Grid® Report for CRM
Spring 2022

CRM Software
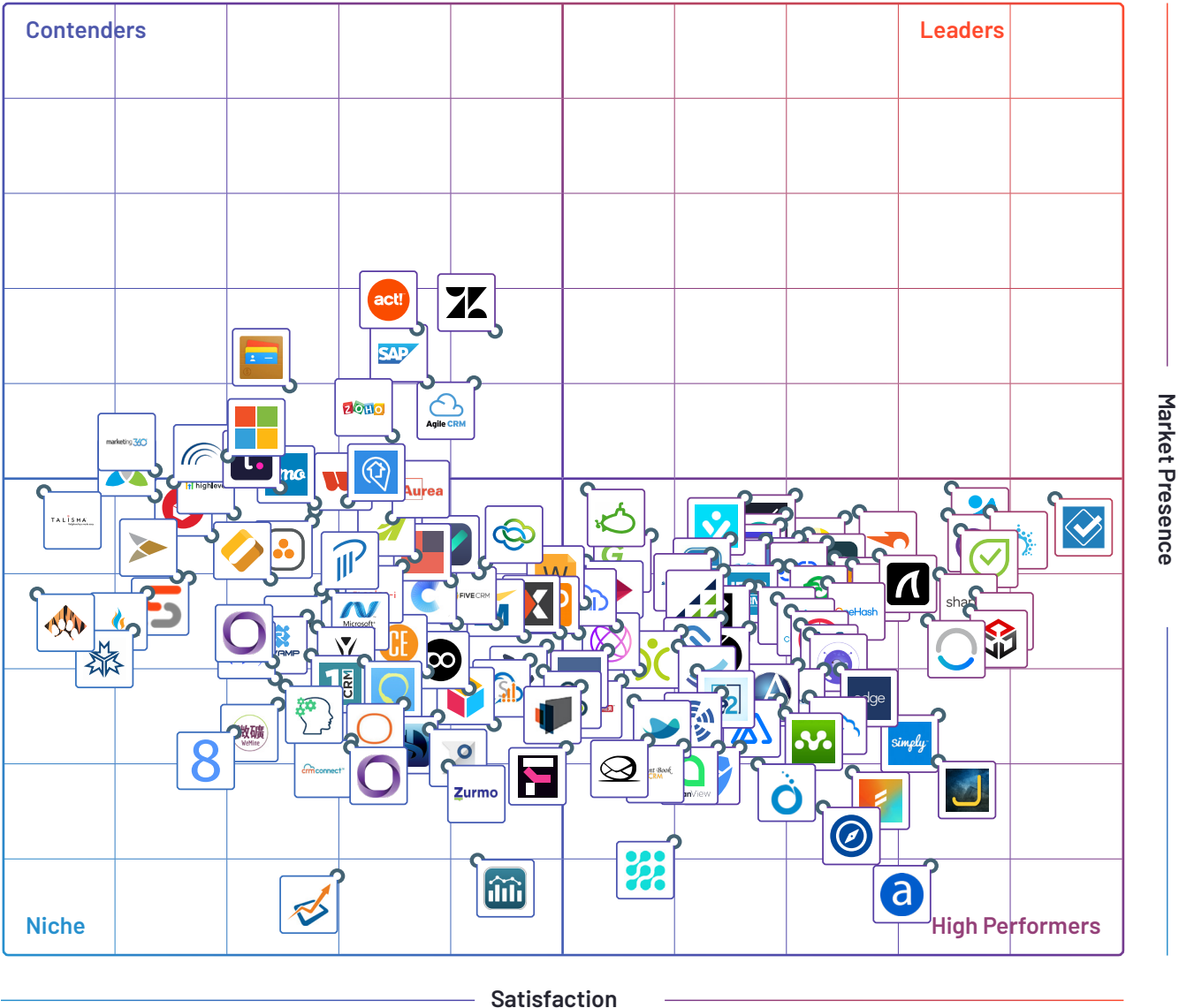
G2 Grid® Scoring

(CRM Software continues on next page)

CRM Software (continued)

CRM Software Definition

CRM software (customer relationship management software), sometimes referred to as sales force automation (SFA) software, helps businesses track and manage customer interactions in a single system of record. A CRM will record interactions between a business, its prospects, and its existing customers. It will also ease those interactions by placing all relevant customer data—including contact information, history, and transaction summaries—into a concise live record.

CRM software is most commonly implemented in sales departments to act as the central hub for sales force automation, including contact, account, and opportunity management. CRM software is often delivered separately from other enterprise solutions, such as ERP systems, marketing automation software, and customer service software, but is often integrated with other business applications to facilitate an enhanced and coordinated customer experience.

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

▶ Provide a bounded set of sales-related functions

▶ 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

▶ Integrate functions into a unifying database and platform

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 March 01, 2022. 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: HubSpot Sales Hub, Salesforce CRM, ActiveCampaign, Zoho CRM, monday.com, Pipedrive, Freshsales, SharpSpring, Keap, Copper, Thryv, Pipeliner CRM, Zendesk Sell, Nimble, Vendasta, Dynamics 365 Sales, Nutshell, Pipeline CRM, Insightly CRM, Wrike, ClickUp, Close, Nextiva, edrone, Creatio, Accelo, Salesforce Essentials, Deskera CRM, SAP CRM, Vtiger All-In-One CRM, Streak, Bigin by Zoho CRM, Sugar Sell (formerly SugarCRM), Scoro, Oracle EBS CRM, LeadSquared Sales + Mobile CRM, Workbooks, Bitrix24, Ontraport, Apptivo, HoneyBook, Method CRM, Teamleader, and SuperOffice CRM

▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Less Annoying CRM, Salesflare, NetHunt CRM, EngageBay All-in-one Suite, Flowlu, ePROMIS ERP, Shape Software, Spiro, Solid Performers CRM, Prospect CRM, Daylite, SalezShark, Membrain, BenchmarkONE, VBOUT, Salesmate, C2CRM, Lime CRM, Upsales Sales and Marketing Platform, OnePageCRM, Really Simple Systems, Capsule CRM, vcita, OneHash CRM, Referrizer, FreeAgent CRM, IRIS CRM, BigContacts, Simply CRM, Claritysoft, ConvergeHub, Snovio, Kizen, Interspire, CompanyHub CRM, Salesboom, AllClients, edge CRM, Jarvis CRM, OfficeClip Contact Manager, GreenRope, Efficy CRM, AllProWebTools, 20NINE, InStream, VipeCloud, ELMA365, Kylas CRM, Mothernode, OpenCRM, Funnel CRM, InfoFlo Software, Knack, Propeller CRM, AddressTwo, arkflux, WORKetc, CRM.me, Tapdesk, Platformly, OutreachCRM, Ringy (formerly iSales), EspoCRM, PlanPlus Online, GleanView, ClientTether.com, RAYNET CRM, Client Book CRM, noCRM.io, Promys, Relenta CRM, Clevertim CRM, InTouch CRM, and Pulse Technology

▶ 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, Zendesk Sunshine, Act!, Agile CRM, SAP Cloud for Customer, Zoho CRM Plus, Oracle Siebel, Odoo CRM, Zoho ContactManager, Sage CRM, Oracle Fusion Cloud CX / CRM, Outlook Customer Manager, Marketing 360, Infor CloudSuite Customer Relationship Management (CRM), and Oracle CRM On Demand

▶ 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: Vtiger Sales, SalesNexus, Sellf, TeamWave, Aurea CRM, LeadMaster, SuiteCRM, FIVE CRM, Maximizer CRM, Signpost, SalesBabu CRM, XPO Online, sales-i, amoCRM, Covve Intelligent Address Book, Womply, Teamwork CRM, ForceManager CRM, Gridle, DigitalCRM.com - CRM Software, HighLevel, ContactEase, ludwig test, Prophet CRM, User.com, Aptean CRM, OroCRM, SalesJunction, Kapture CRM, Revamp CRM, karmaCRM, YetiForce CRM, Simpleview DMS, Leadscore.io, OrangeCRM, eSalesTrack, 1CRM, Zurmo, Soffront, GoldMine, NetX360, Pivotal CRM, solve 360, FreeCRM, crmConnect, Onyx CRM, Talisma, SalesDesk, Tour de Force CRM, WeMine (WeChat CRM Platform), Commence CRM, Item8, Tigerpaw One, and Launchpad 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
HubSpot Sales Hub	7001	99	99	99
Salesforce	11555	97	94	96
ActiveCampaign	3772	99	86	93
Zoho	1934	86	94	90
monday.com	838	98	74	86
Pipedrive	1442	91	82	86
Freshsales	902	92	81	86
SharpSpring	355	90	78	84
Keap	1064	83	79	81
Copper	829	94	66	80
Thryv	96	88	70	79
Pipeliner	378	92	61	76
Zendesk Sell	437	71	79	75
Nimble	892	87	63	75
Vendasta	131	84	65	74
Microsoft Dynamics 365 Sales	1365	66	80	73
Nutshell	598	82	63	72
Pipeline CRM	859	87	57	72
Insightly CRM	682	80	62	71
Wrike	129	77	65	71
ClickUp	130	80	62	71
Close	211	86	56	71

* 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
Nextiva	107	76	65	70
edrone	56	87	50	69
Creatio	167	80	58	69
Accelo	206	79	58	68
Salesforce Essentials	478	59	77	68
Deskera CRM	85	80	51	65
SAP CRM	338	54	73	64
Vtiger All-In-One CRM	339	68	59	63
Streak	132	72	54	63
Bigin by Zoho CRM	30	64	61	62
Sugar Sell (formerly SugarCRM)	574	53	71	62
Scoro	92	68	55	62
Oracle EBS	197	52	70	61
LeadSquared Sales + Mobile CRM	83	67	54	61
Workbooks	464	67	51	59
Bitrix24	158	58	58	58
Ontraport	69	60	55	58
Apptivo	93	63	52	58
HoneyBook	23	61	53	57
Method CRM	124	58	52	55
Teamleader	27	54	50	52
SuperOffice CRM	31	53	50	52

* 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

	# of Reviews	Satisfaction	Market Presence	G2 Score
Less Annoying CRM	457	97	48	72
Salesflare	189	91	46	68
NetHunt CRM	179	87	49	68
EngageBay All-in-One Suite	69	87	46	66
Flowlu	170	88	44	66
ePROMIS ERP	12	89	36	63
Shape Software	34	86	39	62
Spiro	49	78	46	62
Solid Performers CRM	50	89	35	62
Prospect CRM	47	79	44	61
Daylite	128	77	45	61
SalezShark	15	80	41	61
Membrain	119	75	45	60
BenchmarkONE	172	72	48	60
VBOUT	28	85	33	59
Salesmate	48	75	43	59
C2CRM	44	78	40	59
Lime CRM	12	71	46	58
Upsales	49	73	43	58
OnePageCRM	52	76	41	58

