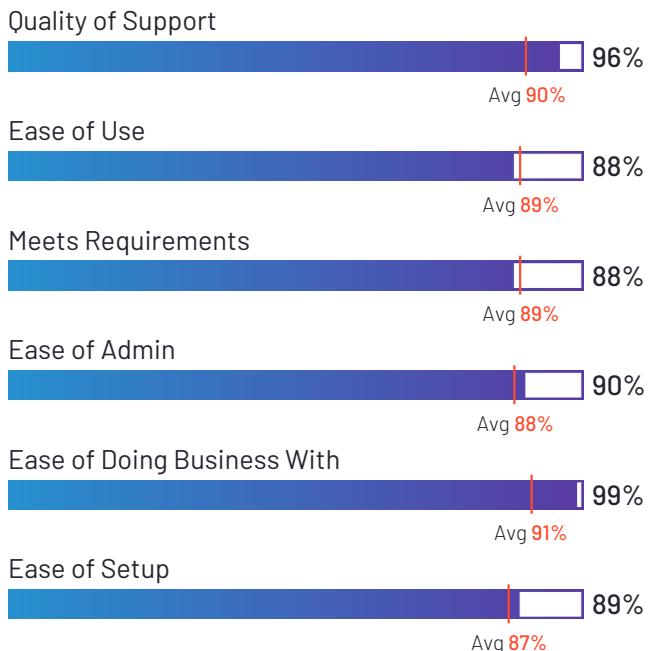
# FreeAgent CRM



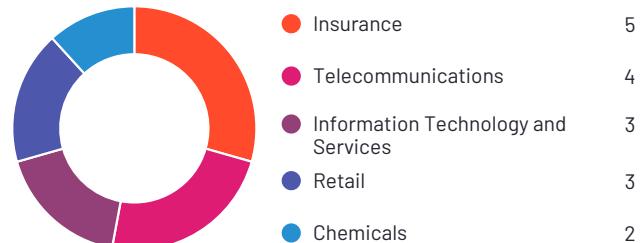
4.2 (44)

FreeAgent CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 88% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend FreeAgent CRM at a rate of 85%. FreeAgent CRM is also in the Sales Performance Management, Sales Engagement, Business Scheduling, and Email Tracking categories.

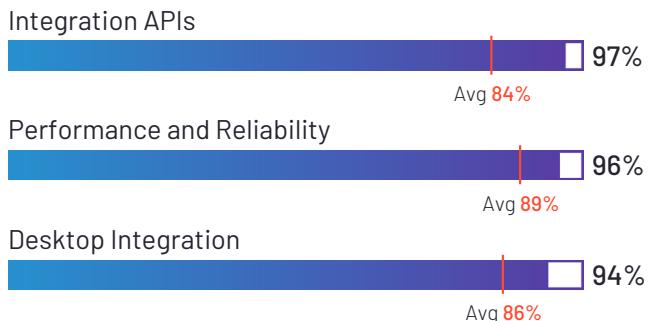
## Satisfaction Ratings



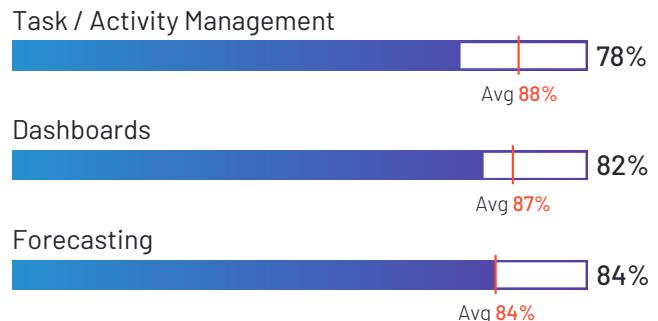
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Servis.ai



HQ Location  
Campbell, California



Year Founded  
2016



Employees (Listed  
On LinkedIn)

15



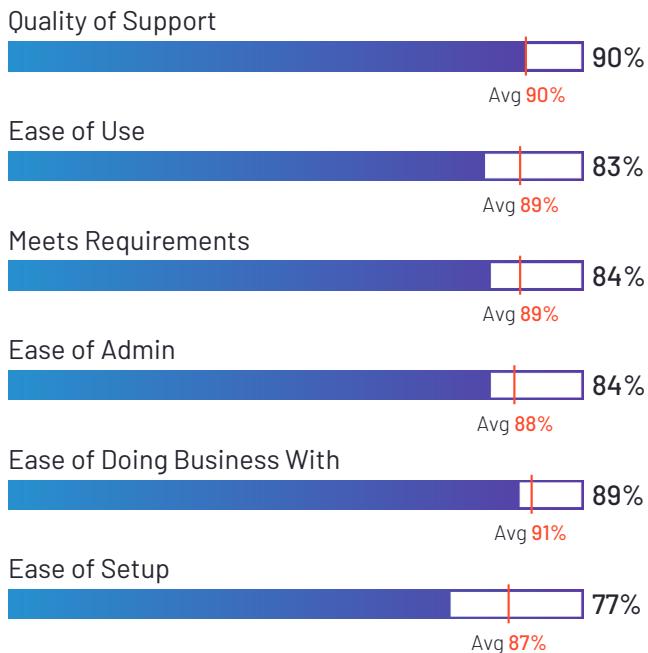
Company Website  
[freeagentcrm.com](http://freeagentcrm.com)

# Prophet CRM

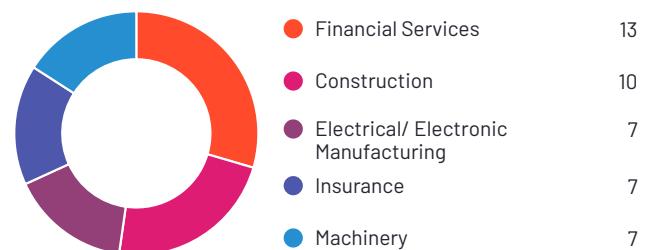
4.1  (194)

Prophet CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 86% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Prophet CRM at a rate of 82%. Prophet CRM is also in the Email Tracking and Sales Performance Management categories.

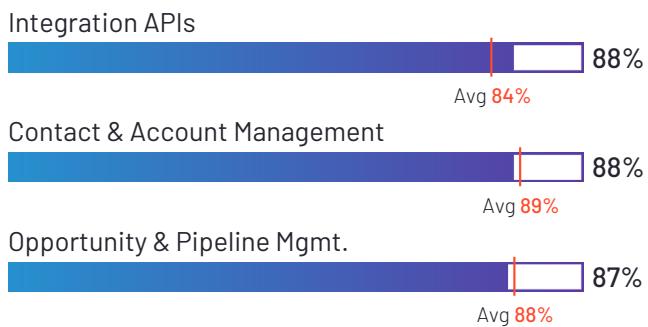
## Satisfaction Ratings



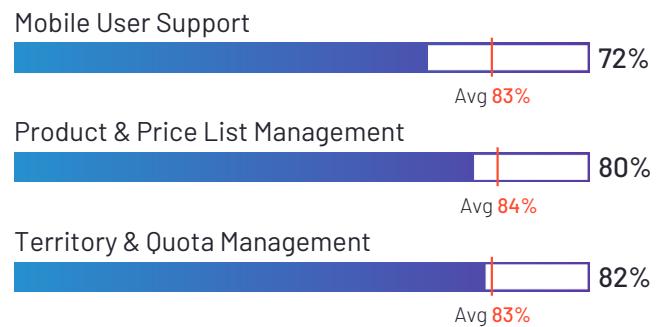
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Avidian Technologies



**HQ Location**  
Bellevue,  
Washington



**Year Founded**  
2002



**Employees (Listed On LinkedIn)**  
30



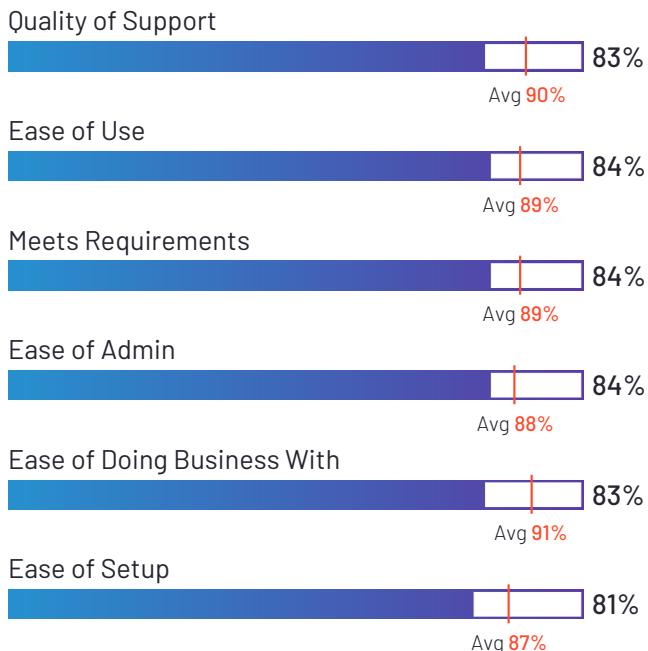
**Company Website**  
[avidian.com](http://avidian.com)

# Agile CRM

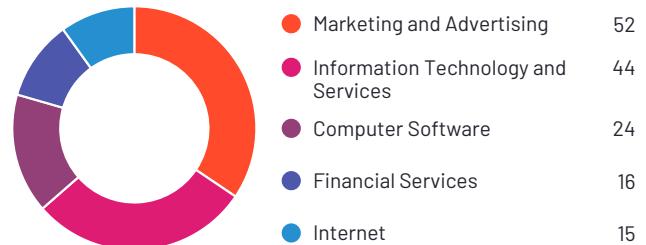
4.0  (353)

Agile CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 81% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Agile CRM at a rate of 80%. Agile CRM is also in the Marketing Automation, Landing Page Builders, Pop-Up Builder, Email Tracking, Help Desk, Live Chat, and Online Form Builder categories.

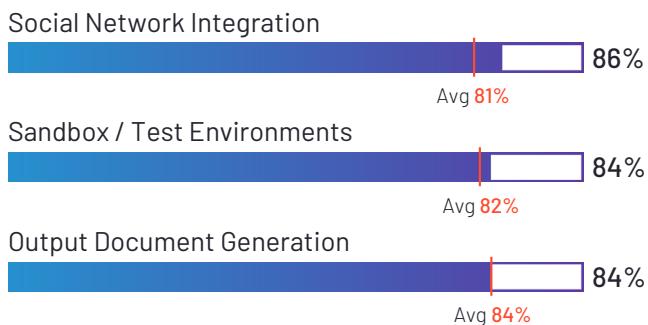
## Satisfaction Ratings



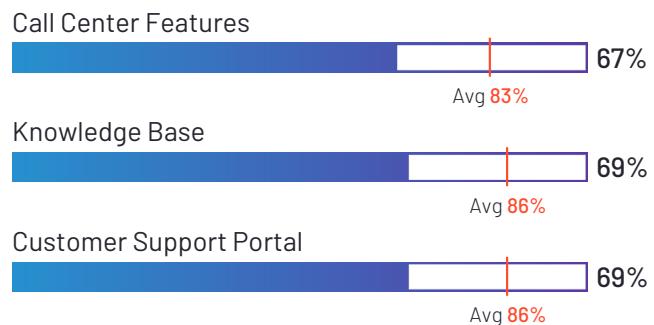
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Agile CRM



HQ Location  
Dallas, TX



Year Founded  
2013



Employees (Listed  
On LinkedIn)  
99



Company Website  
[agilecrm.com](http://agilecrm.com)

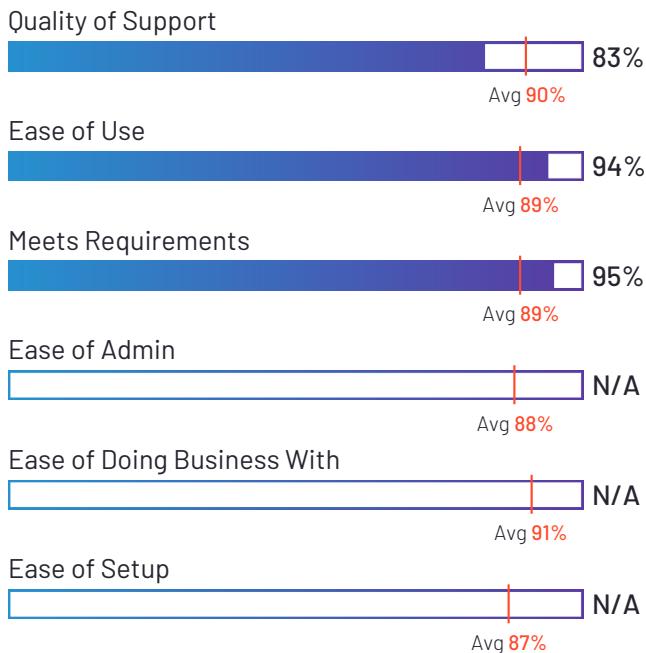
# UPilot



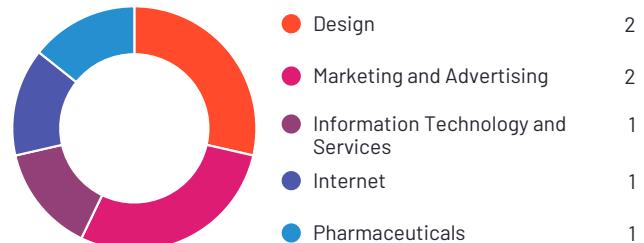
4.2 (12)

UPilot has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend UPilot at a rate of 82%. UPilot is also in the Sales Analytics category.

## Satisfaction Ratings



## Top Industries Represented

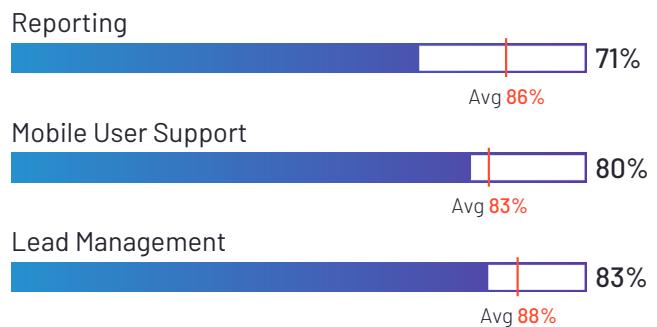


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Upilot



HQ Location  
Sunnyvale, California



Employees (Listed  
On LinkedIn)

20



Company Website  
[upilot.com](http://upilot.com)

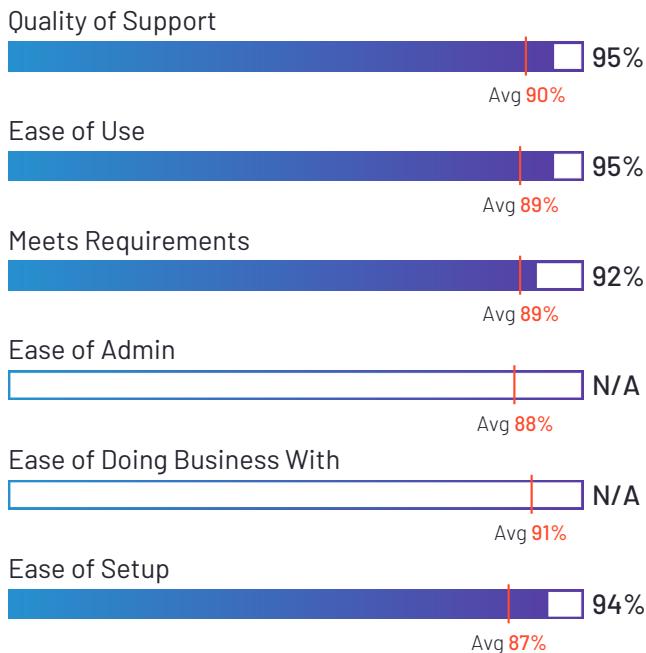
# PHP CRM



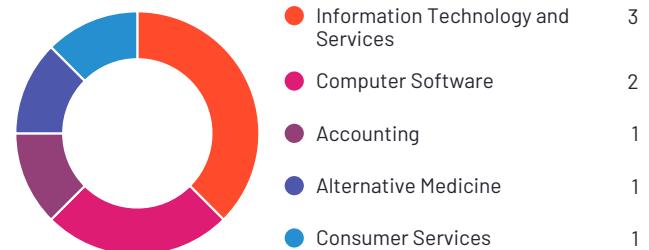
4.6 (11)

PHP CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend PHP CRM at a rate of 91%.

## Satisfaction Ratings

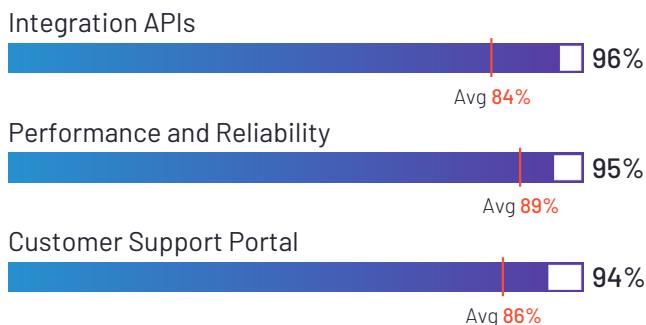


## Top Industries Represented

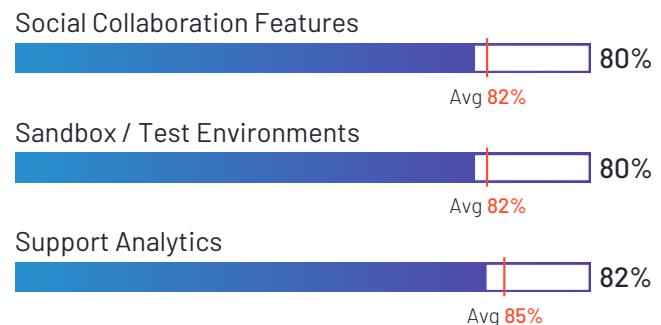


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
PHPCR



HQ Location  
Noida, IN



Year Founded  
2021



Employees (Listed  
On LinkedIn)

20



Company Website  
[www.phpcrm.com](http://www.phpcrm.com)

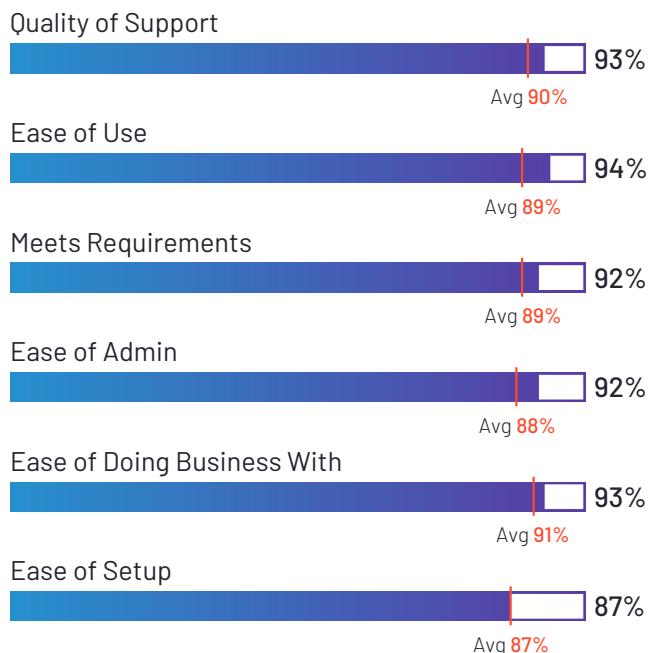
# Prospect CRM



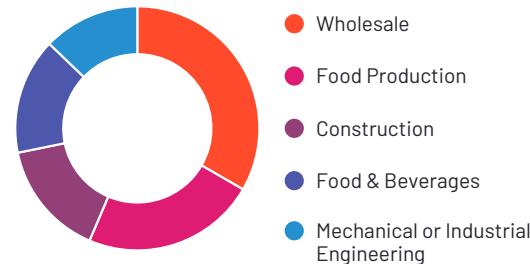
4.6 (93)

Prospect CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 97% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Prospect CRM at a rate of 93%.

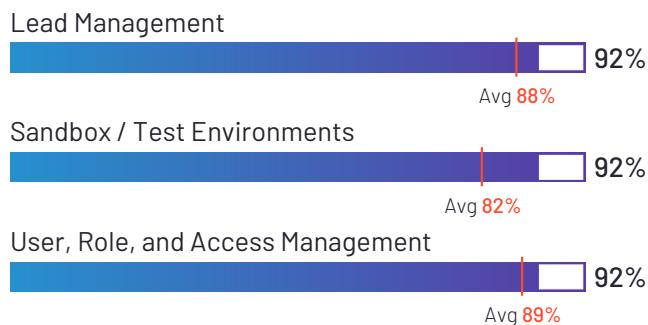
## Satisfaction Ratings



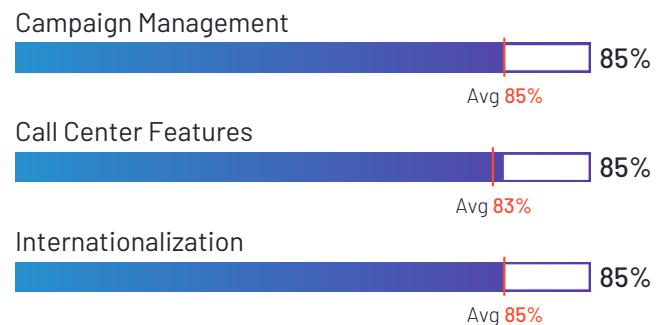
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
ProspectSoft



HQ Location  
Loughborough, GB



Year Founded  
2000



Employees (Listed  
On LinkedIn)  
25



Company Website  
[prospectsoft.com](http://prospectsoft.com)

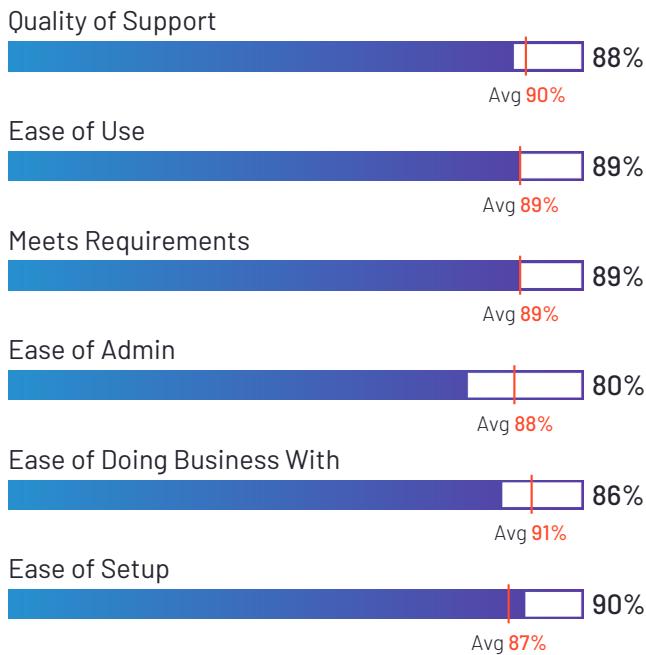
# WPCRM



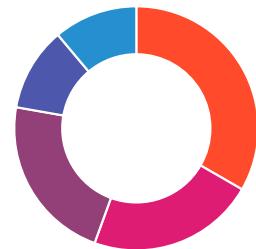
4.5 (11)

WPCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend WPCRM at a rate of 91%.

## Satisfaction Ratings

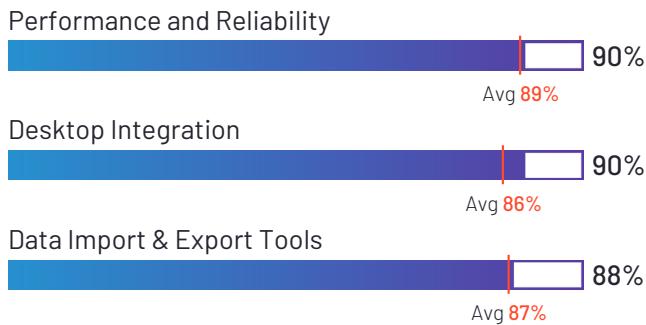


## Top Industries Represented

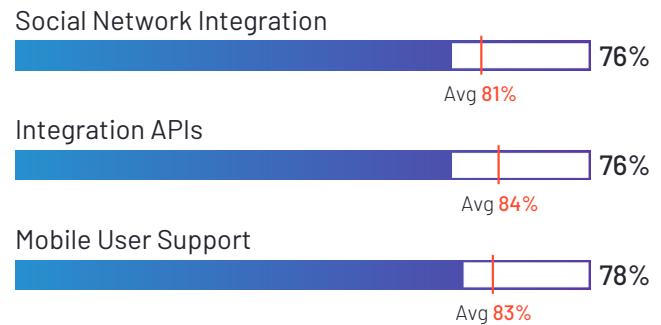


|                                      |   |
|--------------------------------------|---|
| Marketing and Advertising            | 3 |
| Information Technology and Services  | 2 |
| Wholesale                            | 2 |
| Banking                              | 1 |
| Electrical/ Electronic Manufacturing | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
WebPresented



HQ Location  
Columbus, OH



Year Founded  
2001



Employees (Listed  
On LinkedIn)

29



Company Website  
[webpresented.com](http://webpresented.com)

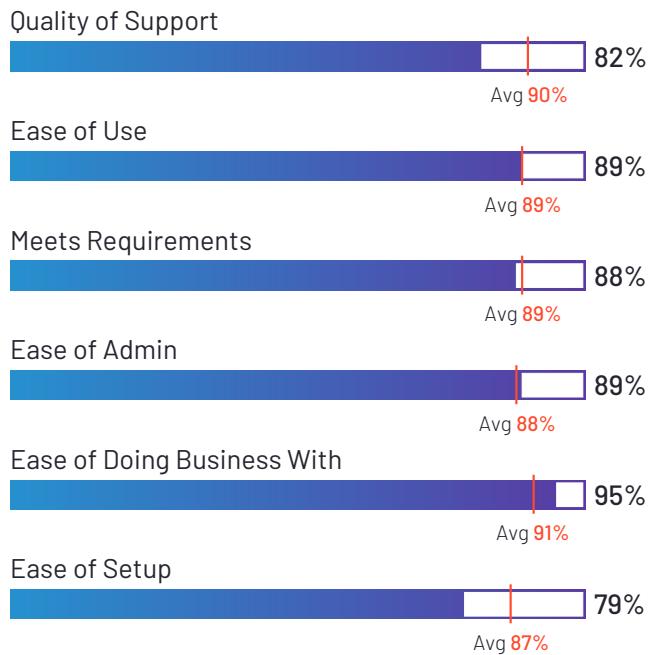
# Aurea CRM



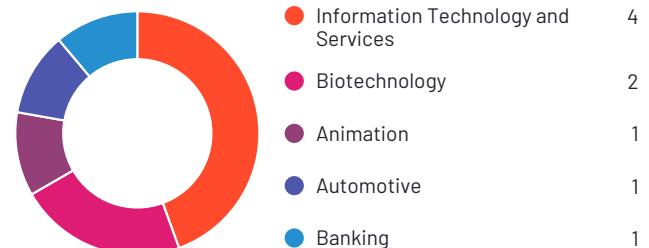
4.1 ★★★★☆ (22)

Aurea CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 85% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Aurea CRM at a rate of 82%.

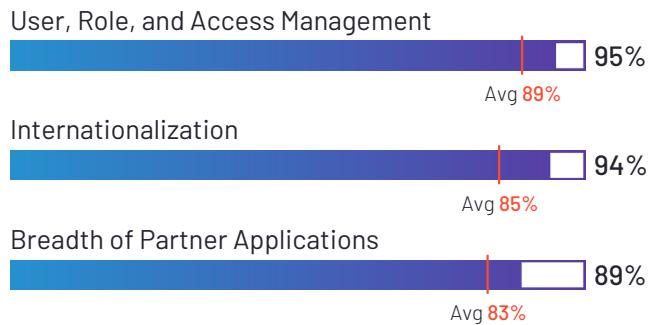
## Satisfaction Ratings



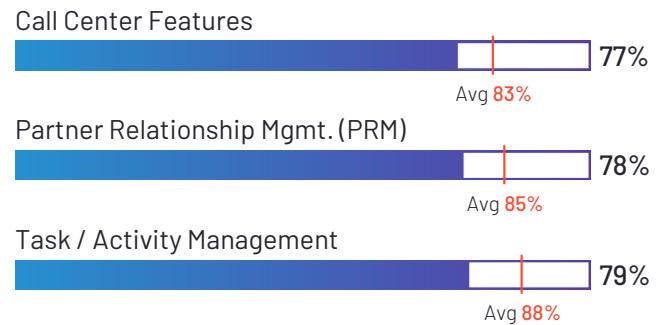
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Aurea Software



HQ Location  
Austin, TX



Year Founded  
2012



Employees (Listed  
On LinkedIn)  
214



Company Website  
[www.aurea.com](http://www.aurea.com)

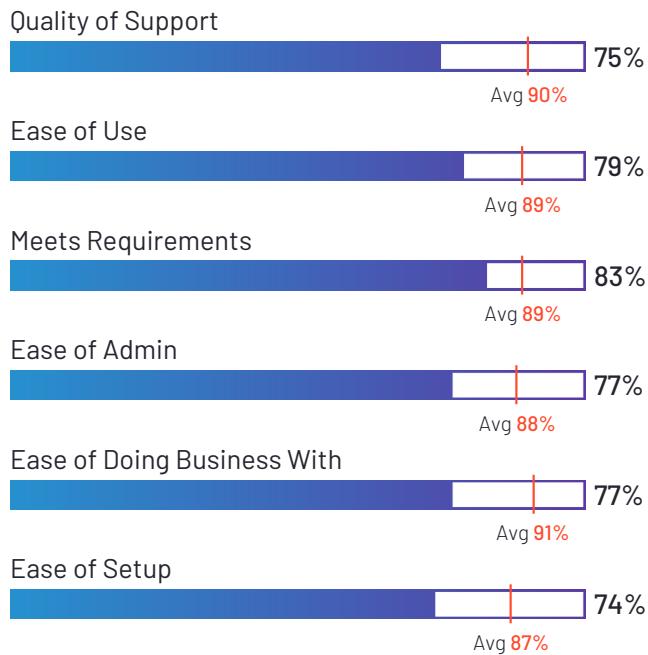
# Simpleview CRM



3.8 (11)

Simpleview CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 82% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Simpleview CRM at a rate of 75%.

## Satisfaction Ratings



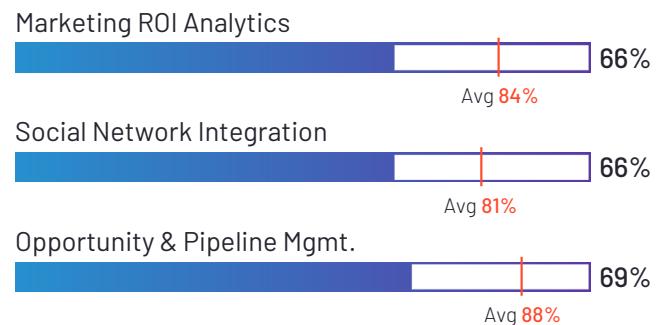
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Simpleview



HQ Location  
Tucson, US



Year Founded  
1991



Employees (Listed  
On LinkedIn)  
345



Company Website  
[simpleviewinc.com](http://simpleviewinc.com)

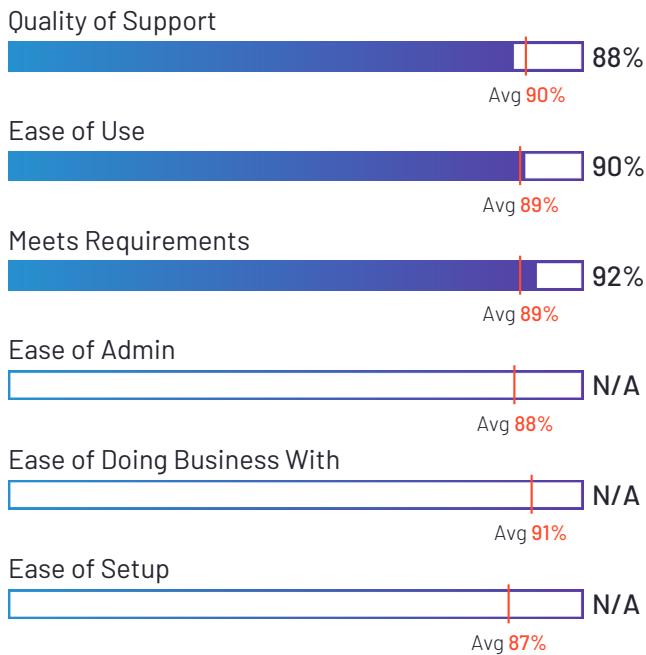
# nTireCRM

**SUNSMART**

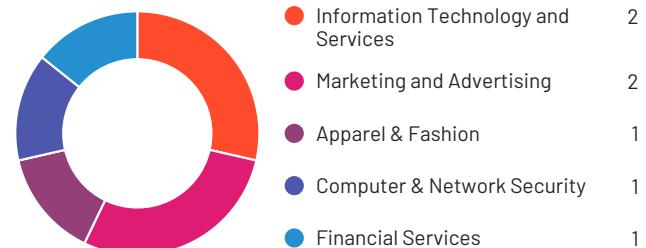
4.6  (11)

nTireCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 71% of users believe it is headed in the right direction, and users said they would be likely to recommend nTireCRM at a rate of 91%.

## Satisfaction Ratings

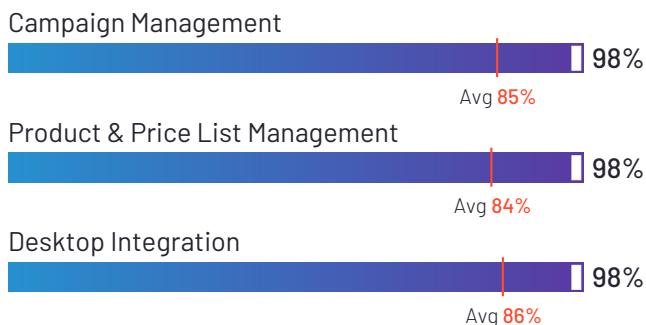


## Top Industries Represented

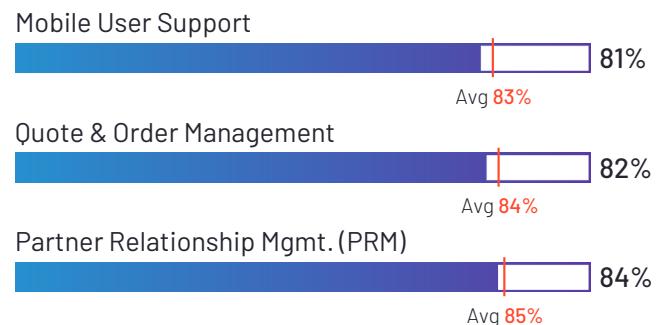


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
sunsmart  
technologies



**HQ Location**  
Kansas City, Missouri



**Year Founded**  
2012



**Employees (Listed  
On LinkedIn)**  
16



**Company Website**  
[sunsmart.co.in](http://sunsmart.co.in)

# sales-i

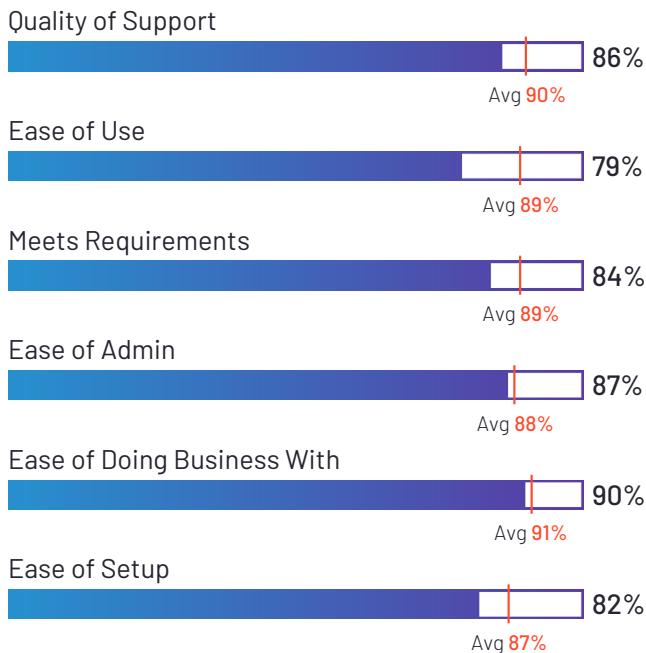


A SugarCRM Company

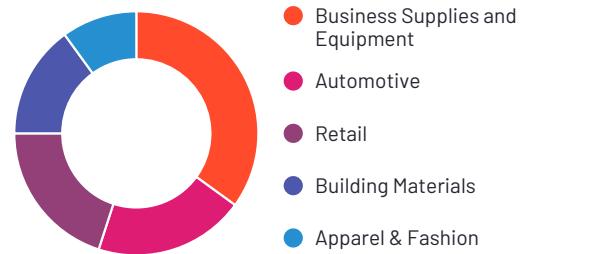
4.3  (138)

sales-i has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 86% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend sales-i at a rate of 83%. sales-i is also in the Sales Analytics category.

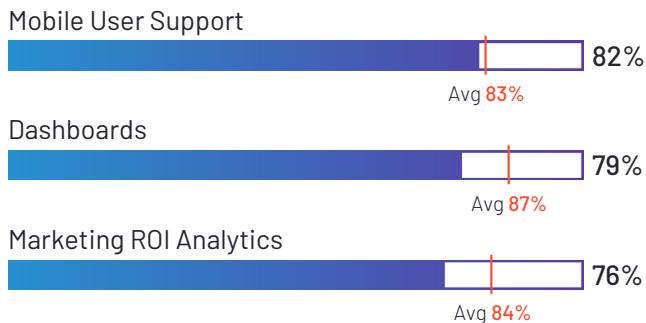
## Satisfaction Ratings



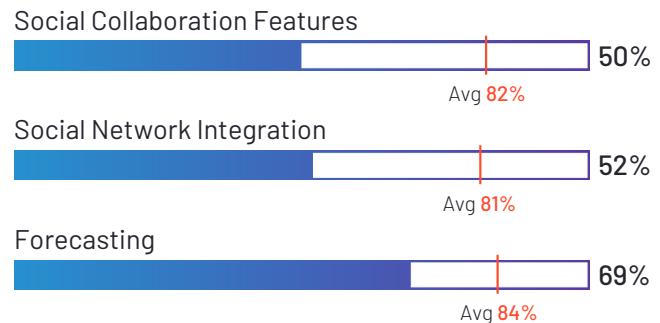
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SugarCRM



HQ Location  
Cupertino, CA



Year Founded  
2004



Employees (Listed  
On LinkedIn)  
574



Company Website  
[sugarcrm.com](http://sugarcrm.com)

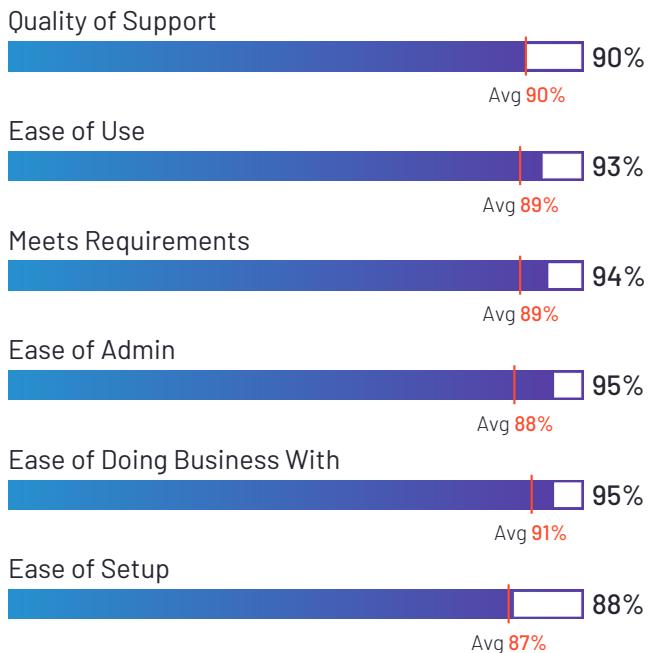
# FluentCRM



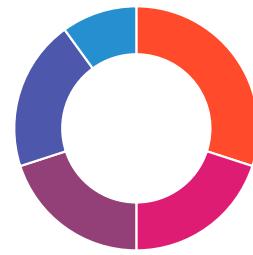
4.6 (15)

FluentCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend FluentCRM at a rate of 91%.

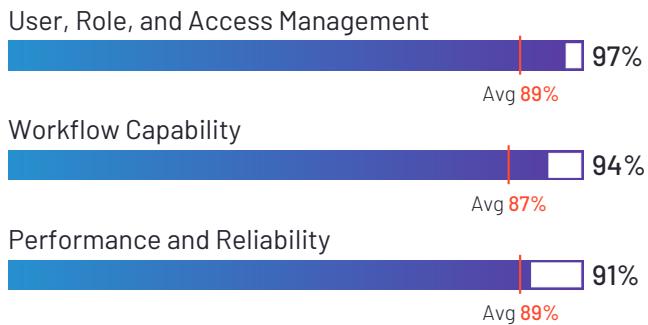
## Satisfaction Ratings



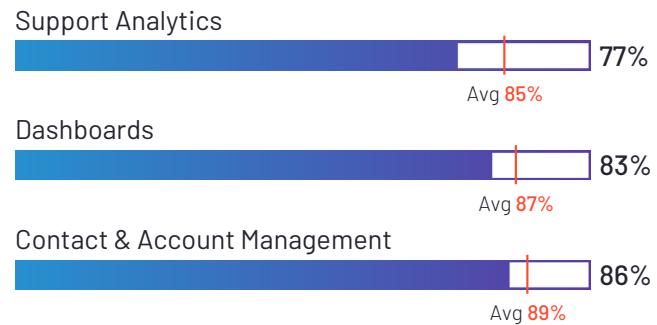
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Fluentsoft



HQ Location  
Sunnyvale, US



Year Founded  
2007



Employees (Listed  
On LinkedIn)



Company Website  
[fluentsoft.com](http://fluentsoft.com)

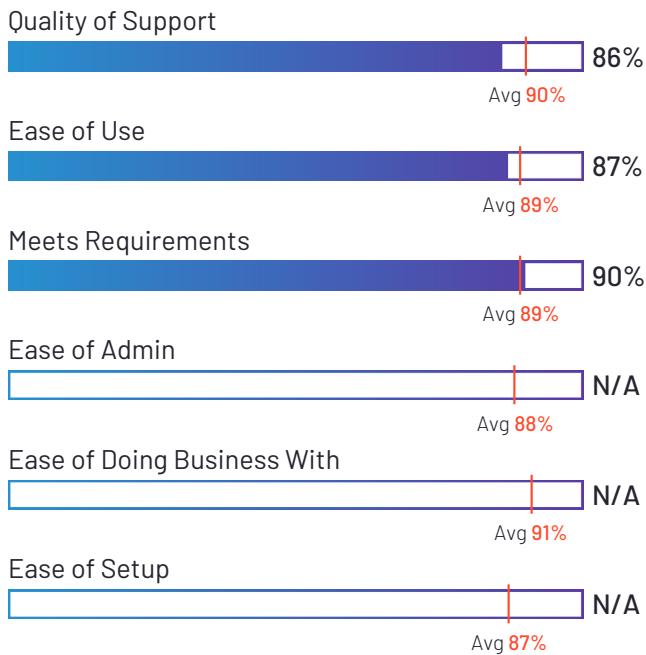
# Livespace CRM



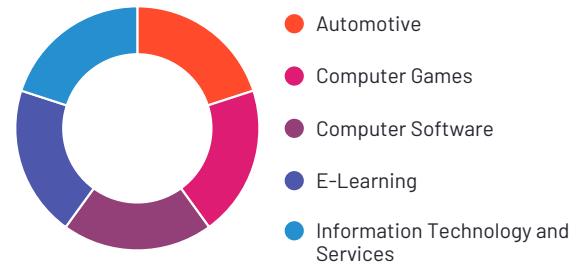
4.3 (12)

Livespace CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Livespace CRM at a rate of 86%.

## Satisfaction Ratings

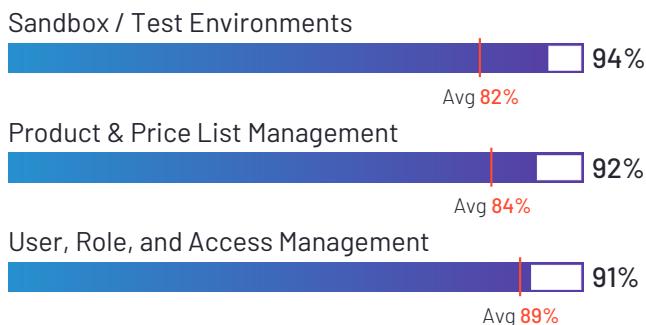


## Top Industries Represented

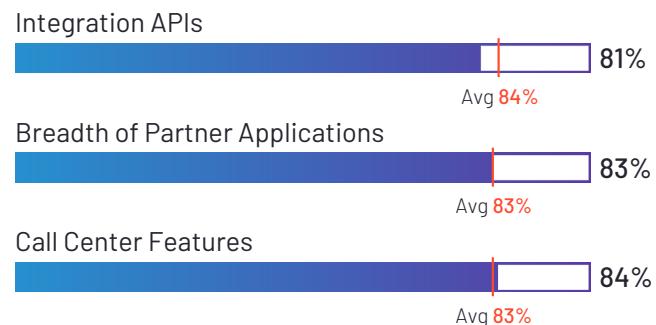


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Livespace



HQ Location  
Warszawa,  
Mazowieckie



Year Founded  
2013



Employees (Listed  
On LinkedIn)  
61



Company Website  
[livespace.io](https://livespace.io)

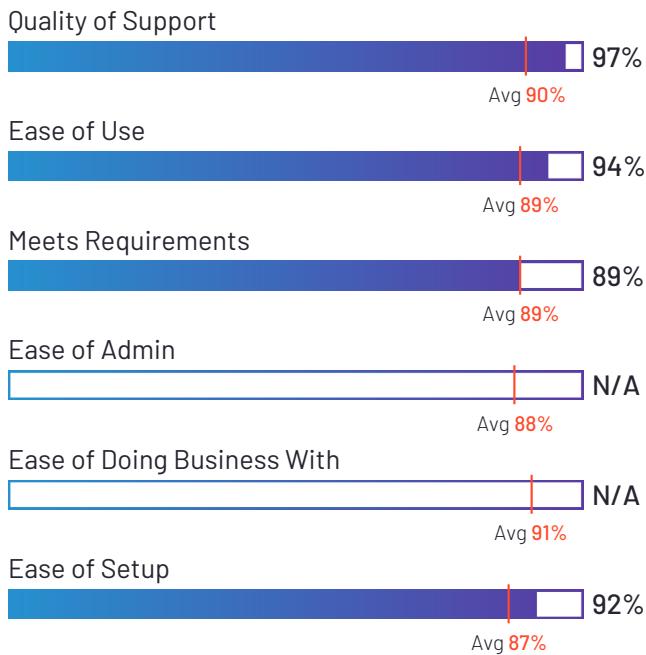


# Axiom Workspace CRM

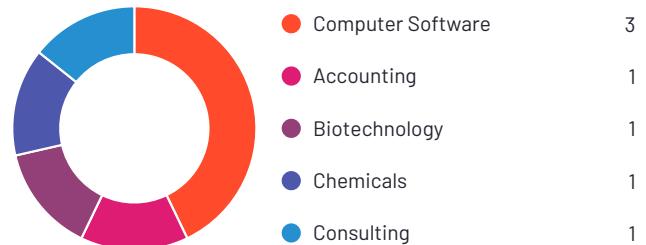
4.4 (11)

Axiom Workspace CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Axiom Workspace CRM at a rate of 88%.

## Satisfaction Ratings

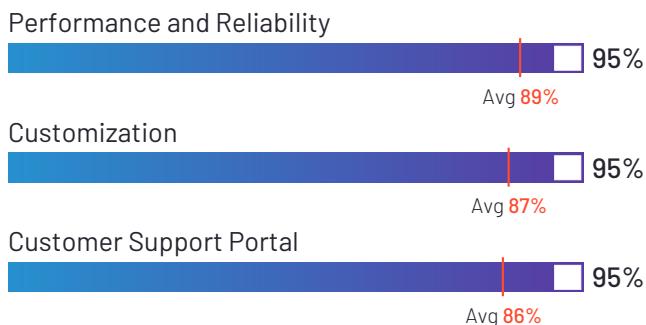


## Top Industries Represented

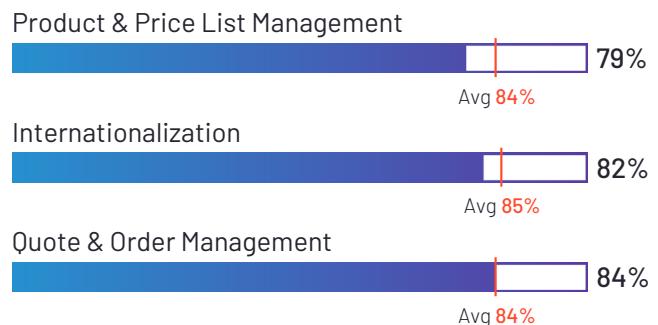


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Axiom Workspace



Employees (Listed  
On LinkedIn)



Company Website  
[axiomworkspace.com](http://axiomworkspace.com)

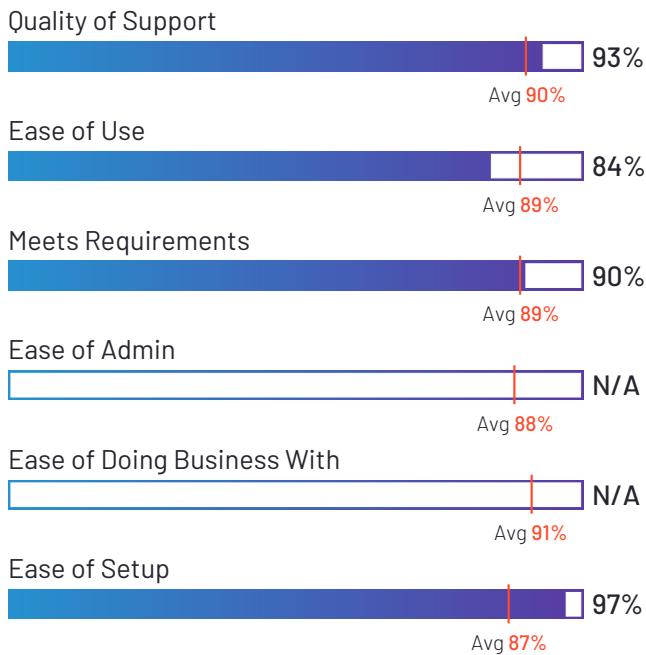
# eWay-CRM



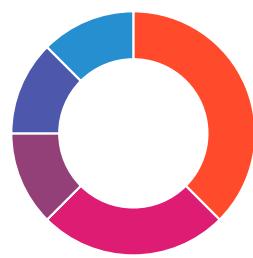
4.0 (12)

eWay-CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 83% of users rated it 4 or 5 stars, 73% of users believe it is headed in the right direction, and users said they would be likely to recommend eWay-CRM at a rate of 80%.

## Satisfaction Ratings

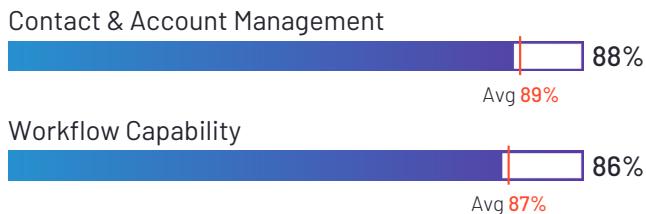


## Top Industries Represented

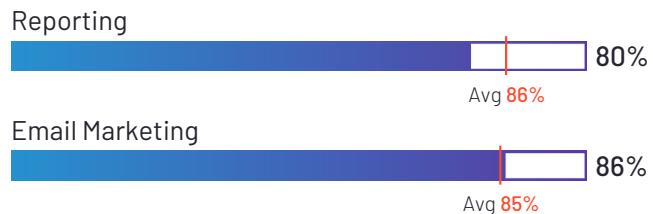


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
eWay System Ltd



HQ Location  
Kansas City, Missouri



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
16



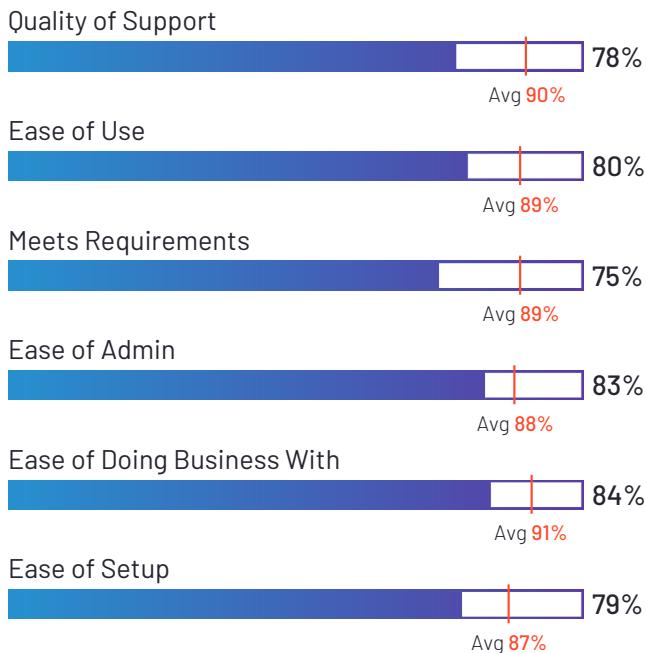
Company Website  
[eway-crm.com](http://eway-crm.com)

# Signpost

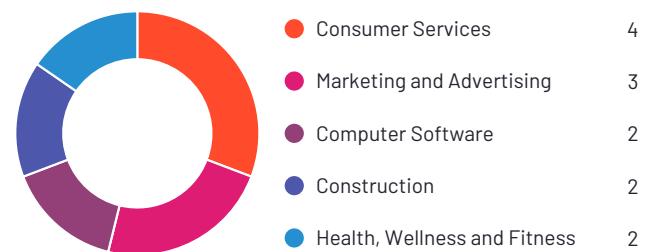
3.6  (50)

Signpost has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 74% of users rated it 4 or 5 stars, 61% of users believe it is headed in the right direction, and users said they would be likely to recommend Signpost at a rate of 75%. Signpost is also in the Marketing Automation, Live Chat, SMS Marketing, and Online Reputation Management categories.

