

SugarCRM is a software company based in Cupertino, California. It produces the web application Sugar, also known as SugarCRM, which is a customer relationship management (CRM) system that is available in both open source and Commercial open source applications.

Sugar's functionality includes sales-force automation, marketing campaigns, customer support, collaboration, Mobile CRM, Social CRM and reporting.

The company operates a number of websites, including its commercial website Sugarcrm.com, a development website (SugarForge.org), Sugar Exchange (for third-party extensions), and user forums.

Editions

SugarCRM develops CRM software in five editions:

- Sugar Community Edition (previously known as Sugar Open Source)
- Sugar Professional
- Sugar Corporate
- Sugar Enterprise
- Sugar Ultimate

Deployment options

SugarCRM offers 4 different deployment options. Customers can deploy Sugar as a software as a service (SaaS) solution in the Sugar Cloud, as an on-premise solution behind their firewall, in the cloud of one of SugarCRM's partners or in the public cloud, including Amazon Elastic Compute Cloud, Windows Azure Services Platform, Rackspace Cloud, IBM SmartCloud Enterprise.