(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
Really Simple Systems	139	73	43	58
Capsule	71	71	45	58
vcita	11	67	48	57
OneHash CRM	13	75	38	56
Referrizer	25	70	43	56
FreeAgent CRM	37	71	40	56
IRIS CRM	40	71	40	55
BigContacts	66	66	43	54
Simply CRM	26	86	22	54
Claritysoft	86	70	36	53
ConvergeHub	34	72	34	53
Snovio	22	69	37	53
Kizen	14	73	33	53
Interspire	23	68	37	53
CompanyHub CRM	43	73	32	53
Salesboom	22	64	41	52
AllClients	15	65	39	52
edge CRM	26	76	28	52
Jarvis CRM	11	86	17	51
OfficeClip Contact Manager	10	75	28	51

(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
GreenRope	156	58	43	51
Efficy CRM	26	53	49	51
AllProWebTools	60	72	28	50
20NINE	12	68	33	50
InStream	112	65	34	49
VipeCloud	29	73	25	49
ELMA365	11	76	19	47
Kylas CRM	15	71	24	47
Mothernode	40	71	23	47
OpenCRM	29	61	32	47
Funnel CRM	11	77	15	46
InfoFlo	86	61	31	46
Knack	13	57	34	46
Propeller CRM	15	65	25	45
AddressTwo	47	63	27	45
arkflux	12	85	5	45
WORKetc	51	55	33	44
CRM.me	14	52	36	44
Tapdesk	11	75	12	43
Platformly	23	67	19	43

(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
OutreachCRM	19	69	17	43
Ringy (formerly iSales)	36	57	28	42
EspoCRM	13	54	30	42
PlanPlus	31	52	32	42
GleanView	21	65	18	42
ClientTether.com	10	56	26	41
RAYNET CRM	12	57	24	40
Client Book CRM	11	61	19	40
noCRM.io	25	52	26	39
Promys CRM, Help Desk & PSA Software	12	52	26	39
Relenta CRM	20	58	19	39
Clevertim CRM	10	51	22	37
InTouch CRM	12	50	19	34
Pulse Technology	10	61	8	34

(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
NetSuite	313	37	85	61
Zendesk Sunshine	22	44	67	55
Act!	367	36	67	52
Agile CRM	303	42	61	51
SAP Cloud	74	37	61	49
Zoho CRM Plus	18	34	55	44
Siebel	357	19	70	44
Odoo CRM	55	25	64	44
Zoho ContactManager	34	24	61	42
Sage CRM	82	12	67	40
Oracle Fusion Cloud CX / CRM	79	13	61	37
Outlook Customer Manager	17	18	52	35
Marketing 360	29	11	51	31
Infor CRM	60	1	61	31
Oracle On Demand	58	2	59	30

(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
Vtiger Sales	20	43	40	41
SalesNexus	11	50	32	41
Sellf	16	42	39	41
TeamWave	14	49	30	40
Aurea CRM	18	34	45	40
LeadMaster	14	46	32	39
SuiteCRM	76	39	38	39
FIVE CRM	10	44	33	38
Maximizer	400	36	41	38
Signpost	25	30	47	38
SalesBabu CRM	17	47	29	38
XPO Online	13	48	27	38
sales-i	36	35	40	37
amoCRM	24	26	47	37
Covve Intelligent Address Book	11	40	33	36
Womply	10	26	46	36
Teamwork CRM	20	23	49	36
ForceManager CRM	12	26	45	36
Gridle	10	41	26	33
DigitalCRM.com – CRM Software	12	44	21	33

(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
HighLevel	23	19	46	32
ContactEase	13	37	28	32
LudwigsTestyTesterApp	11	28	36	32
Prophet CRM	160	27	37	32
User.com	17	27	36	32
Aptean CRM	23	13	50	31
OroCRM	10	22	38	30
SalesJunction	12	38	22	30
Kapture CRM	14	17	43	30
Revamp CRM	10	26	34	30
karmaCRM	11	31	28	30
YetiForce CRM	48	27	33	30
Simpleview DMS	10	11	48	30
Leadscore.io	11	38	21	29
OrangeCRM	11	35	24	29
eSalesTrack	12	17	41	29
1CRM	13	26	29	28
Zurmo	15	39	17	28
Soffront	11	15	38	27
GoldMine	172	16	37	26

* 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
NetX360	13	13	39	26
Pivotal	44	22	29	26
solve 360	16	24	26	25
FreeCRM	11	23	26	25
crmConnect	12	30	19	25
Onyx CRM	16	30	19	24
Talisma	23	1	48	24
SalesDesk	15	42	6	24
Tour de Force	46	11	37	24
WeMine (WeChat CRM Platform)	10	23	24	23
Commence CRM	15	9	32	21
Item8	10	19	20	20
Tigerpaw One	15	0	37	18
Launchpad CRM	14	29	4	16

* 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 aggregated from online sources and social networks.

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

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for CRM | Spring 2022 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through March 01, 2022. To view the CRM Grid® with the most recent data, please visit the CRM page.

Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

▶ Customer satisfaction with end user-focused product attributes based on user reviews

▶ Popularity and statistical significance based on the number of reviews received by G2

▶ Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)

▶ Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)

▶ Customers' satisfaction with administration-specific product attributes based on user reviews

▶ Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

Note: The customer satisfaction score is normalized for each Grid®, meaning the scores are relative.

(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)

Market Presence

The Market Presence score is affected by the following (in order of importance):

▶ Market presence is a combination of 15 metrics from G2's reviews, publicly available information, and third-party sources

▶ Both the software sellers and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than seller metrics

Criteria	Measured For		Metrics
	Product	**Seller**	
Number of Employees	√	√	Employee Count (based on social networks and public sources)
Reviews	√		Review Count (weighted by recency)
Web Presence	√	√	
Social Presence	√	√	
Growth	√	√	Employee Growth, Web Presence Growth
Seller Age		√	
Employee Satisfaction and Engagement		√	

▶ Each input is normalized by category and segment. This means that scores are relative to other products in the category/segment and may change from segment to segment

▶ The scores are then scaled from 0-100

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.

Grid® **Methodology** (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through March 01, 2022. 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. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

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

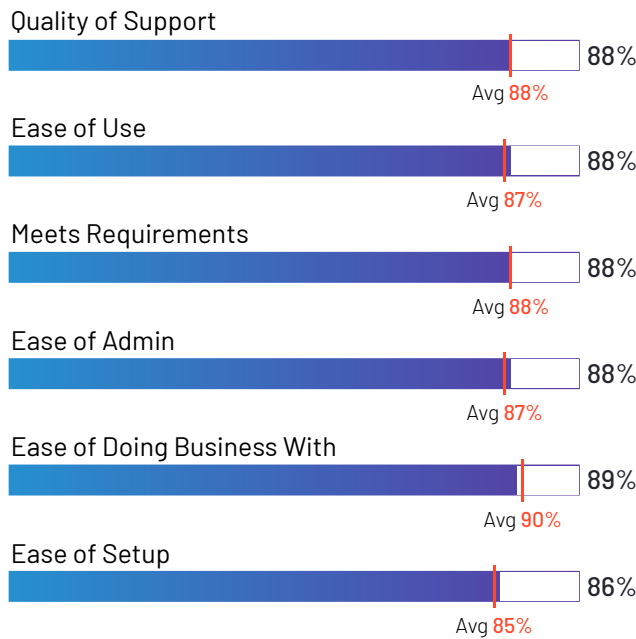Product profiles and detailed charts are included for products with 10 or more reviews.
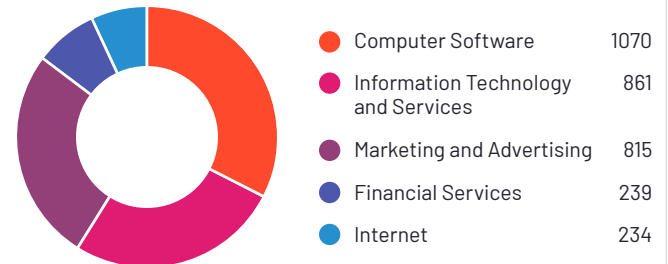
HubSpot Sales Hub

4.4 ★★★★½ **(8,260)** HubSpot Sales Hub has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. HubSpot Sales Hub has the largest Market Presence among products in CRM. 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 HubSpot Sales Hub at a rate of 87%. HubSpot Sales Hub is also in the Sales Acceleration Platforms, Sales Platforms, CPQ, Sales Intelligence, Sales Performance Management, Online Appointment Scheduling, Email Tracking, Visitor Identification, Sales Analytics, Outbound Call Tracking, Sales Enablement, AI Sales Assistant, Sales Engagement, Conversation Intelligence, Quote-to-Cash, and Business Card Scanning categories.
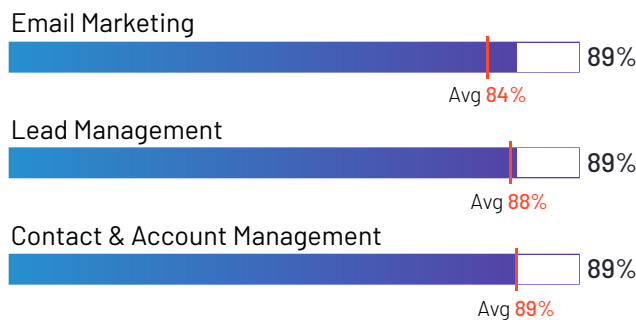
Leader SPRING 2022

Satisfaction Ratings

Quality of Support
88%
Avg 88%

Ease of Use
88%
Avg 87%

Meets Requirements
88%
Avg 88%

Ease of Admin
88%
Avg 87%

Ease of Doing Business With
89%
Avg 90%

Ease of Setup
86%
Avg 85%

Top Industries Represented

● Computer Software	1070
● Information Technology and Services	861
● Marketing and Advertising	815
● Financial Services	239
● Internet	234