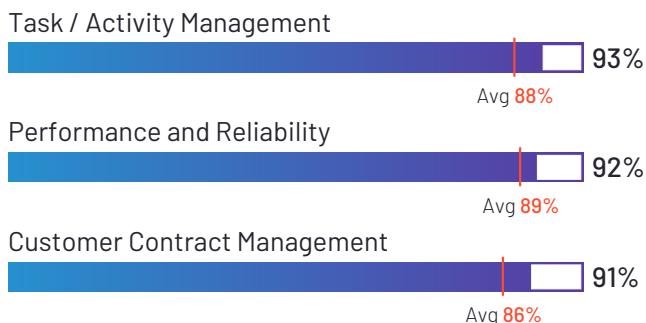
## Satisfaction Ratings



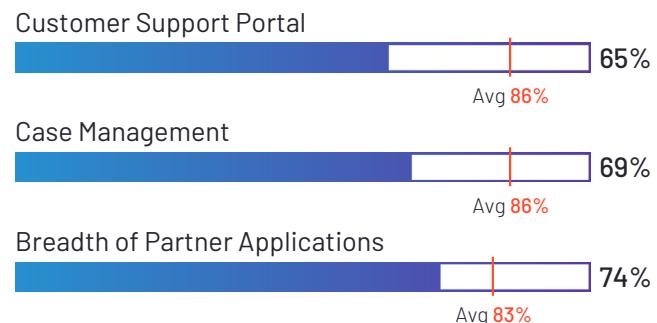
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Signpost



HQ Location  
New York, NY



Year Founded  
2010



Employees (Listed  
On LinkedIn)  
140



Company Website  
[signpost.com](https://signpost.com)

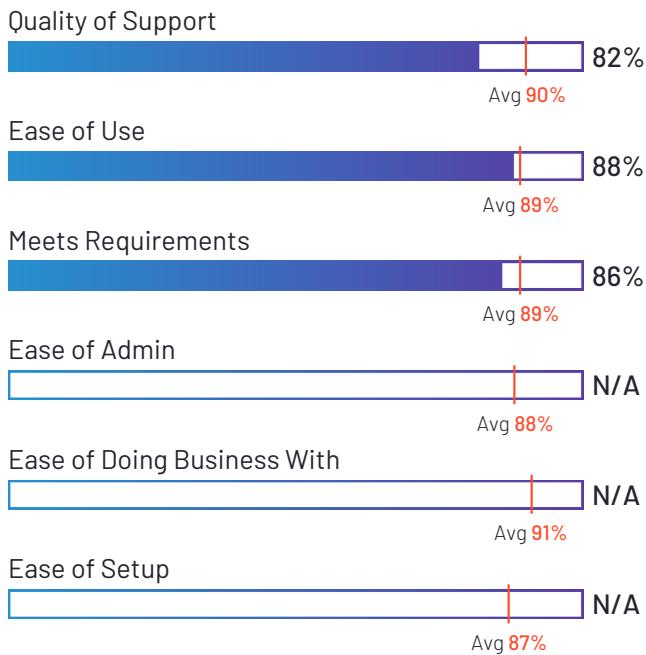
# SalesJunction



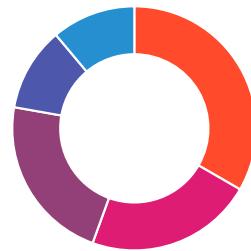
4.1 (19)

SalesJunction has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 73% of users believe it is headed in the right direction, and users said they would be likely to recommend SalesJunction at a rate of 81%.

## Satisfaction Ratings



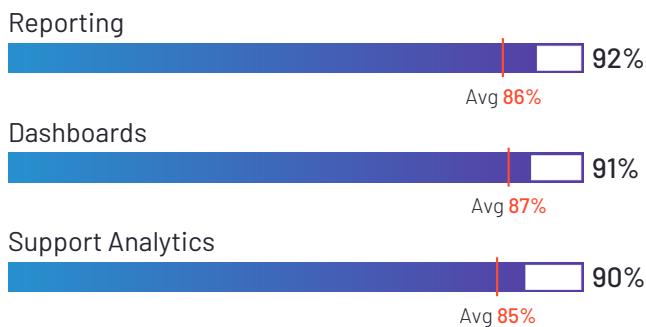
## Top Industries Represented



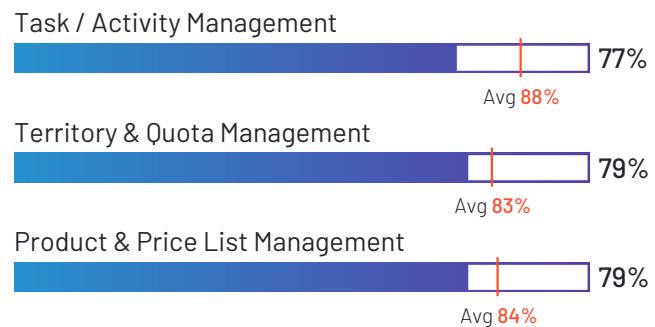
|                                 |   |
|---------------------------------|---|
| Computer Software               | 3 |
| Business Supplies and Equipment | 2 |
| Internet                        | 2 |
| Airlines/ Aviation              | 1 |
| Automotive                      | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
SalesJunction



HQ Location  
Atlanta, GA



Year Founded  
2011



Employees (Listed  
On LinkedIn)

2



Company Website  
[salesjunction.com](https://salesjunction.com)

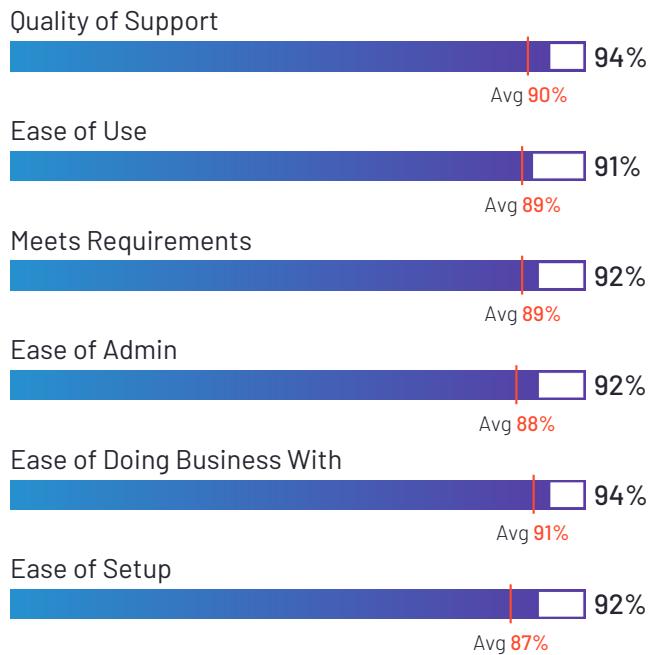
# Platformly



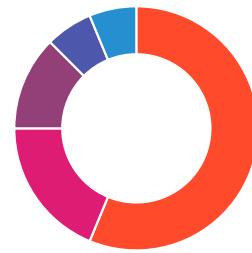
4.5 (104)

Platformly has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Platformly at a rate of 93%. Platformly is also in the Marketing Analytics and Marketing Automation categories.

## Satisfaction Ratings



## Top Industries Represented



|                           |   |
|---------------------------|---|
| Marketing and Advertising | 9 |
| Computer Software         | 3 |
| E-Learning                | 2 |
| Accounting                | 1 |
| Animation                 | 1 |



**Ownership**  
Platformly



**HQ Location**  
Tortola, British Virgin Islands



**Year Founded**  
2017



**Employees (Listed On LinkedIn)**  
7



**Company Website**  
[platform.ly](http://platform.ly)

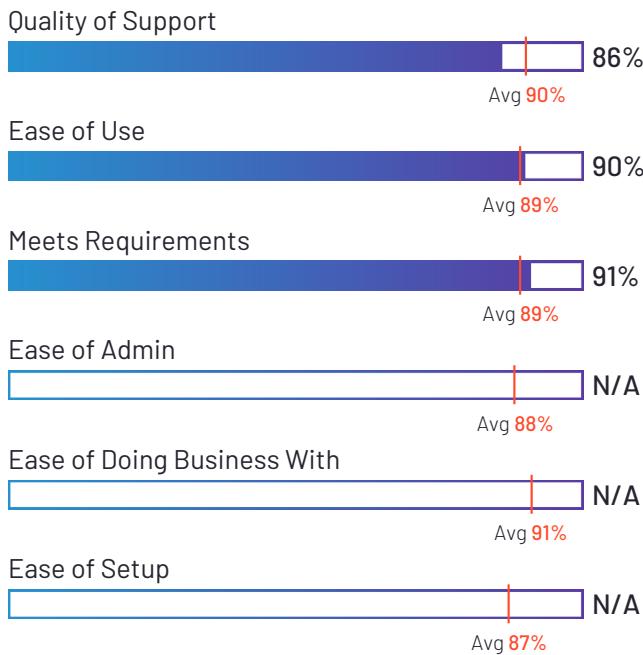
# Ardexus CRM

**Ardexus**

3.9  (10)

Ardexus CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Ardexus at a rate of 78%.

## Satisfaction Ratings

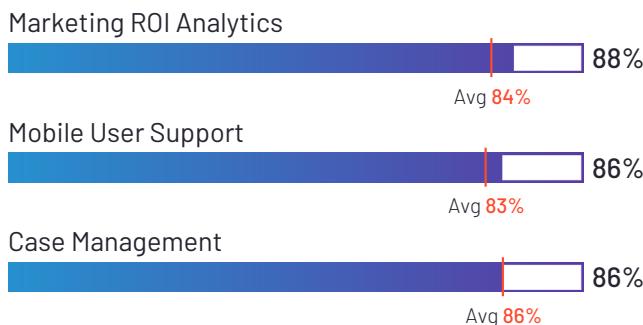


## Top Industries Represented

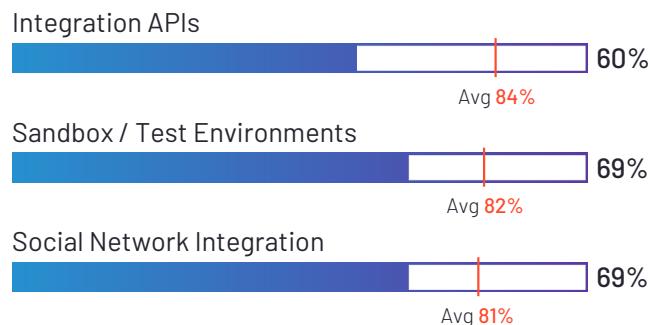


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Ardexus



**HQ Location**  
Ontario, Canada



**Year Founded**  
1998



**Employees (Listed On LinkedIn)**  
5



**Company Website**  
[ardexus.com](http://ardexus.com)

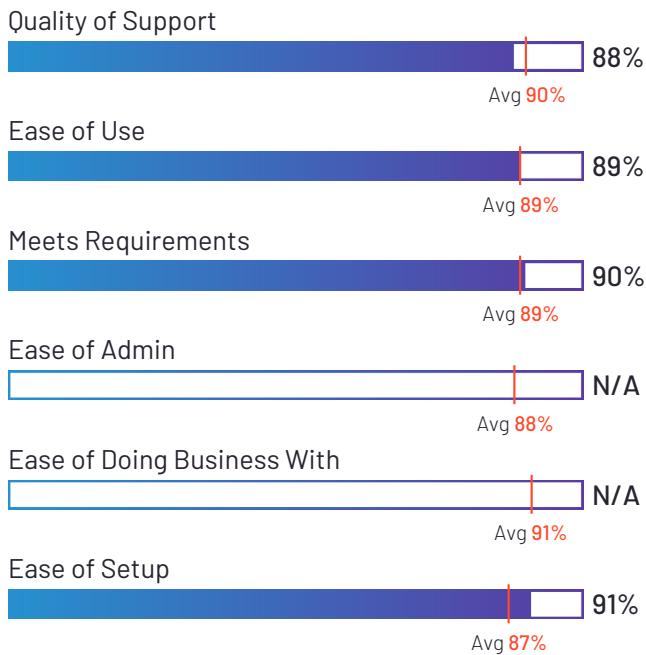
# Leadscore.io



4.1 (19)

Leadscore.io has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 78% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Leadscore.io at a rate of 82%.

## Satisfaction Ratings

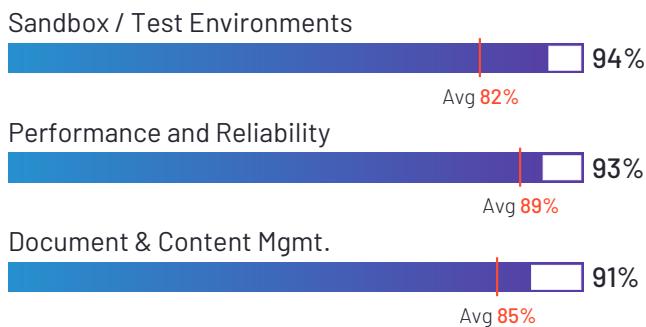


## Top Industries Represented

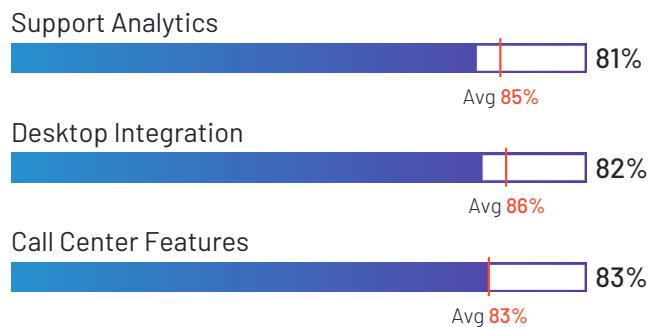


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Interact.io



HQ Location  
Berlin



Year Founded  
2013



Employees (Listed  
On LinkedIn)  
2



Company Website  
Interact.io

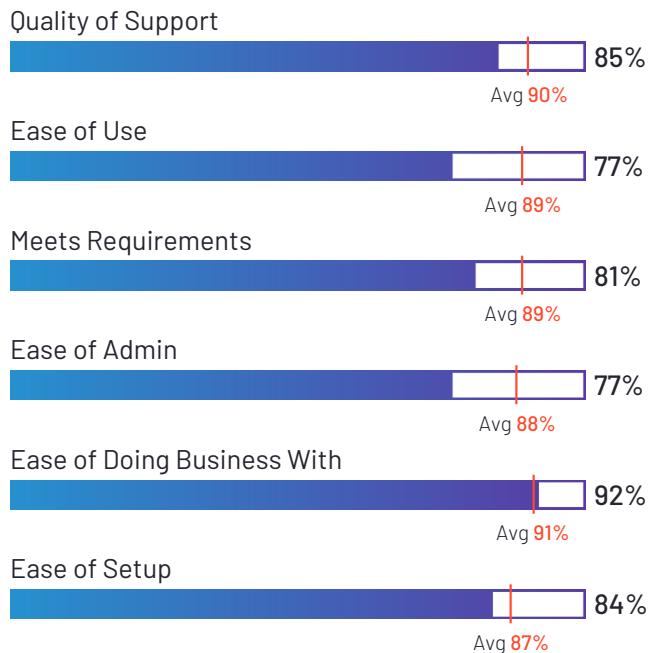
# Commence CRM



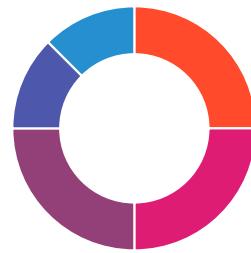
4.1 (18)

Commence CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend Commence CRM at a rate of 81%. Commence CRM is also in the Marketing Automation and Online Form Builder categories.

## Satisfaction Ratings



## Top Industries Represented



|                                |   |
|--------------------------------|---|
| Computer Software              | 2 |
| Construction                   | 2 |
| Investment Management          | 2 |
| Alternative Dispute Resolution | 1 |
| Computer Networking            | 1 |



**Ownership**  
Commence



**HQ Location**  
Eatontown, NJ



**Year Founded**  
1988



**Employees (Listed On LinkedIn)**  
15



**Company Website**  
[commerce.com](http://commerce.com)

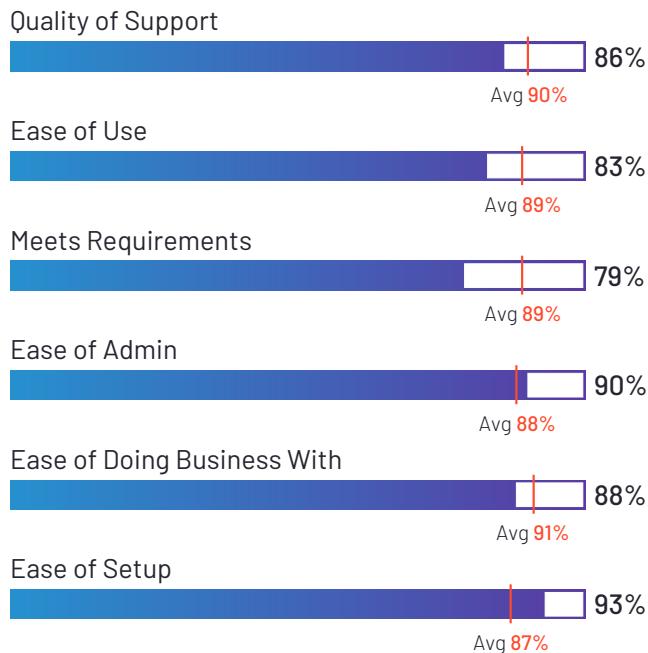
# ONLYOFFICE Workspace



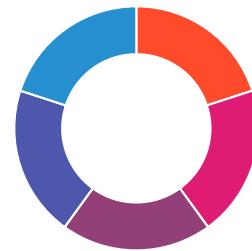
4.4 (64)

ONLYOFFICE Workspace has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 79% of users rated it 4 or 5 stars, 55% of users believe it is headed in the right direction, and users said they would be likely to recommend ONLYOFFICE Workspace at a rate of 82%. ONLYOFFICE Workspace is also in the Employee Intranet, Spreadsheets, Presentation, Document Creation, Office Suites, Calendar, and Project Management categories.

## Satisfaction Ratings

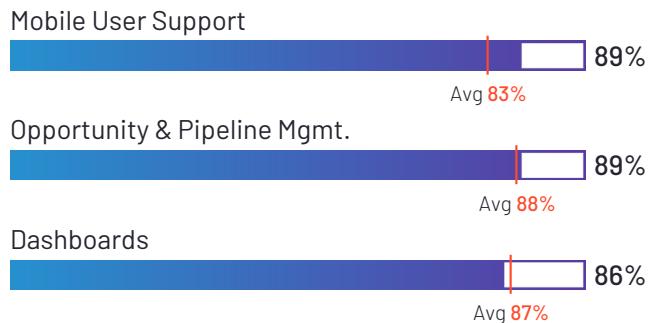


## Top Industries Represented

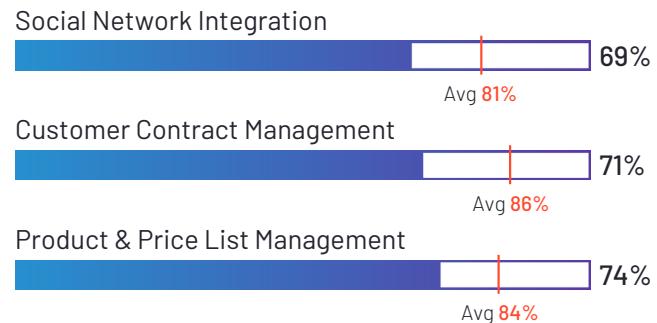


|                             |   |
|-----------------------------|---|
| Arts and Crafts             | 1 |
| Biotechnology               | 1 |
| Computer & Network Security | 1 |
| Consumer Goods              | 1 |
| Education Management        | 1 |

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Ascensio System



HQ Location  
Riga, Latvia



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
122



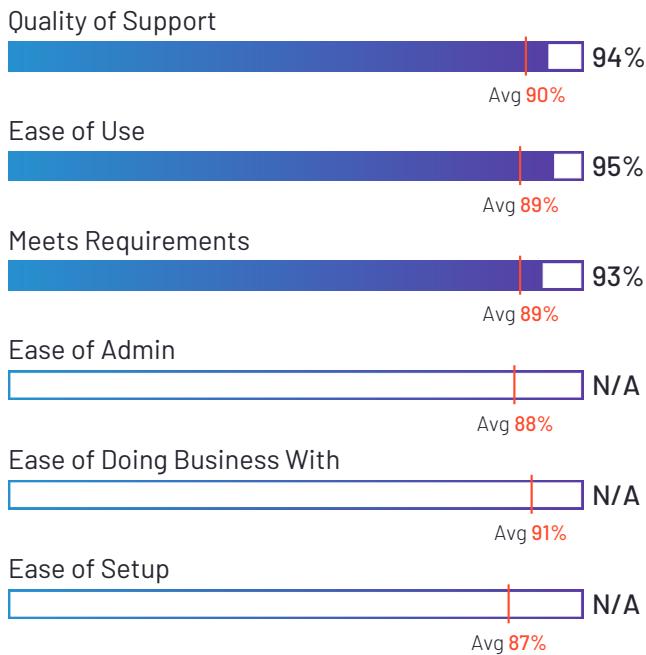
Company Website  
[onlyoffice.com](http://onlyoffice.com)

# Tapdesk

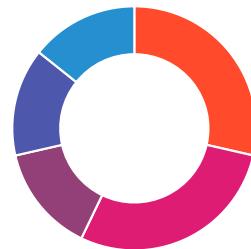
4.9  (12)

Tapdesk has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Tapdesk at a rate of 98%.

## Satisfaction Ratings



## Top Industries Represented



Information Technology and Services 2

Marketing and Advertising 2

Automotive 1

Computer Software 1

Entertainment 1

\*N/A is displayed when fewer than five responses were received for the question.



Ownership  
Ayulla



HQ Location  
Wilmington,  
Delaware



Year Founded  
2017



Employees (Listed  
On LinkedIn)  
6



Company Website  
[ayulla.com](http://ayulla.com)



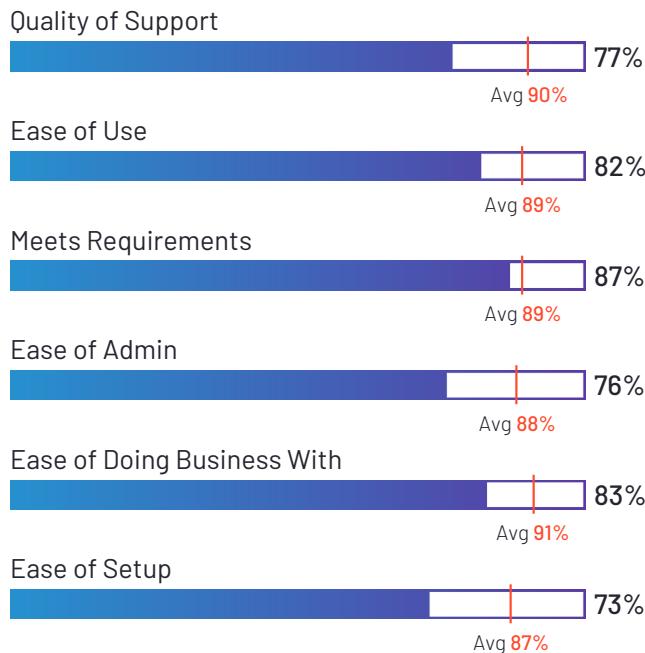
YetiForce

# YetiForce CRM

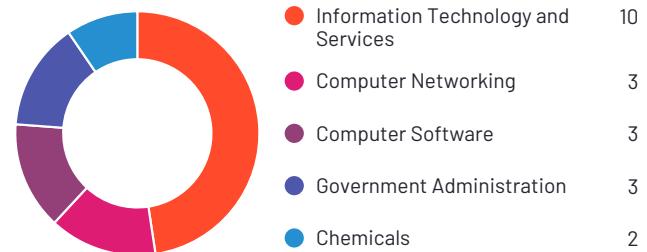
4.4 (51)

YetiForce CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 96% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend YetiForce CRM at a rate of 88%.

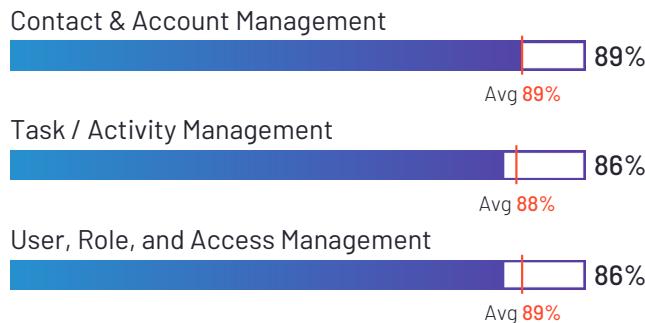
## Satisfaction Ratings



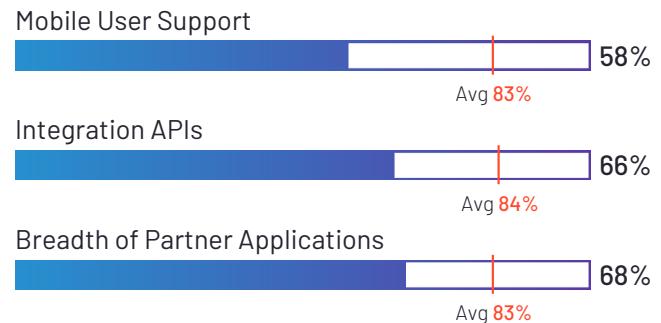
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
YetiForce



HQ Location  
Warszawa, Woj. mazowieckie



Year Founded  
2014



Employees (Listed  
On LinkedIn)



Company Website  
[yetiforce.com](http://yetiforce.com)

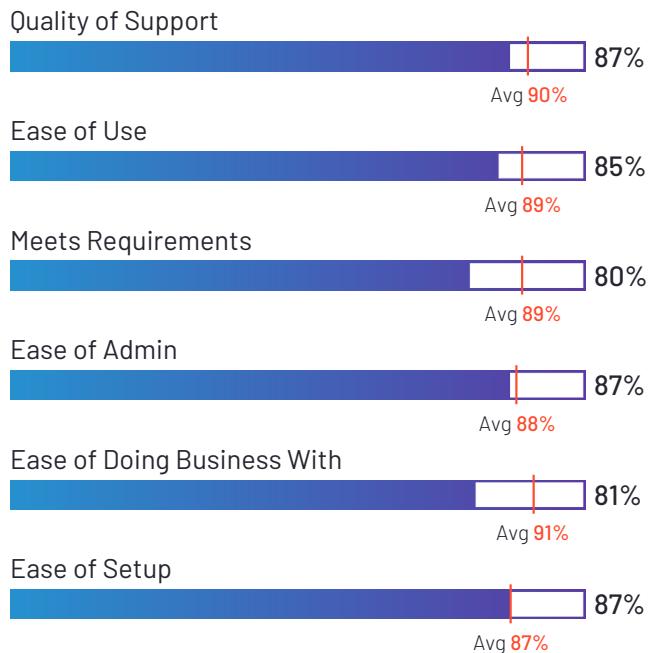
# Kommo



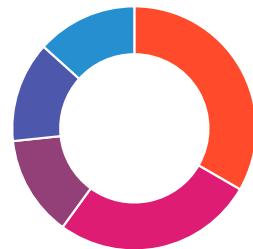
3.7 (30)

Kommo has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 81% of users rated it 4 or 5 stars, 77% of users believe it is headed in the right direction, and users said they would be likely to recommend Kommo at a rate of 74%.

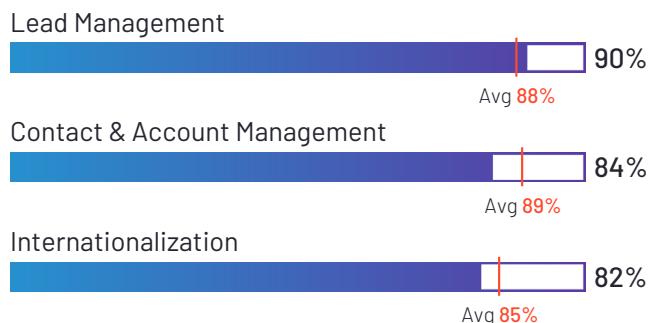
## Satisfaction Ratings



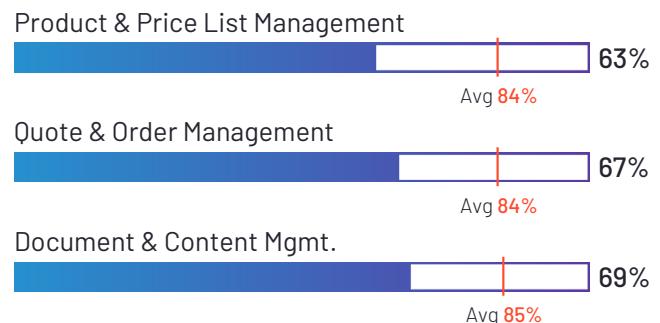
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
QSOFT



HQ Location  
San Francisco, CA



Year Founded  
2009



Employees (Listed  
On LinkedIn)  
346



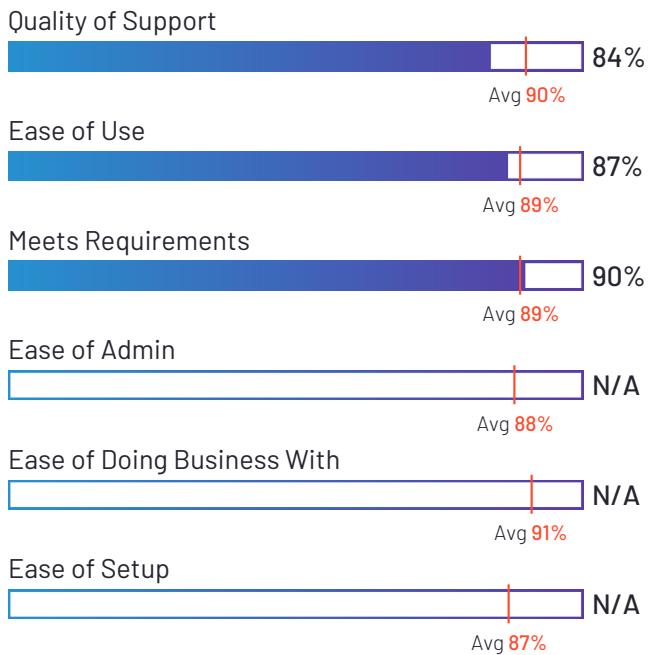
Company Website  
[www.amocrm.com](http://www.amocrm.com)

# FreeCRM

**FreeCRM****4.2**  (11)

FreeCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 64% of users believe it is headed in the right direction, and users said they would be likely to recommend FreeCRM at a rate of 84%. FreeCRM is also in the Marketing Automation category.

## Satisfaction Ratings



## Top Industries Represented



\*N/A is displayed when fewer than five responses were received for the question.

**Ownership**  
Free CRM**HQ Location**  
San Francisco, CA**Year Founded**  
2003**Employees (Listed On LinkedIn)**  
2**Company Website**  
[freecrm.com](http://freecrm.com)

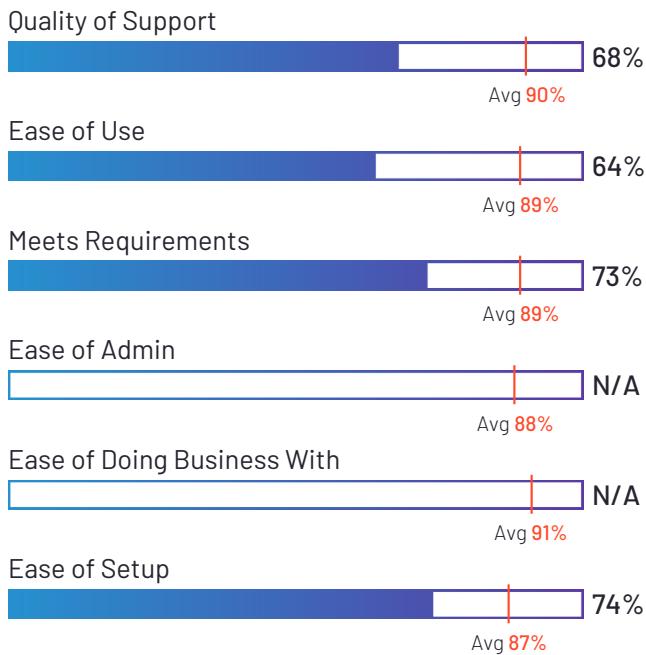
# Talisma

**TALISMA**  
Relationships made easy

3.1  (25)

Talisma has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 58% of users rated it 4 or 5 stars, 42% of users believe it is headed in the right direction, and users said they would be likely to recommend Talisma at a rate of 62%.

## Satisfaction Ratings

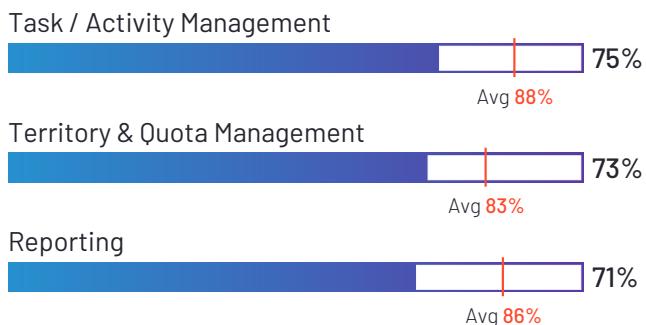


## Top Industries Represented

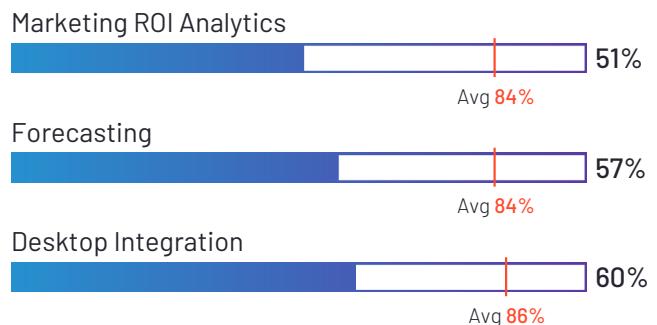


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Anthology



**HQ Location**  
Boca Raton, FL



**Year Founded**  
1988



**Employees (Listed On LinkedIn)**  
4,815



**Company Website**  
[anthology.com](https://anthology.com)

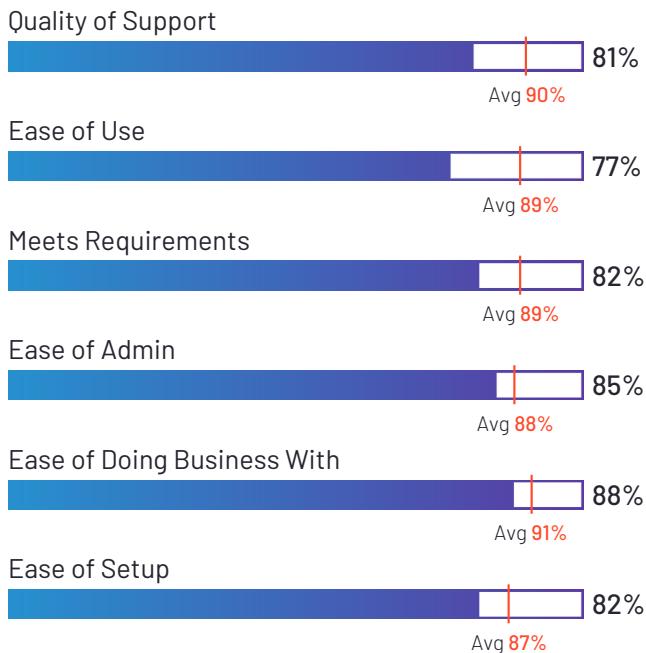
# Pivotal CRM



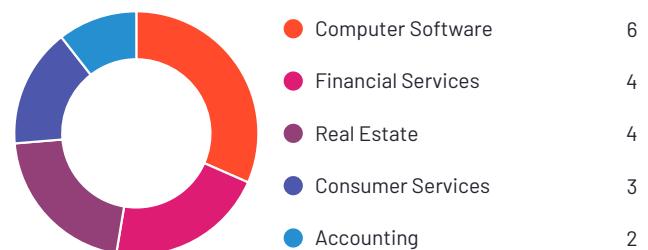
3.4 (56)

Pivotal CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 60% of users rated it 4 or 5 stars, 66% of users believe it is headed in the right direction, and users said they would be likely to recommend Pivotal at a rate of 68%.

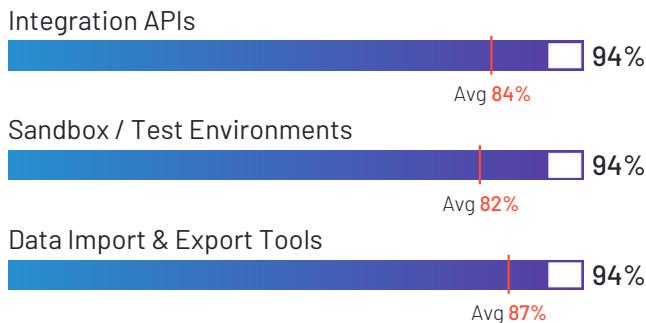
## Satisfaction Ratings



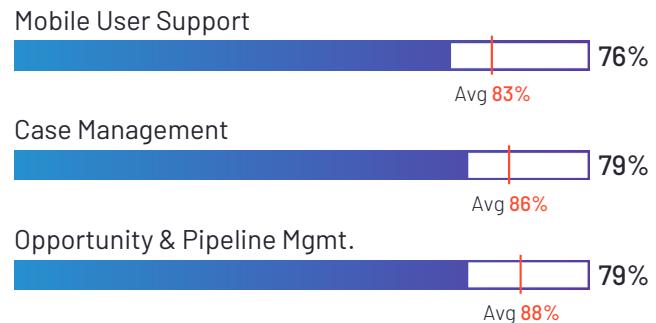
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Ignite Enterprise Software Solutions



**HQ Location**  
Austin, TX



**Employees (Listed On LinkedIn)**  
299



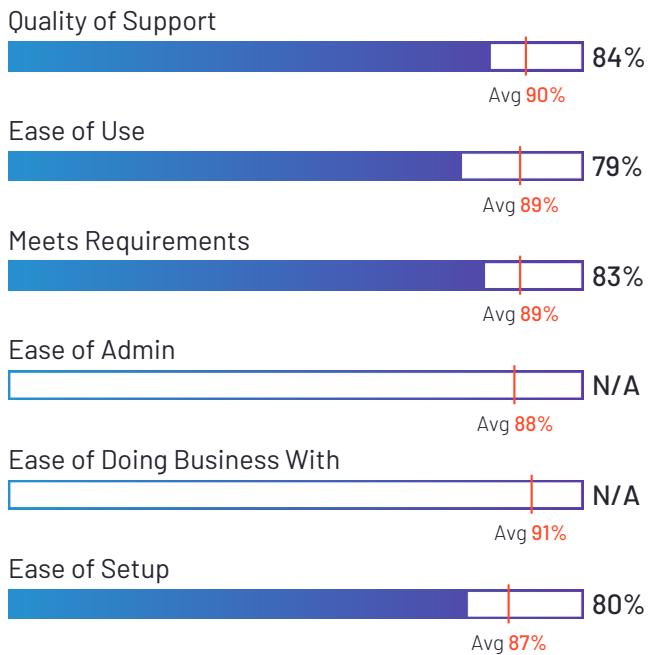
**Company Website**  
[ignitetech.com](http://ignitetech.com)

# InfiniteCRM

3.7  (10)

InfiniteCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 70% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend InfiniteCRM at a rate of 74%.

## Satisfaction Ratings

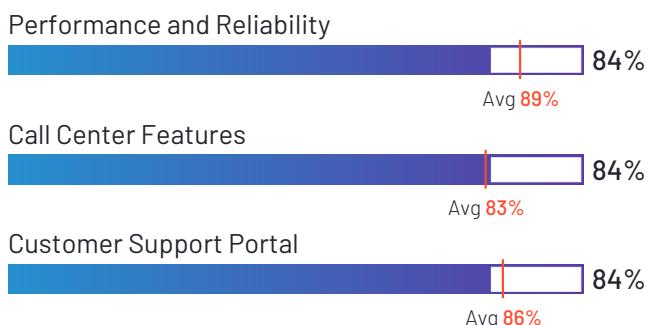


## Top Industries Represented

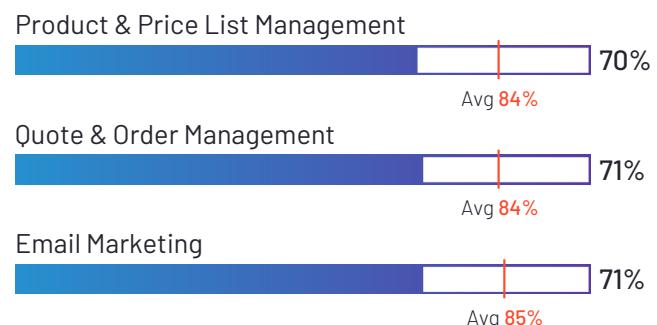


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Pat Group



HQ Location  
Montebelluna



Year Founded  
1992



Employees (Listed  
On LinkedIn)



Company Website  
[pat.eu](http://pat.eu)

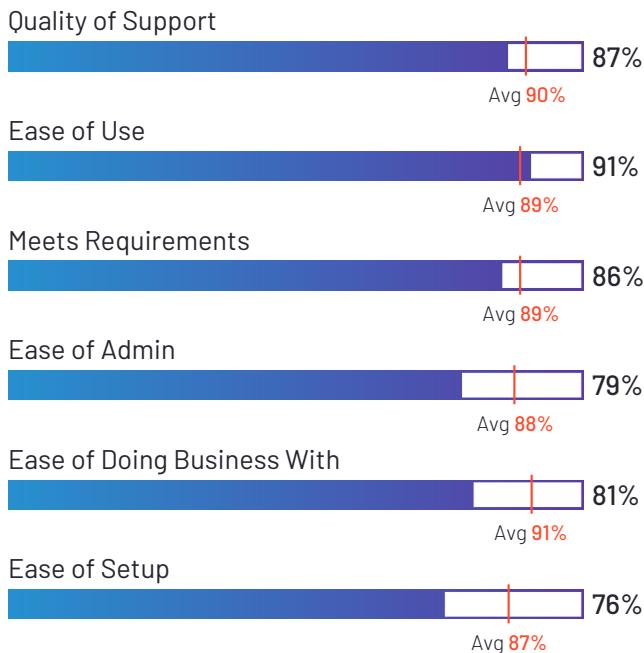
# Zurmo



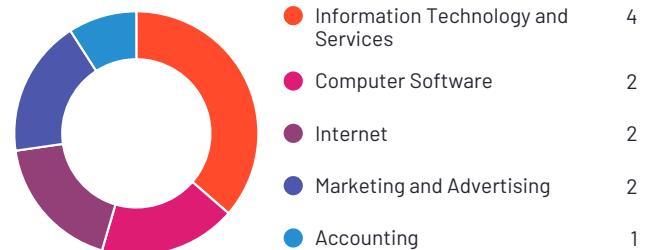
4.6 (18)

Zurmo has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Zurmo at a rate of 92%.

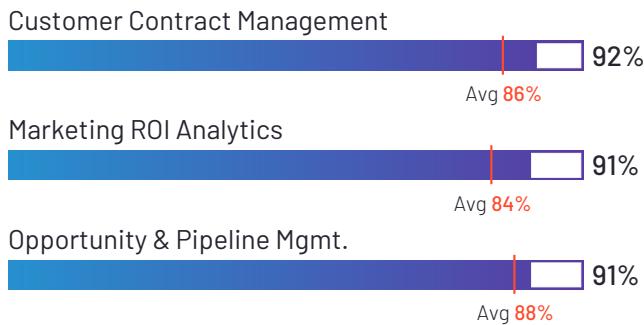
## Satisfaction Ratings



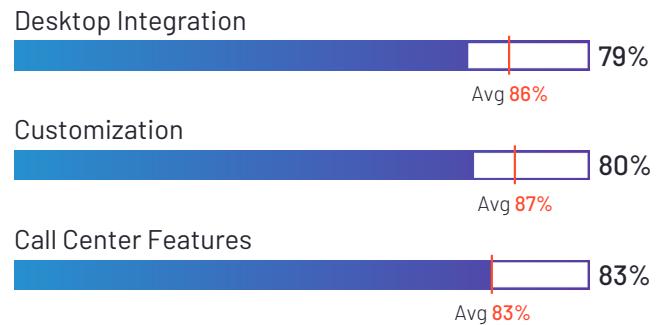
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Zurmo



Year Founded  
2011



Employees (Listed  
On LinkedIn)



Company Website  
[www.zurmo.com](http://www.zurmo.com)

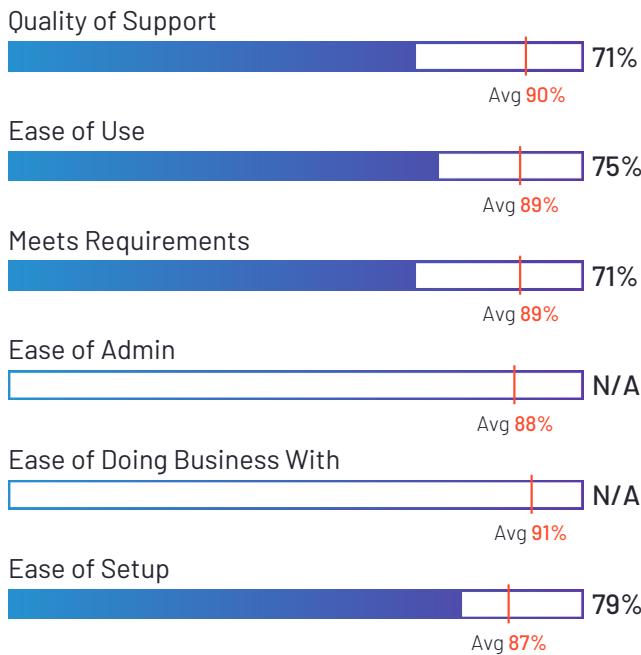
# AdOrbit



3.9 (10)

AdOrbit has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend AdOrbit at a rate of 78%.

## Satisfaction Ratings

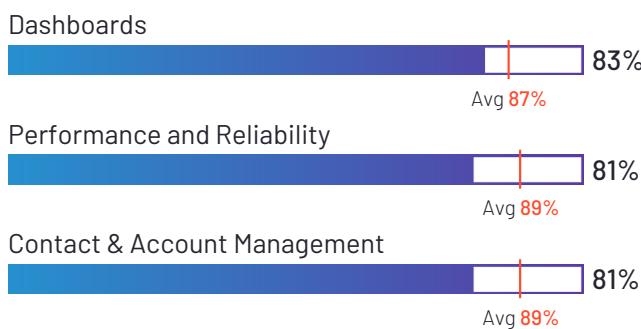


## Top Industries Represented

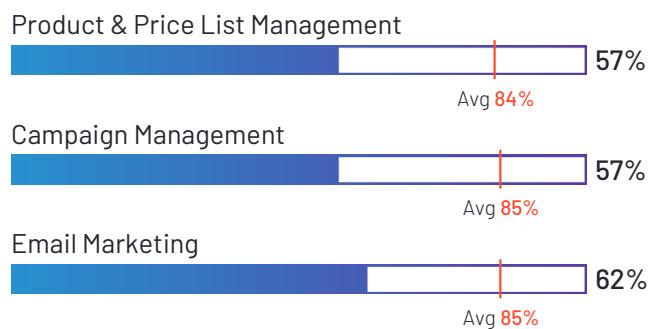


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Aysling



HQ Location  
Saline, Michigan



Year Founded  
2005



Employees (Listed  
On LinkedIn)

24



Company Website  
[aysling.com](https://aysling.com)

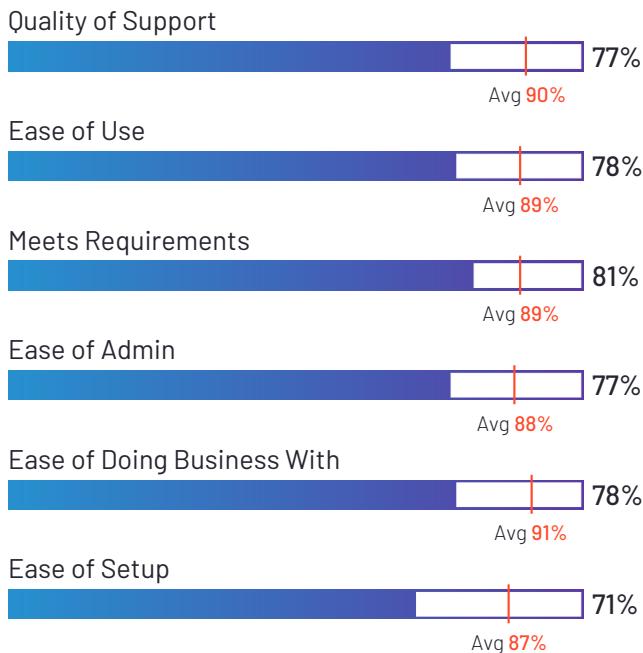
# GoldMine



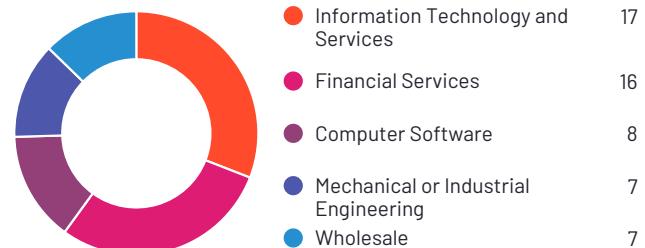
3.7 ★★★★☆ (191)

GoldMine has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 75% of users rated it 4 or 5 stars, 50% of users believe it is headed in the right direction, and users said they would be likely to recommend GoldMine at a rate of 73%.

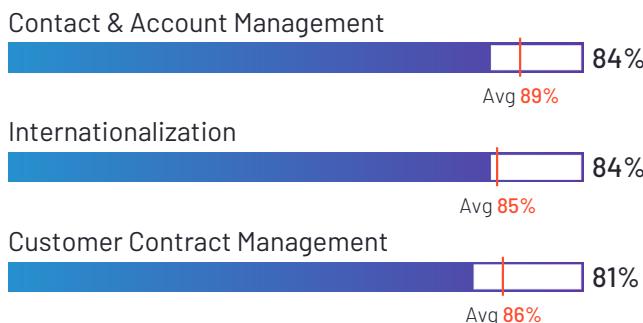
## Satisfaction Ratings



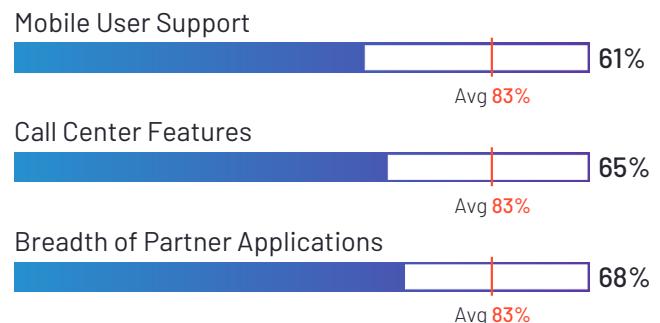
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
MacSonik



HQ Location  
Noida, IN



Year Founded  
2020



Employees (Listed  
On LinkedIn)



Company Website  
[macsonik.com](http://macsonik.com)

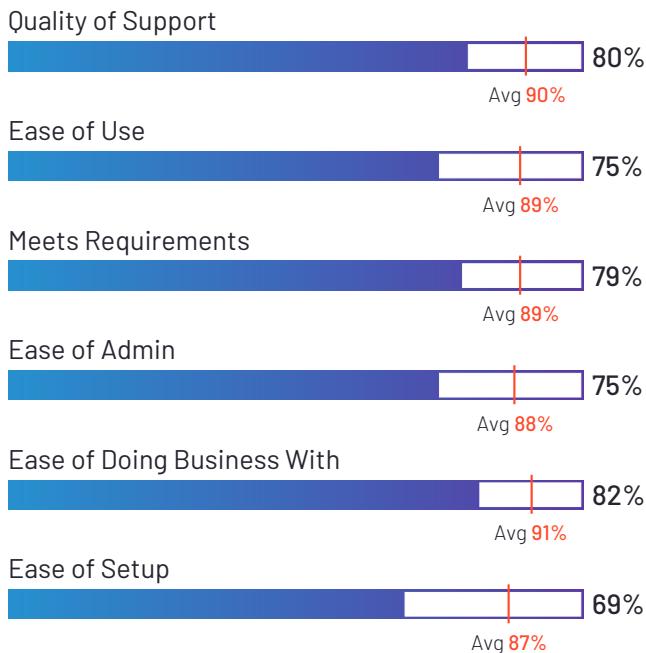
# TDF CRM



3.9 (49)

TDF CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend TDF CRM at a rate of 78%.

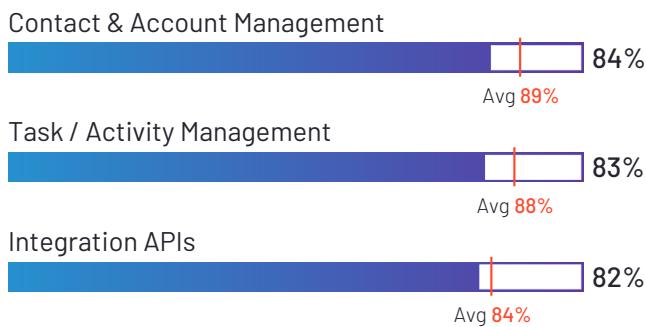
## Satisfaction Ratings



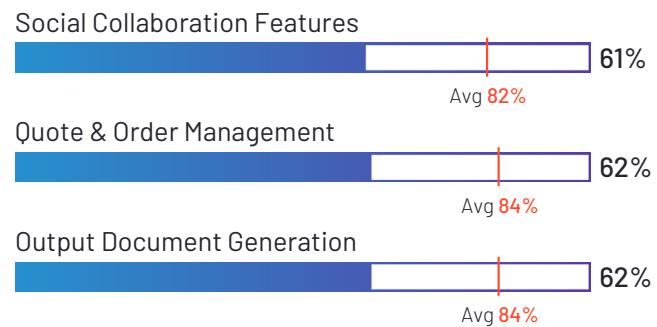
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Tour de Force



HQ Location  
Findlay, OH



Year Founded  
2001



Employees (Listed  
On LinkedIn)  
2



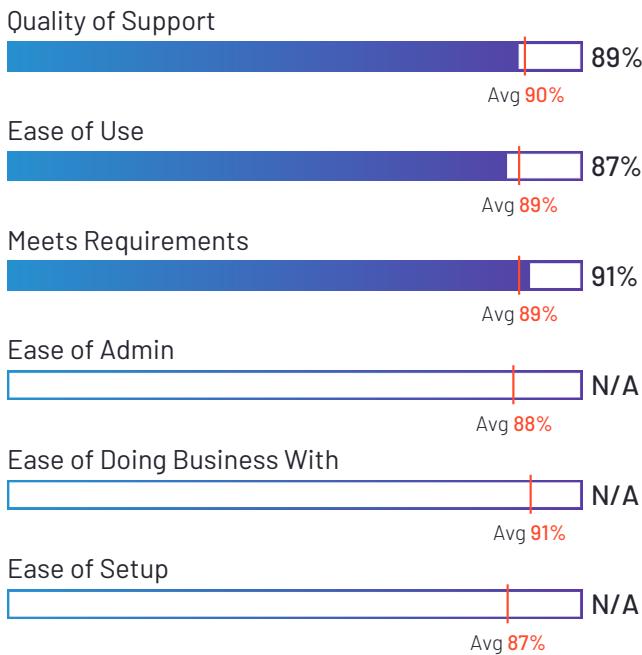
Company Website  
[tourdeforceinc.com](http://tourdeforceinc.com)

# OrangeCRM

4.3  (11)

OrangeCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend OrangeCRM at a rate of 85%.

## Satisfaction Ratings



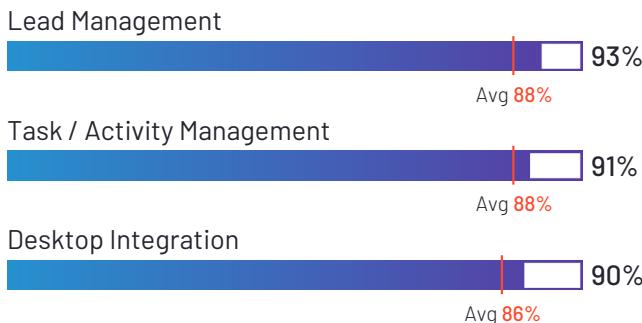
## Top Industries Represented



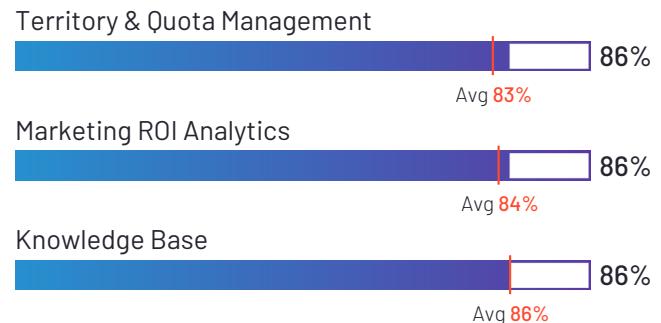
|                                     |   |
|-------------------------------------|---|
| Marketing and Advertising           | 4 |
| Alternative Medicine                | 1 |
| Consumer Services                   | 1 |
| Health, Wellness and Fitness        | 1 |
| Information Technology and Services | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
OrangeCRM



HQ Location  
Griffin



Employees (Listed  
On LinkedIn)



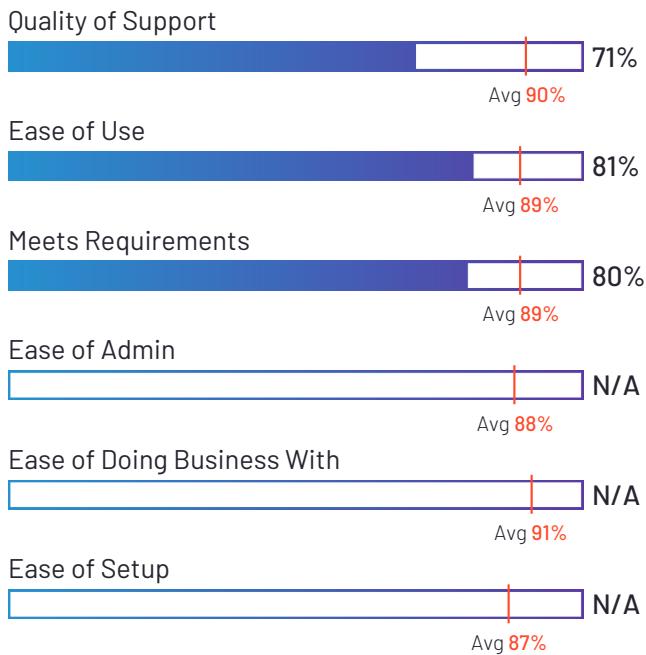
Company Website  
[orangecrm.com](http://orangecrm.com)

# Fat Free CRM

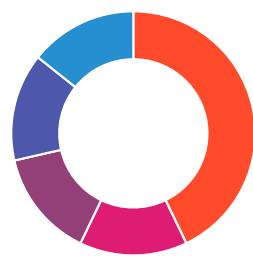
3.9  (10)

Fat Free CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 63% of users believe it is headed in the right direction, and users said they would be likely to recommend Fat Free CRM at a rate of 78%.

## Satisfaction Ratings

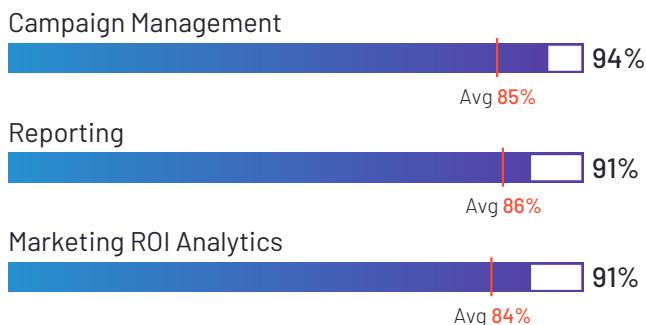


## Top Industries Represented

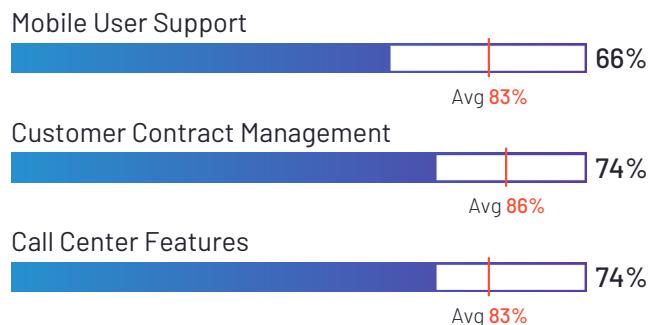


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
fatfreecrm.com



Employees (Listed  
On LinkedIn)



Company Website  
fatfreecrm.com

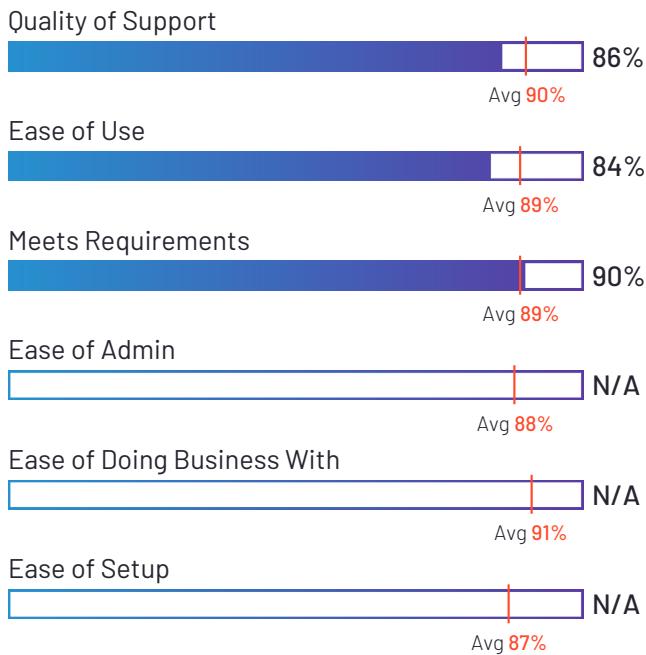
# FIVE CRM



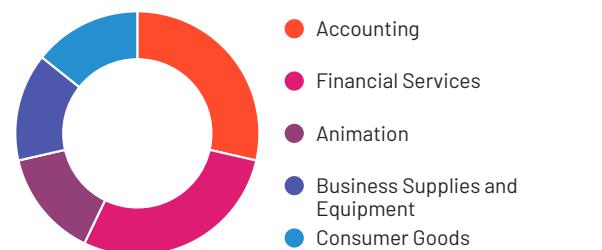
4.3  (12)

FIVE CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend FIVE CRM at a rate of 86%.

## Satisfaction Ratings

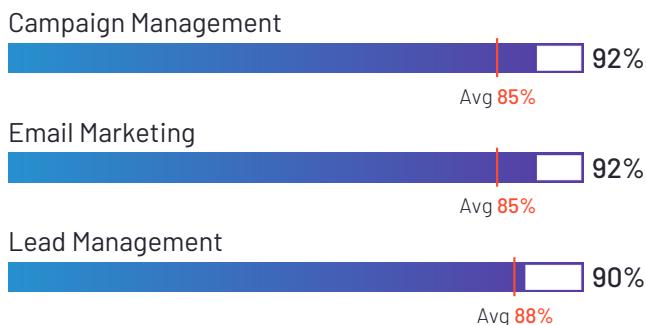


## Top Industries Represented

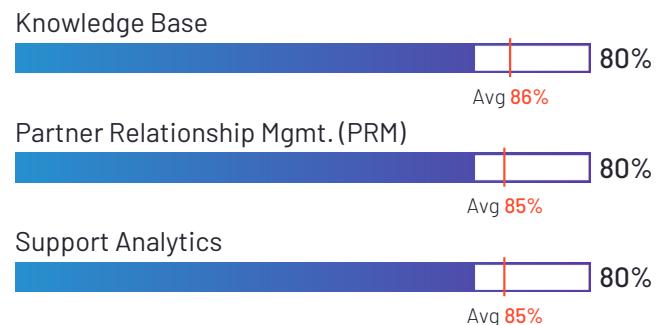


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
FIVE CRM



HQ Location  
Las Vegas, US



Year Founded  
1991



Employees (Listed  
On LinkedIn)



Company Website  
[fivecrm.com](http://fivecrm.com)

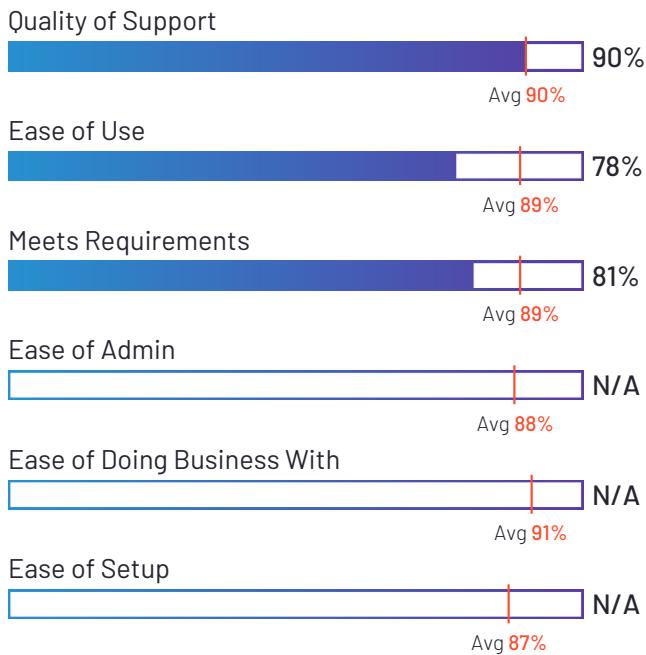
# karmaCRM



3.8 (11)

karmaCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 73% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend karmaCRM at a rate of 76%.

## Satisfaction Ratings



## Top Industries Represented

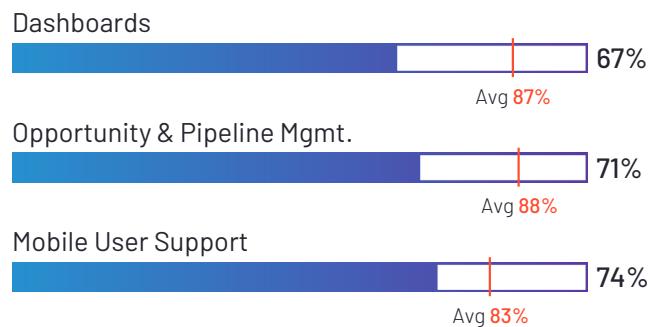


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
karmaCRM



HQ Location  
Denver, US



Year Founded  
2010

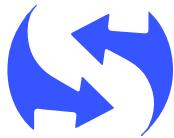


Employees (Listed  
On LinkedIn)



Company Website  
[karmacrm.com](http://karmacrm.com)

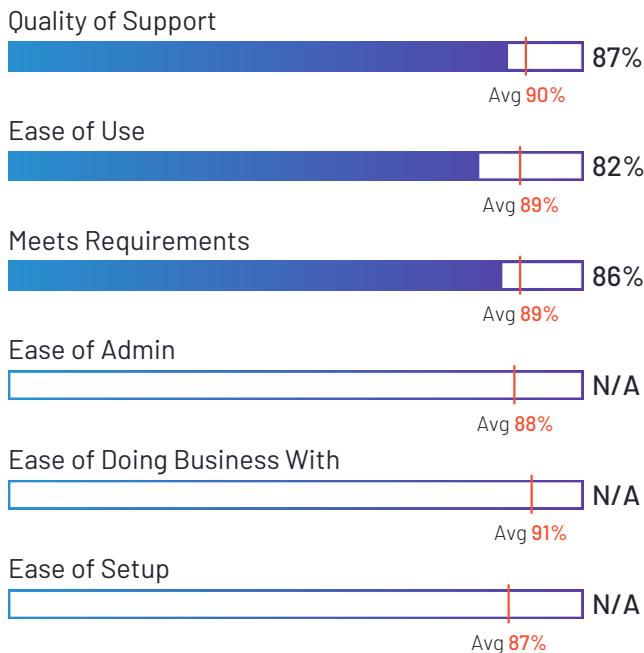
# solve 360



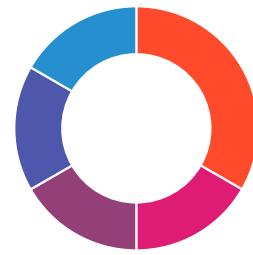
3.9 (17)

solve 360 has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 76% of users rated it 4 or 5 stars, 71% of users believe it is headed in the right direction, and users said they would be likely to recommend solve 360 at a rate of 78%.

## Satisfaction Ratings



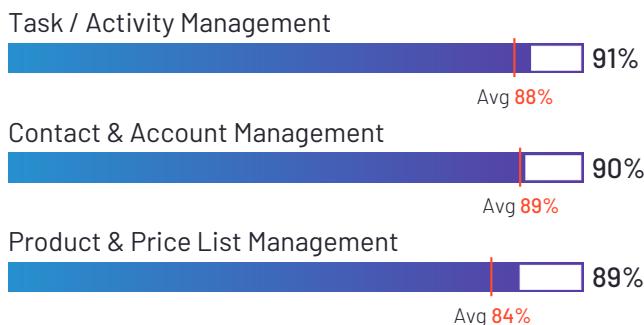
## Top Industries Represented



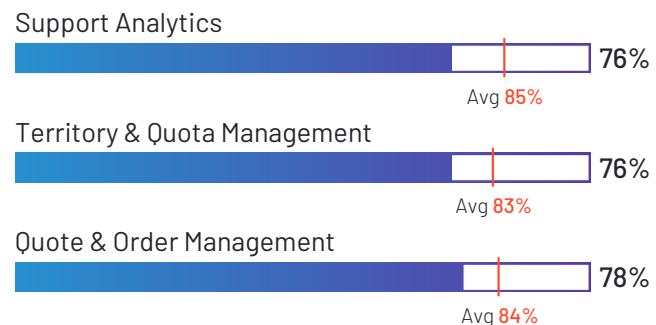
|                                 |   |
|---------------------------------|---|
| Construction                    | 2 |
| Alternative Medicine            | 1 |
| Building Materials              | 1 |
| Business Supplies and Equipment | 1 |
| Commercial Real Estate          | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Norada



HQ Location  
Calgary, Canada



Year Founded  
2001



Employees (Listed  
On LinkedIn)

5



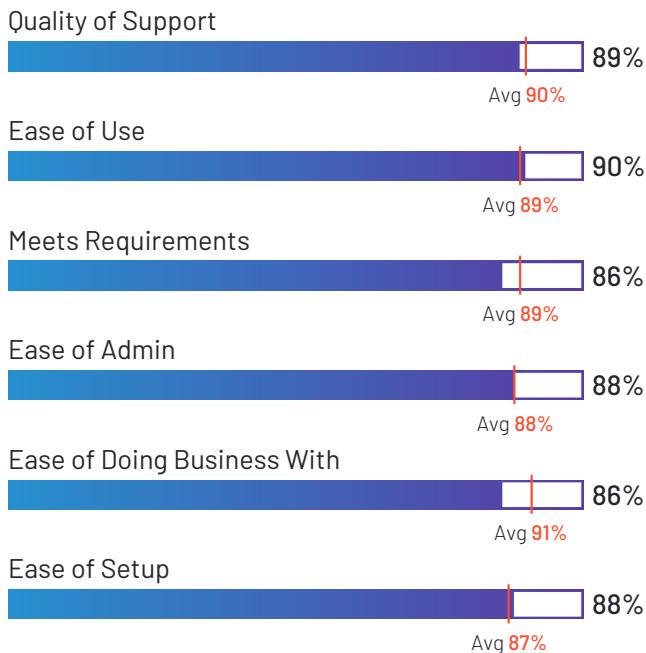
Company Website  
[www.norada.com](http://www.norada.com)

# Deskera CRM

4.5  (92)

Deskera CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend Deskera CRM at a rate of 89%.

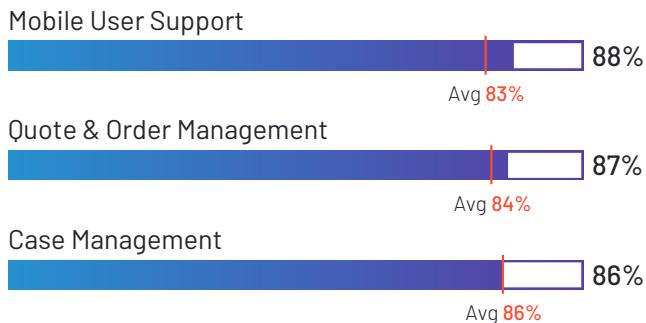
## Satisfaction Ratings



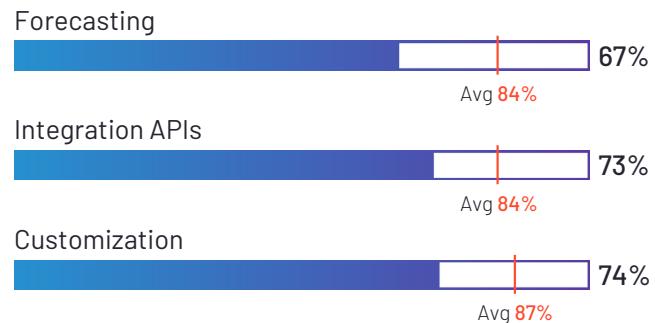
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Deskera



HQ Location  
Minneapolis,  
Minnesota



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
125



Company Website  
[deskera.com](http://deskera.com)

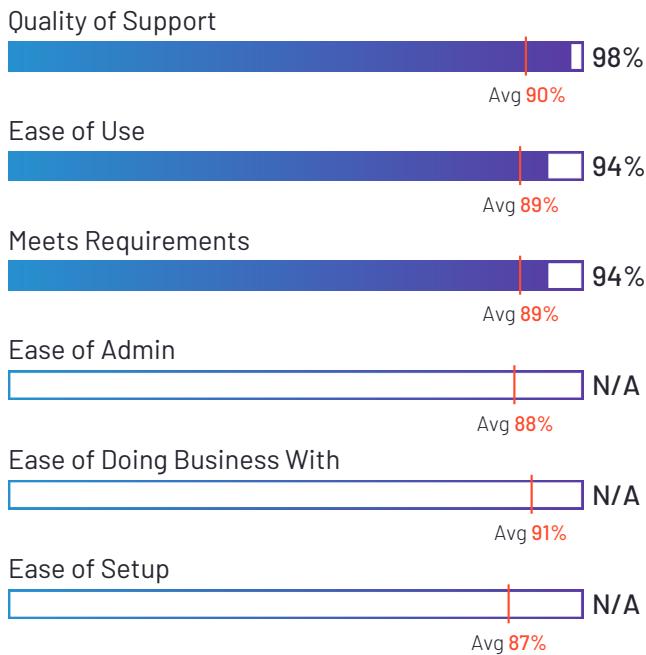
# arkflux



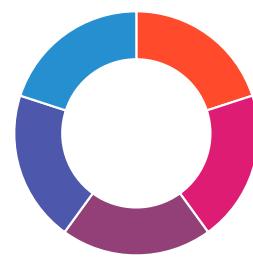
4.7 (14)

arkflux has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend arkflux at a rate of 94%.

## Satisfaction Ratings



## Top Industries Represented



|                             |   |
|-----------------------------|---|
| Architecture & Planning     | 1 |
| Computer & Network Security | 1 |
| Computer Software           | 1 |
| Education Management        | 1 |
| Hospitality                 | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
360Freedom



Employees (Listed  
On LinkedIn)



Company Website  
[arkflux.com](http://arkflux.com)

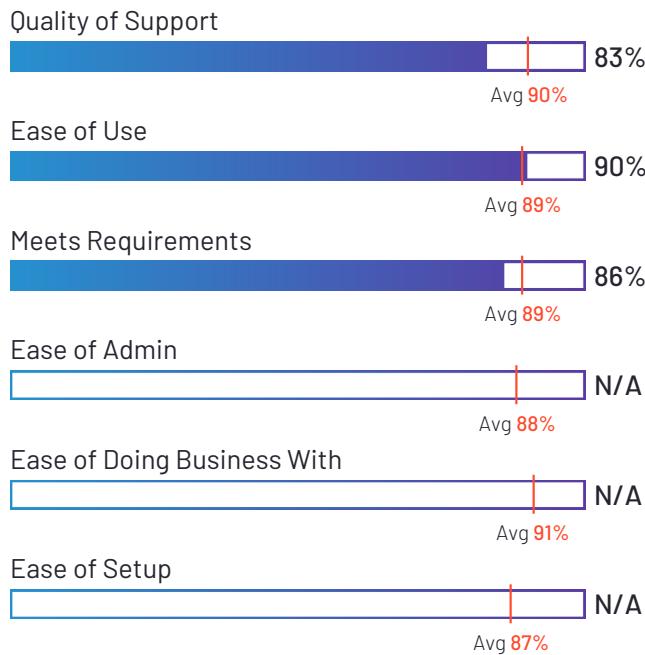
# FinCRM



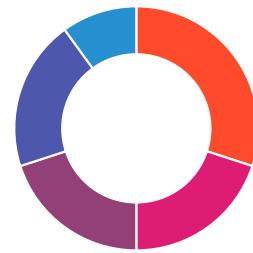
4.3 (19)

FinCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 88% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend FinCRM at a rate of 86%.

## Satisfaction Ratings



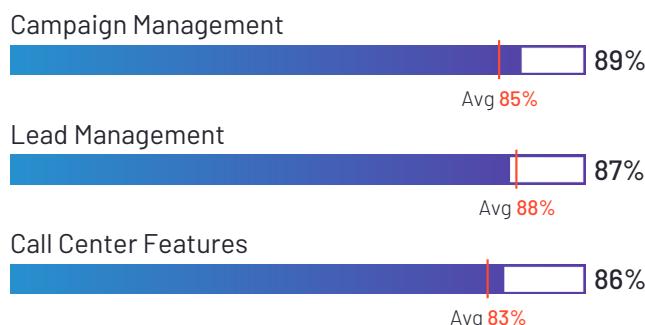
## Top Industries Represented



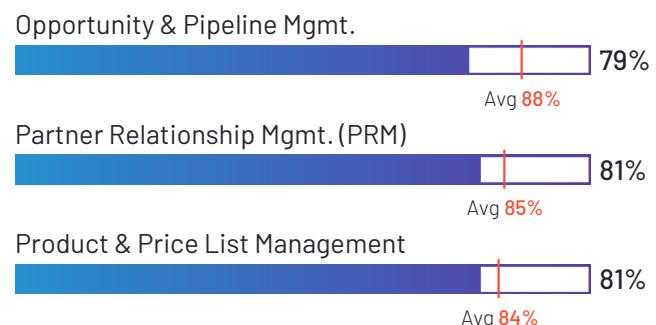
|                                     |   |
|-------------------------------------|---|
| Financial Services                  | 3 |
| Information Technology and Services | 2 |
| Marketing and Advertising           | 2 |
| Real Estate                         | 2 |
| Automotive                          | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
FinCRM  
Technologies



HQ Location  
Pune, Maharashtra



Year Founded  
2020



Employees (Listed  
On LinkedIn)  
3



Company Website  
[www.fincrm.net](http://www.fincrm.net)

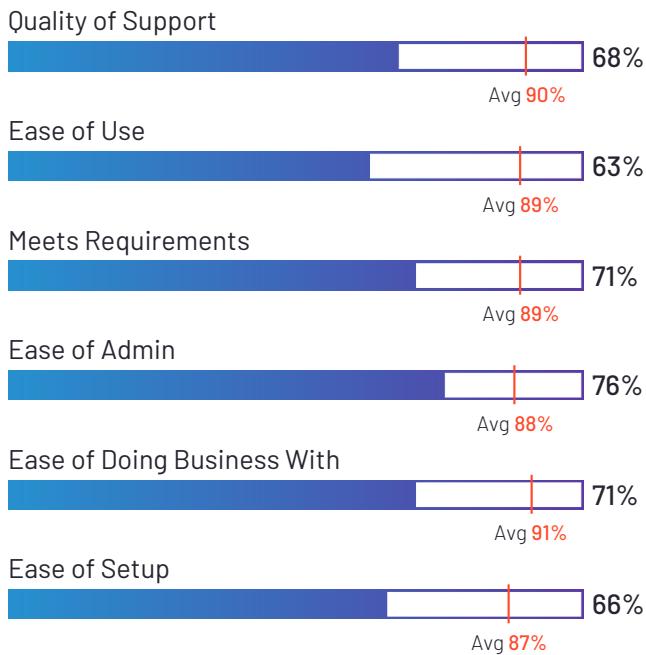
# Rev.io PSA formerly Tigerpaw One



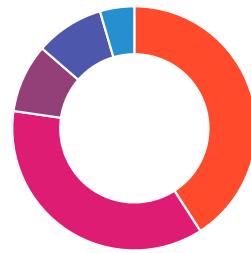
3.3 (39)

Rev.io PSA formerly Tigerpaw One has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 54% of users rated it 4 or 5 stars, 52% of users believe it is headed in the right direction, and users said they would be likely to recommend Rev.io PSA formerly Tigerpaw One at a rate of 60%. Rev.io PSA formerly Tigerpaw One is also in the Help Desk, Work Management, Online Form Builder, and Professional Services Automation categories.

## Satisfaction Ratings



## Top Industries Represented



|                                     |   |
|-------------------------------------|---|
| Information Technology and Services | 9 |
| Telecommunications                  | 8 |
| Computer Software                   | 2 |
| Construction                        | 2 |
| Accounting                          | 1 |



**Ownership**  
Rev.io PSA formerly  
Tigerpaw One



**HQ Location**  
Atlanta, GA



**Year Founded**  
2002



**Employees (Listed  
On LinkedIn)**  
200



**Company Website**  
[www.rev.io](http://www.rev.io)

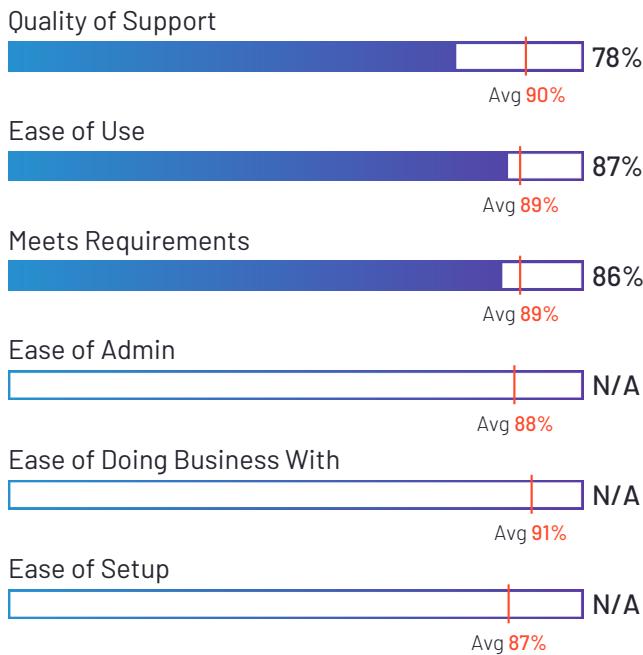
# openCRX



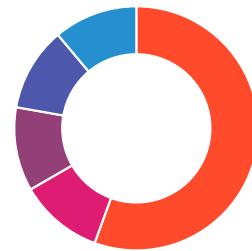
4.5 (10)

openCRX has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend openCRX at a rate of 90%.

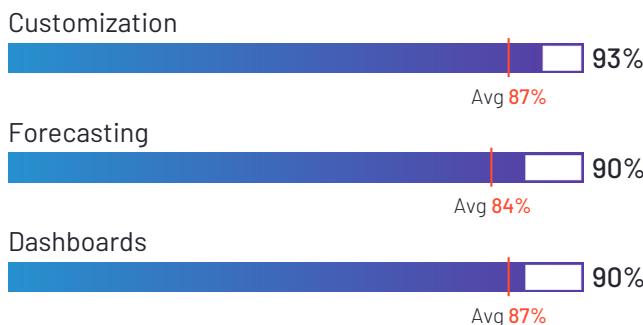
## Satisfaction Ratings



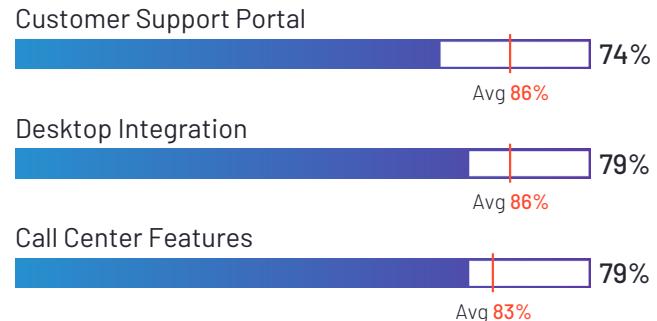
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Crixp



Employees (Listed  
On LinkedIn)



Company Website  
[crixp.com](http://crixp.com)

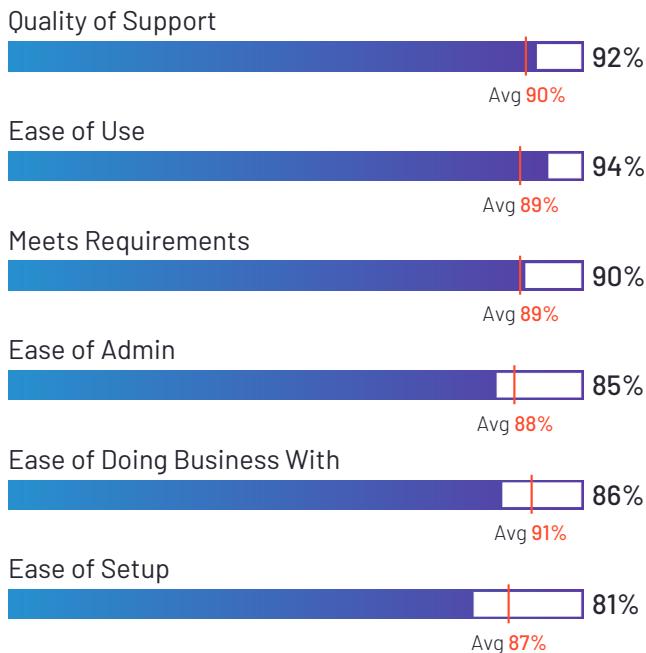
# Shape Software



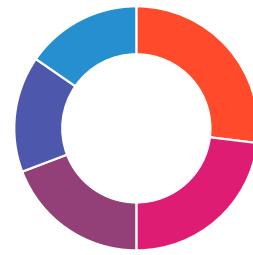
4.6 (64)

Shape Software has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 93% of users rated it 4 or 5 stars, 81% of users believe it is headed in the right direction, and users said they would be likely to recommend Shape Software at a rate of 92%. Shape Software is also in the Marketing Automation, Email Template Builder, Auto Dialer, Client Portal, E-Signature, Email Tracking, Outbound Call Tracking, Inbound Call Tracking, SMS Marketing, and Lead Scoring categories.

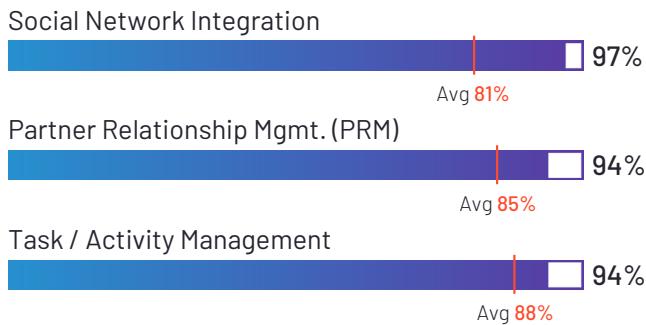
## Satisfaction Ratings



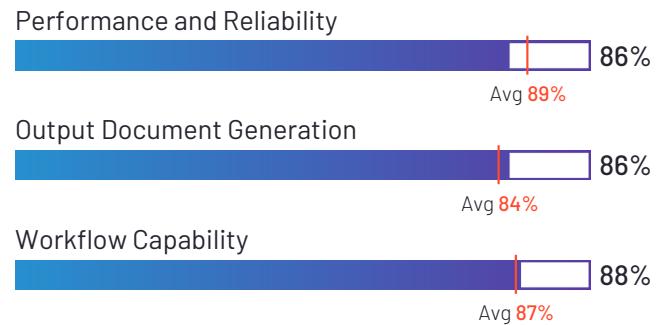
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Shape Software



HQ Location  
Irvine, California



Employees (Listed  
On LinkedIn)



Company Website  
[setshape.com](https://setshape.com)

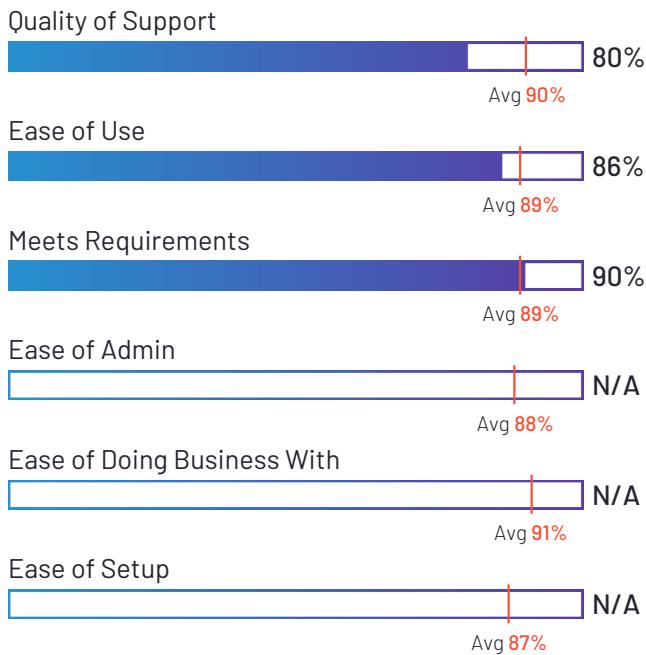
# InTouch CRM



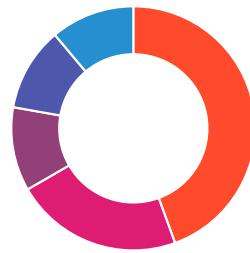
4.1 (16)

InTouch CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 93% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend InTouch CRM at a rate of 82%. InTouch CRM is also in the Marketing Automation category.

## Satisfaction Ratings



## Top Industries Represented



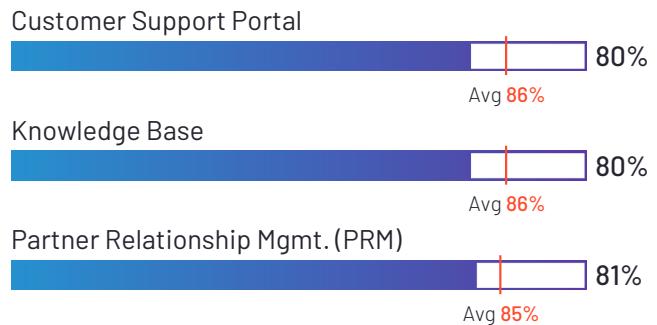
|                                     |   |
|-------------------------------------|---|
| Real Estate                         | 4 |
| Information Technology and Services | 2 |
| Accounting                          | 1 |
| Alternative Medicine                | 1 |
| Apparel & Fashion                   | 1 |

\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
InTouchCRM



Employees (Listed  
On LinkedIn)



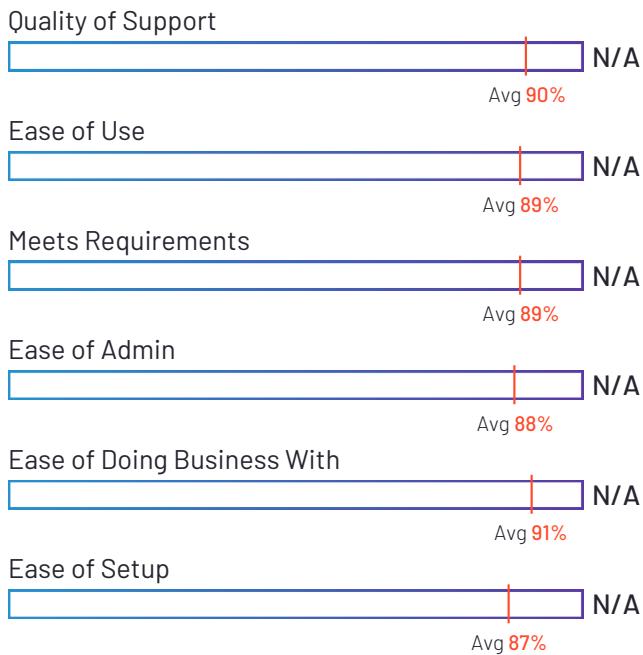
Company Website  
[figstack.com](http://figstack.com)

# Core CRM Pro

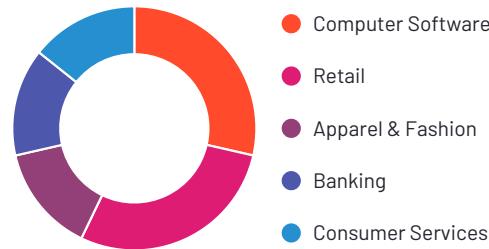
4.3  (10)

Core CRM Pro has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend Core CRM Pro at a rate of 85%.

## Satisfaction Ratings



## Top Industries Represented



\*N/A is displayed when fewer than five responses were received for the question.



**Ownership**  
Productive Computing



**HQ Location**  
San Marcos, CA



**Year Founded**  
1996



**Employees (Listed On LinkedIn)**  
19



**Company Website**  
[core3crm.com](http://core3crm.com)

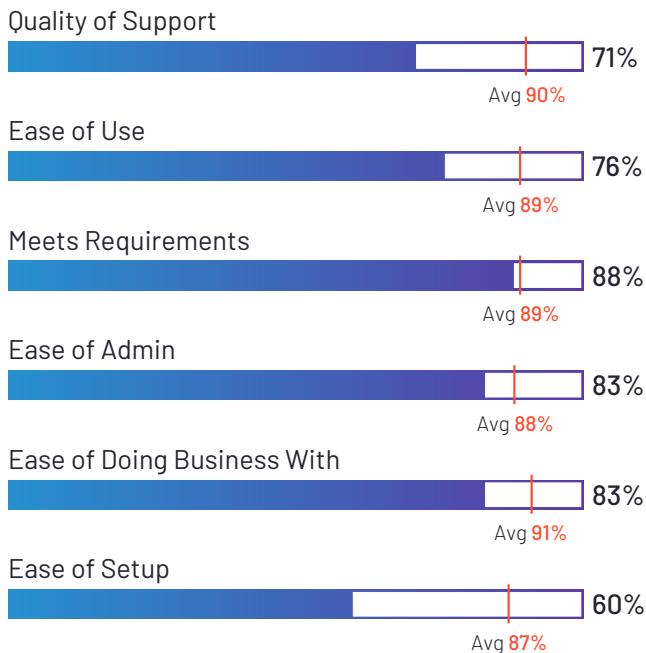
# Ligna



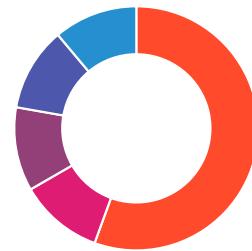
3.9 ★★★★☆ (12)

Ligna has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 73% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Ligna at a rate of 78%.

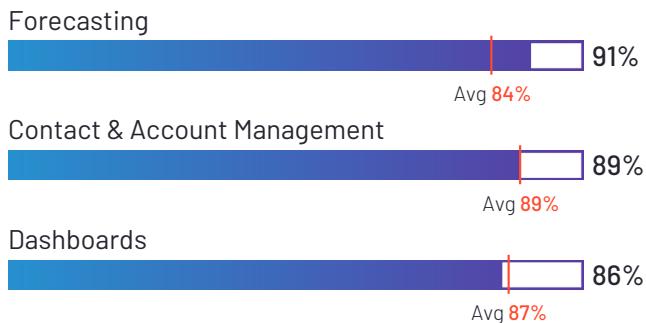
## Satisfaction Ratings



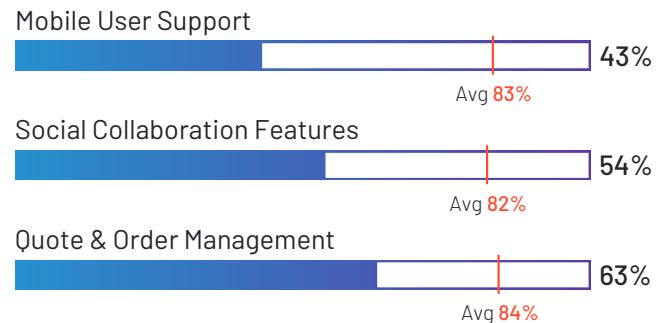
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
Ligna



HQ Location  
Austin, TX



Year Founded  
2021



Employees (Listed  
On LinkedIn)



Company Website  
[www.ligna.io](http://www.ligna.io)

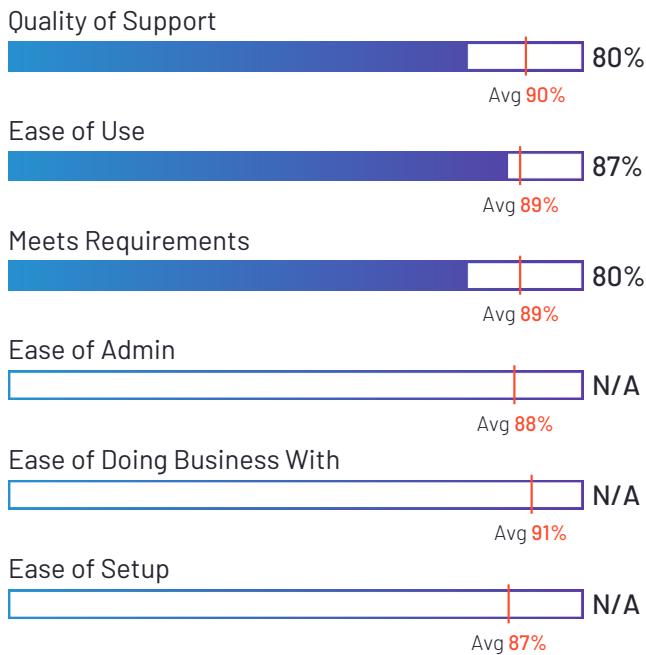
# ezeeCRM



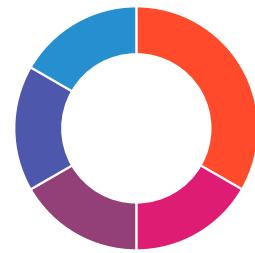
3.6 (11)

ezeeCRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 73% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend ezeeCRM at a rate of 72%.

## Satisfaction Ratings

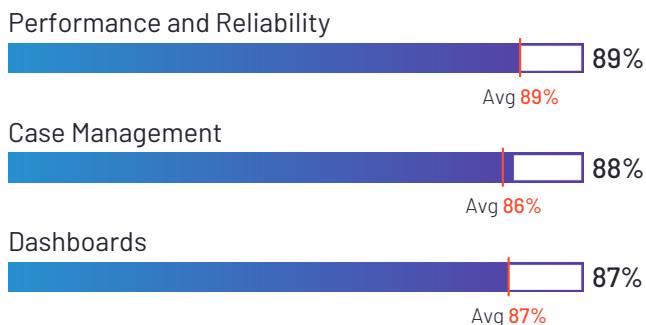


## Top Industries Represented

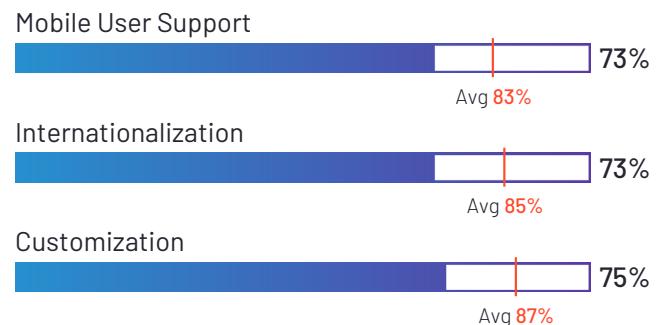


\*N/A is displayed when fewer than five responses were received for the question.

## Highest-Rated Features



## Lowest-Rated Features



Ownership  
BusinessEzee



HQ Location  
Nagpur, IN



Year Founded  
2019



Employees (Listed  
On LinkedIn)  
2



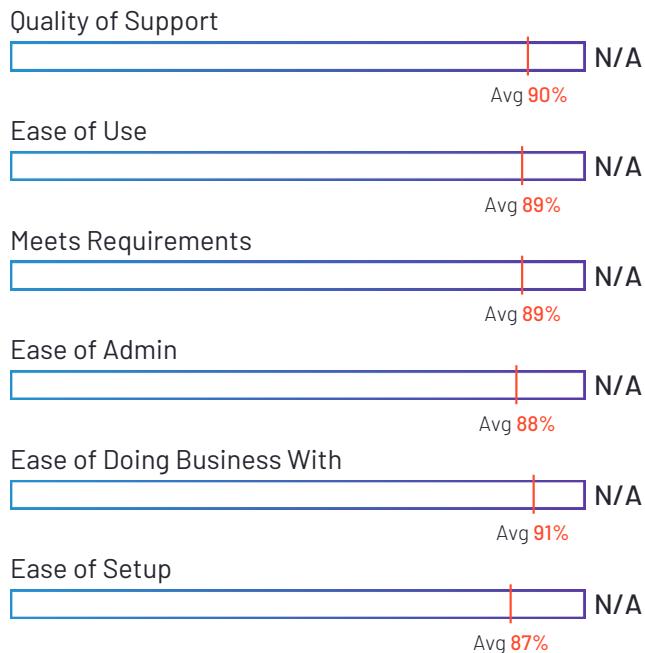
Company Website  
[businessezee.com](http://businessezee.com)

# Jarvis CRM

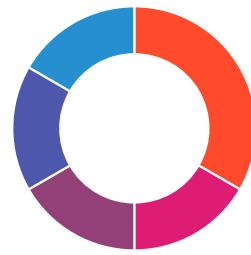
4.9  (15)

Jarvis CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Jarvis CRM at a rate of 98%.

## Satisfaction Ratings



## Top Industries Represented



|                                    |   |
|------------------------------------|---|
| Non-Profit Organization Management | 2 |
| Computer Software                  | 1 |
| Construction                       | 1 |
| Government Administration          | 1 |
| Higher Education                   | 1 |

\*N/A is displayed when fewer than five responses were received for the question.



**Ownership**  
The Scarpetta Group



**HQ Location**  
Simpsonville, SC



**Year Founded**  
2008



**Employees (Listed On LinkedIn)**  
10



**Company Website**  
[scarpettagroup.com](http://scarpettagroup.com)

# Satisfaction Ratings for CRM

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                                 | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|---------------------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                                 | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Salesforce Sales Cloud</b>   | 87%                     | 84%                               | 89%                      | 82%           | 85%                         | 83%                | 81%           | 84%         | 56                       |
| <b>HubSpot Sales Hub</b>        | 88%                     | 89%                               | 88%                      | 88%           | 89%                         | 88%                | 86%           | 89%         | 59                       |
| <b>Pipedrive</b>                | 86%                     | 89%                               | 87%                      | 88%           | 89%                         | 86%                | 89%           | 90%         | 55                       |
| <b>ActiveCampaign</b>           | 88%                     | 84%                               | 88%                      | 86%           | 89%                         | 87%                | 83%           | 84%         | 61                       |
| <b>Close</b>                    | 94%                     | 95%                               | 92%                      | 91%           | 94%                         | 94%                | 92%           | 93%         | 84                       |
| <b>SAP Sales Cloud</b>          | 83%                     | 84%                               | 87%                      | 82%           | 87%                         | 85%                | 83%           | 81%         | 41                       |
| <b>Zoho</b>                     | 81%                     | 81%                               | 86%                      | 82%           | 82%                         | 79%                | 82%           | 84%         | 33                       |
| <b>Bigin by Zoho CRM</b>        | 92%                     | 93%                               | 88%                      | 90%           | 88%                         | 88%                | 90%           | 92%         | 73                       |
| <b>monday CRM</b>               | 92%                     | 94%                               | 88%                      | 90%           | 91%                         | 87%                | 87%           | 90%         | 74                       |
| <b>HighLevel</b>                | 94%                     | 92%                               | 89%                      | 85%           | 89%                         | 85%                | 79%           | 82%         | 82                       |
| <b>Instantly</b>                | 97%                     | 98%                               | 94%                      | 96%           | 97%                         | 96%                | 94%           | 95%         | 93                       |
| <b>Nutshell</b>                 | 85%                     | 87%                               | 86%                      | 89%           | 90%                         | 89%                | 87%           | 89%         | 47                       |
| <b>Thryv</b>                    | 93%                     | 92%                               | 90%                      | 94%           | 95%                         | 95%                | 91%           | 92%         | 82                       |
| <b>LocaliQ</b>                  | 89%                     | 90%                               | 88%                      | 89%           | 93%                         | 93%                | 88%           | 90%         | 59                       |
| <b>Brevo Marketing Platform</b> | 91%                     | 92%                               | 91%                      | 93%           | 92%                         | 91%                | 92%           | 92%         | 71                       |
| <b>folk</b>                     | 91%                     | 96%                               | 86%                      | 89%           | 91%                         | 93%                | 91%           | 91%         | 69                       |
| <b>Freshsales</b>               | 90%                     | 94%                               | 89%                      | 91%           | 92%                         | 90%                | 90%           | 92%         | 73                       |
| <b>Creatio</b>                  | 93%                     | 92%                               | 93%                      | 88%           | 94%                         | 93%                | 86%           | 92%         | 81                       |
| <b>Nimble</b>                   | 90%                     | 93%                               | 87%                      | 91%           | 92%                         | 91%                | 91%           | 90%         | 70                       |

(Satisfaction Ratings for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                                   | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|-----------------------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                                   | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Efficy CRM</b>                 | 89%                     | 95%                               | 90%                      | 92%           | 93%                         | 91%                | 90%           | 90%         | 70                       |
| <b>HoneyBook</b>                  | 91%                     | 88%                               | 89%                      | 91%           | 94%                         | 91%                | 88%           | 89%         | 71                       |
| <b>Apptivo</b>                    | 89%                     | 94%                               | 88%                      | 85%           | 92%                         | 93%                | 82%           | 87%         | 63                       |
| <b>Sage CRM</b>                   | 75%                     | 64%                               | 79%                      | 74%           | 71%                         | 75%                | 71%           | 77%         | 9                        |
| <b>Vendasta</b>                   | 93%                     | 89%                               | 91%                      | 88%           | 94%                         | 96%                | 86%           | 88%         | 78                       |
| <b>CRMOne</b>                     | 96%                     | 100%                              | 97%                      | N/A           | N/A                         | 97%                | 100%          | 100%        | 94                       |
| <b>Capsule</b>                    | 94%                     | 92%                               | 91%                      | 96%           | 96%                         | 95%                | 94%           | 95%         | 83                       |
| <b>EngageBay All-in-One Suite</b> | 93%                     | 97%                               | 93%                      | 93%           | 96%                         | 97%                | 94%           | 93%         | 86                       |
| <b>Less Annoying CRM</b>          | 98%                     | 96%                               | 95%                      | 97%           | 99%                         | 99%                | 97%           | 98%         | 94                       |
| <b>Knack</b>                      | 87%                     | 88%                               | 91%                      | 95%           | 98%                         | 92%                | 95%           | 93%         | 58                       |
| <b>Kylas Sales CRM</b>            | 94%                     | 97%                               | 94%                      | 95%           | 95%                         | 96%                | 94%           | 96%         | 83                       |
| <b>Success.ai</b>                 | 99%                     | 100%                              | 96%                      | 92%           | 96%                         | 98%                | 98%           | 98%         | 100                      |
| <b>OnePageCRM</b>                 | 94%                     | 93%                               | 91%                      | 94%           | 96%                         | 96%                | 93%           | 93%         | 81                       |
| <b>Streak</b>                     | 91%                     | 92%                               | 91%                      | 93%           | 94%                         | 90%                | 93%           | 91%         | 67                       |
| <b>Attio</b>                      | 95%                     | 100%                              | 90%                      | 94%           | 96%                         | 95%                | 94%           | 98%         | 86                       |
| <b>Salesflare</b>                 | 95%                     | 96%                               | 92%                      | 94%           | 98%                         | 97%                | 96%           | 94%         | 86                       |
| <b>Snov.io</b>                    | 91%                     | 92%                               | 91%                      | 89%           | 93%                         | 95%                | 88%           | 92%         | 75                       |
| <b>Floww.ai</b>                   | 93%                     | 98%                               | 95%                      | 97%           | 96%                         | 94%                | 98%           | 95%         | 78                       |
| <b>Softr</b>                      | 95%                     | 96%                               | 88%                      | 92%           | 92%                         | 98%                | 92%           | 94%         | 85                       |

(Satisfaction Ratings for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                     | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|---------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                     | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Salesmate</b>    | 92%                     | 94%                               | 91%                      | 94%           | 94%                         | 92%                | 92%           | 92%         | 76                       |
| <b>SendPulse</b>    | 93%                     | 93%                               | 90%                      | 90%           | 91%                         | 88%                | 90%           | 90%         | 80                       |
| <b>C2CRM</b>        | 93%                     | 100%                              | 94%                      | 92%           | 99%                         | 96%                | 90%           | 92%         | 76                       |
| <b>SuiteDash</b>    | 96%                     | 98%                               | 96%                      | 93%           | 97%                         | 97%                | 84%           | 89%         | 89                       |
| <b>AllClients</b>   | 92%                     | 91%                               | 90%                      | 92%           | 94%                         | 94%                | 94%           | 95%         | 73                       |
| <b>Flowlu</b>       | 94%                     | 93%                               | 92%                      | 89%           | 95%                         | 94%                | 89%           | 92%         | 86                       |
| <b>EspoCRM</b>      | 93%                     | 94%                               | 92%                      | 89%           | 91%                         | 87%                | 91%           | 90%         | 80                       |
| <b>Scoro</b>        | 91%                     | 97%                               | 89%                      | 87%           | 92%                         | 91%                | 78%           | 91%         | 79                       |
| <b>Fireberry</b>    | 96%                     | 100%                              | 94%                      | 94%           | 99%                         | 91%                | 91%           | 94%         | 90                       |
| <b>Teamgate</b>     | 93%                     | 100%                              | 91%                      | 94%           | 98%                         | 96%                | 93%           | 95%         | 75                       |
| <b>Membrain</b>     | 92%                     | 95%                               | 90%                      | 92%           | 97%                         | 93%                | 91%           | 93%         | 74                       |
| <b>Goals.com</b>    | 98%                     | 100%                              | 97%                      | 95%           | 100%                        | 99%                | 97%           | 98%         | 100                      |
| <b>Ohanafy</b>      | 99%                     | 100%                              | 99%                      | 97%           | 99%                         | 100%               | 94%           | 96%         | 98                       |
| <b>OctopusPro</b>   | 100%                    | 100%                              | 100%                     | N/A           | N/A                         | 100%               | 100%          | 100%        | 100                      |
| <b>HappSales</b>    | 97%                     | 95%                               | 98%                      | 100%          | 100%                        | 98%                | 97%           | 95%         | 93                       |
| <b>Breakcold</b>    | 94%                     | 100%                              | 91%                      | 96%           | 96%                         | 95%                | 96%           | 92%         | 87                       |
| <b>Vtiger Sales</b> | 84%                     | 81%                               | 90%                      | 95%           | 91%                         | 87%                | 92%           | 90%         | 48                       |
| <b>Kintone</b>      | 94%                     | 93%                               | 94%                      | 92%           | 96%                         | 94%                | 89%           | 94%         | 81                       |
| <b>Pipeliner</b>    | 92%                     | 93%                               | 92%                      | 93%           | 94%                         | 93%                | 92%           | 94%         | 75                       |