Highest-Rated Features

Email Marketing
89%
Avg 84%

Lead Management
89%
Avg 88%

Contact & Account Management
89%
Avg 89%

Lowest-Rated Features

Mobile User Support
80%
Avg 83%

Sandbox / Test Environments
80%
Avg 82%

Product & Price List Management
81%
Avg 84%
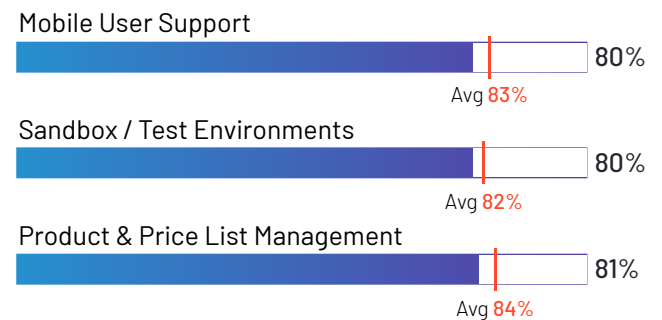
Ownership	**HQ Location**	**Year Founded**	**Total Revenue**	**Employees (Listed On Linkedin™)**	**Company Website**
HubSpot	Cambridge, MA	2006	$883 (USD MM)	7082	www.HubSpot.com

Salesforce CRM

4.2 ★★★★☆ **(12,223)** Salesforce CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 89% of users rated 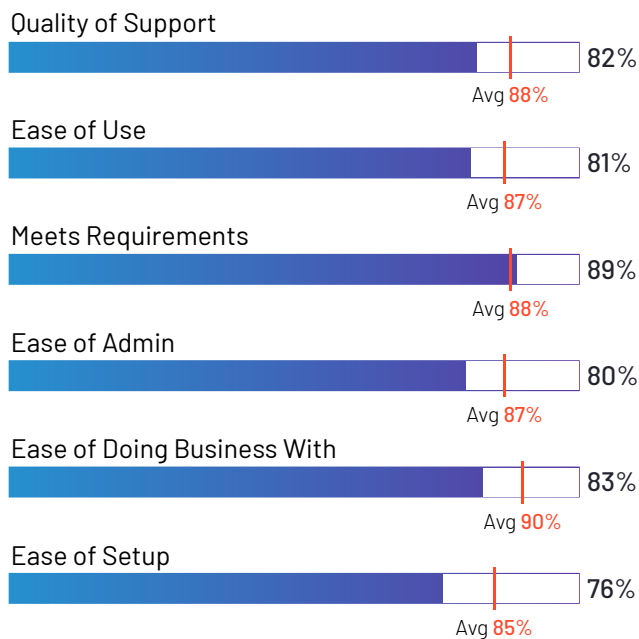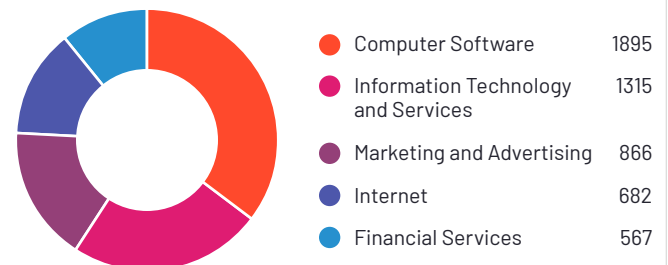it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Salesforce at a rate of 85%. Salesforce is also in the Sales Platforms and Sales Analytics categories.

Leader SPRING 2022

Satisfaction Ratings

Quality of Support
82%
Avg 88%

Ease of Use
81%
Avg 87%

Meets Requirements
89%
Avg 88%

Ease of Admin
80%
Avg 87%

Ease of Doing Business With
83%
Avg 90%

Ease of Setup
76%
Avg 85%

Top Industries Represented

● Computer Software		1895
● Information Technology and Services		1315
● Marketing and Advertising		866
● Internet		682
● Financial Services		567

Highest-Rated Features

Breadth of Partner Applications
89%
Avg 79%

Contact & Account Management
89%
Avg 89%

Performance and Reliability
89%
Avg 88%

Lowest-Rated Features

Mobile User Support
80%
Avg 83%

Social Network Integration
81%
Avg 81%

Social Collaboration Features
81%
Avg 82%
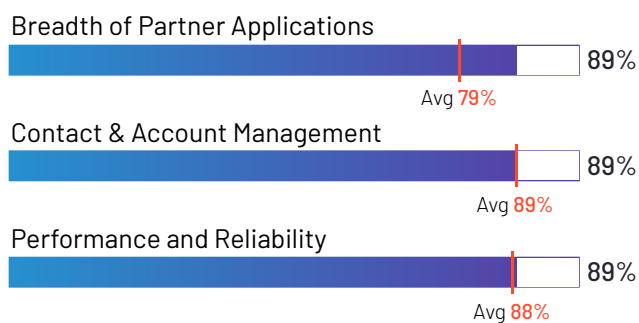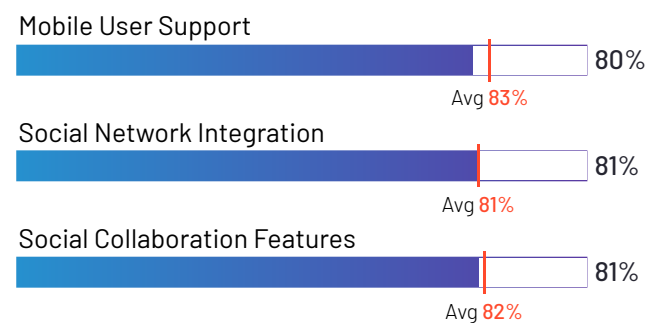
Ownership	**HQ Location**	**Year Founded**	**Total Revenue**	**Employees (Listed On Linkedin™)**	**Company Website**
Salesforce	San Francisco, CA	1999	$21,252 (USD MM)	67676	www.coalescence.us

ActiveCampaign

4.6 ★★★★½ (9,199)

Leader SPRING 2022

ActiveCampaign has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. ActiveCampaign received the highest Satisfaction score among products in CRM. 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 ActiveCampaign at a rate of 92%. ActiveCampaign is also in the Sales Engagement, Marketing Automation, Salesforce AppExchange Apps, Live Chat, Social Media Advertising, Attribution, Lead Scoring, Sales Analytics, Landing Page Builders, Online Form Builder, Conversational Marketing, E-Commerce Personalization, Email Template Builder, SMS Marketing, Pop-Up Builder, and Sales Platforms categories.

Satisfaction Ratings

Quality of Support — 91% — Avg 88%

Ease of Use — 87% — Avg 87%

Meets Requirements — 91% — Avg 88%

Ease of Admin — 88% — Avg 87%

Ease of Doing Business With — 93% — Avg 90%

Ease of Setup — 86% — Avg 85%

Top Industries Represented

Industry	Count
● Marketing and Advertising	642
● Health, Wellness and Fitness	433
● Professional Training & Coaching	400
● E-Learning	134
● Computer Software	133

Highest-Rated Features

Email Marketing — 93% — Avg 84%

Campaign Management — 92% — Avg 84%

Lead Management — 91% — Avg 88%

Lowest-Rated Features

Mobile User Support — 82% — Avg 83%

Quote & Order Management — 84% — Avg 84%

Product & Price List Management — 85% — Avg 84%

Ownership
ActiveCampaign

HQ Location
Chicago, IL

Year Founded
2003

Employees (Listed On Linkedin™)
996

Company Website
www.activecampaign.com

Zoho CRM

4.0 ★★★★☆ **(2,077)**

Leader
SPRING
2022

Zoho CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 83% 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 Zoho at a rate of 80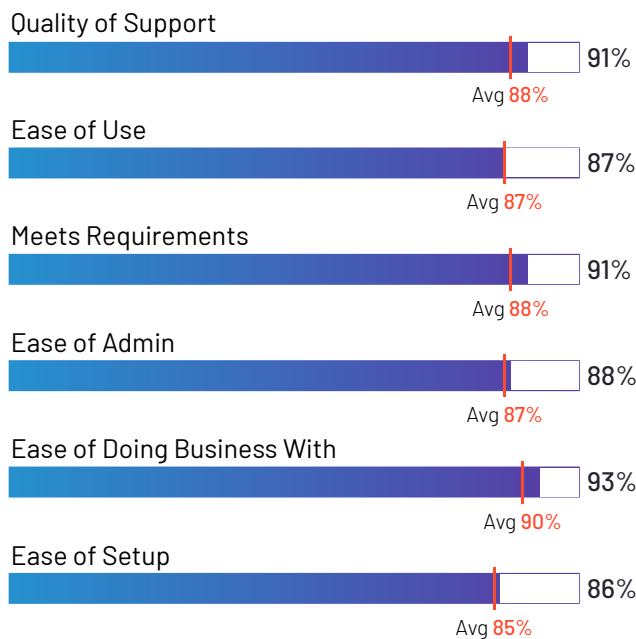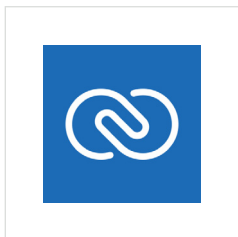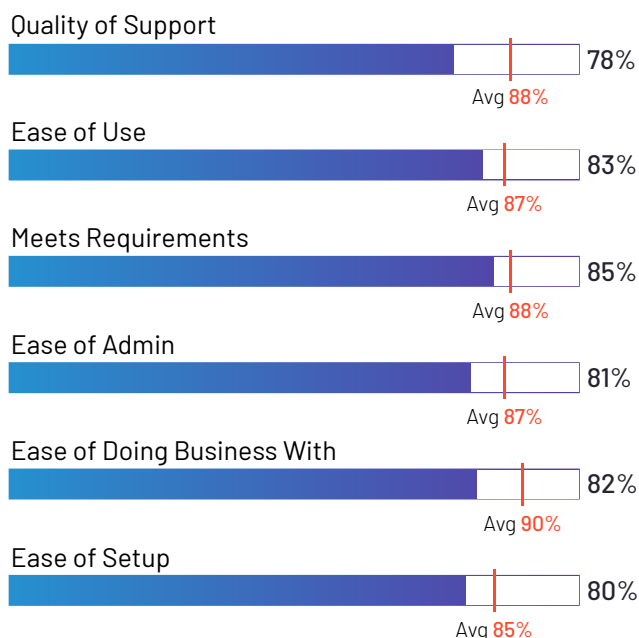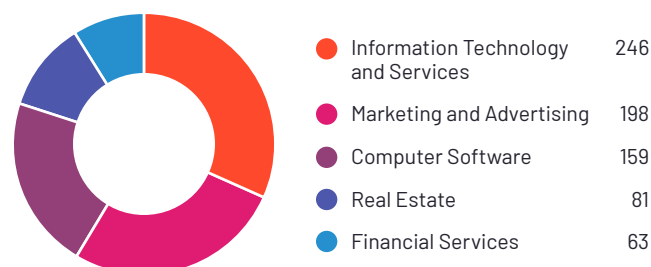%. Zoho is also in the Client Portal, Sales Analytics, Sales Engagement, AI Sales Assistant, Email Tracking, Quote Management, Quote-to-Cash, CPQ, Customer Journey Mapping, Sales Performance Management, and Sales Gamification categories.