(Satisfaction Ratings for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|  | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|--|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|  | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Maximizer</b>   | 80%                     | 82%                               | 85%                      | 82%           | 84%                         | 84%                | 80%           | 82%         | 27                       |
| <b>User.com</b>  | 87%                     | 85%                               | 86%                      | 91%           | 83%                         | 91%                | 83%           | 88%         | 65                       |
| <b>VBOUT</b>   | 95%                     | 100%                              | 95%                      | 95%           | 97%                         | 98%                | 90%           | 91%         | 85                       |
| <b>Teamwork CRM</b>                                      | 82%                     | 80%                               | 87%                      | 91%           | 89%                         | 88%                | 91%           | 88%         | 38                       |
| <b>Bixjet</b>  | 96%                     | 99%                               | 94%                      | 93%           | 95%                         | 95%                | 95%           | 95%         | 93                       |
| <b>Pipeline CRM</b>                                      | 87%                     | 87%                               | 88%                      | 90%           | 92%                         | 91%                | 90%           | 90%         | 55                       |
| <b>VobeSoft</b>  | 92%                     | 100%                              | 90%                      | 98%           | 99%                         | 98%                | 94%           | 95%         | 75                       |
| <b>aCloud CRM</b>  | 87%                     | 90%                               | 94%                      | N/A           | N/A                         | 87%                | 98%           | 91%         | 54                       |
| <b>djaboo</b>  | 100%                    | 100%                              | 100%                     | N/A           | N/A                         | 100%               | 100%          | 100%        | 100                      |
| <b>vcita</b>   | 91%                     | 95%                               | 88%                      | 94%           | 95%                         | 86%                | 90%           | 93%         | 62                       |
| <b>Teamleader</b>  | 85%                     | 88%                               | 85%                      | 85%           | 87%                         | 92%                | 83%           | 86%         | 54                       |
| <b>Resco - Mobility &amp; Productivity</b>               | 92%                     | 91%                               | 87%                      | 88%           | 90%                         | 90%                | 84%           | 91%         | 69                       |
| <b>ePROMIS ERP</b>                                       | 99%                     | 100%                              | 100%                     | N/A           | N/A                         | 100%               | N/A           | 100%        | 100                      |
| <b>Method CRM</b>  | 88%                     | 89%                               | 87%                      | 85%           | 90%                         | 92%                | 83%           | 86%         | 64                       |
| <b>vtenext</b>   | 93%                     | 100%                              | 92%                      | 91%           | 93%                         | 91%                | 90%           | 93%         | 73                       |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 95%                     | 100%                              | 96%                      | 84%           | 98%                         | 97%                | 93%           | 91%         | 84                       |
| <b>Altvia</b>  | 89%                     | 91%                               | 90%                      | 92%           | 98%                         | 95%                | 86%           | 87%         | 57                       |
| <b>Sellsy</b>  | 81%                     | 67%                               | 93%                      | N/A           | N/A                         | 93%                | N/A           | 89%         | 30                       |
| <b>Clientjoy</b>   | 92%                     | 100%                              | 94%                      | 95%           | 95%                         | 92%                | 97%           | 93%         | 74                       |

(Satisfaction Ratings for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                             | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|-----------------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                             | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>NetHunt CRM</b>          | 93%                     | 96%                               | 91%                      | 92%           | 94%                         | 94%                | 91%           | 93%         | 78                       |
| <b>Maple CRM</b>            | 94%                     | 93%                               | 92%                      | 90%           | 92%                         | 97%                | 92%           | 94%         | 84                       |
| <b>ELMA365</b>              | 90%                     | 100%                              | 92%                      | 91%           | 91%                         | 88%                | 100%          | 97%         | 61                       |
| <b>Clarify CRM</b>          | 100%                    | 100%                              | 87%                      | N/A           | N/A                         | 98%                | 97%           | 97%         | 100                      |
| <b>Zilliant CPQ</b>         | 98%                     | 78%                               | 92%                      | 97%           | 97%                         | 94%                | 94%           | 92%         | 100                      |
| <b>Friday CRM</b>           | 88%                     | 93%                               | 84%                      | 92%           | 92%                         | 85%                | 91%           | 90%         | 55                       |
| <b>Spiro</b>                | 92%                     | 95%                               | 91%                      | 94%           | 95%                         | 94%                | 88%           | 91%         | 75                       |
| <b>Klipy CRM</b>            | 100%                    | 100%                              | 100%                     | N/A           | N/A                         | 100%               | 100%          | 100%        | 100                      |
| <b>AddressTwo</b>           | 94%                     | 93%                               | 91%                      | 90%           | 96%                         | 98%                | 90%           | 92%         | 82                       |
| <b>RAYNET CRM</b>           | 93%                     | 91%                               | 90%                      | 92%           | 93%                         | 95%                | 96%           | 95%         | 75                       |
| <b>Relenta CRM</b>          | 98%                     | 89%                               | 92%                      | 94%           | 100%                        | 96%                | 95%           | 95%         | 95                       |
| <b>Spotler CRM</b>          | 89%                     | 88%                               | 86%                      | 92%           | 93%                         | 91%                | 92%           | 91%         | 59                       |
| <b>ConvergeHub</b>          | 95%                     | 96%                               | 91%                      | 93%           | 95%                         | 93%                | 92%           | 93%         | 88                       |
| <b>Mothernode</b>           | 90%                     | 98%                               | 90%                      | 93%           | 98%                         | 96%                | 90%           | 94%         | 70                       |
| <b>CompanyHub CRM</b>       | 94%                     | 95%                               | 91%                      | 93%           | 97%                         | 96%                | 90%           | 95%         | 77                       |
| <b>crmConnect</b>           | 85%                     | 94%                               | 88%                      | 88%           | 98%                         | 88%                | 86%           | 86%         | 52                       |
| <b>Solid Performers CRM</b> | 98%                     | 92%                               | 98%                      | 100%          | 100%                        | 96%                | 100%          | 96%         | 98                       |
| <b>SuiteCRM</b>             | 84%                     | 86%                               | 89%                      | 84%           | 89%                         | 82%                | 84%           | 82%         | 48                       |
| <b>Planfix</b>              | 94%                     | 93%                               | 96%                      | 79%           | 89%                         | 96%                | 75%           | 85%         | 92                       |

(Satisfaction Ratings for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|   | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|---|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|   | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>1CRM</b>                                     | 87%                     | 92%                               | 89%                      | 93%           | 88%                         | 88%                | 96%           | 89%         | 49                       |
| <b>Ringy (formerly iSales)</b>                  | 93%                     | 92%                               | 91%                      | N/A           | N/A                         | 89%                | N/A           | 93%         | 82                       |
| <b>BenchmarkONE</b>                             | 90%                     | 90%                               | 88%                      | 91%           | 94%                         | 94%                | 88%           | 89%         | 68                       |
| <b>VipeCloud</b>                                | 94%                     | 88%                               | 93%                      | 96%           | 99%                         | 97%                | 98%           | 89%         | 83                       |
| <b>noCRM.io</b>                                 | 94%                     | 86%                               | 92%                      | 95%           | 92%                         | 91%                | 93%           | 94%         | 81                       |
| <b>20NINE</b>                                   | 97%                     | 100%                              | 96%                      | 96%           | 98%                         | 94%                | 90%           | 95%         | 94                       |
| <b>OfficeClip Contact Manager</b>               | 95%                     | 88%                               | 96%                      | N/A           | N/A                         | 100%               | 97%           | 98%         | 83                       |
| <b>AllProWebTools</b>                           | 95%                     | 95%                               | 91%                      | 94%           | 99%                         | 97%                | 92%           | 90%         | 90                       |
| <b>ArcCRM</b>                                   | 92%                     | 68%                               | 98%                      | N/A           | N/A                         | 94%                | 97%           | 95%         | 92                       |
| <b>Simply CRM</b>                               | 90%                     | 85%                               | 93%                      | 100%          | 100%                        | 96%                | 94%           | 94%         | 72                       |
| <b>Salesboom</b>                                | 90%                     | 86%                               | 91%                      | 93%           | 97%                         | 93%                | 89%           | 89%         | 63                       |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | 94%                     | 100%                              | 87%                      | 90%           | 98%                         | 98%                | 83%           | 88%         | 83                       |
| <b>Zixflow</b>                                  | 97%                     | 94%                               | 98%                      | N/A           | N/A                         | 98%                | N/A           | 98%         | 95                       |
| <b>edge CRM</b>                                 | 91%                     | 100%                              | 94%                      | 97%           | 94%                         | 95%                | 89%           | 92%         | 73                       |
| <b>ClientTether.com</b>                         | 95%                     | 100%                              | 92%                      | 86%           | 100%                        | 97%                | 71%           | 92%         | 72                       |
| <b>Ricochet360</b>                              | 85%                     | 100%                              | 87%                      | N/A           | N/A                         | 88%                | 94%           | 95%         | 45                       |
| <b>WORKetc</b>                                  | 92%                     | 98%                               | 90%                      | 88%           | 94%                         | 96%                | 81%           | 86%         | 72                       |
| <b>TeamWave</b>                                 | 92%                     | 83%                               | 93%                      | 89%           | 89%                         | 90%                | 88%           | 92%         | 70                       |
| <b>OneHash CRM</b>                              | 88%                     | 84%                               | 90%                      | 88%           | 87%                         | 91%                | 85%           | 85%         | 53                       |

(Satisfaction Ratings for CRM continues on next page)

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# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                          | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|--------------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                          | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>GleanView</b>         | 94%                     | 100%                              | 90%                      | 90%           | 96%                         | 97%                | 89%           | 93%         | 90                       |
| <b>Formaloo</b>          | 89%                     | 100%                              | 86%                      | 97%           | 100%                        | 90%                | 97%           | 89%         | 66                       |
| <b>BIGContacts</b>       | 90%                     | 93%                               | 88%                      | 92%           | 89%                         | 87%                | 93%           | 91%         | 65                       |
| <b>Soffront</b>          | 79%                     | 75%                               | 81%                      | N/A           | N/A                         | 84%                | N/A           | 78%         | 15                       |
| <b>Orgzit</b>            | 95%                     | 90%                               | 95%                      | 99%           | 99%                         | 97%                | 99%           | 96%         | 86                       |
| <b>CentraHub CRM</b>     | 95%                     | 100%                              | 95%                      | N/A           | N/A                         | 92%                | N/A           | 95%         | 96                       |
| <b>PlanPlus</b>          | 94%                     | 97%                               | 90%                      | 88%           | 98%                         | 98%                | 79%           | 84%         | 78                       |
| <b>Bluwave CRM</b>       | 91%                     | 100%                              | 97%                      | N/A           | N/A                         | 96%                | N/A           | 96%         | 72                       |
| <b>InStream</b>          | 85%                     | 92%                               | 89%                      | 88%           | 91%                         | 91%                | 87%           | 89%         | 43                       |
| <b>SalesDesk</b>         | 88%                     | 96%                               | 93%                      | 91%           | 89%                         | 88%                | 92%           | 90%         | 54                       |
| <b>Propeller CRM</b>     | 89%                     | 94%                               | 92%                      | 93%           | 100%                        | 91%                | 93%           | 91%         | 76                       |
| <b>theCRM</b>            | 99%                     | 86%                               | 98%                      | N/A           | N/A                         | 98%                | N/A           | 95%         | 100                      |
| <b>CentralStationCRM</b> | 85%                     | 80%                               | 94%                      | N/A           | N/A                         | 91%                | N/A           | 94%         | 45                       |
| <b>OutreachCRM</b>       | 90%                     | 89%                               | 94%                      | 93%           | 95%                         | 88%                | 91%           | 92%         | 62                       |
| <b>Assistive</b>         | 97%                     | 100%                              | 96%                      | 98%           | 98%                         | 96%                | 97%           | 95%         | 95                       |
| <b>Rolldog CRM</b>       | 97%                     | 100%                              | 94%                      | N/A           | N/A                         | 100%               | N/A           | 94%         | 92                       |
| <b>Pulse Technology</b>  | 95%                     | 100%                              | 96%                      | N/A           | N/A                         | 97%                | N/A           | 95%         | 90                       |
| <b>Launchpad CRM</b>     | 84%                     | 83%                               | 87%                      | N/A           | N/A                         | 85%                | 89%           | 87%         | 50                       |
| <b>NetSuite</b>          | 80%                     | 77%                               | 82%                      | 76%           | 76%                         | 73%                | 67%           | 75%         | 31                       |

(Satisfaction Ratings for CRM continues on next page)

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\*\*Net Promoter Score ranges from -100 to +100

# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|   | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|---|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|   | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Oracle EBS</b>                                   | 78%                     | 70%                               | 87%                      | 85%           | 87%                         | 83%                | 81%           | 83%         | 19                       |
| <b>LeadSquared Sales CRM</b>                        | 91%                     | 93%                               | 90%                      | 88%           | 92%                         | 91%                | 89%           | 91%         | 72                       |
| <b>Constant Contact Advanced Automation</b>         | 91%                     | 92%                               | 89%                      | 90%           | 93%                         | 92%                | 86%           | 89%         | 72                       |
| <b>Zoho CRM Plus</b>                                | 87%                     | 89%                               | 88%                      | 87%           | 87%                         | 85%                | 84%           | 86%         | 52                       |
| <b>Microsoft Dynamics 365 Sales</b>                 | 75%                     | 68%                               | 83%                      | 79%           | 81%                         | 79%                | 76%           | 78%         | 11                       |
| <b>Sugar Sell</b>                                   | 77%                     | 75%                               | 82%                      | 80%           | 81%                         | 80%                | 76%           | 80%         | 20                       |
| <b>Oracle Fusion Cloud - EPM</b>                    | 76%                     | 82%                               | 81%                      | 72%           | 74%                         | 76%                | 69%           | 79%         | 14                       |
| <b>Act!</b>   | 78%                     | 62%                               | 84%                      | 79%           | 78%                         | 79%                | 77%           | 82%         | 29                       |
| <b>Oracle On Demand</b>                             | 75%                     | 57%                               | 80%                      | 70%           | 70%                         | 75%                | 71%           | 76%         | 5                        |
| <b>Siebel</b>                                       | 70%                     | 56%                               | 79%                      | 71%           | 75%                         | 75%                | 68%           | 72%         | -1                       |
| <b>Copper</b>                                       | 90%                     | 91%                               | 89%                      | 91%           | 91%                         | 88%                | 89%           | 92%         | 69                       |
| <b>Odoo CRM</b>                                     | 81%                     | 87%                               | 84%                      | 82%           | 84%                         | 80%                | 79%           | 85%         | 36                       |
| <b>ConnectWise PSA</b>                              | 78%                     | 76%                               | 88%                      | 79%           | 77%                         | 78%                | 77%           | 79%         | 22                       |
| <b>Zendesk Sell</b>                                 | 84%                     | 88%                               | 85%                      | 89%           | 90%                         | 87%                | 89%           | 88%         | 46                       |
| <b>Keap</b>   | 84%                     | 80%                               | 85%                      | 78%           | 85%                         | 86%                | 72%           | 76%         | 49                       |
| <b>SuperOffice CRM</b>                              | 90%                     | 89%                               | 85%                      | 81%           | 92%                         | 90%                | 81%           | 91%         | 70                       |
| <b>Pershing Financial Services</b>                  | 81%                     | 82%                               | 88%                      | N/A           | N/A                         | 85%                | N/A           | 78%         | 21                       |
| <b>Bitrix24</b>                                     | 83%                     | 84%                               | 86%                      | 82%           | 81%                         | 81%                | 81%           | 84%         | 48                       |
| <b>Infor Customer Relationship Management (CRM)</b> | 64%                     | 47%                               | 72%                      | 62%           | 73%                         | 68%                | 57%           | 70%         | -17                      |

(Satisfaction Ratings for CRM continues on next page)

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# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                       | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|-----------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                       | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Insightly CRM</b>  | 84%                     | 82%                               | 85%                      | 87%           | 87%                         | 83%                | 85%           | 86%         | 46                       |
| <b>Ontraport</b>      | 92%                     | 87%                               | 90%                      | 86%           | 92%                         | 94%                | 84%           | 85%         | 75                       |
| <b>Marketing 360</b>  | 78%                     | 60%                               | 79%                      | 86%           | 89%                         | 80%                | 85%           | 77%         | 34                       |
| <b>OroCommerce</b>    | 87%                     | 87%                               | 91%                      | N/A           | N/A                         | 84%                | N/A           | 87%         | 60                       |
| <b>Workbooks</b>      | 85%                     | 88%                               | 86%                      | 84%           | 89%                         | 88%                | 82%           | 86%         | 44                       |
| <b>Daylite</b>        | 91%                     | 86%                               | 90%                      | 85%           | 90%                         | 92%                | 85%           | 89%         | 72                       |
| <b>Progress Podio</b> | 86%                     | 73%                               | 88%                      | 85%           | 81%                         | 85%                | 79%           | 86%         | 57                       |
| <b>Cinode</b>         | 90%                     | 88%                               | 87%                      | 88%           | 91%                         | 94%                | 92%           | 84%         | 62                       |
| <b>Bloom</b>          | 90%                     | 91%                               | 87%                      | 87%           | 88%                         | 92%                | 87%           | 92%         | 61                       |
| <b>Lime Go</b>        | 89%                     | 73%                               | 87%                      | 91%           | 94%                         | 89%                | 86%           | 92%         | 68                       |
| <b>Planhat</b>        | 91%                     | 89%                               | 89%                      | 85%           | 96%                         | 95%                | 80%           | 86%         | 75                       |
| <b>SalezShark</b>     | 91%                     | 94%                               | 96%                      | N/A           | N/A                         | 88%                | 94%           | 93%         | 77                       |
| <b>Lime CRM</b>       | 87%                     | 81%                               | 83%                      | 80%           | 86%                         | 89%                | 81%           | 88%         | 55                       |
| <b>LeadMaster</b>     | 82%                     | 71%                               | 86%                      | 95%           | 98%                         | 93%                | 83%           | 81%         | 37                       |
| <b>Sellf</b>          | 81%                     | 76%                               | 91%                      | 89%           | N/A                         | 89%                | 92%           | 87%         | 23                       |
| <b>OpenCRM</b>        | 87%                     | 100%                              | 88%                      | 85%           | 91%                         | 94%                | 84%           | 90%         | 51                       |
| <b>Claritysoft</b>    | 86%                     | 85%                               | 87%                      | 90%           | 93%                         | 89%                | 86%           | 88%         | 50                       |
| <b>GreenRope</b>      | 87%                     | 89%                               | 88%                      | 80%           | 92%                         | 93%                | 75%           | 77%         | 54                       |
| <b>CRM and Kanban</b> | 93%                     | 100%                              | 96%                      | N/A           | N/A                         | 94%                | N/A           | 91%         | 73                       |

(Satisfaction Ratings for CRM continues on next page)

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# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                              | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|------------------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                              | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Vtiger All-In-One CRM</b> | 86%                     | 90%                               | 88%                      | 85%           | 88%                         | 88%                | 82%           | 84%         | 51                       |
| <b>CRM.io</b>                | 94%                     | 88%                               | 96%                      | N/A           | N/A                         | 88%                | N/A           | 95%         | 72                       |
| <b>CRM.me</b>                | 88%                     | 90%                               | 91%                      | 83%           | 83%                         | 86%                | 79%           | 87%         | 58                       |
| <b>BSI Software</b>          | 85%                     | 85%                               | 88%                      | 77%           | 83%                         | 80%                | 76%           | 85%         | 52                       |
| <b>Mekari Qontak</b>         | 92%                     | 89%                               | 87%                      | N/A           | N/A                         | 90%                | N/A           | 87%         | 83                       |
| <b>InfoFlo</b>               | 91%                     | 90%                               | 89%                      | 87%           | 89%                         | 91%                | 85%           | 92%         | 76                       |
| <b>SalesBabu CRM</b>         | 87%                     | 95%                               | 90%                      | 88%           | 96%                         | 88%                | 90%           | 90%         | 48                       |
| <b>Accelo</b>                | 88%                     | 91%                               | 89%                      | 81%           | 90%                         | 90%                | 76%           | 85%         | 63                       |
| <b>SalesNexus</b>            | 88%                     | 89%                               | 91%                      | N/A           | N/A                         | 93%                | N/A           | 89%         | 50                       |
| <b>Fitnet Manager</b>        | 82%                     | 92%                               | 88%                      | 82%           | 89%                         | 86%                | 91%           | 89%         | 30                       |
| <b>Revamp CRM</b>            | 86%                     | 90%                               | 86%                      | 91%           | 83%                         | 89%                | 86%           | 89%         | 60                       |
| <b>Upsales</b>               | 90%                     | 86%                               | 88%                      | 89%           | 89%                         | 91%                | 86%           | 90%         | 64                       |
| <b>ForceManager CRM</b>      | 93%                     | 100%                              | 93%                      | N/A           | N/A                         | 89%                | N/A           | 89%         | 70                       |
| <b>eSalesTrack</b>           | 85%                     | 87%                               | 88%                      | N/A           | N/A                         | 92%                | N/A           | 83%         | 62                       |
| <b>FreeAgent CRM</b>         | 85%                     | 88%                               | 88%                      | 90%           | 99%                         | 96%                | 89%           | 88%         | 51                       |
| <b>Prophet CRM</b>           | 82%                     | 80%                               | 84%                      | 84%           | 89%                         | 90%                | 77%           | 83%         | 39                       |
| <b>Agile CRM</b>             | 80%                     | 80%                               | 84%                      | 84%           | 83%                         | 83%                | 81%           | 84%         | 43                       |
| <b>UPilot</b>                | 82%                     | 100%                              | 95%                      | N/A           | N/A                         | 83%                | N/A           | 94%         | 20                       |
| <b>PHP CRM</b>               | 91%                     | 100%                              | 92%                      | N/A           | N/A                         | 95%                | 94%           | 95%         | 80                       |

(Satisfaction Ratings for CRM continues on next page)

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# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                             | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|-----------------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                             | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Prospect CRM</b>         | 93%                     | 93%                               | 92%                      | 92%           | 93%                         | 93%                | 87%           | 94%         | 83                       |
| <b>WPCM</b>                 | 91%                     | 100%                              | 89%                      | 80%           | 86%                         | 88%                | 90%           | 89%         | 63                       |
| <b>Aurea CRM</b>            | 82%                     | 88%                               | 88%                      | 89%           | 95%                         | 82%                | 79%           | 89%         | 25                       |
| <b>Simpleview CRM</b>       | 75%                     | 86%                               | 83%                      | 77%           | 77%                         | 75%                | 74%           | 79%         | 9                        |
| <b>nTireCRM</b>             | 91%                     | 71%                               | 92%                      | N/A           | N/A                         | 88%                | N/A           | 90%         | 70                       |
| <b>sales-i</b>              | 83%                     | 84%                               | 84%                      | 87%           | 90%                         | 86%                | 82%           | 79%         | 41                       |
| <b>FluentCRM</b>            | 91%                     | 90%                               | 94%                      | 95%           | 95%                         | 90%                | 88%           | 93%         | 80                       |
| <b>Livespace CRM</b>        | 86%                     | 91%                               | 90%                      | N/A           | N/A                         | 86%                | N/A           | 87%         | 50                       |
| <b>Axiom Workspace CRM</b>  | 88%                     | 89%                               | 89%                      | N/A           | N/A                         | 97%                | 92%           | 94%         | 54                       |
| <b>eWay-CRM</b>             | 80%                     | 73%                               | 90%                      | N/A           | N/A                         | 93%                | 97%           | 84%         | 41                       |
| <b>Signpost</b>             | 75%                     | 61%                               | 75%                      | 83%           | 84%                         | 78%                | 79%           | 80%         | 32                       |
| <b>SalesJunction</b>        | 81%                     | 73%                               | 86%                      | N/A           | N/A                         | 82%                | N/A           | 88%         | 44                       |
| <b>Platformly</b>           | 93%                     | 100%                              | 92%                      | 92%           | 94%                         | 94%                | 92%           | 91%         | 80                       |
| <b>Ardexus</b>              | 78%                     | 90%                               | 91%                      | N/A           | N/A                         | 86%                | N/A           | 90%         | 30                       |
| <b>Leadscore.io</b>         | 82%                     | 83%                               | 90%                      | N/A           | N/A                         | 88%                | 91%           | 89%         | 22                       |
| <b>Commence CRM</b>         | 81%                     | 79%                               | 81%                      | 77%           | 92%                         | 85%                | 84%           | 77%         | 40                       |
| <b>ONLYOFFICE Workspace</b> | 82%                     | 55%                               | 79%                      | 90%           | 88%                         | 86%                | 93%           | 83%         | 42                       |
| <b>Tapdesk</b>              | 98%                     | N/A                               | 93%                      | N/A           | N/A                         | 94%                | N/A           | 95%         | 100                      |
| <b>YetiForce CRM</b>        | 88%                     | 89%                               | 87%                      | 76%           | 83%                         | 77%                | 73%           | 82%         | 60                       |

(Satisfaction Ratings for CRM continues on next page)

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# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|   | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|---|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|   | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Kommo</b>                            | 74%                     | 77%                               | 80%                      | 87%           | 81%                         | 87%                | 87%           | 85%         | 14                       |
| <b>FreeCRM</b>                          | 84%                     | 64%                               | 90%                      | N/A           | N/A                         | 84%                | N/A           | 87%         | 36                       |
| <b>Talisma</b>                          | 62%                     | 42%                               | 73%                      | N/A           | N/A                         | 68%                | 74%           | 64%         | -33                      |
| <b>Pivotal</b>                          | 68%                     | 66%                               | 82%                      | 85%           | 88%                         | 81%                | 82%           | 77%         | -21                      |
| <b>InfiniteCRM</b>                      | 74%                     | 80%                               | 83%                      | N/A           | N/A                         | 84%                | 80%           | 79%         | 0                        |
| <b>Zurmo</b>                            | 92%                     | 80%                               | 86%                      | 79%           | 81%                         | 87%                | 76%           | 91%         | 72                       |
| <b>AdOrbit</b>                          | 78%                     | 83%                               | 71%                      | N/A           | N/A                         | 71%                | 79%           | 75%         | 30                       |
| <b>GoldMine</b>                         | 73%                     | 50%                               | 81%                      | 77%           | 78%                         | 77%                | 71%           | 78%         | 8                        |
| <b>TDF CRM</b>                          | 78%                     | 75%                               | 79%                      | 75%           | 82%                         | 80%                | 69%           | 75%         | 14                       |
| <b>OrangeCRM</b>                        | 85%                     | 80%                               | 91%                      | N/A           | N/A                         | 89%                | N/A           | 87%         | 45                       |
| <b>Fat Free CRM</b>                     | 78%                     | 63%                               | 80%                      | N/A           | N/A                         | 71%                | N/A           | 81%         | 30                       |
| <b>FIVE CRM</b>                         | 86%                     | 90%                               | 90%                      | N/A           | N/A                         | 86%                | N/A           | 84%         | 41                       |
| <b>karmaCRM</b>                         | 76%                     | 91%                               | 81%                      | N/A           | N/A                         | 90%                | N/A           | 78%         | 0                        |
| <b>solve 360</b>                        | 78%                     | 71%                               | 86%                      | N/A           | N/A                         | 87%                | N/A           | 82%         | 29                       |
| <b>Desker CRM</b>                       | 89%                     | 84%                               | 86%                      | 88%           | 86%                         | 89%                | 88%           | 90%         | 68                       |
| <b>arkflux</b>                          | 94%                     | 100%                              | 94%                      | N/A           | N/A                         | 98%                | N/A           | 94%         | 78                       |
| <b>FinCRM</b>                           | 86%                     | 86%                               | 86%                      | N/A           | N/A                         | 83%                | N/A           | 90%         | 52                       |
| <b>Rev.io PSA formerly Tigerpaw One</b> | 60%                     | 52%                               | 71%                      | 76%           | 71%                         | 68%                | 66%           | 63%         | -21                      |
| <b>openCRX</b>                          | 90%                     | 100%                              | 86%                      | N/A           | N/A                         | 78%                | N/A           | 87%         | 80                       |

(Satisfaction Ratings for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Satisfaction Ratings for CRM (continued)

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

|                       | Satisfaction            |                                   | Satisfaction by Category |               |                             |                    |               |             | Net Promoter Score (NPS) |
|-----------------------|-------------------------|-----------------------------------|--------------------------|---------------|-----------------------------|--------------------|---------------|-------------|--------------------------|
|                       | Likelihood to Recommend | Product Going in Right Direction? | Meets Requirements       | Ease of Admin | Ease of Doing Business With | Quality of Support | Ease of Setup | Ease of Use |                          |
| <b>Shape Software</b> | 92%                     | 81%                               | 90%                      | 85%           | 86%                         | 92%                | 81%           | 94%         | 80                       |
| <b>InTouch CRM</b>    | 82%                     | 80%                               | 90%                      | N/A           | N/A                         | 80%                | N/A           | 86%         | 33                       |
| <b>Core CRM Pro</b>   | 85%                     | N/A                               | N/A                      | N/A           | N/A                         | N/A                | N/A           | N/A         | 40                       |
| <b>Ligna</b>          | 78%                     | 80%                               | 88%                      | 83%           | 83%                         | 71%                | 60%           | 76%         | 45                       |
| <b>ezeeCRM</b>        | 72%                     | 90%                               | 80%                      | N/A           | N/A                         | 80%                | N/A           | 87%         | 18                       |
| <b>Jarvis CRM</b>     | 98%                     | N/A                               | N/A                      | N/A           | N/A                         | N/A                | N/A           | N/A         | 91                       |
| <b>Average</b>        | 88%                     | 88%                               | 89%                      | 88%           | 91%                         | 90%                | 87%           | 89%         | 61                       |

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\*\*Net Promoter Score ranges from -100 to +100

# Feature Comparison for CRM

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Sales Force Automation

|                                 | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|---------------------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Salesforce Sales Cloud</b>   | 89%                          | 85%                              | 89%                          | 85%                        | 83%                          | 85%                 | 83%                             | 84%                      | 85%                          |
| <b>HubSpot Sales Hub</b>        | 89%                          |                                  | 88%                          | 88%                        | 81%                          | 87%                 | 81%                             | 82%                      | 85%                          |
| <b>Pipedrive</b>                | 87%                          |                                  | 90%                          | 88%                        | 80%                          | 86%                 | 80%                             | 81%                      | 81%                          |
| <b>ActiveCampaign</b>           | 83%                          | 73%                              | 81%                          | 79%                        | 72%                          | 77%                 | 72%                             | 71%                      | 74%                          |
| <b>Close</b>                    | 92%                          |                                  | 92%                          | 91%                        | 85%                          | 92%                 | 86%                             | 85%                      | 86%                          |
| <b>SAP Sales Cloud</b>          | 85%                          | 86%                              | 85%                          | 86%                        | 84%                          | 84%                 | 84%                             | 85%                      | 84%                          |
| <b>Zoho</b>                     | 87%                          | 85%                              | 84%                          | 84%                        | 81%                          | 86%                 | 82%                             | 82%                      | 84%                          |
| <b>Bigin by Zoho CRM</b>        | 89%                          |                                  | 89%                          | 88%                        |                              | 85%                 | 84%                             | 81%                      |                              |
| <b>monday CRM</b>               | 87%                          | 81%                              | 87%                          | 89%                        | 79%                          | 85%                 | 80%                             | 79%                      | 82%                          |
| <b>HighLevel</b>                | 89%                          |                                  | 91%                          | 84%                        | 76%                          | 89%                 | 86%                             | 80%                      | 83%                          |
| <b>Instantly</b>                | 92%                          | 88%                              | 92%                          | 91%                        | 89%                          | 92%                 | 89%                             | 88%                      | 89%                          |
| <b>Nutshell</b>                 | 87%                          |                                  | 86%                          | 84%                        | 79%                          | 84%                 | 78%                             | 77%                      | 79%                          |
| <b>Thryv</b>                    | 90%                          |                                  | 85%                          | 88%                        | 84%                          | 91%                 | 87%                             | 87%                      | 87%                          |
| <b>LocaliQ</b>                  | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Brevo Marketing Platform</b> | 88%                          | 83%                              | 85%                          | 86%                        | 81%                          | 85%                 | 79%                             | 80%                      | 80%                          |
| <b>folk</b>                     | 88%                          | 82%                              | 86%                          | 78%                        |                              | 86%                 |                                 |                          | 75%                          |
| <b>Freshsales</b>               | 91%                          | 86%                              | 89%                          | 87%                        | 86%                          | 88%                 | 84%                             | 84%                      | 87%                          |
| <b>Creatio</b>                  | 91%                          | 91%                              | 91%                          | 89%                        | 88%                          | 89%                 | 88%                             | 90%                      | 91%                          |
| <b>Nimble</b>                   | 90%                          |                                  | 86%                          | 86%                        | 79%                          | 85%                 | 80%                             | 80%                      | 85%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

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|                                   | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|-----------------------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Efficy CRM</b>                 | 89%                          | 89%                              | 89%                          | 88%                        | 86%                          | 90%                 | 87%                             | 90%                      | 89%                          |
| <b>HoneyBook</b>                  | 92%                          | 89%                              | 92%                          | 90%                        | 86%                          | 90%                 | 90%                             | 90%                      | 94%                          |
| <b>Apptivo</b>                    | 87%                          | 73%                              | 81%                          | 84%                        | 75%                          | 78%                 | 80%                             | 80%                      | 80%                          |
| <b>Sage CRM</b>                   | 79%                          |                                  | 79%                          | 80%                        | 75%                          | 74%                 | 77%                             | 77%                      | 78%                          |
| <b>Vendasta</b>                   | 90%                          |                                  | 93%                          | 91%                        | 88%                          |                     | 86%                             | 86%                      |                              |
| <b>CRMOne</b>                     | 98%                          | 93%                              | 96%                          | 94%                        | 89%                          | 95%                 | 95%                             | 93%                      | 93%                          |
| <b>Capsule</b>                    | 92%                          |                                  | 90%                          | 92%                        | 77%                          | 86%                 | 78%                             | 77%                      | 84%                          |
| <b>EngageBay All-in-One Suite</b> | 93%                          | 88%                              | 90%                          | 90%                        | 87%                          | 88%                 | 88%                             | 90%                      | 91%                          |
| <b>Less Annoying CRM</b>          | 96%                          |                                  | 93%                          | 94%                        |                              | 93%                 |                                 |                          | 86%                          |
| <b>Knack</b>                      | 92%                          | 96%                              | 96%                          | 96%                        | 93%                          | 82%                 | 94%                             | 93%                      | 90%                          |
| <b>Kylas Sales CRM</b>            | 95%                          | 95%                              | 96%                          | 96%                        | 94%                          | 95%                 | 94%                             | 93%                      | 95%                          |
| <b>Success.ai</b>                 | 97%                          | 94%                              | 93%                          | 94%                        | 94%                          | 95%                 | 96%                             | 94%                      | 95%                          |
| <b>OnePageCRM</b>                 | 92%                          | 87%                              | 90%                          | 94%                        | 83%                          | 89%                 | 84%                             | 82%                      | 84%                          |
| <b>Streak</b>                     | 93%                          | 91%                              | 95%                          | 92%                        | 86%                          | 91%                 | 87%                             | 88%                      | 91%                          |
| <b>Attio</b>                      | 96%                          |                                  | 96%                          | 89%                        |                              | 91%                 |                                 |                          |                              |
| <b>Salesflare</b>                 | 94%                          |                                  | 94%                          | 89%                        | 86%                          | 89%                 | 83%                             | 83%                      | 85%                          |
| <b>Snov.io</b>                    | 87%                          | 84%                              | 86%                          | 85%                        | 83%                          | 88%                 | 85%                             | 86%                      | 87%                          |
| <b>Floww.ai</b>                   | 94%                          | 93%                              | 95%                          | 95%                        | 93%                          | 95%                 | 93%                             | 93%                      | 93%                          |
| <b>Softr</b>                      | 86%                          | 82%                              | 83%                          | 85%                        | 80%                          | 79%                 | 83%                             | 85%                      | 84%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Sales Force Automation

|                     | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|---------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Salesmate</b>    | 92%                          | 88%                              | 92%                          | 90%                        | 86%                          | 91%                 | 88%                             | 86%                      | 88%                          |
| <b>SendPulse</b>    | 87%                          | 86%                              | 86%                          | 85%                        | 84%                          | 86%                 | 85%                             | 85%                      | 85%                          |
| <b>C2CRM</b>        | 93%                          | 87%                              | 87%                          | 91%                        | 82%                          | 86%                 | 83%                             | 89%                      | 87%                          |
| <b>SuiteDash</b>    | 92%                          | 86%                              | 92%                          | 94%                        | 80%                          | 87%                 | 88%                             | 92%                      | 91%                          |
| <b>AllClients</b>   | 96%                          | 90%                              | 97%                          | 95%                        | 80%                          | 83%                 | 83%                             | 77%                      | 95%                          |
| <b>Flowlu</b>       | 96%                          | 89%                              | 93%                          | 96%                        | 89%                          | 91%                 | 90%                             | 89%                      | 91%                          |
| <b>EsopoCRM</b>     | 90%                          |                                  | 87%                          | 92%                        |                              |                     |                                 | 84%                      |                              |
| <b>Scoro</b>        | 88%                          | 87%                              | 88%                          | 91%                        | 87%                          | 88%                 | 89%                             | 89%                      | 85%                          |
| <b>Fireberry</b>    | 91%                          | 86%                              | 91%                          | 90%                        | 83%                          | 84%                 | 92%                             | 94%                      | 91%                          |
| <b>Teamgate</b>     | 94%                          | 88%                              | 90%                          | 96%                        | 88%                          | 91%                 | 90%                             | 88%                      | 91%                          |
| <b>Membrain</b>     | 90%                          | 85%                              | 93%                          | 92%                        | 86%                          | 88%                 | 83%                             | 82%                      | 83%                          |
| <b>Goals.com</b>    | 98%                          | 75%                              | 98%                          | 93%                        | 93%                          | 86%                 | 93%                             | 88%                      | 96%                          |
| <b>Ohanafy</b>      | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>OctopusPro</b>   | 98%                          | 97%                              | 98%                          | 97%                        | 97%                          | 96%                 | 96%                             | 95%                      | 98%                          |
| <b>HappSales</b>    | 98%                          | 95%                              | 98%                          | 96%                        | 100%                         | 100%                | 98%                             | 95%                      | 95%                          |
| <b>Breakcold</b>    | 95%                          | 86%                              | 93%                          | 83%                        | 75%                          | 76%                 | 74%                             | 70%                      | 76%                          |
| <b>Vtiger Sales</b> | 92%                          |                                  | 88%                          | 90%                        | 85%                          | 88%                 | 88%                             | 88%                      | 90%                          |
| <b>Kintone</b>      | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Pipelinier</b>   | 91%                          | 91%                              | 93%                          | 92%                        | 90%                          | 93%                 | 91%                             | 90%                      | 91%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Sales Force Automation

|  | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|--|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Maximizer</b>   | 85%                          | 74%                              | 77%                          | 82%                        | 69%                          | 80%                 |                                 |                          | 78%                          |
| <b>User.com</b>  | 76%                          |                                  | 86%                          | 89%                        | 91%                          | 90%                 | 73%                             | 76%                      | 80%                          |
| <b>VBOUT</b>   | 92%                          | 86%                              | 91%                          | 94%                        | 79%                          | 86%                 | 79%                             | 80%                      | 83%                          |
| <b>Teamwork CRM</b>                                      | 89%                          | 86%                              | 87%                          | 89%                        | 88%                          | 88%                 | 88%                             | 88%                      | 85%                          |
| <b>Bixjet</b>  | 93%                          |                                  | 92%                          | 93%                        | 87%                          |                     | 90%                             | 89%                      |                              |
| <b>Pipeline CRM</b>                                      | 89%                          |                                  | 89%                          | 86%                        | 81%                          | 83%                 | 80%                             | 81%                      | 85%                          |
| <b>VobeSoft</b>  | 95%                          | 89%                              | 94%                          | 95%                        | 84%                          | 88%                 | 90%                             | 90%                      | 98%                          |
| <b>aCloud CRM</b>  | 90%                          | 87%                              | 89%                          | 87%                        | 83%                          | 86%                 | 93%                             | 90%                      | 89%                          |
| <b>djaboo</b>  | 100%                         | 94%                              | 100%                         | 99%                        | 94%                          | 96%                 | 97%                             | 97%                      | 97%                          |
| <b>vcita</b>   | 97%                          |                                  | 91%                          | 88%                        | 78%                          | 95%                 | 79%                             | 88%                      | 95%                          |
| <b>Teamleader</b>  | 88%                          | 92%                              | 83%                          | 86%                        | 73%                          | 81%                 | 86%                             | 90%                      | 90%                          |
| <b>Resco - Mobility &amp; Productivity</b>               | 90%                          | 81%                              | 87%                          | 88%                        | 73%                          | 81%                 | 79%                             | 86%                      | 81%                          |
| <b>ePROMIS ERP</b>                                       | 100%                         | 100%                             | 100%                         | 100%                       | 100%                         | 100%                | 100%                            | 100%                     | 100%                         |
| <b>Method CRM</b>  | 90%                          |                                  | 86%                          | 86%                        | 78%                          | 85%                 | 85%                             | 87%                      | 85%                          |
| <b>vtenext</b>   | 90%                          | 87%                              | 88%                          | 87%                        | 84%                          | 82%                 | 84%                             | 86%                      | 88%                          |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 91%                          |                                  | 96%                          | 94%                        | 90%                          |                     |                                 |                          |                              |
| <b>Altvia</b>  | 96%                          | 89%                              | 86%                          | 86%                        | 86%                          | 90%                 | 87%                             | 86%                      | 93%                          |
| <b>Sellsy</b>  | N/A                          |                                  | N/A                          | N/A                        |                              |                     | N/A                             | N/A                      | N/A                          |
| <b>Clientjoy</b>   | 95%                          | 88%                              | 94%                          | 89%                        | 89%                          | 89%                 | 92%                             | 95%                      | 93%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

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|                             | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|-----------------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>NetHunt CRM</b>          | 94%                          |                                  | 92%                          | 91%                        | 86%                          | 91%                 | 88%                             | 86%                      | 90%                          |
| <b>Maple CRM</b>            | 91%                          | 86%                              | 86%                          | 92%                        | 81%                          | 82%                 | 88%                             | 90%                      | 90%                          |
| <b>ELMA365</b>              | 100%                         | 91%                              | 86%                          | 91%                        | 89%                          | 89%                 | 89%                             | 83%                      | 83%                          |
| <b>Clarify CRM</b>          | 93%                          | 88%                              | 100%                         | 96%                        | 77%                          | 86%                 | 83%                             | N/A                      | N/A                          |
| <b>Zilliant CPQ</b>         | 95%                          | 100%                             | 95%                          | 91%                        | 96%                          | 100%                | 98%                             | 96%                      | 92%                          |
| <b>Friday CRM</b>           | 80%                          | 75%                              | 81%                          | 81%                        | 73%                          | 75%                 | 71%                             | 71%                      | 73%                          |
| <b>Spiro</b>                | 95%                          |                                  | 93%                          | 90%                        | 87%                          | 89%                 | 87%                             | 89%                      | 89%                          |
| <b>Klipy CRM</b>            | 100%                         |                                  | 100%                         | 100%                       |                              | 100%                |                                 |                          |                              |
| <b>AddressTwo</b>           | 97%                          |                                  | 95%                          | 97%                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>RAYNET CRM</b>           | 97%                          | 91%                              | 95%                          | 92%                        | 89%                          | 94%                 | 87%                             | 93%                      | 92%                          |
| <b>Relenta CRM</b>          | 96%                          |                                  | 84%                          | 90%                        | 76%                          | 88%                 | 88%                             | 86%                      | 90%                          |
| <b>Spotler CRM</b>          | 90%                          | 91%                              | 86%                          | 87%                        | 83%                          | 79%                 | 83%                             | 84%                      | 88%                          |
| <b>ConvergeHub</b>          | 92%                          | 91%                              | 89%                          | 91%                        | 89%                          |                     | 91%                             | 92%                      | 90%                          |
| <b>Mothernode</b>           | 90%                          | 82%                              | 86%                          | 86%                        | 86%                          | 88%                 | 75%                             | 93%                      | 82%                          |
| <b>CompanyHub CRM</b>       | 95%                          |                                  | 95%                          | 95%                        | 83%                          | 93%                 | 87%                             | 88%                      | 90%                          |
| <b>crmConnect</b>           | 87%                          | 87%                              | 86%                          | 88%                        | 86%                          | 87%                 | 87%                             | 88%                      | 85%                          |
| <b>Solid Performers CRM</b> | 99%                          | N/A                              | 94%                          | 96%                        | 90%                          | N/A                 | 84%                             | 90%                      | 86%                          |
| <b>SuiteCRM</b>             | 91%                          |                                  | 87%                          | 86%                        | 85%                          | 85%                 | 84%                             | 86%                      | 85%                          |
| <b>Planfix</b>              | 100%                         | 79%                              | 93%                          | 95%                        | 90%                          | 93%                 | 98%                             | 93%                      | 100%                         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

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|---|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>1CRM</b>                                     | 91%                          | 93%                              | 93%                          | 93%                        | 91%                          | 93%                 | 93%                             | 95%                      | 92%                          |
| <b>Ringy (formerly iSales)</b>                  | 92%                          |                                  | 90%                          | 87%                        |                              | 92%                 |                                 |                          |                              |
| <b>BenchmarkONE</b>                             | 93%                          |                                  | 90%                          | 87%                        | 92%                          | 91%                 | 94%                             | 89%                      | 93%                          |
| <b>VipeCloud</b>                                | N/A                          |                                  | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>noCRM.io</b>                                 | 87%                          |                                  | 91%                          | 90%                        | 82%                          | 88%                 | 80%                             | 82%                      | 84%                          |
| <b>20NINE</b>                                   | 93%                          | 94%                              | 97%                          | 96%                        | 94%                          | 93%                 | 93%                             | 95%                      | 96%                          |
| <b>OfficeClip Contact Manager</b>               | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>AllProWebTools</b>                           | 97%                          | N/A                              | N/A                          | N/A                        | N/A                          | 94%                 | N/A                             | N/A                      | N/A                          |
| <b>ArcCRM</b>                                   | 96%                          | 94%                              | 98%                          | 98%                        | 90%                          | 86%                 | 94%                             | 95%                      | 89%                          |
| <b>Simply CRM</b>                               | 93%                          | 90%                              | 91%                          | 95%                        | 89%                          | 91%                 | 92%                             | 89%                      | 93%                          |
| <b>Salesboom</b>                                | 95%                          |                                  | 90%                          | 86%                        | 90%                          | 86%                 | 87%                             | 92%                      | 96%                          |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | N/A                          |                                  | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Zixflow</b>                                  | 97%                          | 98%                              | 99%                          | 97%                        | 95%                          | 95%                 | 93%                             | 96%                      | 100%                         |
| <b>edge CRM</b>                                 | 91%                          | 90%                              | 93%                          | 90%                        | 83%                          |                     | 87%                             | 88%                      | 90%                          |
| <b>ClientTether.com</b>                         | N/A                          | N/A                              | N/A                          | N/A                        |                              | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Ricochet360</b>                              | 76%                          | N/A                              | 84%                          | 76%                        | 80%                          |                     | 83%                             | 81%                      | 76%                          |
| <b>WORKetc</b>                                  | 93%                          |                                  | 87%                          | 89%                        | 84%                          | 83%                 | 85%                             | 86%                      | 87%                          |
| <b>TeamWave</b>                                 | 90%                          | 89%                              | 91%                          | 89%                        | 90%                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>OneHash CRM</b>                              | 91%                          | 89%                              | 88%                          | 87%                        | 91%                          | 92%                 | 88%                             | 87%                      | 89%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Sales Force Automation

|                          | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|--------------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>GleanView</b>         | N/A                          |                                  | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Formaloo</b>          | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>BIGContacts</b>       | 91%                          |                                  | 86%                          | 91%                        | N/A                          | 88%                 | N/A                             | N/A                      | N/A                          |
| <b>Soffront</b>          | 86%                          |                                  | 82%                          | 86%                        | 88%                          | 84%                 | 83%                             | 76%                      | 86%                          |
| <b>Orgzit</b>            | 95%                          | N/A                              | 94%                          | 95%                        | 86%                          | 91%                 | 95%                             | 93%                      | 91%                          |
| <b>CentraHub CRM</b>     | 94%                          | 85%                              | 93%                          | 98%                        | 90%                          | 86%                 | 95%                             | 94%                      | 97%                          |
| <b>PlanPlus</b>          | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Bluwave CRM</b>       | 96%                          | 92%                              | 93%                          | 93%                        | 98%                          | 95%                 | 97%                             | 97%                      | 95%                          |
| <b>InStream</b>          | 89%                          |                                  | 85%                          | 87%                        | 86%                          | 86%                 | 86%                             | 86%                      | 88%                          |
| <b>SalesDesk</b>         | 93%                          | 87%                              | 94%                          | 86%                        | 89%                          |                     | 91%                             | 87%                      | 91%                          |
| <b>Propeller CRM</b>     | 92%                          |                                  | 92%                          | 85%                        | 83%                          | 86%                 | 79%                             | 84%                      | 80%                          |
| <b>theCRM</b>            | 98%                          | 94%                              | 98%                          | 98%                        | 93%                          | 93%                 | 97%                             | 97%                      | 98%                          |
| <b>CentralStationCRM</b> | N/A                          | N/A                              | 91%                          | 94%                        | N/A                          |                     |                                 | 89%                      | N/A                          |
| <b>OutreachCRM</b>       | 93%                          |                                  | 92%                          | 92%                        | 87%                          | 93%                 | 82%                             | 86%                      | 88%                          |
| <b>Assistive</b>         | 99%                          | 97%                              | 99%                          | 97%                        | 99%                          | 100%                | 97%                             | 100%                     | 99%                          |
| <b>Rolldog CRM</b>       | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Pulse Technology</b>  | 100%                         | N/A                              | 100%                         | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Launchpad CRM</b>     | 88%                          | 86%                              | 87%                          | 89%                        | 86%                          | 83%                 | 91%                             | 88%                      | 90%                          |
| <b>NetSuite</b>          | 78%                          | 73%                              | 74%                          | 75%                        | 71%                          | 74%                 | 77%                             | 80%                      | 75%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

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## Sales Force Automation

|   | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|---|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Oracle EBS</b>                                   | 87%                          | 84%                              | 85%                          | 85%                        | 85%                          | 85%                 | 83%                             | 84%                      | 87%                          |
| <b>LeadSquared Sales CRM</b>                        | 91%                          |                                  | 92%                          | 92%                        | 89%                          | 91%                 | 89%                             | 91%                      | 90%                          |
| <b>Constant Contact Advanced Automation</b>         | 91%                          |                                  | 86%                          | 87%                        |                              | 87%                 | 82%                             |                          |                              |
| <b>Zoho CRM Plus</b>                                | 88%                          | 80%                              | 85%                          | 85%                        | 84%                          | 86%                 | 85%                             | 81%                      | 85%                          |
| <b>Microsoft Dynamics 365 Sales</b>                 | 84%                          | 82%                              | 82%                          | 81%                        | 79%                          | 82%                 | 80%                             | 81%                      | 83%                          |
| <b>Sugar Sell</b>                                   | 84%                          | 79%                              | 82%                          | 80%                        | 76%                          | 77%                 | 77%                             | 78%                      | 81%                          |
| <b>Oracle Fusion Cloud - EPM</b>                    | 79%                          | 80%                              | 78%                          | 79%                        | 76%                          | 78%                 | 78%                             | 78%                      | 79%                          |
| <b>Act!</b>   | 86%                          |                                  | 77%                          | 83%                        | 71%                          | 79%                 | 71%                             | 71%                      | 82%                          |
| <b>Oracle On Demand</b>                             | 80%                          | 79%                              | 79%                          | 76%                        | 73%                          | 71%                 | 76%                             | 74%                      | 81%                          |
| <b>Siebel</b>                                       | 79%                          | 77%                              | 77%                          | 78%                        | 78%                          | 77%                 | 77%                             | 79%                      | 79%                          |
| <b>Copper</b>                                       | 91%                          |                                  | 90%                          | 87%                        | 79%                          | 90%                 | 82%                             | 79%                      | 86%                          |
| <b>Odoo CRM</b>                                     | 81%                          | 82%                              | 85%                          | 82%                        | 77%                          | 78%                 | 79%                             | 83%                      | 82%                          |
| <b>ConnectWise PSA</b>                              | 84%                          | 81%                              | 78%                          | 85%                        | 76%                          | 84%                 | 80%                             | 82%                      | 83%                          |
| <b>Zendesk Sell</b>                                 | 87%                          |                                  | 87%                          | 85%                        | 78%                          | 85%                 | 80%                             | 80%                      | 83%                          |
| <b>Keap</b>   | 86%                          |                                  | 81%                          | 82%                        |                              | 80%                 | 79%                             | 78%                      | 77%                          |
| <b>SuperOffice CRM</b>                              | 90%                          | 76%                              | 84%                          | 85%                        | 73%                          | 83%                 | 73%                             | 75%                      | 78%                          |
| <b>Pershing Financial Services</b>                  | N/A                          | N/A                              | 83%                          | 89%                        | N/A                          | 88%                 | N/A                             | N/A                      | 83%                          |
| <b>Bitrix24</b>                                     | 84%                          | 84%                              | 86%                          | 88%                        | 81%                          | 84%                 | 83%                             | 81%                      | 84%                          |
| <b>Infor Customer Relationship Management (CRM)</b> | 77%                          | 72%                              | 70%                          | 68%                        | 65%                          | 67%                 | 68%                             | 65%                      | 66%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Sales Force Automation

|                       | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|-----------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Insightly CRM</b>  | 87%                          |                                  | 85%                          | 84%                        | 78%                          | 83%                 | 78%                             | 79%                      | 82%                          |
| <b>Ontraport</b>      | 91%                          | 82%                              | 83%                          | 80%                        | 76%                          | 79%                 | 79%                             | 75%                      | 83%                          |
| <b>Marketing 360</b>  | N/A                          |                                  | N/A                          | N/A                        |                              |                     |                                 | N/A                      |                              |
| <b>OroCommerce</b>    | 91%                          | 83%                              | 86%                          | 89%                        | 80%                          | 86%                 | 83%                             | 86%                      | 89%                          |
| <b>Workbooks</b>      | 87%                          | 83%                              | 85%                          | 85%                        | 82%                          | 83%                 | 82%                             | 84%                      | 84%                          |
| <b>Daylite</b>        | 93%                          |                                  | 90%                          | 91%                        |                              | 92%                 | 86%                             | 84%                      | 87%                          |
| <b>Progress Podio</b> | 89%                          | 86%                              | 86%                          | 87%                        | 81%                          | 81%                 | 86%                             | 82%                      | 83%                          |
| <b>Cinode</b>         | 79%                          | 71%                              | 82%                          | 74%                        | 65%                          | 70%                 | 70%                             | 70%                      | 68%                          |
| <b>Bloom</b>          |                              | 85%                              | 84%                          | 89%                        |                              | 88%                 |                                 | 89%                      | 91%                          |
| <b>Lime Go</b>        | 82%                          |                                  | 86%                          | 89%                        | N/A                          | 77%                 | N/A                             | 69%                      | 79%                          |
| <b>Planhat</b>        | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>SalezShark</b>     | 94%                          | 94%                              | 97%                          | 93%                        | 92%                          |                     | 92%                             | 93%                      | 92%                          |
| <b>Lime CRM</b>       | 82%                          | 74%                              | 77%                          | 78%                        | 70%                          | 76%                 | 68%                             | 69%                      | 76%                          |
| <b>LeadMaster</b>     | 83%                          |                                  | 79%                          | 82%                        | 75%                          | 82%                 | 86%                             | 82%                      | 78%                          |
| <b>Sellf</b>          | 91%                          | N/A                              | 90%                          | 87%                        | 89%                          | 87%                 | N/A                             | 97%                      | 91%                          |
| <b>OpenCRM</b>        | 94%                          | 80%                              | 87%                          | 88%                        | 86%                          | 87%                 | 87%                             | 87%                      | 93%                          |
| <b>Claritysoft</b>    | 87%                          |                                  | 86%                          | 86%                        | 79%                          | 86%                 | 77%                             | 79%                      | 85%                          |
| <b>GreenRope</b>      | 86%                          | 82%                              | 83%                          | 84%                        | 79%                          | 82%                 | 78%                             | 78%                      | 75%                          |
| <b>CRM and Kanban</b> | 82%                          | 75%                              | 77%                          | 86%                        | 75%                          |                     | 77%                             | 75%                      |                              |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

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## Sales Force Automation

|                              | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|------------------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Vtiger All-In-One CRM</b> | 89%                          |                                  | 83%                          | 82%                        | 75%                          | 81%                 | 81%                             | 85%                      | 85%                          |
| <b>CRM.io</b>                | N/A                          | N/A                              | N/A                          | 91%                        | N/A                          | 86%                 | N/A                             | N/A                      | 86%                          |
| <b>CRM.me</b>                | 89%                          | 85%                              | 88%                          | 86%                        | 82%                          | 88%                 | 85%                             | 88%                      | 90%                          |
| <b>BSI Software</b>          | 80%                          | 76%                              | 84%                          | 81%                        | 75%                          | 82%                 | 75%                             | 75%                      | 76%                          |
| <b>Mekari Qontak</b>         | 90%                          | 90%                              | 96%                          | 93%                        | 90%                          | 89%                 | 90%                             | 90%                      | 90%                          |
| <b>InfoFlo</b>               | 90%                          |                                  | 83%                          | 86%                        | 81%                          | 91%                 | 80%                             | 81%                      | 87%                          |
| <b>SalesBabu CRM</b>         | 92%                          |                                  | 92%                          | 90%                        | 89%                          | 86%                 | 88%                             | 92%                      | 94%                          |
| <b>Accelo</b>                | 89%                          | 85%                              | 87%                          | 89%                        | 80%                          | 88%                 | 83%                             | 84%                      | 87%                          |
| <b>SalesNexus</b>            | N/A                          |                                  | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Fitnet Manager</b>        | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Revamp CRM</b>            | 88%                          |                                  | 88%                          | 88%                        | 86%                          |                     | 93%                             |                          |                              |
| <b>Upsales</b>               | 86%                          | 84%                              | 86%                          | 87%                        | 82%                          | 85%                 | 81%                             | 82%                      | 82%                          |
| <b>ForceManager CRM</b>      | 92%                          |                                  | 92%                          | 95%                        | 94%                          | 89%                 | 88%                             | 91%                      | 91%                          |
| <b>eSalesTrack</b>           | 87%                          | 86%                              | 91%                          | 86%                        | 84%                          |                     | 87%                             | 83%                      | 86%                          |
| <b>FreeAgent CRM</b>         | 86%                          |                                  | 86%                          | 78%                        | 87%                          | 94%                 | 84%                             | 84%                      |                              |
| <b>Prophet CRM</b>           | 88%                          |                                  | 87%                          | 85%                        | 82%                          | 86%                 | 80%                             | 85%                      | 86%                          |
| <b>Agile CRM</b>             | 81%                          | 78%                              | 77%                          | 79%                        | 74%                          | 75%                 | 77%                             | 73%                      | 78%                          |
| <b>UPilot</b>                | 91%                          | N/A                              | N/A                          | 95%                        | N/A                          | 86%                 | N/A                             | N/A                      | 90%                          |
| <b>PHP CRM</b>               | 94%                          | 90%                              | 86%                          | 90%                        | 90%                          | 88%                 | 88%                             | 84%                      | 88%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

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|-----------------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Prospect CRM</b>         | 89%                          | 86%                              | 88%                          | 91%                        | 88%                          | 87%                 | 88%                             | 91%                      | 91%                          |
| <b>WPCM</b>                 | 84%                          | 84%                              | 84%                          | 86%                        | 86%                          | 90%                 | 86%                             | 86%                      | 88%                          |
| <b>Aurea CRM</b>            | 85%                          | 78%                              | 85%                          | 79%                        | 82%                          | 87%                 | 82%                             | 84%                      | 81%                          |
| <b>Simpleview CRM</b>       | 83%                          | 83%                              | 69%                          | 74%                        | N/A                          | N/A                 | N/A                             | N/A                      | 88%                          |
| <b>nTireCRM</b>             | 96%                          | 84%                              | 92%                          | 88%                        | 84%                          | 98%                 | 98%                             | 82%                      | 88%                          |
| <b>sales-i</b>              | 75%                          |                                  | 71%                          | 75%                        |                              | 76%                 |                                 |                          |                              |
| <b>FluentCRM</b>            | 86%                          | N/A                              |                              |                            |                              |                     |                                 |                          |                              |
| <b>Livespace CRM</b>        | 86%                          | 89%                              | 88%                          | 89%                        | 86%                          |                     | 92%                             | 88%                      | 89%                          |
| <b>Axiom Workspace CRM</b>  | 89%                          | 86%                              | 90%                          | 94%                        | 91%                          | 93%                 | 79%                             | 84%                      | 86%                          |
| <b>eWay-CRM</b>             | 88%                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Signpost</b>             | 88%                          | 86%                              | 88%                          | 93%                        | 90%                          | 90%                 | 88%                             | 80%                      | 91%                          |
| <b>SalesJunction</b>        | 84%                          | 86%                              | 81%                          | 77%                        | 79%                          | 81%                 | 79%                             | 84%                      | 84%                          |
| <b>Platformly</b>           | N/A                          |                                  | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Ardexus</b>              | 78%                          | 86%                              | 86%                          | 82%                        | 78%                          | 81%                 | 82%                             | 78%                      | 76%                          |
| <b>Leadscore.io</b>         | 83%                          | 91%                              | 88%                          | 90%                        | 88%                          | 82%                 | 86%                             | 88%                      | 86%                          |
| <b>Commence CRM</b>         | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>ONLYOFFICE Workspace</b> | 77%                          |                                  | 89%                          | 83%                        |                              | 80%                 | 74%                             | 86%                      | 71%                          |
| <b>Tapdesk</b>              | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>YetiForce CRM</b>        | 89%                          | 82%                              | 77%                          | 86%                        | 79%                          | 78%                 | 79%                             | 82%                      | 83%                          |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

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|---|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Kommo</b>                            | 84%                          |                                  | 81%                          | 79%                        | 73%                          | 81%                 | 63%                             | 67%                      | 81%                          |
| <b>FreeCRM</b>                          | N/A                          |                                  | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Talisma</b>                          | 66%                          | N/A                              | 67%                          | 75%                        | 73%                          | 60%                 | N/A                             | N/A                      | N/A                          |
| <b>Pivotal</b>                          | 84%                          |                                  | 79%                          | 83%                        | 87%                          | 82%                 | 85%                             | 85%                      | 85%                          |
| <b>InfiniteCRM</b>                      | 81%                          | 78%                              | 78%                          | 79%                        | 78%                          | 79%                 | 70%                             | 71%                      | 75%                          |
| <b>Zurmo</b>                            | 87%                          | 86%                              | 91%                          | 87%                        | 83%                          | 79%                 | 86%                             | 86%                      | 92%                          |
| <b>AdOrbit</b>                          | 81%                          | 69%                              | 69%                          | 69%                        | 80%                          | 71%                 | 57%                             | 71%                      | 64%                          |
| <b>GoldMine</b>                         | 84%                          |                                  | 74%                          | 81%                        | 70%                          | 74%                 | 71%                             | 71%                      | 81%                          |
| <b>TDF CRM</b>                          | 84%                          | 74%                              | 81%                          | 83%                        | 75%                          | 81%                 | 69%                             | 62%                      | 64%                          |
| <b>OrangeCRM</b>                        | 87%                          |                                  | 87%                          | 91%                        | 86%                          | 90%                 | 89%                             | 87%                      | 89%                          |
| <b>Fat Free CRM</b>                     | 89%                          | 89%                              | 83%                          | 86%                        | 83%                          | 86%                 | 83%                             | 86%                      | 74%                          |
| <b>FIVE CRM</b>                         | 88%                          | 80%                              | 84%                          | 84%                        | 86%                          | 86%                 | 86%                             | 86%                      | 82%                          |
| <b>karmaCRM</b>                         | 81%                          |                                  | 71%                          | 76%                        | N/A                          | N/A                 | 83%                             | N/A                      | N/A                          |
| <b>solve 360</b>                        | 90%                          |                                  | 80%                          | 91%                        | 76%                          | 83%                 | 89%                             | 78%                      | 86%                          |
| <b>Deskera CRM</b>                      | 84%                          |                                  | 84%                          | 80%                        |                              | 76%                 | 82%                             | 87%                      |                              |
| <b>arkflux</b>                          | 93%                          | N/A                              | 92%                          | 92%                        | 91%                          | 97%                 | 86%                             | 89%                      | 86%                          |
| <b>FinCRM</b>                           | 84%                          | 81%                              | 79%                          | 83%                        | 82%                          | 84%                 | 81%                             | 86%                      | 84%                          |
| <b>Rev.io PSA formerly Tigerpaw One</b> | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>openCRX</b>                          | 83%                          | 81%                              | 90%                          | 86%                        | 86%                          | 79%                 | 83%                             | 88%                      | 86%                          |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Sales Force Automation

|                       | Contact & Account Management | Partner Relationship Mgmt. (PRM) | Opportunity & Pipeline Mgmt. | Task / Activity Management | Territory & Quota Management | Desktop Integration | Product & Price List Management | Quote & Order Management | Customer Contract Management |
|-----------------------|------------------------------|----------------------------------|------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|--------------------------|------------------------------|
| <b>Shape Software</b> | 92%                          | 94%                              | 90%                          | 94%                        | 91%                          | 92%                 | 91%                             | 92%                      | 91%                          |
| <b>InTouch CRM</b>    | 86%                          | 81%                              | 86%                          | 82%                        | 90%                          | 88%                 | 90%                             | 82%                      | 84%                          |
| <b>Core CRM Pro</b>   | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Ligna</b>          | 89%                          | 74%                              | 83%                          | 66%                        | 74%                          | 69%                 | 71%                             | 63%                      | 66%                          |
| <b>ezeeCRM</b>        | 81%                          | 81%                              | 81%                          | 81%                        | 80%                          | 84%                 | 81%                             | 78%                      | 86%                          |
| <b>Jarvis CRM</b>     | N/A                          | N/A                              | N/A                          | N/A                        | N/A                          | N/A                 | N/A                             | N/A                      | N/A                          |
| <b>Average</b>        | 89%                          | 85%                              | 88%                          | 88%                        | 84%                          | 86%                 | 84%                             | 85%                      | 86%                          |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                                 | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|---------------------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>Salesforce Sales Cloud</b>   | 82%             | 83%                 | 87%             | 82%                     |
| <b>HubSpot Sales Hub</b>        | 89%             | 87%                 | 89%             | 84%                     |
| <b>Pipedrive</b>                | 78%             | 78%                 | 87%             | 78%                     |
| <b>ActiveCampaign</b>           | 90%             | 88%                 | 85%             | 80%                     |
| <b>Close</b>                    | 89%             | 87%                 | 93%             | 84%                     |
| <b>SAP Sales Cloud</b>          | 82%             | 85%                 | 86%             | 84%                     |
| <b>Zoho</b>                     | 83%             | 82%                 | 86%             | 82%                     |
| <b>Bigin by Zoho CRM</b>        | 83%             | 82%                 | 88%             | 79%                     |
| <b>monday CRM</b>               | 79%             | 80%                 | 88%             | 78%                     |
| <b>HighLevel</b>                | 90%             | 91%                 | 91%             | 83%                     |
| <b>Instantly</b>                | 96%             | 96%                 | 95%             | 92%                     |
| <b>Nutshell</b>                 | 81%             | 80%                 | 87%             | 76%                     |
| <b>Thryv</b>                    | 89%             | 88%                 | 86%             | 86%                     |
| <b>LocaliQ</b>                  | N/A             | N/A                 | N/A             | N/A                     |
| <b>Brevo Marketing Platform</b> | 95%             | 94%                 | 90%             | 84%                     |
| <b>folk</b>                     | 80%             | 78%                 | 87%             |                         |
| <b>Freshsales</b>               | 87%             | 87%                 | 91%             | 82%                     |
| <b>Creatio</b>                  | 90%             | 91%                 | 92%             | 90%                     |
| <b>Nimble</b>                   | 83%             | 82%                 | 87%             | 80%                     |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                                   | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|-----------------------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>Efficy CRM</b>                 | 89%             | 89%                 | 91%             | 87%                     |
| <b>HoneyBook</b>                  | 82%             |                     | 92%             |                         |
| <b>Apptivo</b>                    | 74%             | 75%                 | 82%             | 68%                     |
| <b>Sage CRM</b>                   | 75%             | 78%                 | 76%             | 76%                     |
| <b>Vendasta</b>                   | 89%             | 91%                 | 88%             | 90%                     |
| <b>CRMOne</b>                     | 96%             | 91%                 | 96%             | 92%                     |
| <b>Capsule</b>                    | 81%             |                     | 90%             |                         |
| <b>EngageBay All-in-One Suite</b> | 95%             | 93%                 | 93%             | 89%                     |
| <b>Less Annoying CRM</b>          | 81%             | 85%                 | 93%             | 83%                     |
| <b>Knack</b>                      | 81%             | 78%                 | 93%             | 78%                     |
| <b>Kylas Sales CRM</b>            | 93%             | 93%                 | 95%             | 93%                     |
| <b>Success.ai</b>                 | 96%             | 94%                 | 95%             | 94%                     |
| <b>OnePageCRM</b>                 | 87%             |                     | 91%             |                         |
| <b>Streak</b>                     | 89%             |                     | 94%             | 86%                     |
| <b>Attio</b>                      | 79%             |                     | 92%             |                         |
| <b>Salesflare</b>                 | 86%             |                     | 91%             |                         |
| <b>Snov.io</b>                    | 94%             | 89%                 | 89%             | 83%                     |
| <b>Floww.ai</b>                   | 90%             | 92%                 | 95%             | 93%                     |
| <b>Softr</b>                      | 73%             | 78%                 | 84%             | 78%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                     | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|---------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>Salesmate</b>    | 89%             | 91%                 | 92%             | 88%                     |
| <b>SendPulse</b>    | 88%             | 88%                 | 87%             | 84%                     |
| <b>C2CRM</b>        | 92%             | 90%                 | 93%             | 87%                     |
| <b>SuiteDash</b>    | 92%             | 91%                 | 95%             | 80%                     |
| <b>AllClients</b>   | 95%             | 92%                 | 96%             | 84%                     |
| <b>Flowlu</b>       | 81%             | 82%                 | 93%             | 80%                     |
| <b>EspoCRM</b>      | 78%             | 81%                 | 95%             | 90%                     |
| <b>Scoro</b>        |                 |                     |                 |                         |
| <b>Fireberry</b>    | 91%             | 87%                 | 96%             | 94%                     |
| <b>Teamgate</b>     | 83%             | 87%                 | 88%             | 87%                     |
| <b>Membrain</b>     | 79%             |                     | 89%             |                         |
| <b>Goals.com</b>    | 78%             | 86%                 | 98%             | 91%                     |
| <b>Ohanafy</b>      | N/A             | N/A                 | N/A             | N/A                     |
| <b>OctopusPro</b>   | 98%             | 98%                 | 99%             | 98%                     |
| <b>HappSales</b>    | 88%             |                     | 98%             |                         |
| <b>Breakcold</b>    | 92%             | 91%                 | 95%             | 78%                     |
| <b>Vtiger Sales</b> | 79%             | 87%                 | 91%             |                         |
| <b>Kintone</b>      | N/A             | N/A                 | N/A             | N/A                     |
| <b>Pipeliner</b>    | 90%             | 90%                 | 94%             |                         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|  | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|--|-----------------|---------------------|-----------------|-------------------------|
| <b>Maximizer</b>   | 73%             | 72%                 | 76%             | 68%                     |
| <b>User.com</b>  | 89%             | 87%                 | 92%             | 98%                     |
| <b>VBOUT</b>   | 97%             | 96%                 | 96%             | 90%                     |
| <b>Teamwork CRM</b>                                      | 88%             | 86%                 | 84%             | 86%                     |
| <b>Bixjet</b>  | 95%             | 93%                 | 94%             | 92%                     |
| <b>Pipeline CRM</b>                                      | 79%             | 80%                 | 88%             | 78%                     |
| <b>VobeSoft</b>  | 93%             |                     | 92%             | 86%                     |
| <b>aCloud CRM</b>  | 86%             | 87%                 | 91%             | 93%                     |
| <b>djaboo</b>  | 95%             | 96%                 | 99%             | 91%                     |
| <b>vcita</b>   | 78%             | 84%                 | 88%             | 85%                     |
| <b>Teamleader</b>  | 75%             | 73%                 | 89%             | 71%                     |
| <b>Resco - Mobility &amp; Productivity</b>               |                 |                     |                 |                         |
| <b>ePROMIS ERP</b>                                       | 100%            | 100%                | 100%            | 100%                    |
| <b>Method CRM</b>  | 80%             | 78%                 | 85%             |                         |
| <b>vtenext</b>   | 83%             | 87%                 | 88%             | 89%                     |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 89%             | 86%                 | 90%             | 90%                     |
| <b>Altvia</b>  | 90%             | 86%                 | 88%             | 82%                     |
| <b>Sellsy</b>  | N/A             | N/A                 | N/A             | N/A                     |
| <b>Clientjoy</b>   | 84%             | 86%                 | 93%             | 90%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                             | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|-----------------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>NetHunt CRM</b>          | 91%             | 89%                 | 92%             | 89%                     |
| <b>Maple CRM</b>            | 81%             | 80%                 | 95%             | 80%                     |
| <b>ELMA365</b>              | N/A             | N/A                 | N/A             | N/A                     |
| <b>Clarify CRM</b>          | 89%             | 77%                 | 100%            | 83%                     |
| <b>Zilliant CPQ</b>         | 98%             |                     | 89%             | 92%                     |
| <b>Friday CRM</b>           | 67%             | 67%                 | 78%             | 70%                     |
| <b>Spiro</b>                | 81%             | 81%                 | 93%             | 83%                     |
| <b>Klipy CRM</b>            | 100%            | 100%                | 100%            | 100%                    |
| <b>AddressTwo</b>           | 90%             | 89%                 | 95%             | 94%                     |
| <b>RAYNET CRM</b>           | 86%             |                     | 95%             |                         |
| <b>Relenta CRM</b>          | 88%             |                     | 84%             |                         |
| <b>Spotler CRM</b>          | 80%             | 79%                 | 87%             | 80%                     |
| <b>ConvergeHub</b>          | 91%             | 91%                 | 94%             | 91%                     |
| <b>Mothernode</b>           | 67%             | 79%                 | 87%             | 69%                     |
| <b>CompanyHub CRM</b>       | 86%             |                     | 94%             |                         |
| <b>crmConnect</b>           | 81%             | 88%                 | 87%             | 87%                     |
| <b>Solid Performers CRM</b> | 89%             | 89%                 | 99%             | 86%                     |
| <b>SuiteCRM</b>             | 85%             | 83%                 | 90%             |                         |
| <b>Planfix</b>              | 89%             | 97%                 | 93%             | 79%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|   | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|---|-----------------|---------------------|-----------------|-------------------------|
| <b>1CRM</b>                                     | 92%             | 91%                 | 92%             | 92%                     |
| <b>Ringy (formerly iSales)</b>                  | 87%             | 93%                 | 94%             | 85%                     |
| <b>BenchmarkONE</b>                             | 92%             | 90%                 | 89%             | 83%                     |
| <b>VipeCloud</b>                                | N/A             | N/A                 | N/A             | N/A                     |
| <b>noCRM.io</b>                                 | 77%             |                     | 91%             |                         |
| <b>20NINE</b>                                   | 93%             |                     | 95%             |                         |
| <b>OfficeClip Contact Manager</b>               | N/A             | N/A                 | N/A             | N/A                     |
| <b>AllProWebTools</b>                           | 91%             | N/A                 | N/A             | N/A                     |
| <b>ArcCRM</b>                                   | 95%             | 98%                 | 97%             | 88%                     |
| <b>Simply CRM</b>                               | 92%             | 93%                 | 95%             | 95%                     |
| <b>Salesboom</b>                                | 95%             | 92%                 | 90%             | 94%                     |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | N/A             | N/A                 | N/A             | N/A                     |
| <b>Zixflow</b>                                  | 95%             | 94%                 | 95%             | 98%                     |
| <b>edge CRM</b>                                 | 83%             | 86%                 | 93%             | 87%                     |
| <b>ClientTether.com</b>                         | N/A             | N/A                 | N/A             | N/A                     |
| <b>Ricochet360</b>                              | 71%             | 83%                 | 84%             | 86%                     |
| <b>WORKetc</b>                                  | 83%             | 83%                 | 92%             | 84%                     |
| <b>TeamWave</b>                                 | 90%             | 89%                 | 90%             | 88%                     |
| <b>OneHash CRM</b>                              | 86%             | 88%                 | 90%             | 93%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                          | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|--------------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>GleanView</b>         | N/A             |                     | N/A             |                         |
| <b>Formaloo</b>          | N/A             | N/A                 | N/A             | N/A                     |
| <b>BIGContacts</b>       | 83%             | 89%                 | 87%             | 83%                     |
| <b>Soffront</b>          | 88%             | 86%                 | 86%             |                         |
| <b>Orgzit</b>            | N/A             | N/A                 | 93%             | 94%                     |
| <b>CentraHub CRM</b>     | 94%             | 92%                 | 96%             | 92%                     |
| <b>PlanPlus</b>          | N/A             | N/A                 | N/A             | N/A                     |
| <b>Bluwave CRM</b>       | 87%             | 92%                 | 99%             | 93%                     |
| <b>InStream</b>          | 88%             |                     | 87%             |                         |
| <b>SalesDesk</b>         | 89%             | 91%                 |                 | 89%                     |
| <b>Propeller CRM</b>     | 86%             | 88%                 | 87%             |                         |
| <b>theCRM</b>            | 90%             | 95%                 | 95%             | 94%                     |
| <b>CentralStationCRM</b> | N/A             | N/A                 | N/A             | N/A                     |
| <b>OutreachCRM</b>       | 92%             | 93%                 | 93%             | 91%                     |
| <b>Assistive</b>         | 97%             | 94%                 | 97%             | 94%                     |
| <b>Rolldog CRM</b>       | N/A             | N/A                 | N/A             | N/A                     |
| <b>Pulse Technology</b>  | N/A             | N/A                 | 100%            | N/A                     |
| <b>Launchpad CRM</b>     | 86%             |                     | 84%             |                         |
| <b>NetSuite</b>          | 69%             | 69%                 | 74%             | 71%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|  | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|--|-----------------|---------------------|-----------------|-------------------------|
| Oracle EBS                                   | 85%             | 84%                 | 85%             | 84%                     |
| LeadSquared Sales CRM                        | 91%             | 89%                 | 94%             | 88%                     |
| Constant Contact Advanced Automation         | 92%             | 91%                 | 89%             | 87%                     |
| Zoho CRM Plus                                | 84%             | 86%                 | 88%             | 84%                     |
| Microsoft Dynamics 365 Sales                 | 79%             | 79%                 | 82%             | 79%                     |
| Sugar Sell                                   | 75%             | 76%                 | 82%             | 74%                     |
| Oracle Fusion Cloud - EPM                    | 76%             |                     | 79%             |                         |
| Act!   | 76%             | 75%                 | 80%             | 70%                     |
| Oracle On Demand                             | 77%             | 78%                 | 78%             | 77%                     |
| Siebel                                       | 77%             | 78%                 | 78%             | 79%                     |
| Copper                                       | 82%             |                     | 88%             |                         |
| Odoo CRM                                     | 83%             | 82%                 | 84%             | 83%                     |
| ConnectWise PSA                              | 73%             | 73%                 | 76%             | 77%                     |
| Zendesk Sell                                 | 78%             | 79%                 | 85%             | 77%                     |
| Keap   | 90%             | 89%                 | 87%             | 78%                     |
| SuperOffice CRM                              | 76%             | 74%                 | 78%             | 60%                     |
| Pershing Financial Services                  | N/A             | N/A                 | N/A             | N/A                     |
| Bitrix24                                     | 81%             | 81%                 | 86%             | 79%                     |
| Infor Customer Relationship Management (CRM) | 65%             | 67%                 | 71%             | 68%                     |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                       | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|-----------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>Insightly CRM</b>  | 79%             |                     | 84%             | 79%                     |
| <b>Ontraport</b>      | 92%             | 88%                 | 90%             | 83%                     |
| <b>Marketing 360</b>  | 89%             | N/A                 | N/A             | N/A                     |
| <b>OroCommerce</b>    | 87%             | 86%                 | 87%             | 83%                     |
| <b>Workbooks</b>      | 82%             | 81%                 | 83%             | 83%                     |
| <b>Daylite</b>        | 81%             | 82%                 | 91%             | 86%                     |
| <b>Progress Podio</b> | 79%             | 82%                 | 84%             | 79%                     |
| <b>Cinode</b>         | 57%             | 67%                 | 72%             | 65%                     |
| <b>Bloom</b>          |                 |                     | 86%             |                         |
| <b>Lime Go</b>        | 74%             |                     | N/A             |                         |
| <b>Planhat</b>        | N/A             | N/A                 | N/A             | N/A                     |
| <b>SalezShark</b>     | 94%             | 93%                 | 95%             | 93%                     |
| <b>Lime CRM</b>       | 73%             | 70%                 | 71%             | 63%                     |
| <b>LeadMaster</b>     | 93%             | 88%                 | 90%             | 80%                     |
| <b>Sellf</b>          | N/A             |                     | 88%             |                         |
| <b>OpenCRM</b>        | 80%             | 83%                 | 88%             | 83%                     |
| <b>Claritysoft</b>    | 81%             | 77%                 | 88%             | 74%                     |
| <b>GreenRope</b>      | 89%             | 88%                 | 87%             | 85%                     |
| <b>CRM and Kanban</b> | 84%             | 84%                 | 88%             | 88%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                              | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|------------------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>Vtiger All-In-One CRM</b> | 81%             | 81%                 | 86%             | 80%                     |
| <b>CRM.io</b>                | N/A             | N/A                 | N/A             | N/A                     |
| <b>CRM.me</b>                | 92%             | 95%                 | 91%             | 91%                     |
| <b>BSI Software</b>          | 71%             | 75%                 | 79%             | 75%                     |
| <b>Mekari Qontak</b>         | 84%             |                     | 97%             |                         |
| <b>InfoFlo</b>               | 84%             | 82%                 | 85%             |                         |
| <b>SalesBabu CRM</b>         | 93%             | 89%                 | 95%             | 96%                     |
| <b>Accelo</b>                | 77%             | 79%                 | 84%             | 80%                     |
| <b>SalesNexus</b>            | N/A             | N/A                 | N/A             | N/A                     |
| <b>Fitnet Manager</b>        | N/A             | N/A                 | N/A             | N/A                     |
| <b>Revamp CRM</b>            |                 |                     | 83%             |                         |
| <b>Upsales</b>               | 79%             | 80%                 | 85%             | 81%                     |
| <b>ForceManager CRM</b>      | 93%             |                     | 91%             |                         |
| <b>eSalesTrack</b>           | 84%             | 91%                 | 90%             | 84%                     |
| <b>FreeAgent CRM</b>         | 91%             | 91%                 | 90%             | 90%                     |
| <b>Prophet CRM</b>           | 85%             | 86%                 | 87%             | 83%                     |
| <b>Agile CRM</b>             | 74%             | 79%                 | 74%             | 70%                     |
| <b>UPilot</b>                | N/A             | N/A                 | 83%             | N/A                     |
| <b>PHP CRM</b>               | 88%             | 90%                 | 86%             | 92%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                             | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|-----------------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>Prospect CRM</b>         | 85%             | 85%                 | 92%             | 86%                     |
| <b>WPCM</b>                 | 88%             | 84%                 | 84%             | 82%                     |
| <b>Aurea CRM</b>            | 81%             | 88%                 | 87%             | 89%                     |
| <b>Simpleview CRM</b>       | N/A             | 74%                 | 86%             | 66%                     |
| <b>nTireCRM</b>             | 92%             | 98%                 | 92%             | 90%                     |
| <b>sales-i</b>              |                 | 71%                 |                 | 76%                     |
| <b>FluentCRM</b>            | N/A             | N/A                 | N/A             | N/A                     |
| <b>Livespace CRM</b>        | 89%             | 89%                 | 89%             | 89%                     |
| <b>Axiom Workspace CRM</b>  | 92%             | 89%                 | 92%             | 89%                     |
| <b>eWay-CRM</b>             | 86%             | N/A                 | N/A             | N/A                     |
| <b>Signpost</b>             | 80%             | 87%                 | 79%             | 76%                     |
| <b>SalesJunction</b>        | 84%             | 88%                 | 90%             | 82%                     |
| <b>Platformly</b>           | N/A             | N/A                 | N/A             | N/A                     |
| <b>Ardexus</b>              | 74%             | 79%                 | 86%             | 88%                     |
| <b>LeadScore.io</b>         | 91%             | 89%                 | 89%             | 90%                     |
| <b>Commence CRM</b>         | N/A             | N/A                 | N/A             | N/A                     |
| <b>ONLYOFFICE Workspace</b> | 74%             | N/A                 | 80%             | N/A                     |
| <b>Tapdesk</b>              | N/A             | N/A                 | N/A             | N/A                     |
| <b>YetiForce CRM</b>        | 75%             | 83%                 | 85%             |                         |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|   | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|---|-----------------|---------------------|-----------------|-------------------------|
| <b>Kommo</b>                            | 81%             | 80%                 | 90%             |                         |
| <b>FreeCRM</b>                          | N/A             | N/A                 | N/A             | N/A                     |
| <b>Talisma</b>                          | 68%             | 66%                 | 63%             | 51%                     |
| <b>Pivotal</b>                          | 85%             |                     | 85%             |                         |
| <b>InfiniteCRM</b>                      | 71%             | 73%                 | 79%             | 79%                     |
| <b>Zurmo</b>                            | 84%             | 87%                 | 86%             | 91%                     |
| <b>AdOrbit</b>                          | 62%             | 57%                 | 77%             | 69%                     |
| <b>GoldMine</b>                         | 73%             |                     | 76%             |                         |
| <b>TDF CRM</b>                          | 67%             | 64%                 | 66%             | 63%                     |
| <b>OrangeCRM</b>                        | 87%             | 87%                 | 93%             | 86%                     |
| <b>Fat Free CRM</b>                     | 83%             | 94%                 | 89%             | 91%                     |
| <b>FIVE CRM</b>                         | 92%             | 92%                 | 90%             | 83%                     |
| <b>karmaCRM</b>                         | 76%             |                     | 88%             |                         |
| <b>solve 360</b>                        | 81%             |                     | 83%             |                         |
| <b>Deskera CRM</b>                      | 83%             | 84%                 | 82%             | 81%                     |
| <b>arkflux</b>                          | 98%             | 92%                 | 90%             | 95%                     |
| <b>FinCRM</b>                           | 84%             | 89%                 | 87%             | 86%                     |
| <b>Rev.io PSA formerly Tigerpaw One</b> | N/A             | N/A                 | N/A             | N/A                     |
| <b>openCRX</b>                          | 88%             | 88%                 | 88%             | 81%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Marketing Automation

|                       | Email Marketing | Campaign Management | Lead Management | Marketing ROI Analytics |
|-----------------------|-----------------|---------------------|-----------------|-------------------------|
| <b>Shape Software</b> | 92%             | 90%                 | 91%             | 91%                     |
| <b>InTouch CRM</b>    | 86%             | 86%                 | 84%             | 88%                     |
| <b>Core CRM Pro</b>   | N/A             | N/A                 | N/A             | N/A                     |
| <b>Ligna</b>          | 77%             | 80%                 | 86%             | 83%                     |
| <b>ezeeCRM</b>        | 79%             | 81%                 | 87%             | 83%                     |
| <b>Jarvis CRM</b>     | N/A             | N/A                 | N/A             | N/A                     |
| <b>Average</b>        | 85%             | 85%                 | 88%             | 84%                     |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                                 | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|---------------------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Salesforce Sales Cloud</b>   | 86%             | 84%                     | 85%            | 83%                  | 84%               |
| <b>HubSpot Sales Hub</b>        | 86%             | 85%                     | 87%            | 83%                  | 85%               |
| <b>Pipedrive</b>                | 82%             | 81%                     | 83%            | 78%                  | 80%               |
| <b>ActiveCampaign</b>           | 77%             | 78%                     | 80%            | 71%                  | 76%               |
| <b>Close</b>                    | 89%             | 89%                     | 89%            | 89%                  | 88%               |
| <b>SAP Sales Cloud</b>          | 86%             | 85%                     | 85%            | 83%                  | 85%               |
| <b>Zoho</b>                     | 83%             | 82%                     | 82%            | 80%                  | 83%               |
| <b>Bigin by Zoho CRM</b>        | 83%             | 81%                     | 83%            | 79%                  | 83%               |
| <b>monday CRM</b>               | 85%             | 81%                     | 84%            | 74%                  | 81%               |
| <b>HighLevel</b>                | 80%             |                         |                | 84%                  | 83%               |
| <b>Instantly</b>                | 91%             | 93%                     | 92%            | 86%                  | 90%               |
| <b>Nutshell</b>                 | 82%             | 82%                     | 83%            | 77%                  | 81%               |
| <b>Thryv</b>                    | 85%             | 91%                     | 91%            | 87%                  | 90%               |
| <b>LocaliQ</b>                  | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Brevo Marketing Platform</b> | 87%             | 86%                     | 86%            | 81%                  | 85%               |
| <b>folk</b>                     |                 |                         |                |                      |                   |
| <b>Freshsales</b>               | 87%             | 88%                     | 88%            | 85%                  | 87%               |
| <b>Creatio</b>                  | 93%             | 89%                     | 90%            | 90%                  | 92%               |
| <b>Nimble</b>                   | 84%             | 85%                     | 85%            | 81%                  | 82%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                                   | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|-----------------------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Efficy CRM</b>                 | 89%             | 87%                     | 89%            | 88%                  | 88%               |
| <b>HoneyBook</b>                  | 91%             | 88%                     | 89%            | 80%                  | 85%               |
| <b>Apptivo</b>                    | 79%             | 84%                     | 80%            | 82%                  | 80%               |
| <b>Sage CRM</b>                   | 77%             | 77%                     | 77%            | 77%                  | 75%               |
| <b>Vendasta</b>                   |                 | 95%                     | 94%            |                      |                   |
| <b>CRMOne</b>                     | 95%             | 96%                     | 97%            | 91%                  | 92%               |
| <b>Capsule</b>                    | 88%             | 85%                     | 86%            | 79%                  | 82%               |
| <b>EngageBay All-in-One Suite</b> | 88%             | 92%                     | 90%            | 88%                  | 90%               |
| <b>Less Annoying CRM</b>          | 89%             | 94%                     | 94%            | 82%                  | 84%               |
| <b>Knack</b>                      | 92%             | 96%                     | 93%            | 81%                  | 82%               |
| <b>Kylas Sales CRM</b>            | 95%             | 95%                     | 95%            | 94%                  | 95%               |
| <b>Success.ai</b>                 | 96%             | 95%                     | 98%            | 94%                  | 98%               |
| <b>OnePageCRM</b>                 |                 | 88%                     | 88%            | 83%                  | 84%               |
| <b>Streak</b>                     | 89%             | 89%                     | 92%            | 88%                  | 92%               |
| <b>Attio</b>                      |                 |                         |                |                      |                   |
| <b>Salesflare</b>                 | 89%             | 88%                     | 88%            | 80%                  | 86%               |
| <b>Snov.io</b>                    | 86%             | 90%                     | 90%            | 86%                  | 89%               |
| <b>Floww.ai</b>                   | 93%             | 92%                     | 94%            | 93%                  | 92%               |
| <b>Softr</b>                      | 87%             | 90%                     | 90%            | 80%                  | 84%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                     | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|---------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Salesmate</b>    | 86%             | 88%                     | 89%            | 87%                  | 89%               |
| <b>SendPulse</b>    | 86%             | 86%                     | 88%            | 81%                  | 85%               |
| <b>C2CRM</b>        | 88%             | 93%                     | 86%            | 82%                  | 83%               |
| <b>SuiteDash</b>    | 90%             | 94%                     | 92%            | 75%                  | 83%               |
| <b>AllClients</b>   | 88%             | 86%                     | 88%            | 83%                  | 81%               |
| <b>Flowlu</b>       | 89%             | 86%                     | 94%            | 73%                  | 80%               |
| <b>EspressoCRM</b>  | 86%             |                         |                | 79%                  |                   |
| <b>Scoro</b>        |                 |                         |                |                      |                   |
| <b>Fireberry</b>    | 97%             |                         | 93%            | 95%                  | 88%               |
| <b>Teamgate</b>     | 84%             | 88%                     | 88%            | 79%                  | 92%               |
| <b>Membrain</b>     | 86%             | 86%                     | 86%            | 83%                  | 86%               |
| <b>Goals.com</b>    | 59%             | 89%                     | 86%            | 63%                  | 84%               |
| <b>Ohanafy</b>      | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>OctopusPro</b>   | 98%             | 97%                     | 98%            | 98%                  | 96%               |
| <b>HappSales</b>    | 95%             |                         |                |                      |                   |
| <b>Breakcold</b>    |                 | 87%                     | 86%            | 66%                  | 80%               |
| <b>Vtiger Sales</b> | N/A             | N/A                     | N/A            | 86%                  | 97%               |
| <b>Kintone</b>      | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Pipelinier</b>   | 91%             | 92%                     | 92%            | 91%                  | 92%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|  | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|--|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Maximizer</b>   | 78%             |                         | 76%            |                      | 76%               |
| <b>User.com</b>  | 81%             | 92%                     | 87%            | 80%                  | 82%               |
| <b>VBOUT</b>   | 89%             | 91%                     | 92%            | 82%                  | 90%               |
| <b>Teamwork CRM</b>                                      | 88%             | 88%                     | 90%            | 88%                  | 85%               |
| <b>Bixjet</b>  | 94%             | 92%                     | 87%            | 91%                  | 91%               |
| <b>Pipeline CRM</b>                                      | 86%             | 87%                     | 86%            | 85%                  | 85%               |
| <b>VobeSoft</b>  | 95%             | 93%                     |                | 86%                  | 90%               |
| <b>aCloud CRM</b>  | 87%             | 93%                     | 86%            | 83%                  | 90%               |
| <b>djaboo</b>  | 96%             | 97%                     | 96%            | 93%                  | 93%               |
| <b>vcita</b>   | 85%             | 90%                     | 86%            | 78%                  | 85%               |
| <b>Teamleader</b>  | 79%             | 81%                     | 73%            | 79%                  | 81%               |
| <b>Resco - Mobility &amp; Productivity</b>               | 77%             | 75%                     | 80%            | 72%                  | 73%               |
| <b>ePROMIS ERP</b>                                       | 100%            | 100%                    | 100%           | 100%                 | 100%              |
| <b>Method CRM</b>  | 86%             | 87%                     | 85%            | 82%                  | 84%               |
| <b>vtenext</b>   | 91%             | 89%                     | 86%            | 81%                  | 86%               |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> |                 |                         |                | 89%                  | 90%               |
| <b>Altvia</b>  | 89%             | 90%                     | 84%            | 87%                  | 89%               |
| <b>Sellsy</b>  |                 | N/A                     | N/A            |                      | N/A               |
| <b>Clientjoy</b>   |                 | 92%                     |                | 87%                  |                   |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                             | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|-----------------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>NetHunt CRM</b>          | 90%             |                         |                | 87%                  | 89%               |
| <b>Maple CRM</b>            | 92%             | 92%                     | 88%            | 80%                  | 83%               |
| <b>ELMA365</b>              | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Clarify CRM</b>          | 86%             | 89%                     | 77%            | N/A                  | 69%               |
| <b>Zilliant CPQ</b>         | 94%             | 96%                     | 94%            |                      | 92%               |
| <b>Friday CRM</b>           | 73%             | 71%                     | 74%            | 71%                  | 73%               |
| <b>Spiro</b>                | 88%             | 91%                     | 88%            | 81%                  | 90%               |
| <b>Klipy CRM</b>            |                 |                         | 100%           |                      |                   |
| <b>AddressTwo</b>           | N/A             | N/A                     | 98%            | N/A                  | 98%               |
| <b>RAYNET CRM</b>           | 93%             | 95%                     | 92%            | 95%                  | 91%               |
| <b>Relenta CRM</b>          | 87%             | 86%                     | 85%            | 75%                  | 76%               |
| <b>Spotler CRM</b>          | 89%             | 89%                     | 89%            | 86%                  | 87%               |
| <b>ConvergeHub</b>          | 97%             | 95%                     | 95%            | 89%                  | 90%               |
| <b>Mothernode</b>           | 88%             | 84%                     | 89%            | N/A                  | 89%               |
| <b>CompanyHub CRM</b>       | 93%             | 91%                     | 90%            | 95%                  | 95%               |
| <b>crmConnect</b>           | 88%             | 85%                     | 87%            | 86%                  | 89%               |
| <b>Solid Performers CRM</b> | 88%             | 91%                     | 95%            | 91%                  | 90%               |
| <b>SuiteCRM</b>             | 84%             | 83%                     | 81%            | 80%                  | 83%               |
| <b>Planfix</b>              | 90%             | 96%                     | 100%           | 90%                  | 91%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|   | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|---|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>1CRM</b>                                     | 95%             | 95%                     | 97%            | 91%                  | 93%               |
| <b>Ringy (formerly iSales)</b>                  | 88%             | 86%                     | 86%            | 83%                  |                   |
| <b>BenchmarkONE</b>                             | 88%             | 95%                     | 89%            | 93%                  | 95%               |
| <b>VipeCloud</b>                                | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>noCRM.io</b>                                 | 85%             | 80%                     | 84%            | 81%                  |                   |
| <b>20NINE</b>                                   | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>OfficeClip Contact Manager</b>               | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>AllProWebTools</b>                           | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>ArcCRM</b>                                   | 94%             | 94%                     | 93%            | 91%                  | 93%               |
| <b>Simply CRM</b>                               | 92%             | 94%                     | 92%            | 90%                  | 91%               |
| <b>Salesboom</b>                                | 87%             | 84%                     | 90%            | 87%                  | 91%               |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Zixflow</b>                                  | 98%             | 100%                    | 95%            | 100%                 | 96%               |
| <b>edge CRM</b>                                 | 87%             | 89%                     |                | 84%                  | 88%               |
| <b>ClientTether.com</b>                         | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Ricochet360</b>                              | 76%             | 86%                     | 93%            | 89%                  | 88%               |
| <b>WORKetc</b>                                  | 92%             | 89%                     | 85%            | 89%                  | 90%               |
| <b>TeamWave</b>                                 | 87%             | 83%                     | 89%            | 87%                  | 90%               |
| <b>OneHash CRM</b>                              | 88%             | 90%                     | 87%            | 89%                  | 91%               |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                          | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|--------------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>GleanView</b>         | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Formaloo</b>          | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>BIGContacts</b>       | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Soffront</b>          | 89%             | 84%                     | 88%            | 86%                  | 86%               |
| <b>Orgzit</b>            | 92%             | 95%                     | 94%            | 86%                  | 95%               |
| <b>CentraHub CRM</b>     | 94%             | 90%                     | 92%            | 91%                  | 92%               |
| <b>PlanPlus</b>          | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Bluwave CRM</b>       | 93%             | 94%                     | 93%            | 93%                  | 98%               |
| <b>InStream</b>          | 86%             | 84%                     | 86%            | 84%                  | 86%               |
| <b>SalesDesk</b>         | 87%             | 90%                     | 92%            | 88%                  | 87%               |
| <b>Propeller CRM</b>     | 87%             | 89%                     | 84%            | 86%                  | 88%               |
| <b>theCRM</b>            | 95%             | 97%                     | 97%            | 97%                  | 97%               |
| <b>CentralStationCRM</b> | 89%             | 97%                     | 91%            | 97%                  |                   |
| <b>OutreachCRM</b>       | 87%             | 84%                     | 86%            | 85%                  | 85%               |
| <b>Assistive</b>         | 95%             | 98%                     |                | 97%                  | 97%               |
| <b>Rolldog CRM</b>       | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Pulse Technology</b>  | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Launchpad CRM</b>     | 82%             | 89%                     | 84%            | 82%                  | 84%               |
| <b>NetSuite</b>          | 76%             | 71%                     | 74%            | 68%                  | 74%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|  | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|--|-----------------|-------------------------|----------------|----------------------|-------------------|
| Oracle EBS                                   | 83%             | 84%                     | 85%            | 83%                  | 84%               |
| LeadSquared Sales CRM                        | 89%             | 89%                     | 89%            | 89%                  | 90%               |
| Constant Contact Advanced Automation         | 87%             | 88%                     | 88%            | 83%                  |                   |
| Zoho CRM Plus                                | 83%             | 82%                     | 77%            | 78%                  | 83%               |
| Microsoft Dynamics 365 Sales                 | 83%             | 81%                     | 82%            | 80%                  | 82%               |
| Sugar Sell                                   | 82%             | 80%                     | 81%            | 78%                  | 80%               |
| Oracle Fusion Cloud - EPM                    | 76%             | 78%                     | 78%            | 75%                  | 75%               |
| Act!   | 77%             | 74%                     | 79%            | 73%                  | 76%               |
| Oracle On Demand                             | 80%             | 82%                     | 82%            | 79%                  | 79%               |
| Siebel                                       | 82%             | 79%                     | 80%            | 82%                  | 80%               |
| Copper                                       | 85%             | 83%                     | 85%            | 81%                  | 83%               |
| Odoo CRM                                     | 82%             | 82%                     | 77%            | 76%                  | 79%               |
| ConnectWise PSA                              | 84%             | 80%                     | 81%            | 78%                  | 82%               |
| Zendesk Sell                                 | 83%             | 83%                     | 84%            | 82%                  | 82%               |
| Keap   | 78%             | 79%                     | 79%            | 75%                  | 77%               |
| SuperOffice CRM                              | 75%             | 77%                     | 78%            | 70%                  | 77%               |
| Pershing Financial Services                  | 83%             | 86%                     | 83%            | N/A                  | N/A               |
| Bitrix24                                     | 81%             | 81%                     | 85%            | 83%                  | 80%               |
| Infor Customer Relationship Management (CRM) | 74%             | 69%                     | 68%            | 66%                  | 71%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                       | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|-----------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Insightly CRM</b>  | 81%             | 81%                     | 82%            | 79%                  | 82%               |
| <b>Ontraport</b>      | 84%             | 88%                     | 90%            | 83%                  | 83%               |
| <b>Marketing 360</b>  |                 |                         | N/A            |                      |                   |
| <b>OroCommerce</b>    | 84%             | 89%                     | 84%            | N/A                  | 83%               |
| <b>Workbooks</b>      | 87%             | 84%                     | 85%            | 84%                  | 85%               |
| <b>Daylite</b>        |                 |                         |                | 93%                  |                   |
| <b>Progress Podio</b> | 86%             | 85%                     | 85%            | 81%                  | 81%               |
| <b>Cinode</b>         | 75%             | 81%                     | 80%            | 71%                  | 77%               |
| <b>Bloom</b>          |                 |                         |                |                      |                   |
| <b>Lime Go</b>        |                 |                         |                |                      |                   |
| <b>Planhat</b>        | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>SalezShark</b>     |                 |                         |                |                      |                   |
| <b>Lime CRM</b>       | 78%             | 78%                     | 75%            | 73%                  | 71%               |
| <b>LeadMaster</b>     | 88%             | 79%                     | 84%            | 93%                  | 86%               |
| <b>Sellf</b>          | 92%             | N/A                     | 93%            | 91%                  | N/A               |
| <b>OpenCRM</b>        | 89%             | 91%                     | 86%            | 89%                  | 85%               |
| <b>Claritysoft</b>    | 86%             | 90%                     | 87%            | 74%                  | 86%               |
| <b>GreenRope</b>      | 86%             | 89%                     | 85%            | 84%                  | 86%               |
| <b>CRM and Kanban</b> | 89%             | 95%                     | 92%            | 90%                  | 89%               |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                              | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|------------------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Vtiger All-In-One CRM</b> | 85%             | 83%                     | 83%            | 83%                  | 83%               |
| <b>CRM.io</b>                | 86%             | N/A                     | 83%            | N/A                  | N/A               |
| <b>CRM.me</b>                | 89%             | 90%                     | 84%            | 88%                  | 86%               |
| <b>BSI Software</b>          | 80%             | 79%                     | 75%            | 70%                  | 79%               |
| <b>Mekari Qontak</b>         | 91%             | 87%                     | 84%            | 81%                  | 91%               |
| <b>InfoFlo</b>               | 86%             | 85%                     | 84%            | 84%                  | 82%               |
| <b>SalesBabu CRM</b>         | 90%             | 93%                     | 90%            | 88%                  | 88%               |
| <b>Accelo</b>                | 87%             | 84%                     | 85%            | 77%                  | 85%               |
| <b>SalesNexus</b>            | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Fitnet Manager</b>        | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Revamp CRM</b>            | 86%             |                         |                |                      |                   |
| <b>Upsales</b>               | 82%             | 83%                     |                | 78%                  | 79%               |
| <b>ForceManager CRM</b>      | 95%             | 93%                     | 94%            | 91%                  | 95%               |
| <b>eSalesTrack</b>           | 84%             | 90%                     | 89%            |                      | 84%               |
| <b>FreeAgent CRM</b>         | 89%             | 93%                     | 89%            | 90%                  | 91%               |
| <b>Prophet CRM</b>           | 86%             | 85%                     | 86%            | 85%                  | 86%               |
| <b>Agile CRM</b>             | 72%             | 69%                     | 69%            | 67%                  | 73%               |
| <b>UPilot</b>                | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>PHP CRM</b>               | 90%             | 94%                     | 88%            | 86%                  | 82%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                             | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|-----------------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Prospect CRM</b>         | 90%             | 90%                     | 91%            | 85%                  | 89%               |
| <b>WPCM</b>                 | 82%             | 82%                     | 82%            | 80%                  | 79%               |
| <b>Aurea CRM</b>            | 88%             | 81%                     | 82%            | 77%                  | 82%               |
| <b>Simpleview CRM</b>       | 71%             | 69%                     | 69%            | N/A                  | 69%               |
| <b>nTireCRM</b>             | 90%             | 93%                     | 88%            | 88%                  | 93%               |
| <b>sales-i</b>              | 71%             |                         |                |                      |                   |
| <b>FluentCRM</b>            |                 | 86%                     |                |                      | 77%               |
| <b>Livespace CRM</b>        | 86%             | 87%                     | 90%            | 84%                  | 87%               |
| <b>Axiom Workspace CRM</b>  | 89%             | 95%                     | 89%            | 88%                  | 91%               |
| <b>eWay-CRM</b>             | N/A             |                         |                | N/A                  |                   |
| <b>Signpost</b>             | 69%             | 65%                     | 80%            | N/A                  | N/A               |
| <b>SalesJunction</b>        | 89%             | 86%                     | 86%            | 86%                  | 90%               |
| <b>Platformly</b>           | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Ardexus</b>              | 86%             | 84%                     | 84%            | 78%                  | 84%               |
| <b>LeadScore.io</b>         | 89%             | 89%                     | 83%            | 83%                  | 81%               |
| <b>Commence CRM</b>         | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>ONLYOFFICE Workspace</b> | N/A             |                         |                | N/A                  |                   |
| <b>Tapdesk</b>              | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>YetiForce CRM</b>        | 77%             | 76%                     | 80%            | 74%                  | 76%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|   | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|---|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Kommo</b>                            | 80%             | 77%                     | 77%            | 78%                  | 78%               |
| <b>FreeCRM</b>                          | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Talisma</b>                          | 69%             | 71%                     | 61%            | 69%                  | 67%               |
| <b>Pivotal</b>                          | 79%             | 81%                     | 86%            | 83%                  | 90%               |
| <b>InfiniteCRM</b>                      | 79%             | 84%                     | 80%            | 84%                  | 82%               |
| <b>Zurmo</b>                            | 86%             | 89%                     | 84%            | 83%                  | 89%               |
| <b>AdOrbit</b>                          | N/A             | 69%                     | 66%            | N/A                  | N/A               |
| <b>GoldMine</b>                         | 74%             | 74%                     | 75%            | 65%                  | 69%               |
| <b>TDF CRM</b>                          | 72%             | 71%                     | 69%            | 64%                  | 62%               |
| <b>OrangeCRM</b>                        | 89%             | 89%                     | 86%            | 86%                  | 88%               |
| <b>Fat Free CRM</b>                     | 86%             | 89%                     | 86%            | 74%                  | 86%               |
| <b>FIVE CRM</b>                         | 83%             | 81%                     | 80%            | 88%                  | 80%               |
| <b>karmaCRM</b>                         | 89%             | 80%                     | 89%            | N/A                  | N/A               |
| <b>solve 360</b>                        | 83%             | 83%                     | 83%            | 78%                  | 76%               |
| <b>Deskera CRM</b>                      | 86%             |                         | 79%            |                      | 78%               |
| <b>arkflux</b>                          | 98%             | 88%                     | 86%            | 97%                  | 95%               |
| <b>FinCRM</b>                           | 84%             | 86%                     | 86%            | 86%                  | 84%               |
| <b>Rev.io PSA formerly Tigerpaw One</b> | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>openCRX</b>                          | 83%             | 74%                     | 86%            | 79%                  | 81%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Customer Support