Satisfaction Ratings

Quality of Support
78%
Avg **88%**

Ease of Use
83%
Avg **87%**

Meets Requirements
85%
Avg **88%**

Ease of Admin
81%
Avg **87%**

Ease of Doing Business With
82%
Avg **90%**

Ease of Setup
80%
Avg **85%**

Top Industries Represented

Information Technology and Services		246
Marketing and Advertising		198
Computer Software		159
Real Estate		81
Financial Services		63

Highest-Rated Features

Contact & Account Management
86%
Avg **89%**

User, Role, and Access Management
85%
Avg **88%**

Data Import & Export Tools
85%
Avg **85%**

Lowest-Rated Features

Sandbox / Test Environments
77%
Avg **82%**

Call Center Features
79%
Avg **84%**

Breadth of Partner Applications
79%
Avg **79%**
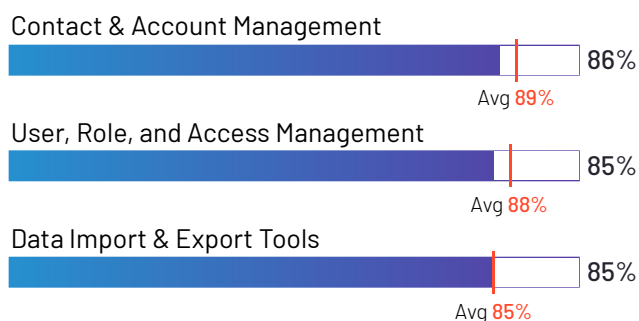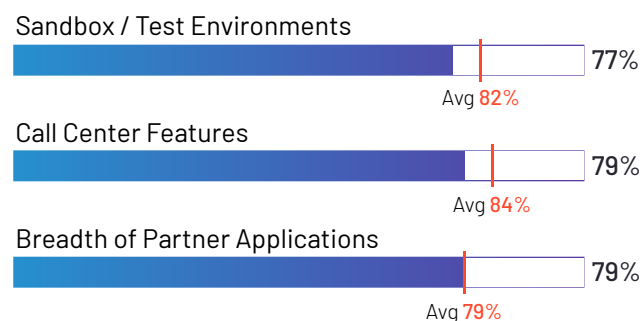
Ownership
Zoho Corporation Pvt. Ltd.

HQ Location
Austin, TX

Employees (Listed On Linkedin™)
11105

Company Website
www.zoho.com

monday.com

4.7 ★★★★⯪ (4,777)

Leader
SPRING
2022

monday.com 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, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend monday. com at a rate of 95%. monday.com is also in the Workflow Management, Marketing Resource Management, Project Management, Document Creation, Time Tracking, Digital Asset Management, Bug Tracking, Event Planning, Task Management, Product Management, Online F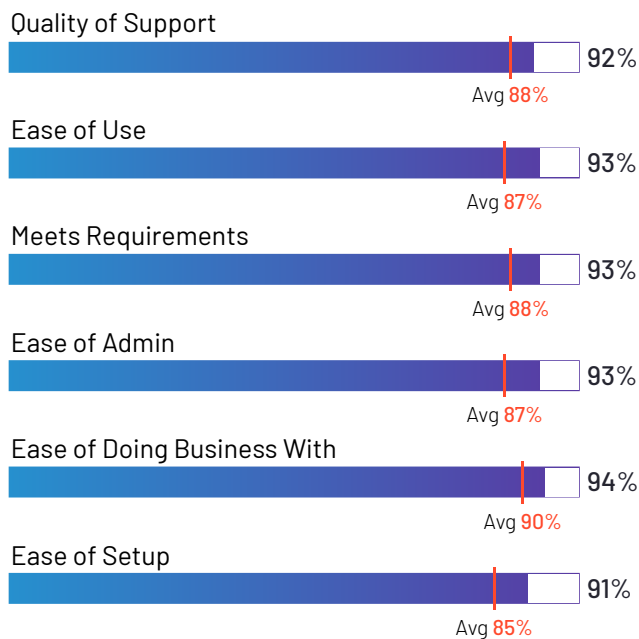orm Builder, Online Proofing, Kanban Project Management, Business Instant Messaging, Marketing Calendar , Work Management, and Project Collaboration categories.

Satisfaction Ratings

Quality of Support
92%
Avg 88%

Ease of Use
93%
Avg 87%

Meets Requirements
93%
Avg 88%

Ease of Admin
93%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
91%
Avg 85%

Top Industries Represented

● Marketing and Advertising		126
● Information Technology and Services		66
● Computer Software		44
● Real Estate		31
● Financial Services		29

Highest-Rated Features

Call Center Features
96%
Avg 84%

Social Network Integration
95%
Avg 81%

Task / Activity Management
93%
Avg 87%

Lowest-Rated Features

Territory & Quota Management
87%
Avg 83%

Sandbox / Test Environments
87%
Avg 82%

Quote & Order Management
88%
Avg 84%
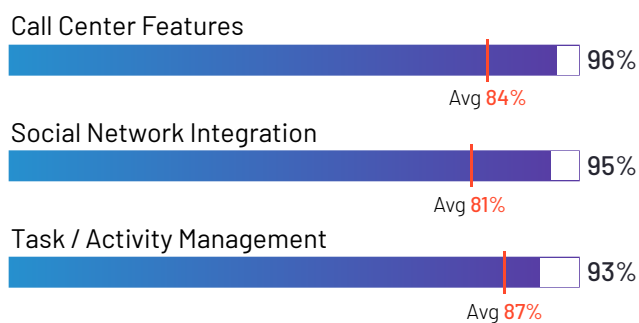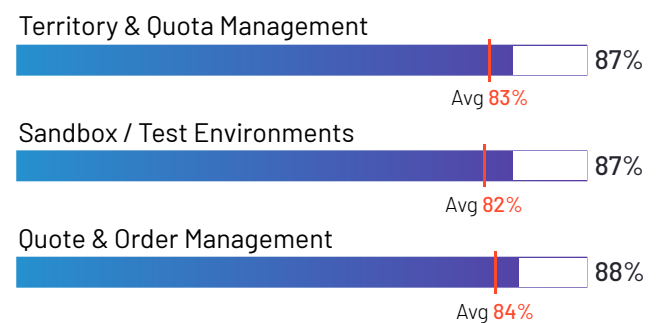
Ownership
monday.com

HQ Location
Tel Aviv, Israel

Year Founded
2012

Employees (Listed On Linkedin™)
1212

Company Website
monday.com

Pipedrive

4.2 ★★★★☆ (1,486)

Leader SPRING 2022

Pipedrive has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 90% 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 Pipedrive at a rate of 85%. Pipedrive is also in the Online Form Builder category.

Satisfaction Ratings

Quality of Support — 86%
Avg 88%

Ease of Use — 90%
Avg 87%

Meets Requirements — 86%
Avg 88%

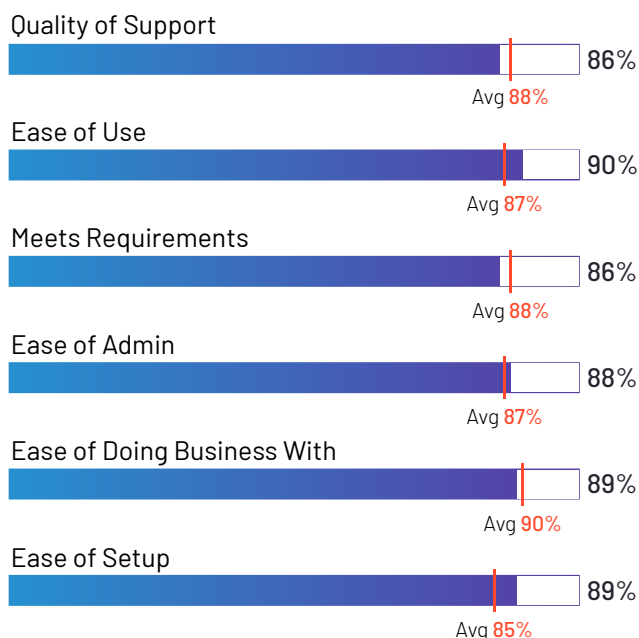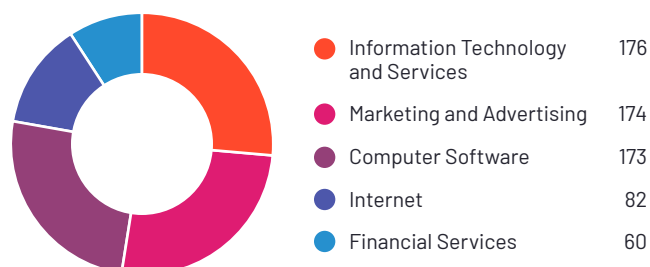**Ease of Admin** — 88%
Avg 87%

Ease of Doing Business With — 89%
Avg 90%

Ease of Setup — 89%
Avg 85%

Top Industries Represented

Industry	Count
Information Technology and Services	176
Marketing and Advertising	174
Computer Software	173
Internet	82
Financial Services	60