|                       | Case Management | Customer Support Portal | Knowledge Base | Call Center Features | Support Analytics |
|-----------------------|-----------------|-------------------------|----------------|----------------------|-------------------|
| <b>Shape Software</b> | 91%             | 93%                     | 92%            | 92%                  | 92%               |
| <b>InTouch CRM</b>    | 84%             | 80%                     | 80%            | 82%                  | 84%               |
| <b>Core CRM Pro</b>   | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Ligna</b>          | 66%             | N/A                     | 66%            | 63%                  | 66%               |
| <b>ezeeCRM</b>        | 88%             | 81%                     | 81%            | 81%                  | 76%               |
| <b>Jarvis CRM</b>     | N/A             | N/A                     | N/A            | N/A                  | N/A               |
| <b>Average</b>        | 86%             | 86%                     | 86%            | 83%                  | 85%               |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                          | Reporting | Dashboards | Forecasting |
|--------------------------|-----------|------------|-------------|
| Salesforce Sales Cloud   | 87%       | 87%        | 85%         |
| HubSpot Sales Hub        | 85%       | 87%        | 82%         |
| Pipedrive                | 83%       | 85%        | 82%         |
| ActiveCampaign           | 78%       | 80%        | 73%         |
| Close                    | 89%       | 89%        | 85%         |
| SAP Sales Cloud          | 85%       | 84%        | 84%         |
| Zoho                     | 84%       | 84%        | 83%         |
| Bigin by Zoho CRM        | 85%       | 86%        | 82%         |
| monday CRM               | 85%       | 89%        | 82%         |
| HighLevel                | 84%       | 84%        |             |
| Instantly                | 92%       | 94%        | 90%         |
| Nutshell                 | 82%       | 85%        | 78%         |
| Thryv                    | 89%       | 92%        | 86%         |
| LocaliQ                  | N/A       | N/A        | N/A         |
| Brevo Marketing Platform | 86%       | 88%        | 84%         |
| folk                     | 74%       | 75%        |             |
| Freshsales               | 87%       | 88%        | 85%         |
| Creatio                  | 89%       | 92%        | 88%         |
| Nimble                   | 81%       | 86%        | 82%         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                                   | Reporting | Dashboards | Forecasting |
|-----------------------------------|-----------|------------|-------------|
| <b>Efficy CRM</b>                 | 89%       | 88%        | 86%         |
| <b>HoneyBook</b>                  | 84%       | 92%        | 83%         |
| <b>Apptivo</b>                    | 75%       | 82%        | 71%         |
| <b>Sage CRM</b>                   | 80%       | 81%        | 75%         |
| <b>Vendasta</b>                   | 93%       | 95%        | 89%         |
| <b>CRMOne</b>                     | 95%       | 94%        | 91%         |
| <b>Capsule</b>                    | 83%       | 88%        | 82%         |
| <b>EngageBay All-in-One Suite</b> | 90%       | 91%        | 88%         |
| <b>Less Annoying CRM</b>          | 90%       | 92%        | 80%         |
| <b>Knack</b>                      | 89%       | 85%        | 87%         |
| <b>Kylas Sales CRM</b>            | 94%       | 95%        | 94%         |
| <b>Success.ai</b>                 | 96%       | 94%        | 94%         |
| <b>OnePageCRM</b>                 | 86%       | 89%        | 82%         |
| <b>Streak</b>                     | 86%       | 91%        | 89%         |
| <b>Attio</b>                      | 90%       | 87%        |             |
| <b>Salesflare</b>                 | 88%       | 89%        | 87%         |
| <b>Snov.io</b>                    | 89%       | 87%        | 81%         |
| <b>Floww.ai</b>                   | 94%       | 95%        | 94%         |
| <b>Softr</b>                      | 83%       | 86%        | 77%         |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                     | Reporting | Dashboards | Forecasting |
|---------------------|-----------|------------|-------------|
| <b>Salesmate</b>    | 86%       | 91%        | 89%         |
| <b>SendPulse</b>    | 86%       | 88%        |             |
| <b>C2CRM</b>        | 86%       | 94%        | 88%         |
| <b>SuiteDash</b>    | 82%       | 93%        | 73%         |
| <b>AllClients</b>   | 87%       | 94%        | 86%         |
| <b>Flowlu</b>       | 90%       | 94%        | 88%         |
| <b>EspressoCRM</b>  | 95%       | 92%        | 88%         |
| <b>Scoro</b>        | 90%       | 91%        | 86%         |
| <b>Fireberry</b>    | 93%       | 87%        | N/A         |
| <b>Teamgate</b>     | 86%       | 92%        | 89%         |
| <b>Membrain</b>     | 89%       | 91%        | 86%         |
| <b>Goals.com</b>    | 91%       | 100%       | 99%         |
| <b>Ohanafy</b>      | N/A       | N/A        | N/A         |
| <b>OctopusPro</b>   | 99%       | 98%        | 100%        |
| <b>HappSales</b>    | 94%       | 93%        | 96%         |
| <b>Breakcold</b>    | 84%       | 89%        | 77%         |
| <b>Vtiger Sales</b> | 88%       | 92%        | 84%         |
| <b>Kintone</b>      | N/A       | N/A        | N/A         |
| <b>Pipelinier</b>   | 93%       | 93%        | 93%         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|  | Reporting | Dashboards | Forecasting |
|--|-----------|------------|-------------|
| <b>Maximizer</b>   | 77%       | 79%        | 72%         |
| <b>User.com</b>  | 78%       | 81%        | 80%         |
| <b>VBOUT</b>   | 93%       | 95%        | 84%         |
| <b>Teamwork CRM</b>                                      | 90%       | 89%        | 90%         |
| <b>Bixjet</b>  | 91%       | 92%        | 87%         |
| <b>Pipeline CRM</b>                                      | 84%       | 85%        | 81%         |
| <b>VobeSoft</b>  | 90%       | 88%        | 86%         |
| <b>aCloud CRM</b>  | 91%       | 90%        | 89%         |
| <b>djaboo</b>  | 93%       | 100%       | 93%         |
| <b>vcita</b>   | 79%       | 84%        | 74%         |
| <b>Teamleader</b>  | 81%       | 84%        | 76%         |
| <b>Resco - Mobility &amp; Productivity</b>               | 81%       | 78%        | 63%         |
| <b>ePROMIS ERP</b>                                       | 100%      | 100%       | 100%        |
| <b>Method CRM</b>  | 82%       | 85%        | 76%         |
| <b>vtenext</b>   | 89%       | 81%        | 82%         |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 94%       | 93%        | 87%         |
| <b>Altvia</b>  | 84%       | 88%        | 79%         |
| <b>Sellsy</b>  | N/A       | N/A        | N/A         |
| <b>Clientjoy</b>   | 92%       | 95%        | 84%         |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                      | Reporting | Dashboards | Forecasting |
|----------------------|-----------|------------|-------------|
| NetHunt CRM          | 88%       | 90%        | 86%         |
| Maple CRM            | 91%       | 92%        | 75%         |
| ELMA365              | N/A       | N/A        | N/A         |
| Clarify CRM          | 83%       | 91%        | 77%         |
| Zilliant CPQ         | 100%      | 98%        | 94%         |
| Friday CRM           | 74%       | 76%        | 72%         |
| Spiro                | 87%       | 90%        | 82%         |
| Klipy CRM            | 100%      | 100%       | 100%        |
| AddressTwo           | 93%       | 97%        | 97%         |
| RAYNET CRM           | 91%       | 91%        | 91%         |
| Relenta CRM          | 81%       | 95%        | 82%         |
| Spotler CRM          | 84%       | 89%        | 86%         |
| ConvergeHub          | 91%       | 91%        |             |
| Mothernode           | 89%       | 88%        | 75%         |
| CompanyHub CRM       | 88%       | 88%        | 81%         |
| crmConnect           | 84%       | 86%        | 87%         |
| Solid Performers CRM | 90%       | 97%        | 87%         |
| SuiteCRM             | 86%       | 86%        | 82%         |
| Planfix              | 98%       | 93%        | 83%         |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|   | Reporting | Dashboards | Forecasting |
|---|-----------|------------|-------------|
| <b>1CRM</b>                                     | 95%       | 97%        | 95%         |
| <b>Ringy (formerly iSales)</b>                  | 93%       | 90%        |             |
| <b>BenchmarkONE</b>                             | 83%       | 88%        | 85%         |
| <b>VipeCloud</b>                                | N/A       | N/A        | N/A         |
| <b>noCRM.io</b>                                 | 84%       | 88%        | 86%         |
| <b>20NINE</b>                                   | 96%       | 96%        | 94%         |
| <b>OfficeClip Contact Manager</b>               | N/A       | N/A        | N/A         |
| <b>AllProWebTools</b>                           | 94%       | N/A        | N/A         |
| <b>ArcCRM</b>                                   | 92%       | 94%        | 95%         |
| <b>Simply CRM</b>                               | 93%       | 92%        | 91%         |
| <b>Salesboom</b>                                | 90%       | 86%        | 93%         |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | N/A       | N/A        | N/A         |
| <b>Zixflow</b>                                  | 95%       | 97%        | 98%         |
| <b>edge CRM</b>                                 | 86%       | 89%        | 87%         |
| <b>ClientTether.com</b>                         | N/A       | N/A        | N/A         |
| <b>Ricochet360</b>                              | 90%       | 90%        | 86%         |
| <b>WORKetc</b>                                  | 90%       | 87%        | 87%         |
| <b>TeamWave</b>                                 | 91%       | 92%        | 88%         |
| <b>OneHash CRM</b>                              | 88%       | 87%        | 89%         |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                   | Reporting | Dashboards | Forecasting |
|-------------------|-----------|------------|-------------|
| GleanView         | N/A       | N/A        | N/A         |
| Formaloo          | N/A       | N/A        | N/A         |
| BIGContacts       | 84%       | 83%        | 85%         |
| Soffront          | 93%       | 81%        | 94%         |
| Orgzit            | 95%       | 98%        | N/A         |
| CentraHub CRM     | 93%       | 98%        | 94%         |
| PlanPlus          | N/A       | N/A        | N/A         |
| Bluwave CRM       | 95%       | 94%        | 97%         |
| InStream          | 86%       | 87%        | 86%         |
| SalesDesk         | 92%       | 91%        | 91%         |
| Propeller CRM     | 81%       | 80%        | 76%         |
| theCRM            | 90%       | 93%        | 94%         |
| CentralStationCRM | 89%       | 94%        | N/A         |
| OutreachCRM       | 88%       | 90%        | 85%         |
| Assistive         | 99%       | 100%       | 95%         |
| Rolldog CRM       | N/A       | N/A        | N/A         |
| Pulse Technology  | N/A       | 100%       | N/A         |
| Launchpad CRM     | 93%       | 83%        | 89%         |
| NetSuite          | 79%       | 80%        | 74%         |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|  | Reporting | Dashboards | Forecasting |
|--|-----------|------------|-------------|
| Oracle EBS                                   | 84%       | 85%        | 85%         |
| LeadSquared Sales CRM                        | 91%       | 91%        | 87%         |
| Constant Contact Advanced Automation         | 89%       | 88%        | 83%         |
| Zoho CRM Plus                                | 87%       | 84%        | 84%         |
| Microsoft Dynamics 365 Sales                 | 82%       | 82%        | 80%         |
| Sugar Sell                                   | 80%       | 82%        | 78%         |
| Oracle Fusion Cloud - EPM                    | 79%       | 79%        | 79%         |
| Act!   | 76%       | 77%        | 72%         |
| Oracle On Demand                             | 83%       | 83%        | 79%         |
| Siebel                                       | 80%       | 78%        | 78%         |
| Copper                                       | 83%       | 85%        | 84%         |
| Odoo CRM                                     | 81%       | 81%        | 77%         |
| ConnectWise PSA                              | 78%       | 78%        | 76%         |
| Zendesk Sell                                 | 84%       | 84%        | 82%         |
| Keap   | 80%       | 82%        | 72%         |
| SuperOffice CRM                              | 81%       | 82%        | 74%         |
| Pershing Financial Services                  | 83%       | 83%        | N/A         |
| Bitrix24                                     | 83%       | 82%        | 78%         |
| Infor Customer Relationship Management (CRM) | 64%       | 69%        | 58%         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                       | Reporting | Dashboards | Forecasting |
|-----------------------|-----------|------------|-------------|
| <b>Insightly CRM</b>  | 82%       | 82%        | 79%         |
| <b>Ontraport</b>      | 82%       | 84%        | 74%         |
| <b>Marketing 360</b>  | N/A       | 83%        |             |
| <b>OroCommerce</b>    | 87%       | 84%        | 83%         |
| <b>Workbooks</b>      | 85%       | 83%        | 83%         |
| <b>Daylite</b>        | 82%       | 86%        | 86%         |
| <b>Progress Podio</b> | 87%       | 87%        | 80%         |
| <b>Cinode</b>         | 78%       | 82%        | 80%         |
| <b>Bloom</b>          |           | 88%        |             |
| <b>Lime Go</b>        | 81%       | 84%        | 83%         |
| <b>Planhat</b>        | N/A       | N/A        | N/A         |
| <b>SalezShark</b>     | 94%       | 92%        | 93%         |
| <b>Lime CRM</b>       | 71%       | 76%        | 70%         |
| <b>LeadMaster</b>     | 80%       | 84%        | 86%         |
| <b>Sellf</b>          | N/A       | 91%        | N/A         |
| <b>OpenCRM</b>        | 82%       | 90%        | 88%         |
| <b>Claritysoft</b>    | 84%       | 83%        | 82%         |
| <b>GreenRope</b>      | 85%       | 86%        | 81%         |
| <b>CRM and Kanban</b> | 86%       | 90%        | 86%         |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                       | Reporting | Dashboards | Forecasting |
|-----------------------|-----------|------------|-------------|
| Vtiger All-In-One CRM | 84%       | 83%        | 82%         |
| CRM.io                | 93%       | 89%        | 91%         |
| CRM.me                | 90%       | 94%        | 90%         |
| BSI Software          | 81%       | 78%        | 86%         |
| Mekari Qontak         | 96%       | 94%        | 96%         |
| InfoFlo               | 83%       | 83%        | 78%         |
| SalesBabu CRM         | 93%       | 92%        | 91%         |
| Accelo                | 84%       | 85%        | 83%         |
| SalesNexus            | N/A       | N/A        | N/A         |
| Fitnet Manager        | N/A       | N/A        | N/A         |
| Revamp CRM            | 76%       | 79%        | N/A         |
| Upsales               | 84%       | 86%        | 81%         |
| ForceManager CRM      | 90%       | 94%        | 89%         |
| eSalesTrack           | 87%       | 88%        | 84%         |
| FreeAgent CRM         | 86%       | 82%        | 84%         |
| Prophet CRM           | 84%       | 85%        | 87%         |
| Agile CRM             | 74%       | 75%        | 72%         |
| UPilot                | 71%       | 86%        | 83%         |
| PHP CRM               | 82%       | 88%        | 82%         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                             | Reporting | Dashboards | Forecasting |
|-----------------------------|-----------|------------|-------------|
| <b>Prospect CRM</b>         | 90%       | 90%        | 89%         |
| <b>WPCM</b>                 | 86%       | 86%        | 88%         |
| <b>Aurea CRM</b>            | 86%       | 86%        | 84%         |
| <b>Simpleview CRM</b>       | 79%       | 83%        | 74%         |
| <b>nTireCRM</b>             | 84%       | 88%        | 84%         |
| <b>sales-i</b>              | 75%       | 79%        | 69%         |
| <b>FluentCRM</b>            | 90%       | 83%        |             |
| <b>Livespace CRM</b>        | 84%       | 84%        | 84%         |
| <b>Axiom Workspace CRM</b>  | 94%       | 94%        | 89%         |
| <b>eWay-CRM</b>             | 80%       | N/A        | N/A         |
| <b>Signpost</b>             | 81%       | 86%        | N/A         |
| <b>SalesJunction</b>        | 92%       | 91%        | 89%         |
| <b>Platformly</b>           | N/A       | N/A        | N/A         |
| <b>Ardexus</b>              | 82%       | 84%        | 76%         |
| <b>LeadScore.io</b>         | 90%       | 90%        | 88%         |
| <b>Commence CRM</b>         | N/A       | N/A        | N/A         |
| <b>ONLYOFFICE Workspace</b> | 86%       | 86%        | 74%         |
| <b>Tapdesk</b>              | N/A       | N/A        | N/A         |
| <b>YetiForce CRM</b>        | 76%       | 81%        | 73%         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|   | Reporting | Dashboards | Forecasting |
|---|-----------|------------|-------------|
| <b>Kommo</b>                            | 74%       | 77%        | 75%         |
| <b>FreeCRM</b>                          | N/A       | N/A        | N/A         |
| <b>Talisma</b>                          | 71%       | 60%        | 57%         |
| <b>Pivotal</b>                          | 82%       | 86%        | 83%         |
| <b>InfiniteCRM</b>                      | 79%       | 82%        | 76%         |
| <b>Zurmo</b>                            | 90%       | 89%        | 89%         |
| <b>AdOrbit</b>                          | 77%       | 83%        | 77%         |
| <b>GoldMine</b>                         | 74%       | 76%        | 70%         |
| <b>TDF CRM</b>                          | 72%       | 70%        | 69%         |
| <b>OrangeCRM</b>                        | 89%       | 89%        | 86%         |
| <b>Fat Free CRM</b>                     | 91%       | 77%        | 86%         |
| <b>FIVE CRM</b>                         | 83%       | 88%        | 83%         |
| <b>karmaCRM</b>                         | N/A       | 67%        | N/A         |
| <b>solve 360</b>                        | 89%       | 86%        | 84%         |
| <b>Deskera CRM</b>                      | 80%       | 79%        | 67%         |
| <b>arkflux</b>                          | 96%       | 90%        | 95%         |
| <b>FinCRM</b>                           | 83%       | 83%        | 84%         |
| <b>Rev.io PSA formerly Tigerpaw One</b> | N/A       | N/A        | N/A         |
| <b>openCRX</b>                          | 88%       | 90%        | 90%         |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Reporting & Analytics

|                       | Reporting | Dashboards | Forecasting |
|-----------------------|-----------|------------|-------------|
| <b>Shape Software</b> | 91%       | 93%        | 92%         |
| <b>InTouch CRM</b>    | 84%       | 90%        | 90%         |
| <b>Core CRM Pro</b>   | N/A       | N/A        | N/A         |
| <b>Ligna</b>          | 86%       | 86%        | 91%         |
| <b>ezeeCRM</b>        | 78%       | 87%        | 79%         |
| <b>Jarvis CRM</b>     | N/A       | N/A        | N/A         |
| <b>Average</b>        | 86%       | 87%        | 84%         |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                          | Social Collaboration Features | Social Network Integration | Mobile User Support |
|--------------------------|-------------------------------|----------------------------|---------------------|
| Salesforce Sales Cloud   | 82%                           | 81%                        | 80%                 |
| HubSpot Sales Hub        | 83%                           | 84%                        | 81%                 |
| Pipedrive                | 80%                           | 78%                        | 82%                 |
| ActiveCampaign           | 75%                           | 75%                        | 74%                 |
| Close                    | 85%                           | 82%                        | 84%                 |
| SAP Sales Cloud          | 84%                           | 84%                        | 82%                 |
| Zoho                     | 83%                           | 83%                        | 82%                 |
| Bigin by Zoho CRM        | 80%                           | 78%                        | 85%                 |
| monday CRM               | 81%                           | 76%                        | 81%                 |
| HighLevel                | 81%                           | 84%                        | 79%                 |
| Instantly                | 89%                           | 87%                        | 89%                 |
| Nutshell                 | 76%                           | 74%                        | 75%                 |
| Thryv                    | 89%                           | 92%                        | 89%                 |
| LocaliQ                  | N/A                           | N/A                        | N/A                 |
| Brevo Marketing Platform | 80%                           | 81%                        | 80%                 |
| folk                     | 76%                           | 80%                        | 75%                 |
| Freshsales               |                               | 84%                        | 85%                 |
| Creatio                  | 88%                           | 87%                        | 87%                 |
| Nimble                   | 87%                           | 89%                        | 82%                 |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                                   | Social Collaboration Features | Social Network Integration | Mobile User Support |
|-----------------------------------|-------------------------------|----------------------------|---------------------|
| <b>Efficy CRM</b>                 | 87%                           | 88%                        | 87%                 |
| <b>HoneyBook</b>                  | 88%                           | 87%                        | 89%                 |
| <b>Apptivo</b>                    | 68%                           | 70%                        | 79%                 |
| <b>Sage CRM</b>                   |                               |                            | 70%                 |
| <b>Vendasta</b>                   | 84%                           | 86%                        | 84%                 |
| <b>CRMOne</b>                     | 92%                           | 97%                        | 94%                 |
| <b>Capsule</b>                    | 78%                           |                            | 85%                 |
| <b>EngageBay All-in-One Suite</b> | 87%                           | 87%                        | 88%                 |
| <b>Less Annoying CRM</b>          |                               |                            | 88%                 |
| <b>Knack</b>                      | 82%                           | 63%                        | 83%                 |
| <b>Kylas Sales CRM</b>            | 93%                           | 94%                        | 94%                 |
| <b>Success.ai</b>                 | 98%                           | 96%                        | 97%                 |
| <b>OnePageCRM</b>                 | 85%                           | 82%                        | 89%                 |
| <b>Streak</b>                     | 88%                           | 85%                        | 85%                 |
| <b>Attio</b>                      | 77%                           |                            | 79%                 |
| <b>Salesflare</b>                 | 87%                           | 84%                        | 92%                 |
| <b>Snov.io</b>                    | 87%                           | 90%                        | 87%                 |
| <b>Floww.ai</b>                   | 91%                           | 91%                        | 95%                 |
| <b>Softr</b>                      | 81%                           | 75%                        | 84%                 |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                     | Social Collaboration Features | Social Network Integration | Mobile User Support |
|---------------------|-------------------------------|----------------------------|---------------------|
| <b>Salesmate</b>    | 86%                           | 90%                        | 88%                 |
| <b>SendPulse</b>    | 86%                           | 89%                        | 86%                 |
| <b>C2CRM</b>        | 86%                           |                            | 89%                 |
| <b>SuiteDash</b>    | 78%                           | 75%                        | 86%                 |
| <b>AllClients</b>   | 89%                           | 81%                        | 88%                 |
| <b>Flowlu</b>       | 89%                           | 81%                        | 84%                 |
| <b>EspressoCRM</b>  | 86%                           |                            | 89%                 |
| <b>Scoro</b>        |                               |                            | 81%                 |
| <b>Fireberry</b>    | 91%                           | 84%                        | 92%                 |
| <b>Teamgate</b>     | 90%                           | 88%                        | 83%                 |
| <b>Membrain</b>     | 85%                           | 83%                        | 82%                 |
| <b>Goals.com</b>    | 82%                           | 45%                        | 90%                 |
| <b>Ohanafy</b>      | N/A                           | N/A                        | N/A                 |
| <b>OctopusPro</b>   | 97%                           | 97%                        | 97%                 |
| <b>HappSales</b>    | 86%                           | 77%                        | 96%                 |
| <b>Breakcold</b>    | 93%                           | 95%                        | 73%                 |
| <b>Vtiger Sales</b> | 89%                           |                            | 75%                 |
| <b>Kintone</b>      | N/A                           | N/A                        | N/A                 |
| <b>Pipelinier</b>   | 91%                           | 92%                        | 91%                 |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|  | Social Collaboration Features | Social Network Integration | Mobile User Support |
|--|-------------------------------|----------------------------|---------------------|
| <b>Maximizer</b>   | 66%                           | 63%                        | 71%                 |
| <b>User.com</b>  | 82%                           | 82%                        | 74%                 |
| <b>VBOUT</b>   | 94%                           | 96%                        | 90%                 |
| <b>Teamwork CRM</b>                                      | 86%                           | 86%                        | 91%                 |
| <b>Bixjet</b>  | 88%                           | 89%                        | 88%                 |
| <b>Pipeline CRM</b>                                      | 79%                           | 78%                        | 79%                 |
| <b>VobeSoft</b>  |                               | N/A                        | 88%                 |
| <b>aCloud CRM</b>  | 84%                           | 89%                        | 87%                 |
| <b>djaboo</b>  | 96%                           | 97%                        | 100%                |
| <b>vcita</b>   | 76%                           | 77%                        | 85%                 |
| <b>Teamleader</b>  | 82%                           | 81%                        | 81%                 |
| <b>Resco - Mobility &amp; Productivity</b>               | 66%                           | 61%                        | 87%                 |
| <b>ePROMIS ERP</b>                                       | 100%                          | 100%                       | 100%                |
| <b>Method CRM</b>  | 78%                           |                            | 82%                 |
| <b>vtenext</b>   | 85%                           | 76%                        | 85%                 |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> |                               |                            | 80%                 |
| <b>Altvia</b>  | 86%                           | 80%                        | 81%                 |
| <b>Sellsy</b>  | N/A                           | N/A                        | N/A                 |
| <b>Clientjoy</b>   | 73%                           | 69%                        | 75%                 |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                      | Social Collaboration Features | Social Network Integration | Mobile User Support |
|----------------------|-------------------------------|----------------------------|---------------------|
| NetHunt CRM          |                               | 89%                        | 87%                 |
| Maple CRM            | 73%                           | 81%                        | 88%                 |
| ELMA365              | N/A                           | N/A                        | N/A                 |
| Clarify CRM          | 57%                           | 51%                        | 66%                 |
| Zilliant CPQ         |                               |                            | 98%                 |
| Friday CRM           | 70%                           | 67%                        | 68%                 |
| Spiro                |                               |                            | 85%                 |
| Klipy CRM            | 100%                          | 100%                       | 100%                |
| AddressTwo           |                               |                            | N/A                 |
| RAYNET CRM           |                               | 90%                        | 89%                 |
| Relenta CRM          |                               |                            | 74%                 |
| Spotler CRM          | 80%                           | 80%                        | 83%                 |
| ConvergeHub          | 94%                           |                            | 88%                 |
| Mothernode           | 78%                           | 69%                        | 73%                 |
| CompanyHub CRM       |                               |                            | 86%                 |
| crmConnect           | 88%                           | 82%                        | 91%                 |
| Solid Performers CRM | N/A                           | N/A                        | 86%                 |
| SuiteCRM             |                               | 84%                        | 85%                 |
| Planfix              | 86%                           | 93%                        | 97%                 |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|   | Social Collaboration Features | Social Network Integration | Mobile User Support |
|---|-------------------------------|----------------------------|---------------------|
| <b>1CRM</b>                                     | 94%                           | 91%                        | 93%                 |
| <b>Ringy (formerly iSales)</b>                  | 83%                           | 73%                        | 79%                 |
| <b>BenchmarkONE</b>                             |                               |                            | 89%                 |
| <b>VipeCloud</b>                                | N/A                           | N/A                        | N/A                 |
| <b>noCRM.io</b>                                 | 74%                           | 76%                        | 77%                 |
| <b>20NINE</b>                                   | 92%                           | N/A                        | 97%                 |
| <b>OfficeClip Contact Manager</b>               | N/A                           | N/A                        | N/A                 |
| <b>AllProWebTools</b>                           | N/A                           | N/A                        | 86%                 |
| <b>ArcCRM</b>                                   | 95%                           | 95%                        | 98%                 |
| <b>Simply CRM</b>                               | 93%                           | 92%                        | 90%                 |
| <b>Salesboom</b>                                | 79%                           | 76%                        | 73%                 |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> |                               |                            | N/A                 |
| <b>Zixflow</b>                                  | 96%                           | 99%                        | 100%                |
| <b>edge CRM</b>                                 | 90%                           | 87%                        | 90%                 |
| <b>ClientTether.com</b>                         |                               |                            | N/A                 |
| <b>Ricochet360</b>                              | N/A                           | N/A                        | 89%                 |
| <b>WORKetc</b>                                  | 76%                           | 74%                        | 75%                 |
| <b>TeamWave</b>                                 | 91%                           |                            | 91%                 |
| <b>OneHash CRM</b>                              | 92%                           | 89%                        | 90%                 |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                   | Social Collaboration Features | Social Network Integration | Mobile User Support |
|-------------------|-------------------------------|----------------------------|---------------------|
| GleanView         |                               |                            | N/A                 |
| Formaloo          | N/A                           | N/A                        | N/A                 |
| BIGContacts       | 82%                           | 86%                        | 83%                 |
| Soffront          | 89%                           | 91%                        | 86%                 |
| Orgzit            | N/A                           | N/A                        | 94%                 |
| CentraHub CRM     | 89%                           | 86%                        | 87%                 |
| PlanPlus          | N/A                           | N/A                        | N/A                 |
| Bluwave CRM       | 94%                           | 89%                        | 94%                 |
| InStream          | 86%                           | 86%                        | 85%                 |
| SalesDesk         | 88%                           | 89%                        | 90%                 |
| Propeller CRM     |                               |                            | 78%                 |
| theCRM            | 97%                           | 94%                        | 94%                 |
| CentralStationCRM | N/A                           |                            | N/A                 |
| OutreachCRM       | 88%                           |                            | 86%                 |
| Assistive         | 95%                           | 100%                       | 100%                |
| Rolldog CRM       | N/A                           | N/A                        | N/A                 |
| Pulse Technology  | 97%                           | N/A                        | 100%                |
| Launchpad CRM     |                               |                            | 86%                 |
| NetSuite          |                               |                            | 67%                 |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|  | Social Collaboration Features | Social Network Integration | Mobile User Support |
|--|-------------------------------|----------------------------|---------------------|
| Oracle EBS                                   | 84%                           |                            | 83%                 |
| LeadSquared Sales CRM                        |                               | 88%                        | 89%                 |
| Constant Contact Advanced Automation         |                               | 83%                        | 79%                 |
| Zoho CRM Plus                                | 84%                           | 84%                        | 88%                 |
| Microsoft Dynamics 365 Sales                 | 79%                           | 79%                        | 78%                 |
| Sugar Sell                                   | 76%                           | 76%                        | 77%                 |
| Oracle Fusion Cloud - EPM                    | 79%                           |                            | 77%                 |
| Act!   |                               |                            | 69%                 |
| Oracle On Demand                             |                               |                            | 77%                 |
| Siebel                                       | 76%                           | 77%                        | 77%                 |
| Copper                                       | 84%                           | 84%                        | 86%                 |
| Odoo CRM                                     | 79%                           | 78%                        | 75%                 |
| ConnectWise PSA                              |                               |                            | 72%                 |
| Zendesk Sell                                 |                               |                            | 84%                 |
| Keap   | 68%                           | 68%                        | 75%                 |
| SuperOffice CRM                              | 63%                           | 58%                        | 71%                 |
| Pershing Financial Services                  | N/A                           | N/A                        | 89%                 |
| Bitrix24                                     | 81%                           | 83%                        | 84%                 |
| Infor Customer Relationship Management (CRM) | 59%                           | 60%                        | 64%                 |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                       | Social Collaboration Features | Social Network Integration | Mobile User Support |
|-----------------------|-------------------------------|----------------------------|---------------------|
| <b>Insightly CRM</b>  | 81%                           | 81%                        | 81%                 |
| <b>Ontraport</b>      | 84%                           | 82%                        | 80%                 |
| <b>Marketing 360</b>  | N/A                           | N/A                        | N/A                 |
| <b>OroCommerce</b>    | 81%                           | 84%                        | 86%                 |
| <b>Workbooks</b>      | 81%                           | 80%                        | 79%                 |
| <b>Daylite</b>        |                               |                            | 89%                 |
| <b>Progress Podio</b> | 81%                           | 79%                        | 83%                 |
| <b>Cinode</b>         | 66%                           | 69%                        | 60%                 |
| <b>Bloom</b>          |                               |                            | 84%                 |
| <b>Lime Go</b>        |                               | N/A                        | N/A                 |
| <b>Planhat</b>        | N/A                           | N/A                        | N/A                 |
| <b>SalezShark</b>     | 92%                           | 88%                        | 89%                 |
| <b>Lime CRM</b>       | 61%                           | 63%                        | 60%                 |
| <b>LeadMaster</b>     | 74%                           | 80%                        | 78%                 |
| <b>Sellf</b>          | 89%                           |                            | 90%                 |
| <b>OpenCRM</b>        |                               | 76%                        | 87%                 |
| <b>Claritysoft</b>    | 72%                           |                            | 80%                 |
| <b>GreenRope</b>      | 81%                           | 76%                        | 74%                 |
| <b>CRM and Kanban</b> | 81%                           | 77%                        | 86%                 |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                              | Social Collaboration Features | Social Network Integration | Mobile User Support |
|------------------------------|-------------------------------|----------------------------|---------------------|
| <b>Vtiger All-In-One CRM</b> | 78%                           | 75%                        | 73%                 |
| <b>CRM.io</b>                | N/A                           | N/A                        | N/A                 |
| <b>CRM.me</b>                | 90%                           | 88%                        | 85%                 |
| <b>BSI Software</b>          | 73%                           | 61%                        | 63%                 |
| <b>Mekari Qontak</b>         | 84%                           | 86%                        | 84%                 |
| <b>InfoFlo</b>               | 71%                           |                            | 68%                 |
| <b>SalesBabu CRM</b>         | 89%                           | 89%                        | 92%                 |
| <b>Accelo</b>                | 81%                           | 80%                        | 81%                 |
| <b>SalesNexus</b>            | N/A                           |                            | N/A                 |
| <b>Fitnet Manager</b>        | N/A                           | N/A                        | N/A                 |
| <b>Revamp CRM</b>            |                               |                            | N/A                 |
| <b>Upsales</b>               |                               |                            | 79%                 |
| <b>ForceManager CRM</b>      |                               |                            | 95%                 |
| <b>eSalesTrack</b>           |                               |                            | 79%                 |
| <b>FreeAgent CRM</b>         | 90%                           | 91%                        | 84%                 |
| <b>Prophet CRM</b>           |                               |                            | 72%                 |
| <b>Agile CRM</b>             | 80%                           | 86%                        | 81%                 |
| <b>UPilot</b>                | N/A                           | N/A                        | 80%                 |
| <b>PHP CRM</b>               | 80%                           | 88%                        | 84%                 |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                      | Social Collaboration Features | Social Network Integration | Mobile User Support |
|----------------------|-------------------------------|----------------------------|---------------------|
| <b>Prospect CRM</b>  |                               |                            | 88%                 |
| WPCM                 | 79%                           | 76%                        | 78%                 |
| Aurea CRM            | 84%                           |                            | 86%                 |
| Simpleview CRM       | N/A                           | 66%                        | N/A                 |
| nTireCRM             | 90%                           | 93%                        | 81%                 |
| sales-i              | 50%                           | 52%                        | 82%                 |
| <b>FluentCRM</b>     |                               |                            |                     |
| Livespace CRM        | 89%                           | 89%                        | 87%                 |
| Axiom Workspace CRM  | 88%                           | 91%                        | 89%                 |
| eWay-CRM             |                               |                            | N/A                 |
| Signpost             | 81%                           | 88%                        | 83%                 |
| SalesJunction        | 83%                           | 84%                        | 87%                 |
| Platformly           | N/A                           | N/A                        | N/A                 |
| Ardexus              | 71%                           | 69%                        | 86%                 |
| LeadScore.io         | 89%                           | 89%                        | 86%                 |
| Commence CRM         | N/A                           | N/A                        | N/A                 |
| ONLYOFFICE Workspace | 76%                           | 69%                        | 89%                 |
| Tapdesk              | N/A                           | N/A                        |                     |
| YetiForce CRM        |                               |                            | 58%                 |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|   | Social Collaboration Features | Social Network Integration | Mobile User Support |
|---|-------------------------------|----------------------------|---------------------|
| <b>Kommo</b>                            | 70%                           | 74%                        | 76%                 |
| <b>FreeCRM</b>                          | N/A                           | N/A                        | N/A                 |
| <b>Talisma</b>                          | N/A                           | N/A                        | N/A                 |
| <b>Pivotal</b>                          |                               |                            | 76%                 |
| <b>InfiniteCRM</b>                      | 76%                           | 79%                        | 78%                 |
| <b>Zurmo</b>                            | 90%                           | 84%                        | 83%                 |
| <b>AdOrbit</b>                          | N/A                           | N/A                        | N/A                 |
| <b>GoldMine</b>                         |                               |                            | 61%                 |
| <b>TDF CRM</b>                          | 61%                           |                            | 66%                 |
| <b>OrangeCRM</b>                        |                               |                            | 87%                 |
| <b>Fat Free CRM</b>                     | 83%                           | 74%                        | 66%                 |
| <b>FIVE CRM</b>                         | 80%                           | 86%                        | 86%                 |
| <b>karmaCRM</b>                         | N/A                           | N/A                        | 74%                 |
| <b>solve 360</b>                        | 81%                           |                            | 81%                 |
| <b>Deskera CRM</b>                      | 83%                           | 84%                        | 88%                 |
| <b>arkflux</b>                          | 95%                           | 95%                        | 86%                 |
| <b>FinCRM</b>                           | 84%                           | 83%                        | 84%                 |
| <b>Rev.io PSA formerly Tigerpaw One</b> | N/A                           | N/A                        | N/A                 |
| <b>openCRX</b>                          | 86%                           | 81%                        | 88%                 |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Mobile & Social

|                       | Social Collaboration Features | Social Network Integration | Mobile User Support |
|-----------------------|-------------------------------|----------------------------|---------------------|
| <b>Shape Software</b> | 89%                           | 97%                        | 92%                 |
| <b>InTouch CRM</b>    | 86%                           | 86%                        | 86%                 |
| <b>Core CRM Pro</b>   | N/A                           | N/A                        | N/A                 |
| <b>Ligna</b>          | 54%                           | 77%                        | 43%                 |
| <b>ezeeCRM</b>        | 84%                           | 75%                        | 73%                 |
| <b>Jarvis CRM</b>     | N/A                           | N/A                        | N/A                 |
| <b>Average</b>        | 83%                           | 82%                        | 83%                 |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                                 | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|---------------------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Salesforce Sales Cloud</b>   | 87%           | 87%                 | 88%                               | 86%                  | 87%                         | 84%                      | 89%                         | 84%                        |
| <b>HubSpot Sales Hub</b>        | 83%           | 86%                 | 88%                               | 84%                  | 79%                         | 83%                      | 89%                         | 84%                        |
| <b>Pipedrive</b>                | 85%           | 86%                 | 87%                               | 84%                  | 77%                         | 81%                      | 89%                         | 82%                        |
| <b>ActiveCampaign</b>           | 80%           | 82%                 | 83%                               | 75%                  | 72%                         |                          | 84%                         | 76%                        |
| <b>Close</b>                    | 88%           | 89%                 | 91%                               | 87%                  | 83%                         | 86%                      | 92%                         | 87%                        |
| <b>SAP Sales Cloud</b>          | 83%           | 85%                 | 87%                               | 86%                  | 85%                         | 86%                      | 86%                         | 86%                        |
| <b>Zoho</b>                     | 84%           | 84%                 | 86%                               | 84%                  | 81%                         | 83%                      | 86%                         | 83%                        |
| <b>Bigin by Zoho CRM</b>        | 84%           | 86%                 | 88%                               | 83%                  |                             | 83%                      | 90%                         |                            |
| <b>monday CRM</b>               | 89%           | 89%                 | 88%                               | 84%                  | 79%                         | 83%                      | 87%                         | 82%                        |
| <b>HighLevel</b>                | 86%           | 90%                 | 87%                               | 81%                  |                             | 83%                      | 86%                         | 79%                        |
| <b>Instantly</b>                | 90%           | 91%                 | 92%                               | 88%                  | 88%                         | 91%                      | 95%                         | 89%                        |
| <b>Nutshell</b>                 | 80%           | 81%                 | 86%                               | 76%                  | 70%                         | 76%                      | 87%                         | 76%                        |
| <b>Thryv</b>                    | 87%           | 87%                 | 91%                               | 86%                  | 86%                         | 87%                      | 91%                         | 85%                        |
| <b>LocaliQ</b>                  | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Brevo Marketing Platform</b> | 85%           | 87%                 | 89%                               | 85%                  | 81%                         | 84%                      | 91%                         | 84%                        |
| <b>folk</b>                     | 82%           | 82%                 | 83%                               |                      |                             |                          | 88%                         |                            |
| <b>Freshsales</b>               | 86%           | 87%                 | 89%                               | 85%                  | 80%                         | 83%                      | 90%                         | 82%                        |
| <b>Creatio</b>                  | 89%           | 91%                 | 90%                               | 89%                  | 91%                         | 89%                      | 89%                         | 88%                        |
| <b>Nimble</b>                   | 80%           | 83%                 | 84%                               | 74%                  | 70%                         | 79%                      | 89%                         | 80%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                                   | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|-----------------------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Efficy CRM</b>                 | 89%           | 90%                 | 90%                               | 91%                  | 88%                         | 90%                      | 92%                         | 90%                        |
| <b>HoneyBook</b>                  | 87%           | 90%                 | 90%                               | 88%                  | 82%                         | 89%                      | 93%                         | 91%                        |
| <b>Apptivo</b>                    | 86%           | 81%                 | 85%                               | 75%                  | 66%                         | 75%                      | 85%                         | 79%                        |
| <b>Sage CRM</b>                   | 77%           | 75%                 | 81%                               | 80%                  | 83%                         | 75%                      | 76%                         | 77%                        |
| <b>Vendasta</b>                   | 90%           | 91%                 | 92%                               | 87%                  | 83%                         | 87%                      | 92%                         | 85%                        |
| <b>CRMOne</b>                     | 93%           | 95%                 | 97%                               | 93%                  | 91%                         | 95%                      | 95%                         | 87%                        |
| <b>Capsule</b>                    | 86%           | 86%                 | 88%                               | 78%                  | 72%                         | 79%                      | 95%                         | 78%                        |
| <b>EngageBay All-in-One Suite</b> | 91%           | 90%                 | 91%                               | 88%                  | 82%                         | 88%                      | 92%                         | 87%                        |
| <b>Less Annoying CRM</b>          | 91%           | 92%                 | 94%                               |                      | 77%                         | 87%                      | 97%                         |                            |
| <b>Knack</b>                      | 95%           | 94%                 | 95%                               | 82%                  | 79%                         | 92%                      | 94%                         | 71%                        |
| <b>Kylas Sales CRM</b>            | 94%           | 95%                 | 96%                               | 94%                  |                             | 94%                      | 95%                         | 95%                        |
| <b>Success.ai</b>                 | 97%           | 90%                 | 98%                               | 93%                  | 95%                         | 96%                      | 96%                         | 95%                        |
| <b>OnePageCRM</b>                 | 83%           | 88%                 | 90%                               | 80%                  |                             | 84%                      | 94%                         | 84%                        |
| <b>Streak</b>                     | 85%           | 88%                 | 87%                               | 80%                  | 76%                         | 82%                      | 89%                         | 76%                        |
| <b>Attio</b>                      | 88%           | 92%                 | 94%                               |                      |                             | 75%                      | 93%                         | 79%                        |
| <b>Salesflare</b>                 | 86%           | 88%                 | 90%                               | 85%                  | 83%                         | 86%                      | 94%                         | 82%                        |
| <b>Snov.io</b>                    | 83%           | 85%                 | 85%                               | 85%                  | 82%                         | 85%                      | 89%                         | 83%                        |
| <b>Floww.ai</b>                   | 94%           | 94%                 | 94%                               | 92%                  | 93%                         | 92%                      | 94%                         | 93%                        |
| <b>Softr</b>                      | 83%           | 82%                 | 89%                               | 77%                  | 85%                         | 84%                      | 89%                         | 76%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                     | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|---------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Salesmate</b>    | 89%           | 90%                 | 94%                               | 87%                  | 88%                         | 89%                      | 93%                         | 88%                        |
| <b>SendPulse</b>    | 88%           | 87%                 | 87%                               | 84%                  |                             | 84%                      | 90%                         | 86%                        |
| <b>C2CRM</b>        | 98%           | 93%                 | 89%                               | 95%                  | 94%                         | 89%                      | 88%                         | 95%                        |
| <b>SuiteDash</b>    | 95%           | 93%                 | 94%                               | 90%                  | 71%                         | 91%                      | 92%                         | 91%                        |
| <b>AllClients</b>   | 94%           | 90%                 | 89%                               |                      | N/A                         | 90%                      | 98%                         | 94%                        |
| <b>Flowlu</b>       | 89%           | 95%                 | 95%                               | 94%                  |                             | 91%                      | 95%                         | 92%                        |
| <b>EsopoCRM</b>     | 95%           | 98%                 | 92%                               | 90%                  |                             | 89%                      | 86%                         |                            |
| <b>Scoro</b>        | 88%           | 89%                 | 91%                               | 86%                  |                             | 85%                      | 93%                         | 83%                        |
| <b>Fireberry</b>    | 93%           | 93%                 | 95%                               | 91%                  | 91%                         | 94%                      | 95%                         | 87%                        |
| <b>Teamgate</b>     | 92%           | 93%                 | 96%                               | 93%                  | 86%                         | 91%                      | 93%                         | 86%                        |
| <b>Membrain</b>     | 92%           | 91%                 | 93%                               | 85%                  | 80%                         | 85%                      | 94%                         | 82%                        |
| <b>Goals.com</b>    | 76%           | 95%                 | 97%                               | N/A                  | 69%                         | 90%                      | 100%                        | N/A                        |
| <b>Ohanafy</b>      | N/A           | N/A                 | N/A                               | N/A                  |                             | N/A                      | N/A                         | N/A                        |
| <b>OctopusPro</b>   | 100%          | 98%                 | 98%                               | 95%                  | 95%                         | 99%                      | 98%                         | 94%                        |
| <b>HappSales</b>    | 97%           | 96%                 | 98%                               | 95%                  | 88%                         | 92%                      | 95%                         | 91%                        |
| <b>Breakcold</b>    | 79%           | 83%                 | 83%                               | 78%                  | 71%                         | 73%                      | 89%                         | 74%                        |
| <b>Vtiger Sales</b> | 95%           | 87%                 | 97%                               | 88%                  | 90%                         | 97%                      | 97%                         | 96%                        |
| <b>Kintone</b>      | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Pipelinier</b>   | 92%           | 94%                 | 93%                               | 93%                  | 92%                         | 90%                      | 94%                         | 91%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|  | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|--|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Maximizer</b>   | 83%           | 80%                 | 84%                               | 73%                  | 72%                         | 79%                      | 83%                         | 73%                        |
| <b>User.com</b>  | N/A           | 94%                 | 95%                               | N/A                  | N/A                         | N/A                      | 79%                         | N/A                        |
| <b>VBOUT</b>   | 92%           | 91%                 | 98%                               | 92%                  | 84%                         | 96%                      | 95%                         | 92%                        |
| <b>Teamwork CRM</b>                                      | 87%           | 89%                 | 89%                               | 86%                  | 84%                         | 88%                      | 93%                         | 89%                        |
| <b>Bixjet</b>  | 93%           | 92%                 | 93%                               | 89%                  | 84%                         | 92%                      | 91%                         | 88%                        |
| <b>Pipeline CRM</b>                                      | 84%           | 84%                 | 86%                               | 85%                  | 80%                         | 82%                      | 90%                         | 84%                        |
| <b>VobeSoft</b>  | 93%           | 96%                 | 98%                               | 94%                  | 95%                         | 93%                      | 98%                         | 94%                        |
| <b>aCloud CRM</b>  | 98%           | 96%                 | 88%                               | 86%                  | 90%                         | 88%                      | 88%                         | 90%                        |
| <b>djaboo</b>  | 100%          | 100%                | 100%                              | 100%                 | 94%                         | 98%                      | 100%                        | 98%                        |
| <b>vcita</b>   | 89%           | 84%                 | 89%                               | 69%                  | 60%                         | 70%                      | 87%                         | 81%                        |
| <b>Teamleader</b>  | 81%           | 86%                 | 93%                               | 91%                  | N/A                         | 83%                      | 86%                         | 88%                        |
| <b>Resco - Mobility &amp; Productivity</b>               | 94%           | 86%                 | 91%                               | 83%                  | 86%                         | 84%                      | 88%                         | 85%                        |
| <b>ePROMIS ERP</b>                                       | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Method CRM</b>  | 85%           | 85%                 | 87%                               | 82%                  | 75%                         | 81%                      | 88%                         | 82%                        |
| <b>vtenext</b>   | 95%           | 89%                 | 94%                               | 91%                  | 84%                         | 79%                      | 90%                         | 86%                        |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 89%           | 89%                 | 86%                               |                      |                             |                          | 91%                         | 84%                        |
| <b>Altvia</b>  | 87%           | 89%                 | 94%                               | 87%                  | 91%                         | 93%                      | 90%                         | 93%                        |
| <b>Sellsy</b>  | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Clientjoy</b>   | 94%           | 93%                 | 90%                               | 82%                  | 71%                         | 89%                      | 92%                         | 90%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                             | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|-----------------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>NetHunt CRM</b>          | 92%           | 90%                 | 90%                               | 85%                  | 77%                         | 86%                      | 93%                         | 83%                        |
| <b>Maple CRM</b>            | 93%           | 87%                 | 93%                               | 81%                  | 71%                         | 87%                      | 93%                         | 88%                        |
| <b>ELMA365</b>              | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Clarify CRM</b>          | 79%           | 79%                 | 83%                               | 77%                  | 75%                         | 80%                      | 94%                         | 92%                        |
| <b>Zilliant CPQ</b>         | N/A           | N/A                 | 91%                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Friday CRM</b>           | 79%           | 78%                 | 85%                               | 77%                  | 72%                         | 72%                      | 86%                         | 71%                        |
| <b>Spiro</b>                | 89%           | 87%                 | 90%                               | 89%                  | 86%                         | 82%                      | 93%                         | 88%                        |
| <b>Klipy CRM</b>            |               | 100%                | 100%                              | 100%                 |                             | 100%                     | 100%                        |                            |
| <b>AddressTwo</b>           | N/A           | N/A                 | 98%                               | N/A                  | N/A                         | N/A                      | 100%                        | N/A                        |
| <b>RAYNET CRM</b>           | 100%          | 97%                 | 98%                               | 93%                  | N/A                         | 88%                      | 98%                         | 89%                        |
| <b>Relenta CRM</b>          | 83%           | 81%                 | 81%                               | N/A                  | N/A                         | 86%                      | 95%                         | 91%                        |
| <b>Spotler CRM</b>          | 87%           | 90%                 | 89%                               | 82%                  | 85%                         | 87%                      | 94%                         | 86%                        |
| <b>ConvergeHub</b>          | 87%           | 89%                 | 94%                               | N/A                  | 91%                         | 90%                      | 92%                         | 93%                        |
| <b>Mothernode</b>           | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>CompanyHub CRM</b>       | 97%           | 96%                 | 98%                               | 92%                  | 80%                         | 77%                      | 94%                         | 91%                        |
| <b>crmConnect</b>           | 93%           | 82%                 | 80%                               | 91%                  | 86%                         | 93%                      | 88%                         | 86%                        |
| <b>Solid Performers CRM</b> | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>SuiteCRM</b>             | 88%           | 87%                 | 90%                               | 87%                  | 87%                         | 88%                      | 88%                         | 82%                        |
| <b>Planfix</b>              | 100%          | 100%                | 98%                               | 88%                  | 83%                         | 95%                      | 95%                         | 94%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|   | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|---|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>1CRM</b>                                     | 89%           | 91%                 | 94%                               | 92%                  | 91%                         | 90%                      | 95%                         | 93%                        |
| <b>Ringy (formerly iSales)</b>                  | N/A           | N/A                 | N/A                               |                      |                             | N/A                      | N/A                         | N/A                        |
| <b>BenchmarkONE</b>                             | 90%           | 86%                 | 83%                               | N/A                  | N/A                         |                          | 91%                         | N/A                        |
| <b>VipeCloud</b>                                | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>noCRM.io</b>                                 | 83%           | 83%                 | 87%                               | 84%                  | 80%                         | 83%                      | 90%                         | 82%                        |
| <b>20NINE</b>                                   | 94%           | 94%                 | 94%                               | N/A                  | N/A                         | 90%                      | 92%                         | N/A                        |
| <b>OfficeClip Contact Manager</b>               | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>AllProWebTools</b>                           | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>ArcCRM</b>                                   | 88%           | 94%                 | 94%                               | 87%                  | 86%                         | 95%                      | 96%                         | 95%                        |
| <b>Simply CRM</b>                               | 91%           | 90%                 | 91%                               | 88%                  | 92%                         | 91%                      | 91%                         | 93%                        |
| <b>Salesboom</b>                                | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Zixflow</b>                                  | 98%           | 98%                 | 96%                               | 96%                  | 88%                         | 98%                      | 94%                         | 92%                        |
| <b>edge CRM</b>                                 | N/A           |                     | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>ClientTether.com</b>                         | N/A           | N/A                 | N/A                               |                      |                             | N/A                      | N/A                         | N/A                        |
| <b>Ricochet360</b>                              | N/A           | 91%                 | 83%                               |                      | N/A                         | N/A                      | 86%                         |                            |
| <b>WORKetc</b>                                  | 89%           | 91%                 | 93%                               | 85%                  | 71%                         |                          | 92%                         | 85%                        |
| <b>TeamWave</b>                                 | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>OneHash CRM</b>                              | 92%           | 91%                 | 94%                               | 91%                  | 96%                         | 91%                      | 89%                         | 94%                        |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                          | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|--------------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>GleanView</b>         | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Formaloo</b>          | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>BIGContacts</b>       | 85%           | 85%                 | 89%                               | N/A                  | N/A                         | N/A                      | 86%                         | N/A                        |
| <b>Soffront</b>          | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Orgzit</b>            | N/A           | N/A                 | N/A                               |                      |                             |                          | N/A                         | N/A                        |
| <b>CentraHub CRM</b>     | 97%           | 93%                 | 96%                               | 88%                  | 92%                         | 90%                      | 93%                         | 90%                        |
| <b>PlanPlus</b>          | N/A           | N/A                 | N/A                               | N/A                  | N/A                         |                          | N/A                         | N/A                        |
| <b>Bluwave CRM</b>       | 89%           | 94%                 | 94%                               | 97%                  | 95%                         | 95%                      | 94%                         | 95%                        |
| <b>InStream</b>          | 80%           | 82%                 | 82%                               | 88%                  | 82%                         | 80%                      | 85%                         | 78%                        |
| <b>SalesDesk</b>         | 93%           |                     | 89%                               | 92%                  | 90%                         | 95%                      | 92%                         | 90%                        |
| <b>Propeller CRM</b>     | 88%           | 88%                 | N/A                               | N/A                  | N/A                         |                          | 93%                         | N/A                        |
| <b>theCRM</b>            | 95%           | 95%                 | 95%                               | 97%                  | 97%                         | 98%                      | 98%                         | 95%                        |
| <b>CentralStationCRM</b> |               | N/A                 | N/A                               | N/A                  |                             | N/A                      |                             |                            |
| <b>OutreachCRM</b>       | 90%           | 92%                 | 92%                               | 86%                  | 83%                         | 84%                      | 89%                         | 84%                        |
| <b>Assistive</b>         | 98%           | 100%                | 100%                              |                      |                             | 98%                      | 100%                        | 100%                       |
| <b>Rolldog CRM</b>       | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Pulse Technology</b>  | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Launchpad CRM</b>     | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>NetSuite</b>          | 83%           | 80%                 | 81%                               | 77%                  | 79%                         | 75%                      | 81%                         | 77%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|   | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|---|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Oracle EBS</b>                                   | 86%           | 86%                 | 85%                               | 87%                  | 86%                         | 91%                      | 88%                         | 87%                        |
| <b>LeadSquared Sales CRM</b>                        | 89%           | 89%                 | 91%                               | 91%                  | 87%                         | 89%                      | 91%                         | 91%                        |
| <b>Constant Contact Advanced Automation</b>         | 85%           | 88%                 | 88%                               | 81%                  |                             | 85%                      | 90%                         |                            |
| <b>Zoho CRM Plus</b>                                | 89%           | 87%                 | 87%                               | 81%                  | 83%                         | 82%                      | 87%                         | 84%                        |
| <b>Microsoft Dynamics 365 Sales</b>                 | 84%           | 83%                 | 84%                               | 82%                  | 82%                         | 81%                      | 80%                         | 81%                        |
| <b>Sugar Sell</b>                                   | 85%           | 81%                 | 84%                               | 82%                  | 85%                         | 79%                      | 80%                         | 76%                        |
| <b>Oracle Fusion Cloud - EPM</b>                    | 76%           | 76%                 | 78%                               | 78%                  | 79%                         | 77%                      | 76%                         | 77%                        |
| <b>Act!</b>   | 78%           | 75%                 | 79%                               | 72%                  | 67%                         | 75%                      | 79%                         | 76%                        |
| <b>Oracle On Demand</b>                             | 81%           | 80%                 | 90%                               | 86%                  | 83%                         | 80%                      | 88%                         | 79%                        |
| <b>Siebel</b>                                       | 77%           | 81%                 | 83%                               | 81%                  | 80%                         | 78%                      | 77%                         | 77%                        |
| <b>Copper</b>                                       | 86%           | 86%                 | 88%                               | 83%                  | 80%                         | 80%                      | 89%                         | 81%                        |
| <b>Odoo CRM</b>                                     | 85%           | 82%                 | 85%                               | 82%                  | 84%                         | 79%                      | 87%                         | 81%                        |
| <b>ConnectWise PSA</b>                              | 81%           | 83%                 | 87%                               | 78%                  | 80%                         | 79%                      | 83%                         | 76%                        |
| <b>Zendesk Sell</b>                                 | 81%           | 85%                 | 86%                               | 84%                  | 75%                         | 84%                      | 89%                         | 81%                        |
| <b>Keap</b>   | 82%           | 84%                 | 85%                               | 74%                  | 76%                         | 77%                      | 84%                         | 75%                        |
| <b>SuperOffice CRM</b>                              | 75%           | 74%                 | 83%                               | 74%                  | 72%                         | 74%                      | 84%                         | 81%                        |
| <b>Pershing Financial Services</b>                  | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Bitrix24</b>                                     | 81%           | 80%                 | 80%                               | 79%                  | 73%                         | 80%                      | 82%                         | 79%                        |
| <b>Infor Customer Relationship Management (CRM)</b> | 76%           | 64%                 | 78%                               | 70%                  | 76%                         | 56%                      | 66%                         | 63%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                       | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|-----------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Insightly CRM</b>  | 83%           | 84%                 | 86%                               | 83%                  | 77%                         | 79%                      | 86%                         | 79%                        |
| <b>Ontraport</b>      | 87%           | 88%                 | 90%                               | 73%                  | 82%                         | 84%                      | 91%                         | 82%                        |
| <b>Marketing 360</b>  | N/A           | N/A                 | N/A                               |                      |                             |                          | N/A                         |                            |
| <b>OroCommerce</b>    | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Workbooks</b>      | 86%           | 84%                 | 87%                               | 83%                  | 85%                         | 81%                      | 87%                         | 85%                        |
| <b>Daylite</b>        | 82%           | 89%                 | 90%                               | 77%                  |                             | 75%                      | 89%                         | 77%                        |
| <b>Progress Podio</b> | 89%           | 90%                 | 89%                               | 92%                  | 77%                         | 86%                      | 90%                         | 82%                        |
| <b>Cinode</b>         | 73%           | 75%                 | 84%                               | 79%                  | 64%                         | 83%                      | 84%                         | 87%                        |
| <b>Bloom</b>          | 80%           |                     |                                   |                      |                             |                          | 87%                         |                            |
| <b>Lime Go</b>        | N/A           |                     | N/A                               | N/A                  |                             |                          | N/A                         | N/A                        |
| <b>Planhat</b>        | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>SalezShark</b>     | 88%           |                     |                                   | 93%                  |                             | 90%                      | 83%                         | 89%                        |
| <b>Lime CRM</b>       | 78%           | 69%                 | 74%                               | 67%                  | 63%                         | 68%                      | 75%                         | 70%                        |
| <b>LeadMaster</b>     | N/A           | 89%                 | 91%                               | N/A                  | N/A                         | N/A                      | 83%                         | N/A                        |
| <b>Sellf</b>          | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>OpenCRM</b>        | 89%           | 83%                 | 80%                               | 89%                  | 80%                         | 83%                      | 93%                         | 71%                        |
| <b>Claritysoft</b>    | 87%           | 85%                 | 86%                               | 69%                  | 77%                         |                          | 88%                         | 83%                        |
| <b>GreenRope</b>      | 80%           | 84%                 | 85%                               | 81%                  | 74%                         | 81%                      | 85%                         | 80%                        |
| <b>CRM and Kanban</b> | 77%           | 77%                 | 79%                               | 86%                  | 88%                         | 88%                      | 80%                         |                            |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                              | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|------------------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Vtiger All-In-One CRM</b> | 87%           | 86%                 | 89%                               | 83%                  | 77%                         | 81%                      | 87%                         | 82%                        |
| <b>CRM.io</b>                | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>CRM.me</b>                | 94%           | 88%                 | 88%                               | 86%                  | 86%                         | 92%                      | 90%                         | 83%                        |
| <b>BSI Software</b>          | 73%           | 80%                 | 84%                               | 78%                  | 73%                         | 80%                      | 84%                         | 82%                        |
| <b>Mekari Qontak</b>         | 93%           | 86%                 | 90%                               | 86%                  | 88%                         | 86%                      | 88%                         | 86%                        |
| <b>InfoFlo</b>               | 80%           | 78%                 | 81%                               | 81%                  | 80%                         | 85%                      | 83%                         | 78%                        |
| <b>SalesBabu CRM</b>         | 95%           | 94%                 | 96%                               | 93%                  | 94%                         | 93%                      | 97%                         | 93%                        |
| <b>Accelo</b>                | 82%           | 86%                 | 88%                               |                      |                             |                          | 88%                         | 79%                        |
| <b>SalesNexus</b>            | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Fitnet Manager</b>        | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Revamp CRM</b>            | N/A           | N/A                 | N/A                               | N/A                  |                             | N/A                      | N/A                         |                            |
| <b>Upsales</b>               | 78%           | 82%                 | 82%                               | 80%                  | 76%                         | 77%                      | 84%                         | 85%                        |
| <b>ForceManager CRM</b>      | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>eSalesTrack</b>           | 88%           | 92%                 | 90%                               |                      | 93%                         | 92%                      | 91%                         | 94%                        |
| <b>FreeAgent CRM</b>         | 91%           | 88%                 | 91%                               | N/A                  | N/A                         |                          | 96%                         | N/A                        |
| <b>Prophet CRM</b>           | 84%           | 82%                 | 87%                               | 86%                  | 85%                         | 83%                      | 84%                         | 85%                        |
| <b>Agile CRM</b>             | 78%           | 79%                 | 79%                               | 84%                  | 84%                         | 81%                      | 74%                         | 84%                        |
| <b>UPilot</b>                | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>PHP CRM</b>               | 88%           | 90%                 | 88%                               | 88%                  | 80%                         | 88%                      | 95%                         | 86%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                             | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|-----------------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Prospect CRM</b>         | 91%           | 91%                 | 92%                               | 85%                  | 92%                         | 90%                      | 92%                         | 90%                        |
| <b>WPCM</b>                 | 81%           | 83%                 | 86%                               | 86%                  | 86%                         | 81%                      | 90%                         | 86%                        |
| <b>Aurea CRM</b>            | 88%           | 88%                 | 95%                               | 94%                  | 81%                         |                          | 86%                         | 83%                        |
| <b>Simpleview CRM</b>       | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>nTireCRM</b>             | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>sales-i</b>              | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>FluentCRM</b>            | N/A           | 94%                 | 97%                               |                      | N/A                         |                          | 91%                         |                            |
| <b>Livespace CRM</b>        | 89%           | 86%                 | 91%                               | 86%                  | 94%                         | 86%                      | 89%                         | 89%                        |
| <b>Axiom Workspace CRM</b>  | 95%           | 92%                 | 92%                               | 82%                  | 84%                         | 93%                      | 95%                         | 89%                        |
| <b>eWay-CRM</b>             | N/A           | 86%                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Signpost</b>             | 83%           | 86%                 | 88%                               | 89%                  | 90%                         | 88%                      | 92%                         | 86%                        |
| <b>SalesJunction</b>        | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Platformly</b>           | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Ardexus</b>              | 71%           | 74%                 | 83%                               | 71%                  | 69%                         | 74%                      | 77%                         | 83%                        |
| <b>Leadscore.io</b>         | 88%           | 84%                 | 88%                               | 89%                  | 94%                         | 91%                      | 93%                         | 88%                        |
| <b>Commence CRM</b>         | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>ONLYOFFICE Workspace</b> | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Tapdesk</b>              |               | N/A                 | N/A                               |                      |                             | N/A                      | N/A                         | N/A                        |
| <b>YetiForce CRM</b>        | 82%           | 81%                 | 86%                               | 84%                  | 78%                         | 77%                      | 82%                         | 74%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|   | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|---|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Kommo</b>                            | 77%           | 79%                 | 78%                               | 82%                  | 71%                         | 69%                      | 80%                         | 71%                        |
| <b>FreeCRM</b>                          | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Talisma</b>                          | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Pivotal</b>                          | 93%           | 86%                 | 89%                               | 88%                  | 94%                         | 90%                      | 89%                         | 88%                        |
| <b>InfiniteCRM</b>                      | 75%           | 79%                 | 77%                               | 75%                  | 73%                         | 80%                      | 84%                         | 77%                        |
| <b>Zurmo</b>                            | 80%           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | 86%                         | 89%                        |
| <b>AdOrbit</b>                          | 64%           | 67%                 | 71%                               | 63%                  | 63%                         | 71%                      | 81%                         | 64%                        |
| <b>GoldMine</b>                         | 77%           | 76%                 | 79%                               | 84%                  | 69%                         | 73%                      | 79%                         | 77%                        |
| <b>TDF CRM</b>                          | 79%           | 75%                 | 80%                               | N/A                  | 74%                         | 71%                      | 75%                         | 62%                        |
| <b>OrangeCRM</b>                        | N/A           | N/A                 | N/A                               | N/A                  | N/A                         |                          | N/A                         | N/A                        |
| <b>Fat Free CRM</b>                     | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>FIVE CRM</b>                         | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>karmaCRM</b>                         | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>solve 360</b>                        | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Deskera CRM</b>                      | 74%           | 74%                 | 80%                               | 83%                  |                             |                          | 84%                         |                            |
| <b>arkflux</b>                          | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>FinCRM</b>                           | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Rev.io PSA formerly Tigerpaw One</b> | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>openCRX</b>                          | 93%           | 88%                 | 88%                               | 83%                  | 89%                         | 83%                      | 86%                         | 81%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Platform

|                       | Customization | Workflow Capability | User, Role, and Access Management | Internationalization | Sandbox / Test Environments | Document & Content Mgmt. | Performance and Reliability | Output Document Generation |
|-----------------------|---------------|---------------------|-----------------------------------|----------------------|-----------------------------|--------------------------|-----------------------------|----------------------------|
| <b>Shape Software</b> | 89%           | 88%                 | 90%                               | 88%                  | 89%                         | 89%                      | 86%                         | 86%                        |
| <b>InTouch CRM</b>    | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Core CRM Pro</b>   | N/A           | N/A                 | N/A                               | N/A                  | N/A                         | N/A                      | N/A                         | N/A                        |
| <b>Ligna</b>          | 74%           | 69%                 | 69%                               | 63%                  | N/A                         | N/A                      | 77%                         | N/A                        |
| <b>ezeeCRM</b>        | 75%           | 75%                 | 80%                               | 73%                  | 77%                         | 80%                      | 89%                         | 86%                        |
| <b>Jarvis CRM</b>     | N/A           | N/A                 | N/A                               |                      |                             | N/A                      | N/A                         | N/A                        |
| <b>Average</b>        | 87%           | 87%                 | 89%                               | 84%                  | 82%                         | 85%                      | 89%                         | 84%                        |

(Feature Comparison for CRM continues on next page)

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# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                          | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|--------------------------|----------------------------|------------------|---------------------------------|
| Salesforce Sales Cloud   | 87%                        | 87%              | 87%                             |
| HubSpot Sales Hub        | 86%                        | 85%              | 84%                             |
| Pipedrive                | 84%                        | 83%              | 82%                             |
| ActiveCampaign           | 81%                        | 81%              | 78%                             |
| Close                    | 90%                        | 89%              | 87%                             |
| SAP Sales Cloud          | 86%                        | 85%              | 84%                             |
| Zoho                     | 85%                        | 83%              | 82%                             |
| Bigin by Zoho CRM        | 86%                        | 82%              | 82%                             |
| monday CRM               | 85%                        | 82%              | 82%                             |
| HighLevel                | 86%                        | 84%              | 83%                             |
| Instantly                | 93%                        | 91%              | 91%                             |
| Nutshell                 | 82%                        | 78%              | 76%                             |
| Thryv                    | 86%                        | 87%              | 84%                             |
| LocaliQ                  | N/A                        | N/A              | N/A                             |
| Brevo Marketing Platform | 89%                        | 90%              | 86%                             |
| folk                     | 87%                        | 79%              |                                 |
| Freshsales               | 86%                        | 86%              | 82%                             |
| Creatio                  | 90%                        | 89%              | 87%                             |
| Nimble                   | 85%                        | 82%              | 78%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                                   | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|-----------------------------------|----------------------------|------------------|---------------------------------|
| <b>Efficy CRM</b>                 | 89%                        | 87%              | 86%                             |
| <b>HoneyBook</b>                  | 85%                        | 90%              | 81%                             |
| <b>Apptivo</b>                    | 80%                        | 73%              | 71%                             |
| <b>Sage CRM</b>                   | 79%                        | 79%              | 76%                             |
| <b>Vendasta</b>                   | 86%                        | 82%              | 89%                             |
| <b>CRMOne</b>                     | 93%                        | 96%              | 93%                             |
| <b>Capsule</b>                    | 84%                        | 81%              | 79%                             |
| <b>EngageBay All-in-One Suite</b> | 92%                        | 89%              | 86%                             |
| <b>Less Annoying CRM</b>          | 92%                        | 88%              | 84%                             |
| <b>Knack</b>                      | 90%                        | 96%              | 94%                             |
| <b>Kylas Sales CRM</b>            | 95%                        | 95%              | 93%                             |
| <b>Success.ai</b>                 | 95%                        | 96%              | 94%                             |
| <b>OnePageCRM</b>                 | 88%                        | 82%              | 79%                             |
| <b>Streak</b>                     | 86%                        | 82%              | 83%                             |
| <b>Attio</b>                      | 89%                        | 90%              | 81%                             |
| <b>Salesflare</b>                 | 89%                        | 87%              | 86%                             |
| <b>Snov.io</b>                    | 93%                        | 84%              | 90%                             |
| <b>Floww.ai</b>                   | 90%                        | 91%              | 91%                             |
| <b>Softr</b>                      | 88%                        | 85%              | 81%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                     | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|---------------------|----------------------------|------------------|---------------------------------|
| <b>Salesmate</b>    | 88%                        | 88%              | 86%                             |
| <b>SendPulse</b>    | 87%                        | 87%              | 84%                             |
| <b>C2CRM</b>        | 95%                        | 97%              | N/A                             |
| <b>SuiteDash</b>    | 85%                        | 90%              | 83%                             |
| <b>AllClients</b>   | 91%                        | 77%              | 80%                             |
| <b>Flowlu</b>       | 92%                        | 94%              | 88%                             |
| <b>EspoCRM</b>      | 82%                        | 86%              |                                 |
| <b>Scoro</b>        | 86%                        | 85%              | 81%                             |
| <b>Fireberry</b>    | 92%                        | 87%              | 91%                             |
| <b>Teamgate</b>     | 88%                        | 94%              | 93%                             |
| <b>Membrain</b>     | 89%                        | 84%              | 83%                             |
| <b>Goals.com</b>    | 95%                        | 73%              | N/A                             |
| <b>Ohanafy</b>      | N/A                        | N/A              | N/A                             |
| <b>OctopusPro</b>   | 98%                        | 98%              | 98%                             |
| <b>HappSales</b>    | 96%                        | 92%              | 92%                             |
| <b>Breakcold</b>    | 85%                        | 82%              | 76%                             |
| <b>Vtiger Sales</b> | 94%                        | 86%              | 92%                             |
| <b>Kintone</b>      | N/A                        | N/A              | N/A                             |
| <b>Pipeliner</b>    | 93%                        | 91%              | 94%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|  | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|--|----------------------------|------------------|---------------------------------|
| <b>Maximizer</b>   | 78%                        | 71%              | 71%                             |
| <b>User.com</b>  | 86%                        | 81%              | 79%                             |
| <b>VBOUT</b>   | 92%                        | 93%              | 96%                             |
| <b>Teamwork CRM</b>                                      | 90%                        | 86%              | 85%                             |
| <b>Bixjet</b>  | 91%                        | 89%              | 87%                             |
| <b>Pipeline CRM</b>                                      | 87%                        | 81%              | 76%                             |
| <b>VobeSoft</b>  | 95%                        | 93%              | 91%                             |
| <b>aCloud CRM</b>  | 88%                        | 90%              | 94%                             |
| <b>djaboo</b>  | 100%                       | 92%              | 92%                             |
| <b>vcita</b>   | 82%                        | 70%              | 73%                             |
| <b>Teamleader</b>  | 86%                        | N/A              | N/A                             |
| <b>Resco - Mobility &amp; Productivity</b>               | 88%                        | 83%              | 79%                             |
| <b>ePROMIS ERP</b>                                       | N/A                        | N/A              | N/A                             |
| <b>Method CRM</b>  | 83%                        | 79%              | 80%                             |
| <b>vtenext</b>   | 89%                        | 92%              | 87%                             |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 93%                        | 87%              | 86%                             |
| <b>Altvia</b>  | 88%                        | 77%              | 84%                             |
| <b>Sellsy</b>  | N/A                        | N/A              | N/A                             |
| <b>Clientjoy</b>   | 92%                        | 75%              | 80%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                             | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|-----------------------------|----------------------------|------------------|---------------------------------|
| <b>NetHunt CRM</b>          | 90%                        | 89%              | 83%                             |
| <b>Maple CRM</b>            | 95%                        | 87%              | 81%                             |
| <b>ELMA365</b>              | N/A                        | N/A              | N/A                             |
| <b>Clarify CRM</b>          | 94%                        | 94%              | 80%                             |
| <b>Zilliant CPQ</b>         | N/A                        | N/A              | N/A                             |
| <b>Friday CRM</b>           | 74%                        | 71%              | 71%                             |
| <b>Spiro</b>                | 90%                        | 81%              | 83%                             |
| <b>Klipy CRM</b>            | 100%                       | 100%             | 100%                            |
| <b>AddressTwo</b>           | 95%                        | N/A              | N/A                             |
| <b>RAYNET CRM</b>           | 98%                        | N/A              | N/A                             |
| <b>Relenta CRM</b>          | 90%                        | 71%              | 63%                             |
| <b>Spotler CRM</b>          | 84%                        | 82%              | 78%                             |
| <b>ConvergeHub</b>          | 95%                        | 89%              | 87%                             |
| <b>Mothernode</b>           | N/A                        | N/A              | N/A                             |
| <b>CompanyHub CRM</b>       | 95%                        | 93%              | 89%                             |
| <b>crmConnect</b>           | 86%                        | 84%              | 86%                             |
| <b>Solid Performers CRM</b> | N/A                        | N/A              | N/A                             |
| <b>SuiteCRM</b>             | 86%                        | 81%              | 81%                             |
| <b>Planfix</b>              | 100%                       | 95%              | 94%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|   | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|---|----------------------------|------------------|---------------------------------|
| <b>1CRM</b>                                     | 93%                        | 92%              | 90%                             |
| <b>Ringy (formerly iSales)</b>                  | N/A                        | N/A              |                                 |
| <b>BenchmarkONE</b>                             | 93%                        | 94%              | N/A                             |
| <b>VipeCloud</b>                                | N/A                        | N/A              | N/A                             |
| <b>noCRM.io</b>                                 | 87%                        | 83%              | 81%                             |
| <b>20NINE</b>                                   | 91%                        | 95%              | 91%                             |
| <b>OfficeClip Contact Manager</b>               | N/A                        | N/A              | N/A                             |
| <b>AllProWebTools</b>                           | N/A                        | N/A              | N/A                             |
| <b>ArcCRM</b>                                   | 93%                        | 88%              | 89%                             |
| <b>Simply CRM</b>                               | 93%                        | 90%              | 82%                             |
| <b>Salesboom</b>                                | N/A                        | N/A              | N/A                             |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | N/A                        | N/A              | N/A                             |
| <b>Zixflow</b>                                  | 98%                        | 98%              | 98%                             |
| <b>edge CRM</b>                                 | N/A                        | N/A              | N/A                             |
| <b>ClientTether.com</b>                         | N/A                        | N/A              | N/A                             |
| <b>Ricochet360</b>                              | 91%                        | N/A              | N/A                             |
| <b>WORKetc</b>                                  | 86%                        | 83%              | 72%                             |
| <b>TeamWave</b>                                 | N/A                        | N/A              | N/A                             |
| <b>OneHash CRM</b>                              | 93%                        | 88%              | 94%                             |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                   | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|-------------------|----------------------------|------------------|---------------------------------|
| GleanView         | N/A                        | N/A              | N/A                             |
| Formaloo          | N/A                        | N/A              | N/A                             |
| BIGContacts       | 78%                        | 76%              | 79%                             |
| Soffront          | N/A                        | N/A              | N/A                             |
| Orgzit            | N/A                        | N/A              | N/A                             |
| CentraHub CRM     | 95%                        | 87%              | 94%                             |
| PlanPlus          | N/A                        | N/A              | N/A                             |
| Bluwave CRM       | 94%                        | 90%              | 90%                             |
| InStream          | 77%                        | 80%              | 79%                             |
| SalesDesk         | 90%                        |                  |                                 |
| Propeller CRM     | 96%                        | 97%              | N/A                             |
| theCRM            | 98%                        | 98%              | 98%                             |
| CentralStationCRM | N/A                        | N/A              | N/A                             |
| OutreachCRM       | 88%                        | 90%              | 90%                             |
| Assistive         | 100%                       | 100%             | 98%                             |
| Rolldog CRM       | N/A                        | N/A              | N/A                             |
| Pulse Technology  | N/A                        | N/A              | N/A                             |
| Launchpad CRM     | N/A                        | N/A              | N/A                             |
| NetSuite          | 80%                        | 75%              | 75%                             |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|  | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|--|----------------------------|------------------|---------------------------------|
| Oracle EBS                                   | 89%                        | 85%              | 86%                             |
| LeadSquared Sales CRM                        | 90%                        | 90%              | 90%                             |
| Constant Contact Advanced Automation         | 87%                        | 83%              | 81%                             |
| Zoho CRM Plus                                | 85%                        | 83%              | 83%                             |
| Microsoft Dynamics 365 Sales                 | 82%                        | 81%              | 80%                             |
| Sugar Sell                                   | 79%                        | 80%              | 77%                             |
| Oracle Fusion Cloud - EPM                    | 74%                        | 73%              | 74%                             |
| Act!   | 78%                        | 71%              | 72%                             |
| Oracle On Demand                             | 82%                        | 81%              | 77%                             |
| Siebel                                       | 79%                        | 82%              | 79%                             |
| Copper                                       | 88%                        | 84%              | 81%                             |
| Odoo CRM                                     | 83%                        | 81%              | 79%                             |
| ConnectWise PSA                              | 80%                        | 81%              | 85%                             |
| Zendesk Sell                                 | 88%                        | 83%              | 80%                             |
| Keap   | 80%                        | 81%              | 81%                             |
| SuperOffice CRM                              | 74%                        | 71%              | 68%                             |
| Pershing Financial Services                  | N/A                        | N/A              | N/A                             |
| Bitrix24                                     | 79%                        | 81%              | 78%                             |
| Infor Customer Relationship Management (CRM) | 60%                        | 61%              | 52%                             |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                       | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|-----------------------|----------------------------|------------------|---------------------------------|
| <b>Insightly CRM</b>  | 83%                        | 80%              | 77%                             |
| <b>Ontraport</b>      | 87%                        | 89%              | 85%                             |
| <b>Marketing 360</b>  | N/A                        |                  |                                 |
| <b>OroCommerce</b>    | N/A                        | N/A              | N/A                             |
| <b>Workbooks</b>      | 85%                        | 85%              | 80%                             |
| <b>Daylite</b>        | 77%                        | 71%              | 67%                             |
| <b>Progress Podio</b> | 88%                        | 86%              | 79%                             |
| <b>Cinode</b>         | 75%                        | 70%              | 69%                             |
| <b>Bloom</b>          | 88%                        |                  |                                 |
| <b>Lime Go</b>        | N/A                        | N/A              | N/A                             |
| <b>Planhat</b>        | N/A                        | N/A              | N/A                             |
| <b>SalezShark</b>     | 83%                        | N/A              | N/A                             |
| <b>Lime CRM</b>       | 70%                        | 69%              | 67%                             |
| <b>LeadMaster</b>     | N/A                        | N/A              | N/A                             |
| <b>Sellf</b>          | N/A                        | N/A              | N/A                             |
| <b>OpenCRM</b>        | 83%                        | N/A              | N/A                             |
| <b>Claritysoft</b>    | 86%                        | 71%              | 69%                             |
| <b>GreenRope</b>      | 84%                        | 77%              | 73%                             |
| <b>CRM and Kanban</b> | 86%                        | 78%              |                                 |

(Feature Comparison for CRM continues on next page)

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\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                              | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|------------------------------|----------------------------|------------------|---------------------------------|
| <b>Vtiger All-In-One CRM</b> | 82%                        | 79%              | 73%                             |
| <b>CRM.io</b>                | N/A                        | N/A              | N/A                             |
| <b>CRM.me</b>                | 90%                        | 90%              | 83%                             |
| <b>BSI Software</b>          | 76%                        | 73%              | 57%                             |
| <b>Mekari Qontak</b>         | 98%                        | 93%              | 93%                             |
| <b>InfoFlo</b>               | 79%                        | 71%              | 79%                             |
| <b>SalesBabu CRM</b>         | 95%                        | 89%              | 90%                             |
| <b>Accelo</b>                | 83%                        | 78%              | 76%                             |
| <b>SalesNexus</b>            | N/A                        | N/A              | N/A                             |
| <b>Fitnet Manager</b>        | N/A                        | N/A              | N/A                             |
| <b>Revamp CRM</b>            | N/A                        | N/A              | N/A                             |
| <b>Upsales</b>               | 79%                        | 79%              | 80%                             |
| <b>ForceManager CRM</b>      | N/A                        | N/A              | N/A                             |
| <b>eSalesTrack</b>           | 93%                        | 88%              | 90%                             |
| <b>FreeAgent CRM</b>         | 88%                        | 97%              | 91%                             |
| <b>Prophet CRM</b>           | 84%                        | 88%              | 83%                             |
| <b>Agile CRM</b>             | 83%                        | 77%              | 81%                             |
| <b>UPilot</b>                | N/A                        | N/A              | N/A                             |
| <b>PHP CRM</b>               | 88%                        | 96%              | 90%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                      | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|----------------------|----------------------------|------------------|---------------------------------|
| Prospect CRM         | 88%                        | 89%              | 87%                             |
| WPCM                 | 88%                        | 76%              | 83%                             |
| Aurea CRM            | 82%                        | 86%              | 89%                             |
| Simpleview CRM       | N/A                        | N/A              | N/A                             |
| nTireCRM             | N/A                        | N/A              | N/A                             |
| sales-i              | N/A                        | N/A              | N/A                             |
| FluentCRM            | N/A                        | N/A              |                                 |
| Livespace CRM        | 86%                        | 81%              | 83%                             |
| Axiom Workspace CRM  | 94%                        | 89%              | 88%                             |
| eWay-CRM             | N/A                        | N/A              | N/A                             |
| Signpost             | 86%                        | 77%              | 74%                             |
| SalesJunction        | N/A                        | N/A              | N/A                             |
| Platformly           | N/A                        | N/A              | N/A                             |
| Ardexus              | 83%                        | 60%              | 71%                             |
| LeadScore.io         | 88%                        | 88%              | 90%                             |
| Commence CRM         | N/A                        | N/A              | N/A                             |
| ONLYOFFICE Workspace | N/A                        | N/A              | N/A                             |
| Tapdesk              | N/A                        |                  | N/A                             |
| YetiForce CRM        | 82%                        | 66%              | 68%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|   | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|---|----------------------------|------------------|---------------------------------|
| <b>Kommo</b>                            | 77%                        | 77%              | 78%                             |
| <b>FreeCRM</b>                          | N/A                        | N/A              | N/A                             |
| <b>Talisma</b>                          | N/A                        | N/A              | N/A                             |
| <b>Pivotal</b>                          | 94%                        | 94%              | 88%                             |
| <b>InfiniteCRM</b>                      | 79%                        | 73%              | 75%                             |
| <b>Zurmo</b>                            | N/A                        | N/A              | N/A                             |
| <b>AdOrbit</b>                          | 71%                        | 66%              | N/A                             |
| <b>GoldMine</b>                         | 75%                        | 70%              | 68%                             |
| <b>TDF CRM</b>                          | 72%                        | 82%              | 69%                             |
| <b>OrangeCRM</b>                        | N/A                        | N/A              | N/A                             |
| <b>Fat Free CRM</b>                     | 83%                        | 83%              | 83%                             |
| <b>FIVE CRM</b>                         | N/A                        | N/A              | N/A                             |
| <b>karmaCRM</b>                         | N/A                        | N/A              | N/A                             |
| <b>solve 360</b>                        | N/A                        | N/A              | N/A                             |
| <b>Deskera CRM</b>                      | 78%                        | 73%              | 77%                             |
| <b>arkflux</b>                          | N/A                        | N/A              | N/A                             |
| <b>FinCRM</b>                           | N/A                        | N/A              | N/A                             |
| <b>Rev.io PSA formerly Tigerpaw One</b> | N/A                        | N/A              | N/A                             |
| <b>openCRX</b>                          | 88%                        | 86%              | 83%                             |

(Feature Comparison for CRM continues on next page)

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Feature Comparison for CRM (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Integration

|                       | Data Import & Export Tools | Integration APIs | Breadth of Partner Applications |
|-----------------------|----------------------------|------------------|---------------------------------|
| <b>Shape Software</b> | 92%                        | 90%              | 92%                             |
| <b>InTouch CRM</b>    | N/A                        | N/A              | N/A                             |
| <b>Core CRM Pro</b>   | N/A                        | N/A              | N/A                             |
| <b>Ligna</b>          | N/A                        | N/A              | N/A                             |
| <b>ezeeCRM</b>        | 83%                        | 83%              | 81%                             |
| <b>Jarvis CRM</b>     | N/A                        | N/A              |                                 |
| <b>Average</b>        | 87%                        | 84%              | 83%                             |

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Additional Data for CRM

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                          | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|--------------------------|--------------------------------------|------------------------------|----------------|
| Salesforce Sales Cloud   | 21%                                  | 46%                          | 33%            |
| HubSpot Sales Hub        | 62%                                  | 34%                          | 4%             |
| Pipedrive                | 72%                                  | 23%                          | 5%             |
| ActiveCampaign           | 92%                                  | 7%                           | 1%             |
| Close                    | 80%                                  | 20%                          | 1%             |
| SAP Sales Cloud          | 19%                                  | 34%                          | 47%            |
| Zoho                     | 64%                                  | 29%                          | 6%             |
| Bigin by Zoho CRM        | 89%                                  | 9%                           | 1%             |
| monday CRM               | 79%                                  | 19%                          | 2%             |
| HighLevel                | 96%                                  | 4%                           | 0%             |
| Instantly                | 95%                                  | 5%                           | 0%             |
| Nutshell                 | 80%                                  | 18%                          | 2%             |
| Thryv                    | 97%                                  | 3%                           | 0%             |
| LocaliQ                  | 77%                                  | 17%                          | 7%             |
| Brevo Marketing Platform | 84%                                  | 15%                          | 1%             |
| folk                     | 98%                                  | 2%                           | 0%             |
| Freshsales               | 69%                                  | 27%                          | 5%             |
| Creatio                  | 45%                                  | 40%                          | 15%            |
| Nimble                   | 76%                                  | 15%                          | 8%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                                   | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|-----------------------------------|--------------------------------------|------------------------------|----------------|
| <b>Efficy CRM</b>                 | 43%                                  | 48%                          | 10%            |
| <b>HoneyBook</b>                  | 98%                                  | 2%                           | 0%             |
| <b>Apptivo</b>                    | 81%                                  | 15%                          | 4%             |
| <b>Sage CRM</b>                   | 39%                                  | 48%                          | 13%            |
| <b>Vendasta</b>                   | 96%                                  | 4%                           | 0%             |
| <b>CRMOne</b>                     | 40%                                  | 30%                          | 30%            |
| <b>Capsule</b>                    | 94%                                  | 5%                           | 0%             |
| <b>EngageBay All-in-One Suite</b> | 65%                                  | 34%                          | 1%             |
| <b>Less Annoying CRM</b>          | 89%                                  | 7%                           | 4%             |
| <b>Knack</b>                      | 55%                                  | 39%                          | 6%             |
| <b>Kylas Sales CRM</b>            | 53%                                  | 45%                          | 2%             |
| <b>Success.ai</b>                 | 57%                                  | 40%                          | 3%             |
| <b>OnePageCRM</b>                 | 87%                                  | 10%                          | 2%             |
| <b>Streak</b>                     | 77%                                  | 12%                          | 11%            |
| <b>Attio</b>                      | 91%                                  | 5%                           | 5%             |
| <b>Salesflare</b>                 | 79%                                  | 14%                          | 6%             |
| <b>Snov.io</b>                    | 76%                                  | 21%                          | 3%             |
| <b>Floww.ai</b>                   | 14%                                  | 36%                          | 50%            |
| <b>Softr</b>                      | 89%                                  | 9%                           | 2%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                     | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|---------------------|--------------------------------------|------------------------------|----------------|
| <b>Salesmate</b>    | 80%                                  | 16%                          | 4%             |
| <b>SendPulse</b>    | 93%                                  | 7%                           | 0%             |
| <b>C2CRM</b>        | 27%                                  | 62%                          | 12%            |
| <b>SuiteDash</b>    | 98%                                  | 1%                           | 0%             |
| <b>AllClients</b>   | 69%                                  | 21%                          | 10%            |
| <b>Flowlu</b>       | 92%                                  | 7%                           | 1%             |
| <b>EspoCRM</b>      | 74%                                  | 21%                          | 5%             |
| <b>Scoro</b>        | 64%                                  | 21%                          | 16%            |
| <b>Fireberry</b>    | 73%                                  | 23%                          | 5%             |
| <b>Teamgate</b>     | 75%                                  | 19%                          | 6%             |
| <b>Membrain</b>     | 61%                                  | 34%                          | 5%             |
| <b>Goals.com</b>    | 100%                                 | 0%                           | 0%             |
| <b>Ohanafy</b>      | 91%                                  | 9%                           | 0%             |
| <b>OctopusPro</b>   | 42%                                  | 53%                          | 5%             |
| <b>HappSales</b>    | 63%                                  | 37%                          | 0%             |
| <b>Breakcold</b>    | 99%                                  | 1%                           | 0%             |
| <b>Vtiger Sales</b> | 64%                                  | 32%                          | 4%             |
| <b>Kintone</b>      | 88%                                  | 13%                          | 0%             |
| <b>Pipelinier</b>   | 70%                                  | 22%                          | 8%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|  | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|--|--------------------------------------|------------------------------|----------------|
| <b>Maximizer</b>   | 75%                                  | 19%                          | 6%             |
| <b>User.com</b>  | 79%                                  | 14%                          | 7%             |
| <b>VBOUT</b>   | 90%                                  | 10%                          | 0%             |
| <b>Teamwork CRM</b>                                      | 54%                                  | 36%                          | 10%            |
| <b>Bixjet</b>  | 86%                                  | 12%                          | 2%             |
| <b>Pipeline CRM</b>                                      | 67%                                  | 27%                          | 6%             |
| <b>VobeSoft</b>  | 72%                                  | 24%                          | 3%             |
| <b>aCloud CRM</b>  | 0%                                   | 82%                          | 18%            |
| <b>djaboo</b>  | 60%                                  | 30%                          | 10%            |
| <b>vcita</b>   | 93%                                  | 7%                           | 0%             |
| <b>Teamleader</b>  | 83%                                  | 11%                          | 6%             |
| <b>Resco - Mobility &amp; Productivity</b>               | 30%                                  | 57%                          | 13%            |
| <b>ePROMIS ERP</b>                                       | 0%                                   | 54%                          | 46%            |
| <b>Method CRM</b>  | 90%                                  | 9%                           | 0%             |
| <b>vtenext</b>   | 67%                                  | 27%                          | 7%             |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 54%                                  | 23%                          | 23%            |
| <b>Altvia</b>  | 79%                                  | 7%                           | 14%            |
| <b>Sellsy</b>  | 90%                                  | 10%                          | 0%             |
| <b>Clientjoy</b>   | 94%                                  | 4%                           | 2%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                      | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|----------------------|--------------------------------------|------------------------------|----------------|
| NetHunt CRM          | 79%                                  | 17%                          | 4%             |
| Maple CRM            | 74%                                  | 21%                          | 5%             |
| ELMA365              | 14%                                  | 81%                          | 5%             |
| Clarify CRM          | 100%                                 | 0%                           | 0%             |
| Zilliant CPQ         | 50%                                  | 30%                          | 20%            |
| Friday CRM           | 96%                                  | 4%                           | 0%             |
| Spiro                | 50%                                  | 44%                          | 6%             |
| Klipy CRM            | 9%                                   | 55%                          | 36%            |
| AddressTwo           | 81%                                  | 11%                          | 9%             |
| RAYNET CRM           | 63%                                  | 17%                          | 20%            |
| Relenta CRM          | 90%                                  | 10%                          | 0%             |
| Spotler CRM          | 89%                                  | 10%                          | 1%             |
| ConvergeHub          | 100%                                 | 0%                           | 0%             |
| Mothernode           | 50%                                  | 48%                          | 3%             |
| CompanyHub CRM       | 89%                                  | 2%                           | 9%             |
| crmConnect           | 37%                                  | 42%                          | 21%            |
| Solid Performers CRM | 71%                                  | 25%                          | 4%             |
| SuiteCRM             | 67%                                  | 23%                          | 9%             |
| Planfix              | 71%                                  | 29%                          | 0%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|   | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|---|--------------------------------------|------------------------------|----------------|
| <b>1CRM</b>                                     | 46%                                  | 46%                          | 8%             |
| <b>Ringy (formerly iSales)</b>                  | 51%                                  | 22%                          | 27%            |
| <b>BenchmarkONE</b>                             | 80%                                  | 17%                          | 3%             |
| <b>VipeCloud</b>                                | 97%                                  | 3%                           | 0%             |
| <b>noCRM.io</b>                                 | 92%                                  | 8%                           | 0%             |
| <b>20NINE</b>                                   | 67%                                  | 22%                          | 11%            |
| <b>OfficeClip Contact Manager</b>               | 83%                                  | 17%                          | 0%             |
| <b>AllProWebTools</b>                           | 88%                                  | 5%                           | 7%             |
| <b>ArcCRM</b>                                   | 16%                                  | 84%                          | 0%             |
| <b>Simply CRM</b>                               | 64%                                  | 23%                          | 14%            |
| <b>Salesboom</b>                                | 62%                                  | 24%                          | 14%            |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | 58%                                  | 42%                          | 0%             |
| <b>Zixflow</b>                                  | 76%                                  | 19%                          | 5%             |
| <b>edge CRM</b>                                 | 52%                                  | 36%                          | 12%            |
| <b>ClientTether.com</b>                         | 82%                                  | 18%                          | 0%             |
| <b>Ricochet360</b>                              | 36%                                  | 64%                          | 0%             |
| <b>WORKetc</b>                                  | 87%                                  | 9%                           | 4%             |
| <b>TeamWave</b>                                 | 54%                                  | 33%                          | 13%            |
| <b>OneHash CRM</b>                              | 76%                                  | 24%                          | 0%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                          | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|--------------------------|--------------------------------------|------------------------------|----------------|
| <b>GleanView</b>         | 67%                                  | 24%                          | 10%            |
| <b>Formaloo</b>          | 82%                                  | 18%                          | 0%             |
| <b>BIGContacts</b>       | 75%                                  | 25%                          | 0%             |
| <b>Soffront</b>          | 62%                                  | 15%                          | 23%            |
| <b>Orgzit</b>            | 30%                                  | 62%                          | 8%             |
| <b>CentraHub CRM</b>     | 32%                                  | 68%                          | 0%             |
| <b>PlanPlus</b>          | 69%                                  | 22%                          | 9%             |
| <b>Bluwave CRM</b>       | 17%                                  | 39%                          | 44%            |
| <b>InStream</b>          | 43%                                  | 25%                          | 32%            |
| <b>SalesDesk</b>         | 36%                                  | 47%                          | 17%            |
| <b>Propeller CRM</b>     | 76%                                  | 18%                          | 6%             |
| <b>theCRM</b>            | 44%                                  | 44%                          | 11%            |
| <b>CentralStationCRM</b> | 73%                                  | 9%                           | 18%            |
| <b>OutreachCRM</b>       | 23%                                  | 49%                          | 28%            |
| <b>Assistive</b>         | 12%                                  | 66%                          | 22%            |
| <b>Rolldog CRM</b>       | 58%                                  | 42%                          | 0%             |
| <b>Pulse Technology</b>  | 64%                                  | 27%                          | 9%             |
| <b>Launchpad CRM</b>     | 36%                                  | 36%                          | 29%            |
| <b>NetSuite</b>          | 39%                                  | 54%                          | 7%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|  | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br>(>1000 emp.) |
|--|--------------------------------------|------------------------------|----------------------------|
| Oracle EBS                                   | 22%                                  | 31%                          | 48%                        |
| LeadSquared Sales CRM                        | 19%                                  | 51%                          | 30%                        |
| Constant Contact Advanced Automation         | 82%                                  | 17%                          | 1%                         |
| Zoho CRM Plus                                | 60%                                  | 34%                          | 6%                         |
| Microsoft Dynamics 365 Sales                 | 31%                                  | 39%                          | 30%                        |
| Sugar Sell                                   | 35%                                  | 49%                          | 16%                        |
| Oracle Fusion Cloud - EPM                    | 16%                                  | 33%                          | 51%                        |
| Act!   | 78%                                  | 17%                          | 5%                         |
| Oracle On Demand                             | 17%                                  | 36%                          | 47%                        |
| Siebel                                       | 12%                                  | 24%                          | 63%                        |
| Copper                                       | 79%                                  | 17%                          | 4%                         |
| Odoo CRM                                     | 70%                                  | 27%                          | 4%                         |
| ConnectWise PSA                              | 73%                                  | 25%                          | 1%                         |
| Zendesk Sell                                 | 63%                                  | 30%                          | 7%                         |
| Keap   | 89%                                  | 9%                           | 2%                         |
| SuperOffice CRM                              | 60%                                  | 35%                          | 5%                         |
| Pershing Financial Services                  | 43%                                  | 35%                          | 22%                        |
| Bitrix24                                     | 55%                                  | 33%                          | 13%                        |
| Infor Customer Relationship Management (CRM) | 28%                                  | 54%                          | 18%                        |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                       | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br>(>1000 emp.) |
|-----------------------|--------------------------------------|------------------------------|----------------------------|
| <b>Insightly CRM</b>  | 73%                                  | 20%                          | 7%                         |
| <b>Ontraport</b>      | 96%                                  | 4%                           | 1%                         |
| <b>Marketing 360</b>  | 81%                                  | 13%                          | 6%                         |
| <b>OroCommerce</b>    | 43%                                  | 35%                          | 22%                        |
| <b>Workbooks</b>      | 61%                                  | 34%                          | 5%                         |
| <b>Daylite</b>        | 87%                                  | 6%                           | 7%                         |
| <b>Progress Podio</b> | 73%                                  | 22%                          | 5%                         |
| <b>Cinode</b>         | 57%                                  | 43%                          | 0%                         |
| <b>Bloom</b>          | 100%                                 | 0%                           | 0%                         |
| <b>Lime Go</b>        | 94%                                  | 6%                           | 0%                         |
| <b>Planhat</b>        | 21%                                  | 71%                          | 8%                         |
| <b>SalezShark</b>     | 32%                                  | 50%                          | 18%                        |
| <b>Lime CRM</b>       | 52%                                  | 44%                          | 3%                         |
| <b>LeadMaster</b>     | 25%                                  | 75%                          | 0%                         |
| <b>Sellf</b>          | 71%                                  | 29%                          | 0%                         |
| <b>OpenCRM</b>        | 63%                                  | 31%                          | 6%                         |
| <b>Claritysoft</b>    | 65%                                  | 25%                          | 11%                        |
| <b>GreenRope</b>      | 83%                                  | 15%                          | 2%                         |
| <b>CRM and Kanban</b> | 40%                                  | 60%                          | 0%                         |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                              | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|------------------------------|--------------------------------------|------------------------------|----------------|
| <b>Vtiger All-In-One CRM</b> | 68%                                  | 29%                          | 4%             |
| <b>CRM.io</b>                | 64%                                  | 18%                          | 18%            |
| <b>CRM.me</b>                | 33%                                  | 29%                          | 38%            |
| <b>BSI Software</b>          | 35%                                  | 29%                          | 35%            |
| <b>Mekari Qontak</b>         | 25%                                  | 67%                          | 8%             |
| <b>InfoFlo</b>               | 78%                                  | 14%                          | 8%             |
| <b>SalesBabu CRM</b>         | 34%                                  | 48%                          | 17%            |
| <b>Accelo</b>                | 76%                                  | 17%                          | 7%             |
| <b>SalesNexus</b>            | 67%                                  | 33%                          | 0%             |
| <b>Fitnet Manager</b>        | 23%                                  | 31%                          | 46%            |
| <b>Revamp CRM</b>            | 80%                                  | 10%                          | 10%            |
| <b>Upsales</b>               | 71%                                  | 25%                          | 5%             |
| <b>ForceManager CRM</b>      | 40%                                  | 30%                          | 30%            |
| <b>eSalesTrack</b>           | 38%                                  | 33%                          | 29%            |
| <b>FreeAgent CRM</b>         | 79%                                  | 21%                          | 0%             |
| <b>Prophet CRM</b>           | 66%                                  | 27%                          | 7%             |
| <b>Agile CRM</b>             | 79%                                  | 15%                          | 7%             |
| <b>UPilot</b>                | 78%                                  | 22%                          | 0%             |
| <b>PHP CRM</b>               | 60%                                  | 40%                          | 0%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                             | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|-----------------------------|--------------------------------------|------------------------------|----------------|
| <b>Prospect CRM</b>         | 79%                                  | 18%                          | 3%             |
| <b>WPCM</b>                 | 9%                                   | 73%                          | 18%            |
| <b>Aurea CRM</b>            | 44%                                  | 50%                          | 6%             |
| <b>Simpleview CRM</b>       | 55%                                  | 45%                          | 0%             |
| <b>nTireCRM</b>             | 40%                                  | 30%                          | 30%            |
| <b>sales-i</b>              | 53%                                  | 39%                          | 8%             |
| <b>FluentCRM</b>            | 73%                                  | 13%                          | 13%            |
| <b>Livespace CRM</b>        | 58%                                  | 42%                          | 0%             |
| <b>Axiom Workspace CRM</b>  | 91%                                  | 9%                           | 0%             |
| <b>eWay-CRM</b>             | 75%                                  | 25%                          | 0%             |
| <b>Signpost</b>             | 81%                                  | 6%                           | 13%            |
| <b>SalesJunction</b>        | 72%                                  | 28%                          | 0%             |
| <b>Platformly</b>           | 88%                                  | 8%                           | 4%             |
| <b>Ardexus</b>              | 50%                                  | 40%                          | 10%            |
| <b>LeadScore.io</b>         | 44%                                  | 39%                          | 17%            |
| <b>Commence CRM</b>         | 67%                                  | 25%                          | 8%             |
| <b>ONLYOFFICE Workspace</b> | 86%                                  | 0%                           | 14%            |
| <b>Tapdesk</b>              | 82%                                  | 18%                          | 0%             |
| <b>YetiForce CRM</b>        | 79%                                  | 13%                          | 8%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|   | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|---|--------------------------------------|------------------------------|----------------|
| <b>Kommo</b>                            | 78%                                  | 11%                          | 11%            |
| <b>FreeCRM</b>                          | 73%                                  | 18%                          | 9%             |
| <b>Talisma</b>                          | 0%                                   | 38%                          | 63%            |
| <b>Pivotal</b>                          | 14%                                  | 47%                          | 39%            |
| <b>InfiniteCRM</b>                      | 50%                                  | 40%                          | 10%            |
| <b>Zurmo</b>                            | 50%                                  | 28%                          | 22%            |
| <b>AdOrbit</b>                          | 60%                                  | 30%                          | 10%            |
| <b>GoldMine</b>                         | 71%                                  | 25%                          | 3%             |
| <b>TDF CRM</b>                          | 37%                                  | 59%                          | 4%             |
| <b>OrangeCRM</b>                        | 45%                                  | 27%                          | 27%            |
| <b>Fat Free CRM</b>                     | 40%                                  | 40%                          | 20%            |
| <b>FIVE CRM</b>                         | 67%                                  | 17%                          | 17%            |
| <b>karmaCRM</b>                         | 73%                                  | 9%                           | 18%            |
| <b>solve 360</b>                        | 53%                                  | 24%                          | 24%            |
| <b>Deskera CRM</b>                      | 96%                                  | 1%                           | 3%             |
| <b>arkflux</b>                          | 71%                                  | 21%                          | 7%             |
| <b>FinCRM</b>                           | 53%                                  | 35%                          | 12%            |
| <b>Rev.io PSA formerly Tigerpaw One</b> | 68%                                  | 21%                          | 11%            |
| <b>openCRX</b>                          | 70%                                  | 30%                          | 0%             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