Highest-Rated Features

Opportunity & Pipeline Mgmt. — 90%
Avg 86%

Performance and Reliability — 89%
Avg 88%

Contact & Account Management — 87%
Avg 89%

Lowest-Rated Features

Email Marketing — 77%
Avg 84%

Campaign Management — 77%
Avg 84%

Marketing ROI Analytics — 78%
Avg 83%

Ownership
Pipedrive

HQ Location
New York, NY

Year Founded
2010

Employees (Listed On Linkedin™)
946

Company Website
www.pipedrive.com

Freshsales

4.6 ★★★★½ **(956)**

Leader
SPRING
2022

Freshsales 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 Freshsales at a rate of 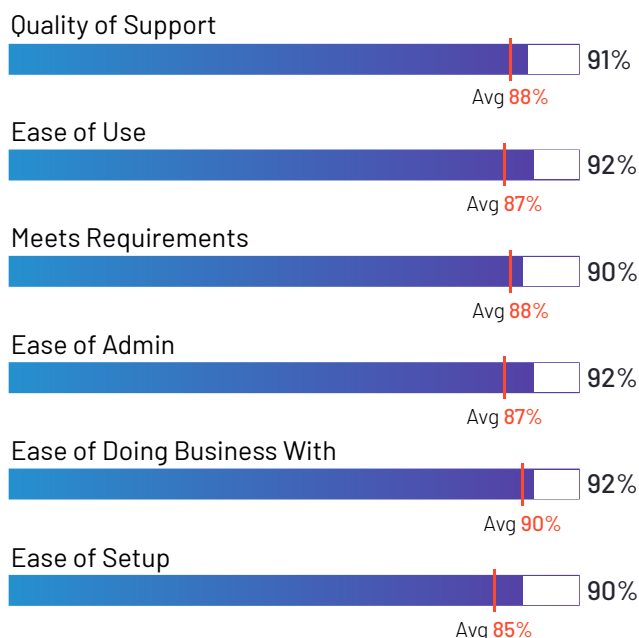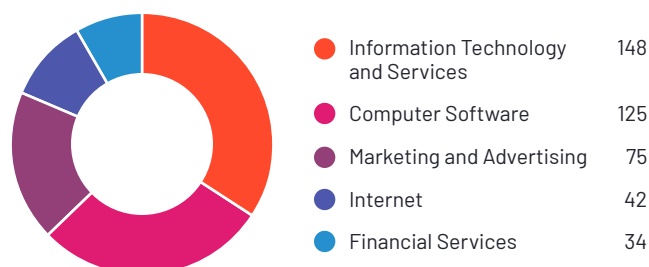92%. Freshsales is also in the Sales Platforms, Lead Scoring, Email Tracking, Sales Analytics, Outbound Call Tracking, Online Form Builder, and Sales Engagement categories.

Satisfaction Ratings

Quality of Support — 91%
Avg 88%

Ease of Use — 92%
Avg 87%

Meets Requirements — 90%
Avg 88%

Ease of Admin — 92%
Avg 87%

Ease of Doing Business With — 92%
Avg 90%

Ease of Setup — 90%
Avg 85%

Top Industries Represented

Industry	Count
Information Technology and Services	148
Computer Software	125
Marketing and Advertising	75
Internet	42
Financial Services	34

Highest-Rated Features

Performance and Reliability — 91%
Avg 88%

Contact & Account Management — 91%
Avg 89%

Lead Management — 91%
Avg 88%

Lowest-Rated Features

Sandbox / Test Environments — 82%
Avg 82%

Breadth of Partner Applications — 83%
Avg 79%

Output Document Generation — 83%
Avg 82%

Ownership
Freshworks

HQ Location
San Mateo, CA

Year Founded
2010

Employees (Listed On Linkedin™)
5228

Company Website
www.freshworks.com

SharpSpring

4.5 ⭐⭐⭐⭐½ (716)

Leader SPRING 2022

SharpSpring 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, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend SharpSpring at a rate of 93%. SharpSpring is also in the Marketing Platforms, Sales Platforms, Marketing Automation, Social Media Management, Attribution, Visitor Identification, Marketing Analytics, Sales Analytics, Landing Page Builders, Customer Journey Analytics, Online Form Builder, and Email Template Builder categories.

Satisfaction Ratings

Quality of Support
93%
Avg 88%

Ease of Use
89%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
91%
Avg 87%

Ease of Doing Business With
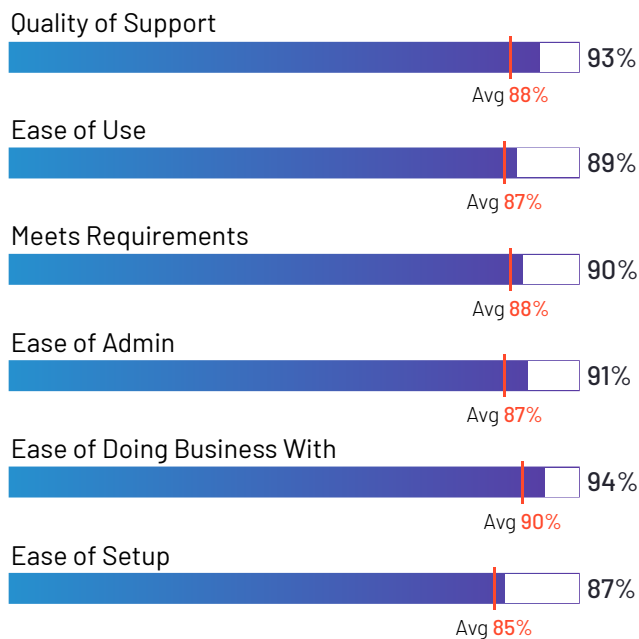94%
Avg 90%

Ease of Setup
87%
Avg 85%

Top Industries Represented

● Marketing and Advertising	218
● Information Technology and Services	21
● Computer Software	12
● Management Consulting	10
● Financial Services	9

Highest-Rated Features

Social Collaboration Features
97%
Avg 82%

Workflow Capability
97%
Avg 85%

Contact & Account Management
96%
Avg 89%

Lowest-Rated Features

Mobile User Support
87%
Avg 83%

Social Network Integration
88%
Avg 81%

Forecasting
91%
Avg 84%

Ownership
Constant Contact

HQ Location
Waltham, MA

Employees (Listed On Linkedin™)
1207

Company Website
www.constantcontact.com

Keap

4.2 ★★★★☆ (1,349)

Leader
SPRING
2022

Keap has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 87% 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 Keap at a rate of 85%. Keap is also in the Marketing Automation, Email Tracking, Lead Capture, Lead Scoring, Sales Analytics, Landing Page Builders, Invoice Management, Email Template Builder, Quote-to-Cash, and SMS Marketing categories.

Satisfaction Ratings

Quality of Support
86%
Avg **88%**

Ease of Use
76%
Avg **87%**

Meets Requirements
86%
Avg **88%**

Ease of Admin
78%
Avg **87%**

Ease of Doing Business With
86%
Avg **90%**

Ease of Setup
72%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	180
● Health, Wellness and Fitness	81
● Professional Training & Coaching	69
● Real Estate	68
● Management Consulting	51

Highest-Rated Features

Campaign Management
92%
Avg **84%**

Email Marketing
91%
Avg **84%**

Workflow Capability
90%
Avg **85%**

Lowest-Rated Features

Social Collaboration Features
71%
Avg **82%**

Social Network Integration
74%
Avg **81%**

Partner Relationship Mgmt. (PRM)
75%
Avg **85%**

Ownership
Keap

HQ Location
Chandler, Arizona

Year Founded
2001

Employees (Listed On Linkedin™)
398

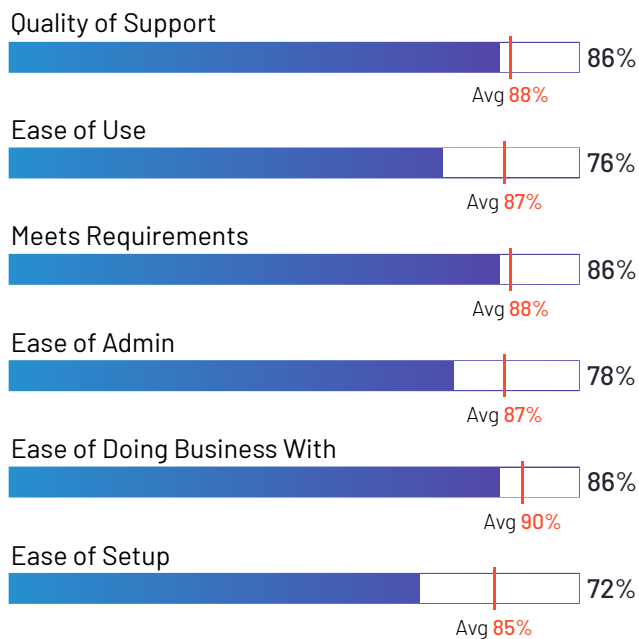**Company Website**
keap.com

Copper

4.5 ★★★★☆ (863)

Leader
SPRING
2022

Copper 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, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Copper at a rate of 91%.

Satisfaction Ratings

Quality of Support
89%
Avg 88%

Ease of Use
93%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
92%
Avg 87%

Ease of Doing Business With
93%
Avg 90%

Ease of Setup
90%
Avg 85%

Top Industries Represented

● Marketing and Advertising	99
● Computer Software	67
● Information Technology and Services	64
● Real Estate	59
● Financial Services	38

Highest-Rated Features

Contact & Account Management
92%
Avg 89%

Performance and Reliability
91%
Avg 88%

Desktop Integration
91%
Avg 85%

Lowest-Rated Features

Campaign Management
77%
Avg 84%

Territory & Quota Management
80%
Avg 83%

Quote & Order Management
80%
Avg 84%

Ownership
Copper

HQ Location
San Francisco, CA

Year Founded
2013

Employees (Listed On Linkedin™)
145

Company Website
www.copper.com

Thryv

4.6 ★★★★½ **(186)**

Leader
SPRING
2022

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, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Thryv at a rate of 94%. Thryv is also in the Payment Processing, Marketing Automation, Social Media Management, Online Reputation Management, Online Appointment Scheduling, and Local Listing Management categories.

Satisfaction Ratings

Quality of Support
95%
Avg **88%**

Ease of Use
96%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
96%
Avg **87%**

Ease of Doing Business With
96%
Avg **90%**

Ease of Setup
93%
Avg **85%**

Top Industries Represented

● Construction	17
● Accounting	9
● Consumer Services	9
● Insurance	8
● Marketing and Advertising	6

Highest-Rated Features

Internationalization
100%
Avg **85%**

Sandbox / Test Environments
99%
Avg **82%**

Performance and Reliability
98%
Avg **88%**

Lowest-Rated Features

Territory & Quota Management
89%
Avg **83%**

Customization
89%
Avg **85%**

Workflow Capability
90%
Avg **85%**
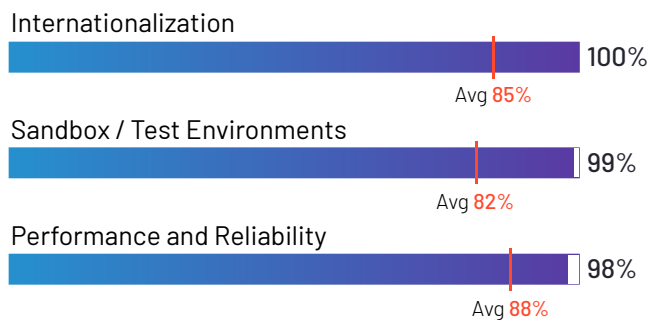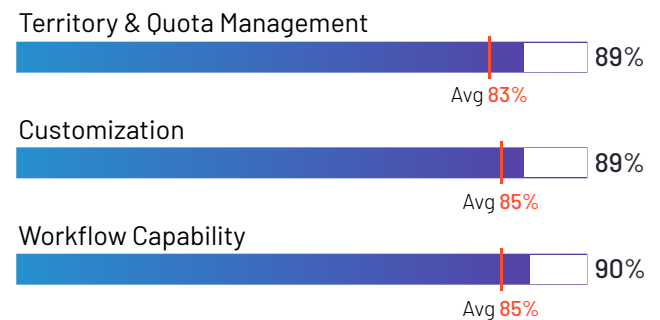
Ownership
Thryv

HQ Location
Dallas, TX

Year Founded
2012

Employees (Listed On Linkedin™)
2295

Company Website
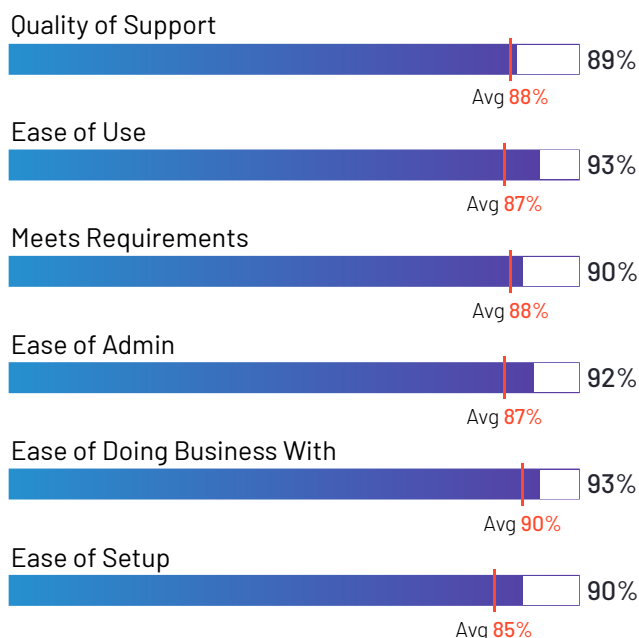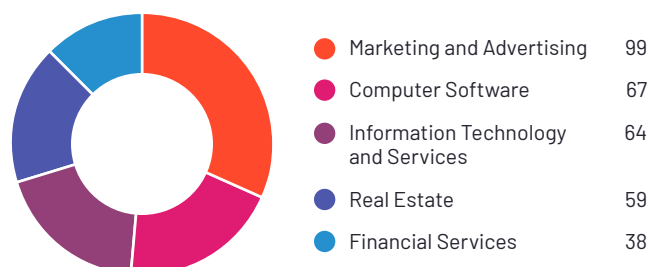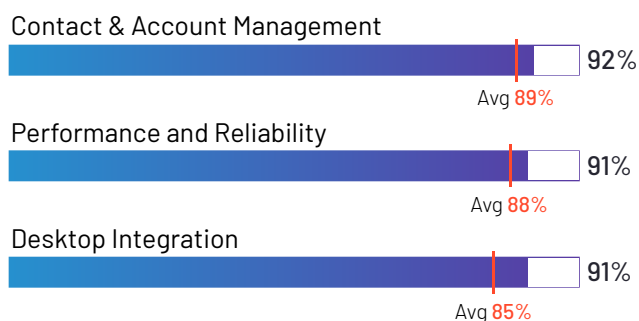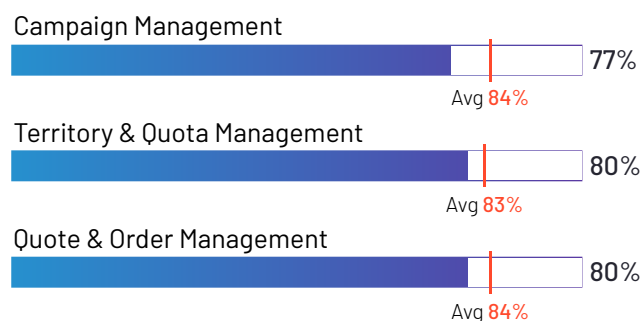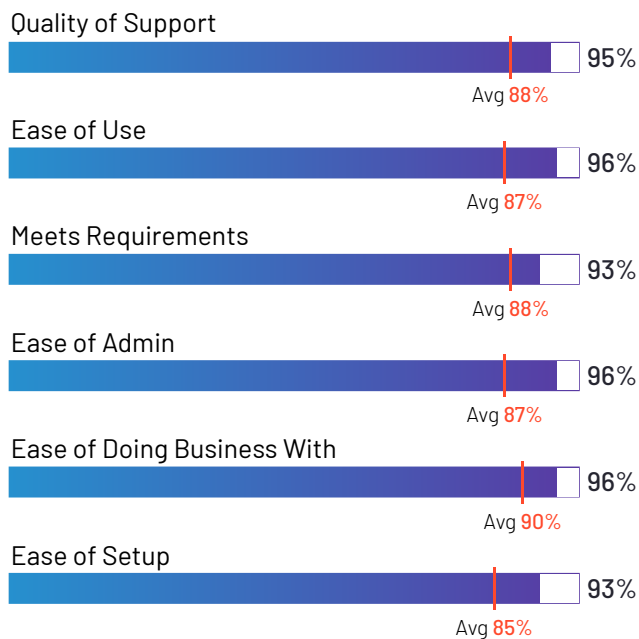Thryv.com

Pipeliner CRM
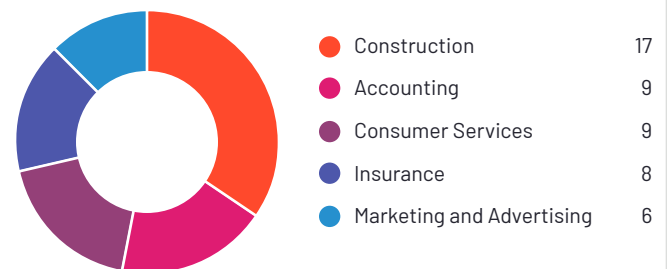
4.7 ★★★★½ (413)

Leader SPRING 2022

Pipeliner 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 Pipeliner at a rate of 93%. Pipeliner is also in the Sales Performance Management category.

Satisfaction Ratings

Quality of Support
93%
Avg 88%

Ease of Use
94%
Avg 87%

Meets Requirements
93%
Avg 88%

Ease of Admin
93%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
92%
Avg 85%

Top Industries Represented

● Information Technology and Services	38
● Marketing and Advertising	28
● Computer Software	23
● Telecommunications	17
● Financial Services	15

Highest-Rated Features

Performance and Reliability
94%
Avg 88%

Lead Management
94%
Avg 88%

Workflow Capability
94%
Avg 85%

Lowest-Rated Features

Document & Content Mgmt.
89%
Avg 82%

Quote & Order Management
89%
Avg 84%

Campaign Management
90%
Avg 84%

Ownership
Pipelinersales Inc.

HQ Location
Los Angeles, CA

Year Founded
2007

Employees (Listed On Linkedin™)
147

Company Website
www.pipelinersales.com

Zendesk Sell

4.2 ★★★★☆ **(442)**

Leader
SPRING
2022

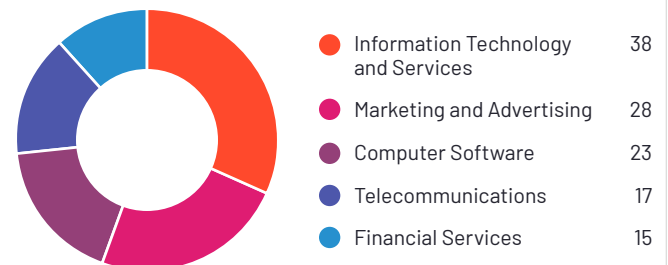Zendesk Sell has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 90% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Zendesk Sell at a rate of 85%. Zendesk Sell is also in the Sales Platforms and Sales Analytics categories.
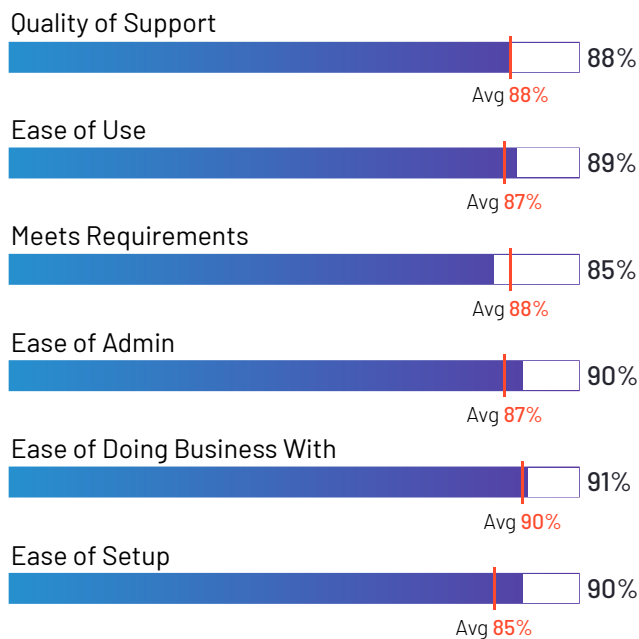
Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
89%
Avg **87%**

Meets Requirements
85%
Avg **88%**

Ease of Admin
90%
Avg **87%**

Ease of Doing Business With
91%
Avg **90%**

Ease of Setup
90%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	57
● Computer Software	31
● Information Technology and Services	24
● Internet	24
● Construction	22