|                       | Small Business<br>(50 or fewer emp.) | Mid-Market<br>(51-1000 emp.) | Enterprise<br> |
|-----------------------|--------------------------------------|------------------------------|----------------|
| <b>Shape Software</b> | 59%                                  | 38%                          | 4%             |
| <b>InTouch CRM</b>    | 47%                                  | 20%                          | 33%            |
| <b>Core CRM Pro</b>   | 50%                                  | 10%                          | 40%            |
| <b>Ligna</b>          | 80%                                  | 20%                          | 0%             |
| <b>ezeeCRM</b>        | 64%                                  | 27%                          | 9%             |
| <b>Jarvis CRM</b>     | 75%                                  | 25%                          | 0%             |
| <b>Average</b>        | 63%                                  | 27%                          | 10%            |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                                 | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|---------------------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                                 | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Salesforce Sales Cloud</b>   | 100%       | 0%          | 4.6                 | 58%                    | 13%           | 17%                  | 11%                    | 18            |
| <b>HubSpot Sales Hub</b>        | 100%       | 0%          | 1.7                 | 75%                    | 6%            | 4%                   | 15%                    | 8             |
| <b>Pipedrive</b>                | 100%       | 0%          | 0.9                 | 82%                    | 11%           | 2%                   | 5%                     | 5             |
| <b>ActiveCampaign</b>           | 100%       | 0%          | 1.3                 | 85%                    | 4%            | 6%                   | 5%                     | 6             |
| <b>Close</b>                    | 100%       | 0%          | 0.8                 | 73%                    | 6%            | 5%                   | 16%                    | 4             |
| <b>SAP Sales Cloud</b>          | 52%        | 48%         | 5.3                 | 50%                    | 23%           | 15%                  | 12%                    | 16            |
| <b>Zoho</b>                     | 100%       | 0%          | 1.5                 | 85%                    | 7%            | 5%                   | 4%                     | 6             |
| <b>Bigin by Zoho CRM</b>        | 58%        | 42%         | 1.2                 | 89%                    | 6%            | 1%                   | 4%                     | 3             |
| <b>monday CRM</b>               | 48%        | 52%         | 2.1                 | 87%                    | 4%            | 5%                   | 5%                     | 7             |
| <b>HighLevel</b>                | 44%        | 56%         | 1.6                 | 82%                    | 8%            | 3%                   | 7%                     | 2             |
| <b>Instantly</b>                | 32%        | 68%         | 0.5                 | 90%                    | 2%            | 3%                   | 5%                     | 3             |
| <b>Nutshell</b>                 | 100%       | 0%          | 1.1                 | 88%                    | 6%            | 1%                   | 4%                     | 4             |
| <b>Thryv</b>                    | 44%        | 56%         | 1.0                 | 70%                    | 12%           | 5%                   | 13%                    | 5             |
| <b>LocaliQ</b>                  | 100%       | 0%          | 0.4                 | 50%                    | 50%           | 0%                   | 0%                     | N/A           |
| <b>Brevo Marketing Platform</b> | 100%       | 0%          | 1.1                 | 85%                    | 2%            | 4%                   | 9%                     | 4             |
| <b>folk</b>                     | 56%        | 44%         | 0.5                 | 88%                    | 1%            | 2%                   | 9%                     | 5             |
| <b>Freshsales</b>               | 100%       | 0%          | 1.0                 | 88%                    | 7%            | 1%                   | 4%                     | 6             |
| <b>Creatio</b>                  | 86%        | 14%         | 3.5                 | 62%                    | 23%           | 13%                  | 2%                     | 18            |
| <b>Nimble</b>                   | 100%       | 0%          | 0.8                 | 93%                    | 4%            | 2%                   | 1%                     | 4             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                                   | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|-----------------------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                                   | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Efficy CRM</b>                 | 55%        | 45%         | 2.0                 | 63%                    | 16%           | 19%                  | 3%                     | 10            |
| <b>HoneyBook</b>                  | 21%        | 79%         | 0.6                 | 82%                    | 3%            | 5%                   | 10%                    | 4             |
| <b>Apptivo</b>                    | 100%       | 0%          | 2.6                 | 86%                    | 8%            | 1%                   | 4%                     | 6             |
| <b>Sage CRM</b>                   | 24%        | 76%         | 3.6                 | 53%                    | 22%           | 17%                  | 8%                     | 8             |
| <b>Vendasta</b>                   | 45%        | 55%         | 1.8                 | 73%                    | 17%           | 2%                   | 9%                     | 9             |
| <b>CRMOne</b>                     | N/A        | N/A         | 0.0                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Capsule</b>                    | 71%        | 29%         | 0.6                 | 87%                    | 2%            | 5%                   | 7%                     | 3             |
| <b>EngageBay All-in-One Suite</b> | 81%        | 19%         | 1.0                 | 85%                    | 5%            | 1%                   | 9%                     | 11            |
| <b>Less Annoying CRM</b>          | 65%        | 35%         | 0.6                 | 90%                    | 4%            | 0%                   | 5%                     | 1             |
| <b>Knack</b>                      | 83%        | 17%         | 0.9                 | 100%                   | 0%            | 0%                   | 0%                     | 5             |
| <b>Kylas Sales CRM</b>            | 65%        | 35%         | 1.1                 | 74%                    | 23%           | 0%                   | 4%                     | 10            |
| <b>Success.ai</b>                 | 0%         | 100%        | 0.4                 | 100%                   | 0%            | 0%                   | 0%                     | 1             |
| <b>OnePageCRM</b>                 | 77%        | 23%         | 0.5                 | 93%                    | 2%            | 0%                   | 5%                     | 4             |
| <b>Streak</b>                     | 100%       | 0%          | 0.8                 | 94%                    | 4%            | 0%                   | 2%                     | 3             |
| <b>Attio</b>                      | 91%        | 9%          | 0.5                 | 100%                   | 0%            | 0%                   | 0%                     | 6             |
| <b>Salesflare</b>                 | 70%        | 30%         | 0.6                 | 94%                    | 4%            | 1%                   | 1%                     | 9             |
| <b>Snov.io</b>                    | 38%        | 62%         | 1.5                 | 77%                    | 3%            | 0%                   | 20%                    | 3             |
| <b>Floww.ai</b>                   | 83%        | 17%         | 1.8                 | 60%                    | 10%           | 0%                   | 30%                    | 7             |
| <b>Softr</b>                      | 69%        | 31%         | 1.7                 | 82%                    | 4%            | 3%                   | 11%                    | 5             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                     | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|---------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                     | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Salesmate</b>    | 52%        | 48%         | 1.0                 | 94%                    | 3%            | 0%                   | 3%                     | 6             |
| <b>SendPulse</b>    | 41%        | 59%         | 0.6                 | 85%                    | 3%            | 0%                   | 11%                    | 2             |
| <b>C2CRM</b>        | 48%        | 52%         | 4.0                 | 76%                    | 14%           | 10%                  | 0%                     | 5             |
| <b>SuiteDash</b>    | 67%        | 33%         | 1.4                 | 95%                    | 2%            | 3%                   | 1%                     | 10            |
| <b>AllClients</b>   | N/A        | N/A         | 0.8                 | 60%                    | 20%           | 0%                   | 20%                    | N/A           |
| <b>Flowlu</b>       | 68%        | 32%         | 0.4                 | 97%                    | 3%            | 0%                   | 0%                     | 7             |
| <b>EspoCRM</b>      | 60%        | 40%         | 2.9                 | 75%                    | 13%           | 0%                   | 13%                    | 2             |
| <b>Scoro</b>        | 86%        | 14%         | 1.9                 | 62%                    | 27%           | 5%                   | 5%                     | 5             |
| <b>Fireberry</b>    | 88%        | 13%         | 1.0                 | 44%                    | 22%           | 22%                  | 11%                    | N/A           |
| <b>Teamgate</b>     | 71%        | 29%         | 0.6                 | 50%                    | 13%           | 0%                   | 38%                    | N/A           |
| <b>Membrain</b>     | 100%       | 0%          | 1.7                 | 71%                    | 18%           | 4%                   | 7%                     | 17            |
| <b>Goals.com</b>    | 71%        | 29%         | 0.2                 | 33%                    | 67%           | 0%                   | 0%                     | 1             |
| <b>Ohanafy</b>      | 57%        | 43%         | 3.4                 | 80%                    | 10%           | 0%                   | 10%                    | 20            |
| <b>OctopusPro</b>   | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>HappSales</b>    | 83%        | 17%         | 1.2                 | 60%                    | 20%           | 0%                   | 20%                    | N/A           |
| <b>Breakcold</b>    | 75%        | 25%         | 0.5                 | 90%                    | 0%            | 0%                   | 10%                    | 17            |
| <b>Vtiger Sales</b> | 67%        | 33%         | 2.2                 | 93%                    | 7%            | 0%                   | 0%                     | 6             |
| <b>Kintone</b>      | 64%        | 36%         | 2.2                 | 82%                    | 18%           | 0%                   | 0%                     | 6             |
| <b>Pipelinr</b>     | 100%       | 0%          | 2.6                 | 72%                    | 12%           | 1%                   | 15%                    | 7             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|  | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|--|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|  | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Maximizer</b>   | 61%        | 39%         | 1.9                 | 60%                    | 27%           | 5%                   | 7%                     | 11            |
| <b>User.com</b>  | 43%        | 57%         | 0.6                 | 71%                    | 14%           | 0%                   | 14%                    | 1             |
| <b>VBOUT</b>   | 67%        | 33%         | 1.0                 | 93%                    | 7%            | 0%                   | 0%                     | 5             |
| <b>Teamwork CRM</b>                                      | 30%        | 70%         | 3.3                 | 55%                    | 36%           | 0%                   | 9%                     | 5             |
| <b>Bixjet</b>  | 50%        | 50%         | 1.0                 | 69%                    | 14%           | 3%                   | 14%                    | 11            |
| <b>Pipeline CRM</b>                                      | 100%       | 0%          | 1.0                 | 93%                    | 5%            | 2%                   | 1%                     | 5             |
| <b>VobeSoft</b>  | 93%        | 7%          | 1.3                 | 50%                    | 21%           | 14%                  | 14%                    | 23            |
| <b>aCloud CRM</b>  | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>djaboo</b>  | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>vcita</b>   | 50%        | 50%         | 0.3                 | 69%                    | 6%            | 6%                   | 19%                    | 5             |
| <b>Teamleader</b>  | 64%        | 36%         | 0.6                 | 83%                    | 17%           | 0%                   | 0%                     | 8             |
| <b>Resco - Mobility &amp; Productivity</b>               | 71%        | 29%         | 1.7                 | 42%                    | 16%           | 26%                  | 16%                    | 12            |
| <b>ePROMIS ERP</b>                                       | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Method CRM</b>  | 63%        | 37%         | 2.6                 | 75%                    | 12%           | 5%                   | 7%                     | 4             |
| <b>vtenext</b>   | 53%        | 47%         | 4.4                 | 63%                    | 13%           | 19%                  | 6%                     | 14            |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | 86%        | 14%         | 3.7                 | 60%                    | 20%           | 0%                   | 20%                    | 12            |
| <b>Altvia</b>  | 67%        | 33%         | 1.8                 | 67%                    | 0%            | 0%                   | 33%                    | 24            |
| <b>Sellsy</b>  | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Clientjoy</b>   | 79%        | 21%         | 0.3                 | 85%                    | 8%            | 0%                   | 8%                     | 7             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                             | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|-----------------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                             | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>NetHunt CRM</b>          | 71%        | 29%         | 0.5                 | 90%                    | 5%            | 0%                   | 5%                     | 7             |
| <b>Maple CRM</b>            | 42%        | 58%         | 1.0                 | 50%                    | 25%           | 8%                   | 17%                    | 10            |
| <b>ELMA365</b>              | 80%        | 20%         | 1.2                 | 100%                   | 0%            | 0%                   | 0%                     | N/A           |
| <b>Clarify CRM</b>          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Zilliant CPQ</b>         | 100%       | 0%          | N/A                 | 25%                    | 13%           | 0%                   | 63%                    | N/A           |
| <b>Friday CRM</b>           | 63%        | 38%         | 0.3                 | 80%                    | 0%            | 0%                   | 20%                    | 1             |
| <b>Spiro</b>                | 64%        | 36%         | 2.1                 | 70%                    | 19%           | 4%                   | 7%                     | 12            |
| <b>Klipy CRM</b>            | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>AddressTwo</b>           | 100%       | 0%          | 2.1                 | 90%                    | 0%            | 10%                  | 0%                     | 8             |
| <b>RAYNET CRM</b>           | 78%        | 22%         | 0.5                 | 92%                    | 8%            | 0%                   | 0%                     | 5             |
| <b>Relenta CRM</b>          | 100%       | 0%          | 0.1                 | 100%                   | 0%            | 0%                   | 0%                     | 4             |
| <b>Spotler CRM</b>          | 100%       | 0%          | 1.0                 | 88%                    | 7%            | 2%                   | 3%                     | 3             |
| <b>ConvergeHub</b>          | 64%        | 36%         | 3.4                 | 86%                    | 7%            | 7%                   | 0%                     | 22            |
| <b>Mothernode</b>           | 100%       | 0%          | 2.9                 | 65%                    | 26%           | 4%                   | 4%                     | 19            |
| <b>CompanyHub CRM</b>       | 71%        | 29%         | 0.4                 | 78%                    | 17%           | 0%                   | 4%                     | 21            |
| <b>crmConnect</b>           | 60%        | 40%         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Solid Performers CRM</b> | 100%       | 0%          | 0.0                 | 20%                    | 80%           | 0%                   | 0%                     | 14            |
| <b>SuiteCRM</b>             | 68%        | 32%         | 1.8                 | 82%                    | 14%           | 4%                   | 0%                     | 3             |
| <b>Planfix</b>              | 67%        | 33%         | 1.9                 | 56%                    | 0%            | 44%                  | 0%                     | 14            |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|   | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|---|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|   | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>1CRM</b>                                     | 50%        | 50%         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Ringy (formerly iSales)</b>                  | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>BenchmarkONE</b>                             | 100%       | 0%          | 0.9                 | 87%                    | 6%            | 5%                   | 2%                     | 4             |
| <b>VipeCloud</b>                                | 100%       | 0%          | 0.4                 | 75%                    | 25%           | 0%                   | 0%                     | 4             |
| <b>noCRM.io</b>                                 | 100%       | 0%          | 0.9                 | 71%                    | 17%           | 0%                   | 12%                    | 2             |
| <b>20NINE</b>                                   | 100%       | 0%          | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>OfficeClip Contact Manager</b>               | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>AllProWebTools</b>                           | 100%       | 0%          | 0.8                 | 73%                    | 21%           | 6%                   | 0%                     | 1             |
| <b>ArcCRM</b>                                   | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Simply CRM</b>                               | N/A        | N/A         | N/A                 | 86%                    | 14%           | 0%                   | 0%                     | N/A           |
| <b>Salesboom</b>                                | 78%        | 22%         | 1.2                 | 86%                    | 0%            | 0%                   | 14%                    | 3             |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | 100%       | 0%          | 1.6                 | 63%                    | 38%           | 0%                   | 0%                     | N/A           |
| <b>Zixflow</b>                                  | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>edge CRM</b>                                 | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>ClientTether.com</b>                         | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Ricochet360</b>                              | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>WORKetc</b>                                  | 100%       | 0%          | 1.5                 | 100%                   | 0%            | 0%                   | 0%                     | 4             |
| <b>TeamWave</b>                                 | N/A        | N/A         | N/A                 | 100%                   | 0%            | 0%                   | 0%                     | N/A           |
| <b>OneHash CRM</b>                              | 68%        | 32%         | 2.2                 | 76%                    | 19%           | 0%                   | 5%                     | 12            |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                          | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|--------------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                          | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>GleanView</b>         | 100%       | 0%          | 1.5                 | 55%                    | 45%           | 0%                   | 0%                     | 4             |
| <b>Formaloo</b>          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>BIGContacts</b>       | 100%       | 0%          | 1.3                 | 96%                    | 0%            | 0%                   | 4%                     | 4             |
| <b>Soffront</b>          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Orgzit</b>            | 80%        | 20%         | 1.6                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>CentraHub CRM</b>     | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>PlanPlus</b>          | 58%        | 42%         | 0.5                 | 63%                    | 38%           | 0%                   | 0%                     | 9             |
| <b>Bluwave CRM</b>       | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>InStream</b>          | 63%        | 37%         | 2.1                 | 56%                    | 41%           | 0%                   | 3%                     | 11            |
| <b>SalesDesk</b>         | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Propeller CRM</b>     | 88%        | 13%         | 0.1                 | 100%                   | 0%            | 0%                   | 0%                     | 4             |
| <b>theCRM</b>            | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>CentralStationCRM</b> | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>OutreachCRM</b>       | 57%        | 43%         | N/A                 | 50%                    | 17%           | 0%                   | 33%                    | N/A           |
| <b>Assistive</b>         | 75%        | 25%         | 0.4                 | 67%                    | 22%           | 0%                   | 11%                    | N/A           |
| <b>Rolldog CRM</b>       | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Pulse Technology</b>  | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Launchpad CRM</b>     | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>NetSuite</b>          | 83%        | 17%         | 6.3                 | 40%                    | 20%           | 32%                  | 9%                     | 26            |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|   | Deployment |             | Implementation Time | Implementation Method |                      |                        |            | Contract Term |
|---|------------|-------------|---------------------|-----------------------|----------------------|------------------------|------------|---------------|
|   | Cloud      | On-Premises |                     | In-House Team         | Seller Services Team | Third-Party Consultant | Don't know |               |
| <b>Oracle EBS</b>                                   | 41%        | 59%         | 5.6                 | 66%                   | 16%                  | 9%                     | 9%         | 17            |
| <b>LeadSquared Sales CRM</b>                        | 73%        | 27%         | 0.9                 | 60%                   | 31%                  | 0%                     | 9%         | 10            |
| <b>Constant Contact Advanced Automation</b>         | 100%       | 0%          | 1.2                 | 80%                   | 15%                  | 1%                     | 5%         | 3             |
| <b>Zoho CRM Plus</b>                                | 65%        | 35%         | 1.1                 | 67%                   | 21%                  | 8%                     | 4%         | 13            |
| <b>Microsoft Dynamics 365 Sales</b>                 | 57%        | 43%         | 3.5                 | 59%                   | 17%                  | 17%                    | 6%         | 10            |
| <b>Sugar Sell</b>                                   | 65%        | 35%         | 3.2                 | 57%                   | 15%                  | 23%                    | 4%         | 16            |
| <b>Oracle Fusion Cloud - EPM</b>                    | 100%       | 0%          | 7.8                 | 42%                   | 28%                  | 22%                    | 8%         | 23            |
| <b>Act!</b>   | 34%        | 66%         | 1.9                 | 72%                   | 10%                  | 15%                    | 3%         | 9             |
| <b>Oracle On Demand</b>                             | 100%       | 0%          | 6.2                 | 50%                   | 8%                   | 38%                    | 4%         | 21            |
| <b>Siebel</b>                                       | 34%        | 66%         | 6.0                 | 66%                   | 13%                  | 15%                    | 7%         | 19            |
| <b>Copper</b>                                       | 70%        | 30%         | 1.1                 | 86%                   | 9%                   | 1%                     | 4%         | 8             |
| <b>Odoo CRM</b>                                     | 57%        | 43%         | 3.8                 | 59%                   | 20%                  | 20%                    | 2%         | 10            |
| <b>ConnectWise PSA</b>                              | 100%       | 0%          | 2.4                 | 74%                   | 7%                   | 7%                     | 11%        | 18            |
| <b>Zendesk Sell</b>                                 | 100%       | 0%          | 0.8                 | 87%                   | 10%                  | 0%                     | 3%         | 6             |
| <b>Keap</b>   | 100%       | 0%          | 1.8                 | 71%                   | 11%                  | 16%                    | 2%         | 4             |
| <b>SuperOffice CRM</b>                              | 80%        | 20%         | 2.1                 | 59%                   | 32%                  | 5%                     | 3%         | 11            |
| <b>Pershing Financial Services</b>                  | N/A        | N/A         | N/A                 | N/A                   | N/A                  | N/A                    | N/A        | N/A           |
| <b>Bitrix24</b>                                     | 70%        | 30%         | 1.4                 | 85%                   | 6%                   | 7%                     | 2%         | 3             |
| <b>Infor Customer Relationship Management (CRM)</b> | 25%        | 75%         | 4.9                 | 50%                   | 11%                  | 39%                    | 0%         | 13            |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                       | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|-----------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                       | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Insightly CRM</b>  | 100%       | 0%          | 1.4                 | 88%                    | 7%            | 1%                   | 4%                     | 7             |
| <b>Ontraport</b>      | 100%       | 0%          | 0.8                 | 89%                    | 0%            | 11%                  | 0%                     | 3             |
| <b>Marketing 360</b>  | 83%        | 17%         | 1.1                 | 50%                    | 25%           | 13%                  | 13%                    | 3             |
| <b>OroCommerce</b>    | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Workbooks</b>      | 100%       | 0%          | 3.0                 | 69%                    | 23%           | 5%                   | 3%                     | 13            |
| <b>Daylite</b>        | 89%        | 11%         | 0.7                 | 69%                    | 7%            | 16%                  | 7%                     | 9             |
| <b>Progress Podio</b> | 100%       | 0%          | 1.5                 | 91%                    | 7%            | 0%                   | 2%                     | 4             |
| <b>Cinode</b>         | 73%        | 27%         | 1.1                 | 47%                    | 16%           | 0%                   | 37%                    | 9             |
| <b>Bloom</b>          | 48%        | 52%         | 2.1                 | 81%                    | 0%            | 10%                  | 10%                    | 2             |
| <b>Lime Go</b>        | 60%        | 40%         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Planhat</b>        | 82%        | 18%         | 2.8                 | 94%                    | 6%            | 0%                   | 0%                     | 17            |
| <b>SalezShark</b>     | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Lime CRM</b>       | 34%        | 66%         | 3.6                 | 52%                    | 20%           | 2%                   | 25%                    | 9             |
| <b>LeadMaster</b>     | 67%        | 33%         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Sellf</b>          | 40%        | 60%         | N/A                 | 71%                    | 29%           | 0%                   | 0%                     | N/A           |
| <b>OpenCRM</b>        | 60%        | 40%         | 1.1                 | 60%                    | 13%           | 0%                   | 27%                    | 0             |
| <b>Claritysoft</b>    | 64%        | 36%         | 3.0                 | 87%                    | 8%            | 0%                   | 5%                     | 9             |
| <b>GreenRope</b>      | 100%       | 0%          | 1.8                 | 88%                    | 9%            | 2%                   | 1%                     | 1             |
| <b>CRM and Kanban</b> | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                              | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|------------------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                              | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Vtiger All-In-One CRM</b> | 79%        | 21%         | 1.5                 | 84%                    | 10%           | 5%                   | 1%                     | 5             |
| <b>CRM.io</b>                | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>CRM.me</b>                | 50%        | 50%         | N/A                 | 57%                    | 14%           | 14%                  | 14%                    | N/A           |
| <b>BSI Software</b>          | 60%        | 40%         | N/A                 | 40%                    | 40%           | 0%                   | 20%                    | N/A           |
| <b>Mekari Qontak</b>         | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>InfoFlo</b>               | 18%        | 82%         | 2.5                 | 88%                    | 9%            | 3%                   | 0%                     | 2             |
| <b>SalesBabu CRM</b>         | 100%       | 0%          | 3.3                 | 43%                    | 29%           | 0%                   | 29%                    | 8             |
| <b>Accelo</b>                | 100%       | 0%          | 2.5                 | 72%                    | 20%           | 5%                   | 3%                     | 9             |
| <b>SalesNexus</b>            | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Fitnet Manager</b>        | 75%        | 25%         | 1.9                 | 56%                    | 33%           | 0%                   | 11%                    | 11            |
| <b>Revamp CRM</b>            | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Upsales</b>               | 61%        | 39%         | 0.5                 | 57%                    | 27%           | 0%                   | 17%                    | 12            |
| <b>ForceManager CRM</b>      | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>eSalesTrack</b>           | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>FreeAgent CRM</b>         | 56%        | 44%         | 1.8                 | 67%                    | 22%           | 0%                   | 11%                    | 12            |
| <b>Prophet CRM</b>           | 71%        | 29%         | 1.6                 | 74%                    | 19%           | 2%                   | 5%                     | 12            |
| <b>Agile CRM</b>             | 100%       | 0%          | 1.0                 | 88%                    | 6%            | 2%                   | 3%                     | 6             |
| <b>UPilot</b>                | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>PHP CRM</b>               | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                             | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|-----------------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                             | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Prospect CRM</b>         | 55%        | 45%         | 1.9                 | 55%                    | 23%           | 0%                   | 23%                    | 4             |
| <b>WPCM</b>                 | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Aurea CRM</b>            | 50%        | 50%         | 3.3                 | 40%                    | 40%           | 10%                  | 10%                    | N/A           |
| <b>Simpleview CRM</b>       | 20%        | 80%         | 0.9                 | 86%                    | 0%            | 0%                   | 14%                    | N/A           |
| <b>nTireCRM</b>             | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>sales-i</b>              | 80%        | 20%         | 1.5                 | 67%                    | 27%           | 7%                   | 0%                     | 17            |
| <b>FluentCRM</b>            | 60%        | 40%         | N/A                 | 100%                   | 0%            | 0%                   | 0%                     | N/A           |
| <b>Livespace CRM</b>        | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Axiom Workspace CRM</b>  | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>eWay-CRM</b>             | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Signpost</b>             | 40%        | 60%         | 0.6                 | 90%                    | 10%           | 0%                   | 0%                     | 9             |
| <b>SalesJunction</b>        | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Platformly</b>           | 45%        | 55%         | 0.1                 | 95%                    | 0%            | 0%                   | 5%                     | 0             |
| <b>Ardexus</b>              | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Leadscore.io</b>         | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Commence CRM</b>         | 100%       | 0%          | 1.3                 | 83%                    | 17%           | 0%                   | 0%                     | N/A           |
| <b>ONLYOFFICE Workspace</b> | 83%        | 17%         | 0.9                 | 100%                   | 0%            | 0%                   | 0%                     | N/A           |
| <b>Tapdesk</b>              | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>YetiForce CRM</b>        | 53%        | 47%         | 1.7                 | 91%                    | 9%            | 0%                   | 0%                     | 3             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|   | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|---|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|   | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Kommo</b>                            | 70%        | 30%         | 1.1                 | 82%                    | 18%           | 0%                   | 0%                     | 10            |
| <b>FreeCRM</b>                          | N/A        | N/A         | N/A                 | 67%                    | 33%           | 0%                   | 0%                     | N/A           |
| <b>Talisma</b>                          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Pivotal</b>                          | 33%        | 67%         | 6.6                 | 73%                    | 18%           | 0%                   | 9%                     | 12            |
| <b>InfiniteCRM</b>                      | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Zurmo</b>                            | 50%        | 50%         | N/A                 | 80%                    | 0%            | 0%                   | 20%                    | N/A           |
| <b>AdOrbit</b>                          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>GoldMine</b>                         | 7%         | 93%         | 1.4                 | 36%                    | 22%           | 39%                  | 2%                     | 8             |
| <b>TDF CRM</b>                          | 17%        | 83%         | 3.9                 | 57%                    | 43%           | 0%                   | 0%                     | 16            |
| <b>OrangeCRM</b>                        | N/A        | N/A         | N/A                 | 83%                    | 17%           | 0%                   | 0%                     | N/A           |
| <b>Fat Free CRM</b>                     | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>FIVE CRM</b>                         | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>karmaCRM</b>                         | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>solve 360</b>                        | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Deskera CRM</b>                      | 42%        | 58%         | 3.4                 | 85%                    | 0%            | 0%                   | 15%                    | 8             |
| <b>arkflux</b>                          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>FinCRM</b>                           | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Rev.io PSA formerly Tigerpaw One</b> | 20%        | 80%         | 3.9                 | 88%                    | 0%            | 13%                  | 0%                     | 12            |
| <b>openCRX</b>                          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |

(Additional Data for CRM continues on next page)

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# Additional Data for CRM (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

|                       | Deployment |             | Implementation Time | Implementation Method  |               |                      |                        | Contract Term |
|-----------------------|------------|-------------|---------------------|------------------------|---------------|----------------------|------------------------|---------------|
|                       | Cloud      | On-Premises |                     | Avg. Months to Go Live | In-House Team | Seller Services Team | Third-Party Consultant |               |
| <b>Shape Software</b> | 67%        | 33%         | 3.9                 | 67%                    | 33%           | 0%                   | 0%                     | N/A           |
| <b>InTouch CRM</b>    | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Core CRM Pro</b>   | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Ligna</b>          | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>ezeeCRM</b>        | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |
| <b>Jarvis CRM</b>     | N/A        | N/A         | N/A                 | N/A                    | N/A           | N/A                  | N/A                    | N/A           |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                          | User Adoption         | Payback Period                              |
|--------------------------|-----------------------|---|
|                          | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Salesforce Sales Cloud   | 72%                   | 15  |
| HubSpot Sales Hub        | 71%                   | 12  |
| Pipedrive                | 73%                   | 8   |
| ActiveCampaign           | 71%                   | 11  |
| Close                    | 85%                   | 6   |
| SAP Sales Cloud          | 62%                   | 20  |
| Zoho                     | 71%                   | 11  |
| Bigin by Zoho CRM        | 59%                   | 7   |
| monday CRM               | 71%                   | 12  |
| HighLevel                | 69%                   | 9   |
| Instantly                | 73%                   | 4   |
| Nutshell                 | 74%                   | 11  |
| Thryv                    | 66%                   | 12  |
| LocaliQ                  | 54%                   | 29  |
| Brevo Marketing Platform | 73%                   | 8   |
| folk                     | 71%                   | 6   |
| Freshsales               | 68%                   | 9   |
| Creatio                  | 76%                   | 12  |
| Nimble                   | 74%                   | 9   |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                            | User Adoption         | Payback Period                              |
|----------------------------|-----------------------|---|
|                            | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Efficy CRM                 | 63%                   | 19  |
| HoneyBook                  | 90%                   | 6   |
| Apptivo                    | 71%                   | 11  |
| Sage CRM                   | 65%                   | 27  |
| Vendasta                   | 62%                   | 9   |
| CRMOne                     | N/A                   | 3   |
| Capsule                    | 86%                   | 5   |
| EngageBay All-in-One Suite | 64%                   | 12  |
| Less Annoying CRM          | 85%                   | 5   |
| Knack                      | 80%                   | 8   |
| Kylas Sales CRM            | 69%                   | 8   |
| Success.ai                 | 70%                   | 4   |
| OnePageCRM                 | 68%                   | 4   |
| Streak                     | 77%                   | 9   |
| Attio                      | 87%                   | 4   |
| Salesflare                 | 76%                   | 6   |
| Snov.io                    | 66%                   | 10  |
| Floww.ai                   | 87%                   | 4   |
| Softr                      | 57%                   | 7   |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|              | User Adoption         | Payback Period                              |
|--------------|-----------------------|---|
|              | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Salesmate    | 70%                   | 10  |
| SendPulse    | 44%                   | 9   |
| C2CRM        | 76%                   | 15  |
| SuiteDash    | 64%                   | 7   |
| AllClients   | 88%                   | N/A   |
| Flowlu       | 69%                   | 6   |
| EspoCRM      | 78%                   | 12  |
| Scoro        | 89%                   | 17  |
| Fireberry    | 65%                   | 2   |
| Teamgate     | 87%                   | N/A   |
| Membrain     | 81%                   | 11  |
| Goals.com    | 99%                   | 4   |
| Ohanafy      | 82%                   | 11  |
| OctopusPro   | N/A                   | N/A   |
| HappSales    | 74%                   | 8   |
| Breakcold    | 68%                   | 4   |
| Vtiger Sales | 58%                   | 5   |
| Kintone      | 60%                   | 13  |
| Pipelinr     | 61%                   | 16  |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|   | User Adoption         | Payback Period                              |
|---|-----------------------|---|
|   | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Maximizer   | 76%                   | 16  |
| User.com  | 63%                   | 14  |
| VBOUT   | 73%                   | 7   |
| Teamwork CRM                                      | 45%                   | N/A   |
| Bixjet  | 69%                   | 5   |
| Pipeline CRM                                      | 82%                   | 9   |
| VobeSoft  | 88%                   | 5   |
| aCloud CRM  | N/A                   | N/A   |
| djaboo  | N/A                   | N/A   |
| vcita   | 69%                   | 9   |
| Teamleader  | 71%                   | 8   |
| Resco - Mobility & Productivity                   | 84%                   | 5   |
| ePROMIS ERP                                       | N/A                   | N/A   |
| Method CRM  | 71%                   | 12  |
| vtenext   | 79%                   | 11  |
| Ultra-Staff EDGE Staffing and Recruiting Software | 99%                   | 7   |
| Altvia  | 90%                   | 5   |
| Sellsy  | N/A                   | N/A   |
| Clientjoy   | 55%                   | 15  |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                      | User Adoption         | Payback Period                              |
|----------------------|-----------------------|---|
|                      | Average User Adoption | Estimated ROI<br>(payback period in months) |
| NetHunt CRM          | 85%                   | 7   |
| Maple CRM            | 81%                   | 6   |
| ELMA365              | 81%                   | N/A   |
| Clarify CRM          | N/A                   | N/A   |
| Zilliant CPQ         | N/A                   | N/A   |
| Friday CRM           | 48%                   | 5   |
| Spiro                | 78%                   | 14  |
| Klipy CRM            | N/A                   | N/A   |
| AddressTwo           | 86%                   | 7   |
| RAYNET CRM           | 61%                   | 4   |
| Relenta CRM          | 99%                   | 3   |
| Spotler CRM          | 76%                   | 11  |
| ConvergeHub          | 67%                   | 8   |
| Mothernode           | 86%                   | 17  |
| CompanyHub CRM       | 65%                   | 6   |
| crmConnect           | 71%                   | N/A   |
| Solid Performers CRM | 99%                   | N/A   |
| SuiteCRM             | 61%                   | 5   |
| Planfix              | 83%                   | 5   |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                                      | User Adoption         | Payback Period                              |
|--------------------------------------|-----------------------|---|
|                                      | Average User Adoption | Estimated ROI<br>(payback period in months) |
| 1CRM                                 | N/A                   | N/A   |
| Ringy (formerly iSales)              | N/A                   | N/A   |
| BenchmarkONE                         | 79%                   | 9   |
| VipeCloud                            | 81%                   | 12  |
| noCRM.io                             | 79%                   | 6   |
| 20NINE                               | N/A                   | N/A   |
| OfficeClip Contact Manager           | N/A                   | N/A   |
| AllProWebTools                       | 90%                   | 5   |
| ArcCRM                               | N/A                   | N/A   |
| Simply CRM                           | N/A                   | N/A   |
| Salesboom                            | 54%                   | 11  |
| Promys CRM, Help Desk & PSA Software | 82%                   | N/A   |
| Zixflow                              | N/A                   | N/A   |
| edge CRM                             | N/A                   | N/A   |
| ClientTether.com                     | N/A                   | N/A   |
| Ricochet360                          | N/A                   | N/A   |
| WORKetc                              | 80%                   | 5   |
| TeamWave                             | N/A                   | N/A   |
| OneHash CRM                          | 67%                   | 12  |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                   | User Adoption         | Payback Period                              |
|-------------------|-----------------------|---|
|                   | Average User Adoption | Estimated ROI<br>(payback period in months) |
| GleanView         | 61%                   | 6   |
| Formaloo          | N/A                   | N/A   |
| BIGContacts       | 88%                   | 7   |
| Soffront          | N/A                   | N/A   |
| Orgzit            | 92%                   | N/A   |
| CentraHub CRM     | N/A                   | N/A   |
| PlanPlus          | 84%                   | 7   |
| Bluwave CRM       | N/A                   | N/A   |
| InStream          | 37%                   | 15  |
| SalesDesk         | N/A                   | N/A   |
| Propeller CRM     | 90%                   | 3   |
| theCRM            | N/A                   | N/A   |
| CentralStationCRM | N/A                   | N/A   |
| OutreachCRM       | N/A                   | N/A   |
| Assistive         | 81%                   | N/A   |
| Rolldog CRM       | N/A                   | N/A   |
| Pulse Technology  | N/A                   | N/A   |
| Launchpad CRM     | N/A                   | N/A   |
| NetSuite          | 78%                   | 24  |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|   | User Adoption         | Payback Period                              |
|---|-----------------------|---|
|   | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Oracle EBS                                      | 58%                   | 17  |
| LeadSquared Sales CRM                           | 71%                   | 9   |
| Constant Contact Advanced Automation            | 64%                   | 10  |
| Zoho CRM Plus                                   | 71%                   | 11  |
| Microsoft Dynamics 365 Sales                    | 58%                   | 18  |
| Sugar Sell                                      | 70%                   | 18  |
| Oracle Fusion Cloud - EPM                       | 49%                   | 28  |
| Act!  | 77%                   | 16  |
| Oracle On Demand                                | 70%                   | 31  |
| Siebel  | 64%                   | 26  |
| Copper  | 79%                   | 9   |
| Odoo CRM  | 64%                   | 13  |
| ConnectWise PSA                                 | 93%                   | 15  |
| Zendesk Sell                                    | 84%                   | 11  |
| Keap  | 72%                   | 14  |
| SuperOffice CRM                                 | 80%                   | 27  |
| Pershing Financial Services                     | N/A                   | N/A   |
| Bitrix24  | 59%                   | 13  |
| Infor Customer Relationship Management<br>(CRM) | 61%                   | 25  |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                | User Adoption         | Payback Period                              |
|----------------|-----------------------|---|
|                | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Insightly CRM  | 69%                   | 11  |
| Ontraport      | 76%                   | 9   |
| Marketing 360  | 64%                   | 27  |
| OroCommerce    | N/A                   | N/A   |
| Workbooks      | 76%                   | 13  |
| Daylite        | 83%                   | 10  |
| Progress Podio | 80%                   | 5   |
| Cinode         | 78%                   | 12  |
| Bloom          | 57%                   | 15  |
| Lime Go        | N/A                   | N/A   |
| Planhat        | 69%                   | 8   |
| SalezShark     | N/A                   | N/A   |
| Lime CRM       | 70%                   | 25  |
| LeadMaster     | N/A                   | N/A   |
| Sellf          | N/A                   | N/A   |
| OpenCRM        | 83%                   | 5   |
| Claritysoft    | 73%                   | 20  |
| GreenRope      | 66%                   | 11  |
| CRM and Kanban | N/A                   | N/A   |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                       | User Adoption         | Payback Period                              |
|-----------------------|-----------------------|---|
|                       | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Vtiger All-In-One CRM | 75%                   | 12  |
| CRM.io                | N/A                   | N/A   |
| CRM.me                | N/A                   | N/A   |
| BSI Software          | N/A                   | N/A   |
| Mekari Qontak         | N/A                   | N/A   |
| InfoFlo               | 87%                   | 11  |
| SalesBabu CRM         | 43%                   | 17  |
| Accelo                | 91%                   | 12  |
| SalesNexus            | N/A                   | N/A   |
| Fitnet Manager        | 28%                   | 12  |
| Revamp CRM            | N/A                   | N/A   |
| Upsales               | 82%                   | 15  |
| ForceManager CRM      | N/A                   | N/A   |
| eSalesTrack           | N/A                   | N/A   |
| FreeAgent CRM         | 59%                   | 14  |
| Prophet CRM           | 71%                   | 14  |
| Agile CRM             | 73%                   | 8   |
| UPilot                | N/A                   | N/A   |
| PHP CRM               | N/A                   | N/A   |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                      | User Adoption         | Payback Period                              |
|----------------------|-----------------------|---|
|                      | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Prospect CRM         | 88%                   | 15  |
| WPCM                 | N/A                   | N/A   |
| Aurea CRM            | 57%                   | N/A   |
| Simpleview CRM       | 61%                   | N/A   |
| nTireCRM             | N/A                   | N/A   |
| sales-i              | 65%                   | 21  |
| FluentCRM            | N/A                   | N/A   |
| Livespace CRM        | N/A                   | N/A   |
| Axiom Workspace CRM  | N/A                   | N/A   |
| eWay-CRM             | N/A                   | N/A   |
| Signpost             | 54%                   | 18  |
| SalesJunction        | N/A                   | N/A   |
| Platformly           | 57%                   | 4   |
| Ardexus              | N/A                   | N/A   |
| Leadscore.io         | N/A                   | N/A   |
| Commerce CRM         | 92%                   | N/A   |
| ONLYOFFICE Workspace | 75%                   | N/A   |
| Tapdesk              | N/A                   | N/A   |
| YetiForce CRM        | 62%                   | 11  |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

|                                  | User Adoption         | Payback Period                              |
|----------------------------------|-----------------------|---|
|                                  | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Kommo                            | 69%                   | 7   |
| FreeCRM                          | N/A                   | N/A   |
| Talisma                          | N/A                   | N/A   |
| Pivotal                          | 68%                   | 18  |
| InfiniteCRM                      | N/A                   | N/A   |
| Zurmo                            | N/A                   | N/A   |
| AdOrbit                          | N/A                   | N/A   |
| GoldMine                         | 81%                   | 16  |
| TDF CRM                          | 54%                   | 22  |
| OrangeCRM                        | N/A                   | N/A   |
| Fat Free CRM                     | N/A                   | N/A   |
| FIVE CRM                         | N/A                   | N/A   |
| karmaCRM                         | N/A                   | N/A   |
| solve 360                        | N/A                   | N/A   |
| Deskera CRM                      | 62%                   | 18  |
| arkflux                          | N/A                   | N/A   |
| FinCRM                           | N/A                   | N/A   |
| Rev.io PSA formerly Tigerpaw One | 84%                   | N/A   |
| openCRX                          | N/A                   | N/A   |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

## Additional Data for CRM (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

### User Adoption and Return on Investment (ROI)

|                | User Adoption         | Payback Period                              |
|----------------|-----------------------|---|
|                | Average User Adoption | Estimated ROI<br>(payback period in months) |
| Shape Software | 61%                   | 23  |
| InTouch CRM    | N/A                   | N/A   |
| Core CRM Pro   | N/A                   | N/A   |
| Ligna          | N/A                   | N/A   |
| ezeeCRM        | N/A                   | N/A   |
| Jarvis CRM     | N/A                   | N/A   |
| Average        | 72%                   | 11  |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                                 | Seller Name    | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|---------------------------------|----------------|--------------|--------------------------------|--------------------|
| <b>Salesforce Sales Cloud</b>   | Salesforce     | 1999         | 86,777                         | 5,890,786          |
| <b>HubSpot Sales Hub</b>        | HubSpot        | 2006         | 10,932                         | 1,486,290          |
| <b>Pipedrive</b>                | Pipedrive      | 2010         | 1,014                          | 105,920            |
| <b>ActiveCampaign</b>           | ActiveCampaign | 2003         | 847                            | 150,660            |
| <b>Close</b>                    | Close          | 2013         | 177                            | 20,964             |
| <b>SAP Sales Cloud</b>          | SAP            | 1972         | 131,387                        | 4,246,308          |
| <b>Zoho</b>                     | Zoho           | 1996         | 26,328                         | 1,986,767          |
| <b>Bigin by Zoho CRM</b>        | Zoho           | 1996         | 26,328                         | 1,986,767          |
| <b>monday CRM</b>               | monday.com     | 2012         | 3,196                          | 295,193            |
| <b>HighLevel</b>                | HighLevel      | 2018         | 1,689                          | 97,173             |
| <b>Instantly</b>                | Instantly      | 2001         | 151                            | 40,185             |
| <b>Nutshell</b>                 | Nutshell       | 2009         | 1,171                          | 56,630             |
| <b>Thryv</b>                    | Thryv          | 2012         | 5,853                          | 156,121            |
| <b>LocaliQ</b>                  | Gannett Co     | 1906         | 6,693                          | 101,318            |
| <b>Brevo Marketing Platform</b> | Brevo          | 2012         | 825                            | 67,115             |
| <b>folk</b>                     | folk           | 2020         | 60                             | 24,920             |
| <b>Freshsales</b>               | Freshworks     | 2010         | 8,656                          | 1,040,848          |
| <b>Creatio</b>                  | Creatio        | 2014         | 968                            | 115,112            |
| <b>Nimble</b>                   | Nimble         | 2008         | 61                             | 3,552              |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                                   | Seller Name            | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|-----------------------------------|------------------------|--------------|--------------------------------|--------------------|
| <b>Efficy CRM</b>                 | Efficy                 | 2005         | 433                            | 24,455             |
| <b>HoneyBook</b>                  | HoneyBook              | 2013         | 350                            | 20,204             |
| <b>Apptivo</b>                    | Apptivo                | 2009         | 230                            | 9,153              |
| <b>Sage CRM</b>                   | Sage Software          | 1981         | 14,473                         | 550,768            |
| <b>Vendasta</b>                   | Vendasta               | 2008         | 715                            | 26,365             |
| <b>CRMOne</b>                     | CrmOne                 | 2022         | 28                             | 1,342              |
| <b>Capsule</b>                    | Zestia Ltd             | 2007         | 55                             | 3,990              |
| <b>EngageBay All-in-One Suite</b> | EngageBay Inc          | 2018         | 63                             | 14,960             |
| <b>Less Annoying CRM</b>          | Less Annoying Software | 2009         | 27                             | 1,697              |
| <b>Knack</b>                      | Knack                  | 2010         | 86                             | 7,919              |
| <b>Kylas Sales CRM</b>            | Kylas Growth Engine    | 2020         | 80                             | 15,099             |
| <b>Success.ai</b>                 | Success AI             |              | 93                             | 12,642             |
| <b>OnePageCRM</b>                 | OnePageCRM             | 2010         | 20                             | 4,016              |
| <b>Streak</b>                     | Streak                 | 2011         | 30                             | 4,099              |
| <b>Attio</b>                      | Attio                  | 2019         | 114                            | 31,166             |
| <b>Salesflare</b>                 | Salesflare             | 2014         | 1                              | 1                  |
| <b>Snov.io</b>                    | Snovio                 | 2017         | 193                            | 11,905             |
| <b>Floww.ai</b>                   | Floww.ai               | 2023         | 19                             | 2,325              |
| <b>Softr</b>                      | Softr                  | 2020         | 62                             | 24,952             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                     | Seller Name     | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|---------------------|-----------------|--------------|--------------------------------|--------------------|
| <b>Salesmate</b>    | Salesmate       | 2016         | 28                             | 3,105              |
| <b>SendPulse</b>    | SendPulse       | 2015         | 172                            | 7,387              |
| <b>C2CRM</b>        | Clear C2, Inc.  | 1993         | 40                             | 441                |
| <b>SuiteDash</b>    | SuiteDash       | 2012         | 18                             | 519                |
| <b>AllClients</b>   | AllClients      | 2004         | 5                              | 42                 |
| <b>Flowlu</b>       | Cloud22         | 2016         | 7                              | 1,282              |
| <b>EspoCRM</b>      | EspoCRM         | 2014         | 6                              | 355                |
| <b>Scoro</b>        | Scoro           | 2013         | 148                            | 13,126             |
| <b>Fireberry</b>    | Fireberry       | 2012         | 45                             | 13,059             |
| <b>Teamgate</b>     | Teamgate, UAB   | 2012         | 6                              | 1,180              |
| <b>Membrain</b>     | Membrain        | 2012         | 41                             | 4,635              |
| <b>Goals.com</b>    | Goals.com       | 2023         | 8                              | 218                |
| <b>Ohanafy</b>      | Ohanafy         | 2022         | 23                             | 4,181              |
| <b>OctopusPro</b>   | OctopusPro      | 2009         | 23                             | 532                |
| <b>HappSales</b>    | HappSales       | 2018         | 12                             | 702                |
| <b>Breakcold</b>    | Breakcold       |              | 9                              | 4,031              |
| <b>Vtiger Sales</b> | Vtiger          | 2004         | 233                            | 9,035              |
| <b>Kintone</b>      | Kintone         | 1997         | 83                             | 9,959              |
| <b>Pipeliners</b>   | Pipeliners Inc. | 2007         | 137                            | 29,525             |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|  | Seller Name                | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|--|----------------------------|--------------|--------------------------------|--------------------|
| <b>Maximizer</b>   | Maximizer Software         | 1987         | 155                            | 17,143             |
| <b>User.com</b>  | User.com                   | 2016         | 69                             | 4,121              |
| <b>VBOUT</b>   | Vbout Inc.                 | 2013         | 32                             | 1,384              |
| <b>Teamwork CRM</b>                                      | Teamwork                   | 2007         | 536                            | 53,495             |
| <b>Bixjet</b>  | Bixjet                     | 2021         | 12                             | 369                |
| <b>Pipeline CRM</b>                                      | Pipeline CRM               | 2006         | 33                             | 2,985              |
| <b>VobeSoft</b>  | VobeSoft                   | 2011         | 11                             | 472                |
| <b>aCloud CRM</b>  | The Access Group           | 1991         | 6,510                          | 161,474            |
| <b>djaboo</b>  | djaboo                     |              | 3                              | 749                |
| <b>vcita</b>   | vcita                      | 2010         | 189                            | 13,538             |
| <b>Teamleader</b>  | Teamleader                 | 2012         | 282                            | 21,405             |
| <b>Resco - Mobility &amp; Productivity</b>               | Resco.net                  | 1999         | 145                            | 5,565              |
| <b>ePROMIS ERP</b>                                       | ePROMIS Solutions          | 1981         | 99                             | 12,408             |
| <b>Method CRM</b>  | Method Integration Inc.    | 2010         | 105                            | 3,504              |
| <b>vtenext</b>   | vtenext                    | 2011         | 28                             | 1,593              |
| <b>Ultra-Staff EDGE Staffing and Recruiting Software</b> | Automated Business Designs | 1982         | 25                             | 2,636              |
| <b>Altvia</b>  | ALTVIA SOLUTIONS, LLC      | 2006         | 67                             | 4,500              |
| <b>Sellsy</b>  | Easybill                   | 2009         | 182                            | 14,891             |
| <b>Clientjoy</b>   | Clientjoy                  | 2019         | 10                             | 2,742              |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                             | Seller Name               | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|-----------------------------|---------------------------|--------------|--------------------------------|--------------------|
| <b>NetHunt CRM</b>          | NetHunt CRM               | 2015         | 13                             | 1,780              |
| <b>Maple CRM</b>            | Maple CRM                 | 2012         | 24                             | 1,876              |
| <b>ELMA365</b>              | ELMA Global a.s.          |              | 2                              | 51                 |
| <b>Clarify CRM</b>          | Clarify                   | 2024         | 28                             | 4,291              |
| <b>Zilliant CPQ</b>         | Zilliant                  | 1999         | 242                            | 35,285             |
| <b>Friday CRM</b>           | Friday CRM                |              | 1                              | 17                 |
| <b>Spiro</b>                | Spiro Technologies, Inc.  | 2014         | 25                             | 5,990              |
| <b>Klipy CRM</b>            | Klipy                     |              | 4                              | 334                |
| <b>AddressTwo</b>           | AddressTwo                | 2005         | 3                              | 211                |
| <b>RAYNET CRM</b>           | RAYNETCRM                 | 2004         | 64                             | 2,893              |
| <b>Relenta CRM</b>          | Relenta CRM               |              | 1                              | 1                  |
| <b>Spotler CRM</b>          | Spotler Group             | 2001         | 132                            | 1,460              |
| <b>ConvergeHub</b>          | ConvergeHub               | 2016         | 10                             | 751                |
| <b>Mothernode</b>           | Mothernode                | 2009         | 13                             | 214                |
| <b>CompanyHub CRM</b>       | CompanyHub                | 2015         | 22                             | 762                |
| <b>crmConnect</b>           | CRM Aus                   | 1994         | 13                             | 339                |
| <b>Solid Performers CRM</b> | Solid Performers Pvt. Ltd | 2015         | 15                             | 1,048              |
| <b>SuiteCRM</b>             | SuiteCRM                  | 2005         | 11                             | 102                |
| <b>Planfix</b>              | Planfix                   | 2019         | 19                             | 183                |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|   | Seller Name                     | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|---|---------------------------------|--------------|--------------------------------|--------------------|
| 1CRM  | 1CRM                            | 1997         | 4                              | 210                |
| <b>Ringy (formerly iSales)</b>                  | Kovacs Systems                  | 2013         | 11                             | 7,681              |
| <b>BenchmarkONE</b>                             | Polaris Software                | 2004         | 121                            | 4,638              |
| <b>VipeCloud</b>                                | VipeCloud                       | 2011         | 5                              | 244                |
| <b>noCRM.io</b>                                 | Positive Group Sales Solutions  | 2008         | 11                             | 186                |
| <b>20NINE</b>                                   | 20NINE                          | 2014         | 14                             | 1,271              |
| <b>OfficeClip Contact Manager</b>               | OfficeClip                      | 2003         | 10                             | 99                 |
| <b>AllProWebTools</b>                           | AllProWebTools                  | 2009         | 9                              | 166                |
| <b>ArcCRM</b>                                   | Archarina                       |              | 9                              | 744                |
| <b>Simply CRM</b>                               | Simply CRM                      | 2011         | 9                              | 206                |
| <b>Salesboom</b>                                | Salesboom.com                   | 2002         | 30                             | 548                |
| <b>Promys CRM, Help Desk &amp; PSA Software</b> | PROMYS                          | 2003         | 11                             | 168                |
| <b>Zixflow</b>                                  | Prem                            |              | 25                             | 8,302              |
| <b>edge CRM</b>                                 | Tantragyan Technologies Pvt Ltd | 2014         | 23                             | 456                |
| <b>ClientTether.com</b>                         | ClientTether                    | 2014         | 13                             | 640                |
| <b>Ricochet360</b>                              | Speed to Contact                | 2010         | 51                             | 1,193              |
| <b>WORKetc</b>                                  | WORKetc                         | 2016         | 8                              | 2,382              |
| <b>TeamWave</b>                                 | TeamWave                        | 2016         | 7                              | 5,899              |
| <b>OneHash CRM</b>                              | OneHash                         | 2020         | 29                             | 7,390              |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                          | Seller Name               | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|--------------------------|---------------------------|--------------|--------------------------------|--------------------|
| <b>GleanView</b>         | GleanView                 | 2015         | 5                              | 571                |
| <b>Formaloo</b>          | Formaloo                  | 2020         | 19                             | 3,196              |
| <b>BIGContacts</b>       | BigContacts               | 2007         | 1                              | 24                 |
| <b>Soffront</b>          | Soffront                  | 1992         | 58                             | 1,740              |
| <b>Orgzit</b>            | Orgzit                    | 2016         | 10                             | 2,087              |
| <b>CentraHub CRM</b>     | Centra Hub                | 2016         | 97                             | 4,870              |
| <b>PlanPlus</b>          | PlanPlus Online           | 2003         | 3                              | 408                |
| <b>Bluwave CRM</b>       | Bluwave                   | 2011         | 15                             | 4,632              |
| <b>InStream</b>          | InStream                  | 2015         | 2                              | 202                |
| <b>SalesDesk</b>         | SPRINT Middle East        | 2010         | 1                              | 123                |
| <b>Propeller CRM</b>     | Propeller CRM             | 2014         | 1                              | 64                 |
| <b>theCRM</b>            | CRM-UK                    | 1998         | 2                              | 848                |
| <b>CentralStationCRM</b> | 42he GmbH                 | 2010         | 10                             | 249                |
| <b>OutreachCRM</b>       | Outreach Software Limited | 2002         | 4                              | 32                 |
| <b>Assistive</b>         | 1Systems SaaS             | 2006         | 65                             | 2,691              |
| <b>Rolldog CRM</b>       | Rolldog                   | 2019         | 11                             | 612                |
| <b>Pulse Technology</b>  | Pulse Technology          | 2019         | 4                              | 458                |
| <b>Launchpad CRM</b>     | Launchpad CRM             |              | 1                              | 1                  |
| <b>NetSuite</b>          | Oracle                    | 1977         | 199,501                        | 10,383,354         |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|   | Seller Name           | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|---|-----------------------|--------------|--------------------------------|--------------------|
| <b>Oracle EBS</b>                                   | Oracle                | 1977         | 199,501                        | 10,383,354         |
| <b>LeadSquared Sales CRM</b>                        | LeadSquared           | 2011         | 1,216                          | 333,160            |
| <b>Constant Contact Advanced Automation</b>         | Constant Contact      | 1995         | 1,132                          | 41,379             |
| <b>Zoho CRM Plus</b>                                | Zoho                  | 1996         | 26,328                         | 1,986,767          |
| <b>Microsoft Dynamics 365 Sales</b>                 | Microsoft             | 1975         | 232,306                        | 25,997,468         |
| <b>Sugar Sell</b>                                   | SugarCRM              | 2004         | 574                            | 44,629             |
| <b>Oracle Fusion Cloud - EPM</b>                    | Oracle                | 1977         | 199,501                        | 10,383,354         |
| <b>Act!</b>   | Act!                  | 1987         | 222                            | 7,614              |
| <b>Oracle On Demand</b>                             | Oracle                | 1977         | 199,501                        | 10,383,354         |
| <b>Siebel</b>                                       | Oracle                | 1977         | 199,501                        | 10,383,354         |
| <b>Copper</b>                                       | Copper                | 2012         | 273                            | 21,020             |
| <b>Odoo CRM</b>                                     | Odoo                  | 2005         | 6,651                          | 441,205            |
| <b>ConnectWise PSA</b>                              | ConnectWise           | 1982         | 3,287                          | 186,819            |
| <b>Zendesk Sell</b>                                 | Zendesk               | 2007         | 7,138                          | 607,052            |
| <b>Keap</b>   | Thryv                 | 2012         | 5,853                          | 156,121            |
| <b>SuperOffice CRM</b>                              | SuperOffice AS        | 1990         | 314                            | 17,464             |
| <b>Pershing Financial Services</b>                  | Pershing a BNY Mellon | 1939         | 10                             | 38                 |
| <b>Bitrix24</b>                                     | Bitrix24              | 1998         | 223                            | 14,079             |
| <b>Infor Customer Relationship Management (CRM)</b> | Infor                 | 2002         | 21,882                         | 882,497            |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                       | Seller Name       | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|-----------------------|-------------------|--------------|--------------------------------|--------------------|
| <b>Insightly CRM</b>  | Unbounce          | 2009         | 149                            | 50,708             |
| <b>Ontraport</b>      | Ontraport         | 2008         | 111                            | 4,388              |
| <b>Marketing 360</b>  | Madwire           | 2009         | 381                            | 10,098             |
| <b>OroCommerce</b>    | Oro, Inc          | 2012         | 119                            | 10,168             |
| <b>Workbooks</b>      | Workbooks         | 2009         | 63                             | 3,372              |
| <b>Daylite</b>        | Marketcircle      | 1999         | 35                             | 2,517              |
| <b>Progress Podio</b> | Progress Software | 1981         | 3,769                          | 71,093             |
| <b>Cinode</b>         | Cinode            | 2010         | 25                             | 2,921              |
| <b>Bloom</b>          | Bloom.io          | 2015         | 13                             | 554                |
| <b>Lime Go</b>        | Lime Technologies | 1990         | 405                            | 15,787             |
| <b>Planhat</b>        | Planhat           | 2015         | 193                            | 20,740             |
| <b>SalezShark</b>     | SalezShark        | 2014         | 1                              | 12,524             |
| <b>Lime CRM</b>       | Lime Technologies | 1990         | 405                            | 15,787             |
| <b>LeadMaster</b>     | LeadMaster        | 1998         | 26                             | 422                |
| <b>Sellf</b>          | Sellf Srl         | 2013         | 142                            | 1,312              |
| <b>OpenCRM</b>        | OpenCRM           | 2005         | 17                             | 589                |
| <b>Claritysoft</b>    | Claritysoft       | 2006         | 23                             | 1,251              |
| <b>GreenRope</b>      | GreenRope         | 2008         | 13                             | 1,385              |
| <b>CRM and Kanban</b> | GrowthDot         | 2016         | 4                              | 183                |

(Additional Data for CRM continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                              | Seller Name                          | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|------------------------------|--------------------------------------|--------------|--------------------------------|--------------------|
| <b>Vtiger All-In-One CRM</b> | Vtiger                               | 2004         | 233                            | 9,035              |
| <b>CRM.io</b>                | CRM.io                               | 2024         | 2                              | 274                |
| <b>CRM.me</b>                | VeerOne                              | 2020         | 68                             | 44,427             |
| <b>BSI Software</b>          | BSI Business Systems Integration     | 1996         | 513                            | 9,304              |
| <b>Mekari Qontak</b>         | Mekari                               | 2015         | 1,545                          | 88,070             |
| <b>InfoFlo</b>               | InfoFlo Solutions                    | 2002         | 8                              | 190                |
| <b>SalesBabu CRM</b>         | SalesBabu Business Solutions Pvt Ltd | 2006         | 27                             | 291                |
| <b>Accelo</b>                | Accelo                               | 2011         | 100                            | 8,194              |
| <b>SalesNexus</b>            | SalesNexus                           | 2002         | 13                             | 540                |
| <b>Fitnet Manager</b>        | Fitnet Manager                       | 2007         | 36                             | 5,389              |
| <b>Revamp CRM</b>            | Revamp Consulting                    | 2013         | 30                             | 3,937              |
| <b>Upsales</b>               | Upsales                              | 2003         | 122                            | 13,840             |
| <b>ForceManager CRM</b>      | ForceManager                         | 2011         | 57                             | 19,481             |
| <b>eSalesTrack</b>           | Soleran                              | 2004         | 30                             | 3,424              |
| <b>FreeAgent CRM</b>         | Servis.ai                            | 2016         | 15                             | 5,981              |
| <b>Prophet CRM</b>           | Avidian Technologies                 | 2002         | 30                             | 656                |
| <b>Agile CRM</b>             | Agile CRM                            | 2013         | 99                             | 9,142              |
| <b>UPilot</b>                | Upilot                               |              | 20                             | 1,808              |
| <b>PHP CRM</b>               | PHP CRM                              | 2021         | 20                             | 932                |

(Additional Data for CRM continues on next page)

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# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                             | Seller Name           | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|-----------------------------|-----------------------|--------------|--------------------------------|--------------------|
| <b>Prospect CRM</b>         | ProspectSoft          | 2000         | 25                             | 2,017              |
| <b>WPCM</b>                 | WebPresented          | 2001         | 29                             | 1,080              |
| <b>Aurea CRM</b>            | Aurea Software        | 2012         | 214                            | 110,223            |
| <b>Simpleview CRM</b>       | Simpleview            | 1991         | 345                            | 15,899             |
| <b>nTireCRM</b>             | sunsmart technologies | 2012         | 16                             | 653                |
| <b>sales-i</b>              | SugarCRM              | 2004         | 574                            | 44,629             |
| <b>FluentCRM</b>            | Fluentsoft            | 2007         | 11                             | 1,547              |
| <b>Livespace CRM</b>        | Livespace             | 2013         | 61                             | 4,330              |
| <b>Axiom Workspace CRM</b>  | Axiom Workspace       |              | 3                              | 27                 |
| <b>eWay-CRM</b>             | eWay System Ltd       | 2008         | 16                             | 762                |
| <b>Signpost</b>             | Signpost              | 2010         | 140                            | 13,293             |
| <b>SalesJunction</b>        | SalesJunction         | 2011         | 1                              | 63                 |
| <b>Platformly</b>           | Platformly            | 2017         | 7                              | 251                |
| <b>Ardexus</b>              | Ardexus               | 1998         | 5                              | 70                 |
| <b>Leadscore.io</b>         | Interact.io           | 2013         | 1                              | 1                  |
| <b>Commence CRM</b>         | Commence              | 1988         | 15                             | 208                |
| <b>ONLYOFFICE Workspace</b> | Ascensio System       | 2008         | 122                            | 6,256              |
| <b>Tapdesk</b>              | Ayulla                | 2017         | 6                              | 330                |
| <b>YetiForce CRM</b>        | YetiForce             | 2014         | 7                              | 503                |

(Additional Data for CRM continues on next page)

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# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|   | Seller Name                          | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|---|--------------------------------------|--------------|--------------------------------|--------------------|
| <b>Kommo</b>                            | QSOFT                                | 2009         | 346                            | 13,701             |
| <b>FreeCRM</b>                          | Free CRM                             | 2003         | 1                              | 25                 |
| <b>Talisma</b>                          | Anthology                            | 1988         | 4,815                          | 83,957             |
| <b>Pivotal</b>                          | Ignite Enterprise Software Solutions |              | 299                            | 304,801            |
| <b>InfiniteCRM</b>                      | Pat Group                            | 1992         | 84                             | 2,563              |
| <b>Zurmo</b>                            | Zurmo                                | 2011         | 1                              | 389                |
| <b>AdOrbit</b>                          | Aysling                              | 2005         | 24                             | 395                |
| <b>GoldMine</b>                         | MacSonik                             | 2020         | 3                              | 120                |
| <b>TDF CRM</b>                          | Tour de Force                        | 2001         | 1                              | 1                  |
| <b>OrangeCRM</b>                        | OrangeCRM                            |              | 1                              | 0                  |
| <b>Fat Free CRM</b>                     | fatfreecrm.com                       |              | 1                              | 1                  |
| <b>FIVE CRM</b>                         | FIVE CRM                             | 1991         | 19                             | 1,508              |
| <b>karmaCRM</b>                         | karmaCRM                             | 2010         | 4                              | 223                |
| <b>solve 360</b>                        | Norada                               | 2001         | 5                              | 638                |
| <b>Deskera CRM</b>                      | Deskera                              | 2008         | 125                            | 26,464             |
| <b>arkflux</b>                          | 360Freedom                           |              | 1                              | 5                  |
| <b>FinCRM</b>                           | FinCRM Technologies                  | 2020         | 3                              | 1,108              |
| <b>Rev.io PSA formerly Tigerpaw One</b> | Rev.io PSA formerly Tigerpaw One     | 2002         | 200                            | 8,541              |
| <b>openCRX</b>                          | Crixp                                |              | 1                              | 1                  |

(Additional Data for CRM continues on next page)

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# Additional Data for CRM (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

## Market Presence

|                       | Seller Name          | Year Founded | Employees on LinkedIn (Seller) | LinkedIn Followers |
|-----------------------|----------------------|--------------|--------------------------------|--------------------|
| <b>Shape Software</b> | Shape Software       |              | 42                             | 1,364              |
| <b>InTouch CRM</b>    | InTouchCRM           |              | 1                              | 1                  |
| <b>Core CRM Pro</b>   | Productive Computing | 1996         | 19                             | 253                |
| <b>Ligna</b>          | Ligna                | 2021         | 6                              | 54                 |
| <b>ezeeCRM</b>        | BusinessEzee         | 2019         | 1                              | 387                |
| <b>Jarvis CRM</b>     | The Scarpetta Group  | 2008         | 10                             | 412                |

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