Highest-Rated Features

Performance and Reliability
91%
Avg **88%**

Data Import & Export Tools
89%
Avg **85%**

User, Role, and Access Management
88%
Avg **88%**

Lowest-Rated Features

Social Network Integration
78%
Avg **81%**

Email Marketing
79%
Avg **84%**

Marketing ROI Analytics
79%
Avg **83%**
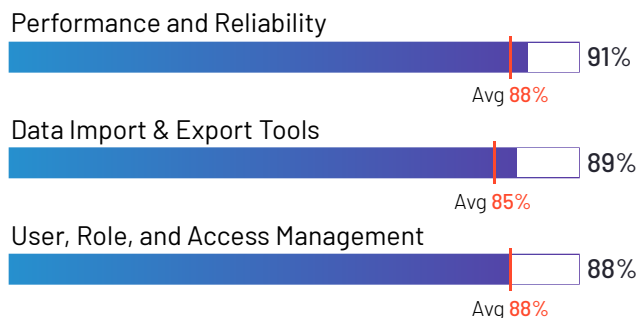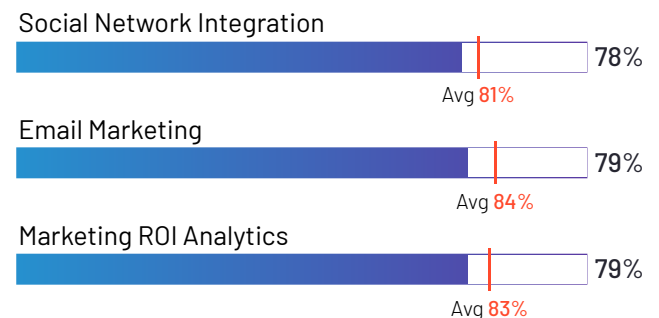
Ownership
Zendesk

HQ Location
San Francisco, CA

Year Founded
2007

Total Revenue
$1,030 (USD MM)

Employees (Listed On Linkedin™)
6244

Company Website
www.zendesk.com

Nimble

4.5 ★★★★½ (980)

Leader
SPRING
2022

Nimble 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 Sales Intelligence and Email Tracking categories.
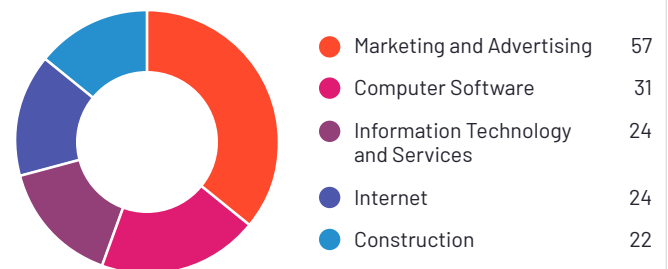
Satisfaction Ratings

Quality of Support — **90%** — Avg **88%**

Ease of Use — **91%** — Avg **87%**

Meets Requirements — **87%** — Avg **88%**

Ease of Admin — **91%** — Avg **87%**

Ease of Doing Business With — **92%** — Avg **90%**

Ease of Setup — **92%** — Avg **85%**

Top Industries Represented

● Marketing and Advertising	137
● Information Technology and Services	84
● Computer Software	57
● Management Consulting	49
● Internet	46

Highest-Rated Features

Social Network Integration — **91%** — Avg **81%**

Contact & Account Management — **90%** — Avg **89%**

Performance and Reliability — **90%** — Avg **88%**

Lowest-Rated Features

Sandbox / Test Environments — **73%** — Avg **82%**

Internationalization — **74%** — Avg **85%**

Customization — **79%** — Avg **85%**

Ownership
Nimble

HQ Location
Santa Monica, CA

Year Founded
2008

Employees (Listed On Linkedin™)
50

Company Website
www.nimble.com

Vendasta

4.5 ★★★★½ (280)

Leader
SPRING
2022

Vendasta 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, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Vendasta at a rate of 94%. 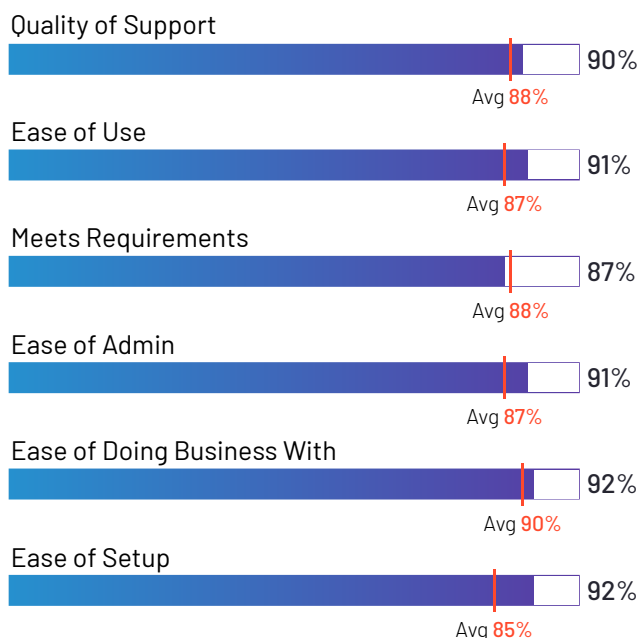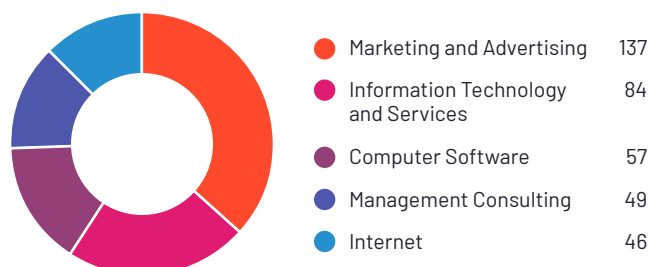Vendasta is also in the E-Commerce Platforms, Marketing Automation, Managed Hosting, Sales Intelligence, Web Hosting, Social Media Management, Social Media Analytics, Online Reputation Management, Online Appointment Scheduling, Website Builder, Task Management, Sales Enablement, Local SEO, Local Listing Management, and Subscription Billing categories.

Satisfaction Ratings

Quality of Support
97%
Avg **88%**

Ease of Use
89%
Avg **87%**

Meets Requirements
92%
Avg **88%**

Ease of Admin
89%
Avg **87%**

Ease of Doing Business With
94%
Avg **90%**

Ease of Setup
87%
Avg **85%**

Top Industries Represented

Industry	
● Marketing and Advertising	99
● Internet	5
● Management Consulting	5
● Broadcast Media	3
● Construction	3

Highest-Rated Features

Dashboards
97%
Avg **86%**

Customer Support Portal
97%
Avg **85%**

Reporting
96%
Avg **85%**

Lowest-Rated Features

Integration APIs
81%
Avg **82%**

Mobile User Support
87%
Avg **83%**

Sandbox / Test Environments
88%
Avg **82%**
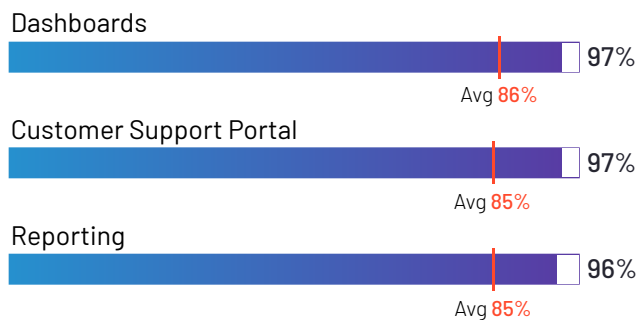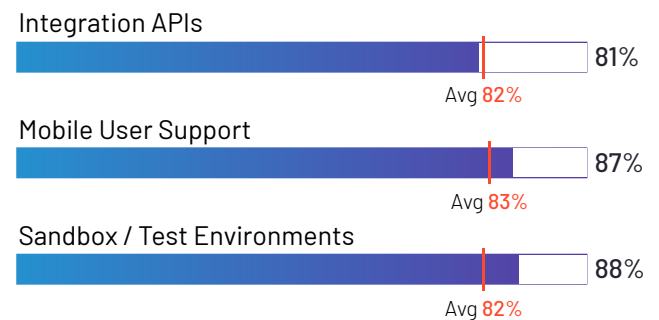
Ownership
Vendasta

HQ Location
Saskatchewan, Canada

Year Founded
2008

Employees (Listed On Linkedin™)
556

Company Website
www.vendasta.com

Dynamics 365 Sales

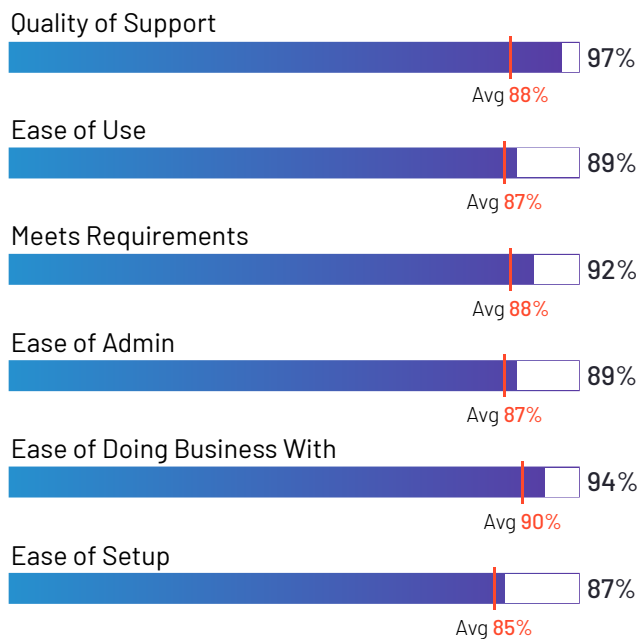**3.8** ★★★★☆ (1,522) Dynamics 365 Sales has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 74% of users rated it 4 or 5 stars, 68% of users believe it is headed in the right direction, and users said they would be likely to recommend Microsoft Dynamics 365 Sales at a rate of 75%.

Leader
SPRING
2022

Satisfaction Ratings

Quality of Support
78%
Avg 88%

Ease of Use
78%
Avg 87%

Meets Requirements
83%
Avg 88%

Ease of Admin
79%
Avg 87%

Ease of Doing Business With
81%
Avg 90%

Ease of Setup
76%
Avg 85%

Top Industries Represented

Industry	Count
Information Technology and Services	167
Computer Software	111
Marketing and Advertising	55
Financial Services	53
Retail	53

Highest-Rated Features

User, Role, and Access Management
84%
Avg 88%

Contact & Account Management
84%
Avg 89%

Customization
84%
Avg 85%

Lowest-Rated Features

Mobile User Support
78%
Avg 83%

Social Collaboration Features
78%
Avg 82%

Campaign Management
79%
Avg 84%

Ownership
Microsoft

HQ Location
Redmond, WA

Year Founded
1975

Total Revenue
$143,015 (USD MM)

Employees (Listed On Linkedin™)
218146

Company Website
clarity.microsoft.com

Nutshell

4.2 ★★★★☆ (636)

Leader
SPRING
2022

Nutshell has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 89% 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 Nutshell at a rate of 84%. Nutshell is also in the Sales Platforms, Sales Analytics, Sales Engagement, Email Marketing, and Google Workspace for Sales categories.

Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
89%
Avg **87%**

Meets Requirements
85%
Avg **88%**

Ease of Admin
88%
Avg **87%**

Ease of Doing Business With
89%
Avg **90%**

Ease of Setup
87%
Avg **85%**

Top Industries Represented

Computer Software	62
Marketing and Advertising	59
Information Technology and Services	34
Construction	27
Financial Services	22

Highest-Rated Features

Performance and Reliability
87%
Avg **88%**

Contact & Account Management
87%
Avg **89%**

Lead Management
86%
Avg **88%**

Lowest-Rated Features

Sandbox / Test Environments
70%
Avg **82%**

Document & Content Mgmt.
73%
Avg **82%**

Marketing ROI Analytics
75%
Avg **83%**

Ownership
Nutshell

HQ Location
Ann Arbor, Michigan

Year Founded
2009

Employees (Listed On Linkedin™)
58

Company Website
www.nutshell.com

Pipeline CRM

4.4 ★★★★⯪ (901)

Leader SPRING 2022

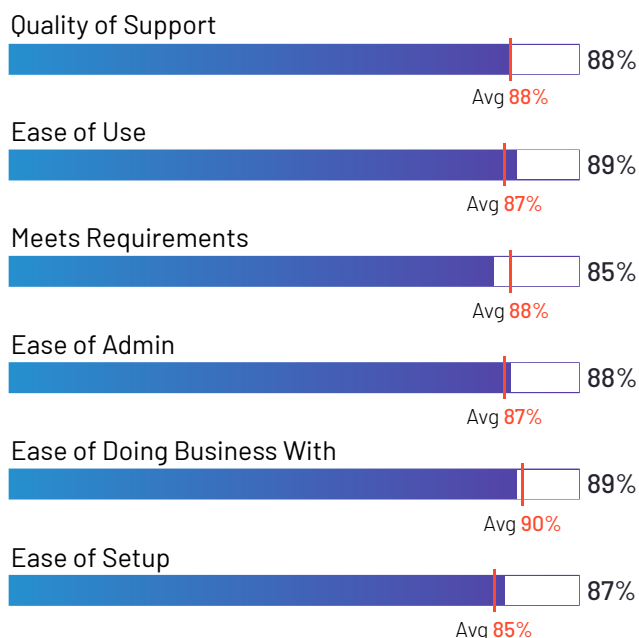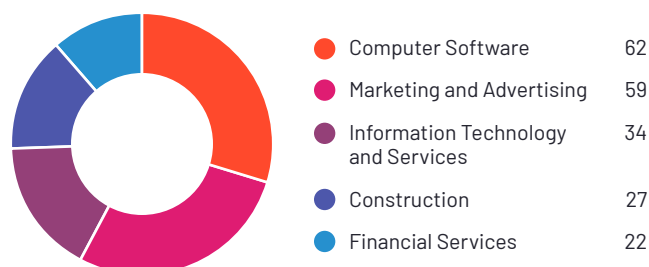Pipeline CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 92% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Pipeline CRM at a rate of 87%.

Satisfaction Ratings

Quality of Support
91%
Avg **88%**

Ease of Use
90%
Avg **87%**

Meets Requirements
88%
Avg **88%**

Ease of Admin
91%
Avg **87%**

Ease of Doing Business With
92%
Avg **90%**

Ease of Setup
90%
Avg **85%**

Top Industries Represented

🔴	Construction	84
🔴	Marketing and Advertising	73
🟣	Information Technology and Services	61
🔵	Computer Software	36
🔵	Internet	33

Highest-Rated Features

Performance and Reliability
91%
Avg **88%**

Contact & Account Management
89%
Avg **89%**

Opportunity & Pipeline Mgmt.
89%
Avg **86%**

Lowest-Rated Features

Breadth of Partner Applications
75%
Avg **79%**

Sandbox / Test Environments
77%
Avg **82%**

Social Network Integration
77%
Avg **81%**

Ownership
PipelineDeals

HQ Location
Seattle, WA

Year Founded
2006

Employees (Listed On Linkedin™)
41

Company Website
www.pipelinedeals.com

Insightly CRM

4.2 ★★★★☆ (705)

Leader
SPRING
2022
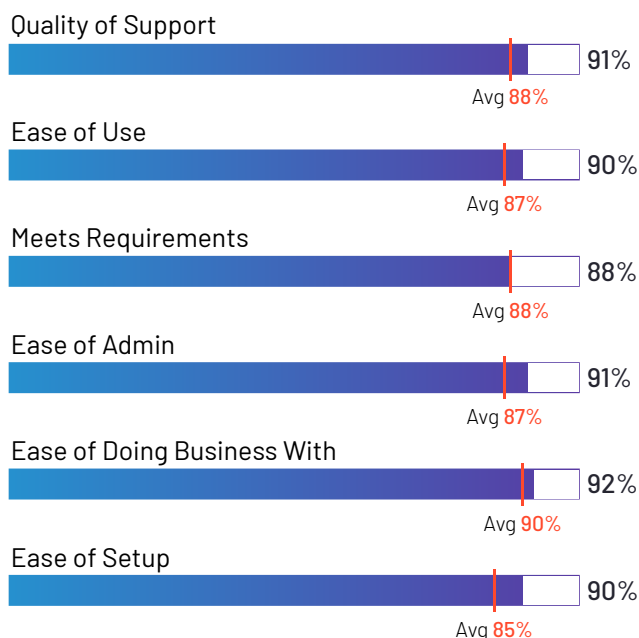
Insightly CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 86% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Insightly CRM at a rate of 84%.

Satisfaction Ratings

Quality of Support — 82%
Avg **88**%

Ease of Use — 86%
Avg **87**%

Meets Requirements — 85%
Avg **88**%

Ease of Admin — 87%
Avg **87**%

Ease of Doing Business With — 87%
Avg **90**%

Ease of Setup — 85%
Avg **85**%

Top Industries Represented

● Marketing and Advertising	79
● Information Technology and Services	47
● Computer Software	32
● Real Estate	30
● Financial Services	23

Highest-Rated Features

Sandbox / Test Environments — 88%
Avg **82**%

Contact & Account Management — 87%
Avg **89**%

Performance and Reliability — 86%
Avg **88**%

Lowest-Rated Features

Breadth of Partner Applications — 77%
Avg **79**%

Product & Price List Management — 78%
Avg **84**%

Campaign Management — 78%
Avg **84**%

Ownership
Insightly

HQ Location
San Francisco, CA

Year Founded
2012

Employees (Listed On Linkedin™)
126

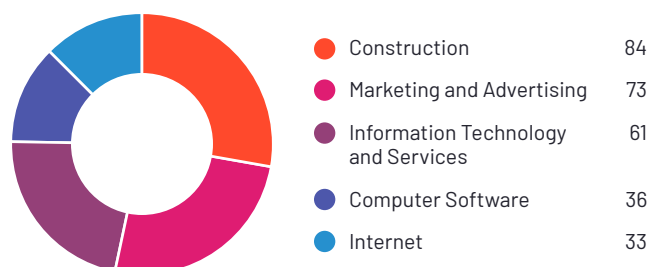**Company Website**
www.insightly.com
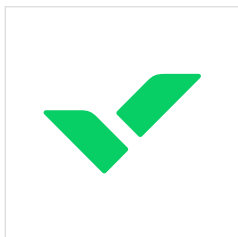
Wrike

4.2 ★★★★☆ (2,388) Wrike 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 sa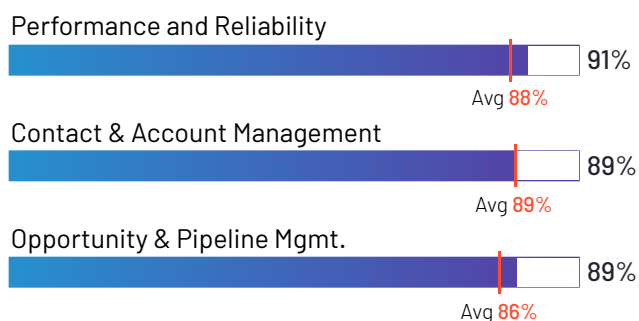id they would be 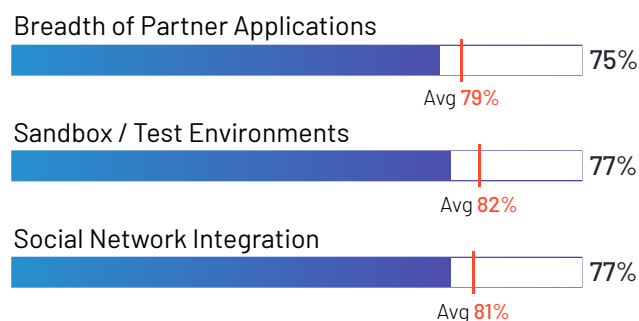likely to recommend Wrike at a rate of 89%. Wrike is also in the Task Management, Workflow Management, Marketing Resource Management, Project Management, Time Tracking, Bug Tracking, Product Management, Online Proofing, Marketing Calendar, Work Management, and Project Collaboration categories.

Leader
SPRING
2022

Satisfaction Ratings

Quality of Support
92%
Avg **88%**

Ease of Use
88%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
86%
Avg **87%**

Ease of Doing Business With
89%
Avg **90%**

Ease of Setup
87%
Avg **85%**

Top Industries Represented

●	Marketing and Advertising	32
●	Information Technology and Services	14
●	Computer Software	9
●	Health, Wellness and Fitness	6
●	Higher Education	5

Highest-Rated Features

Workflow Capability
97%
Avg **85%**

Performance and Reliability
96%
Avg **88%**

Data Import & Export Tools
96%
Avg **85%**

Lowest-Rated Features

Sandbox / Test Environments
79%
Avg **82%**

Breadth of Partner Applications
81%
Avg **79%**

Internationalization
84%
Avg **85%**

Ownership
Wrike, Inc.

HQ Location
San Jose, California

Year Founded
2006

Employees (Listed On Linkedin™)
985

Company Website
www.wrike.com

ClickUp

4.7 ★★★★⯪ **(4,051)**

Leader
SPRING
2022

ClickUp 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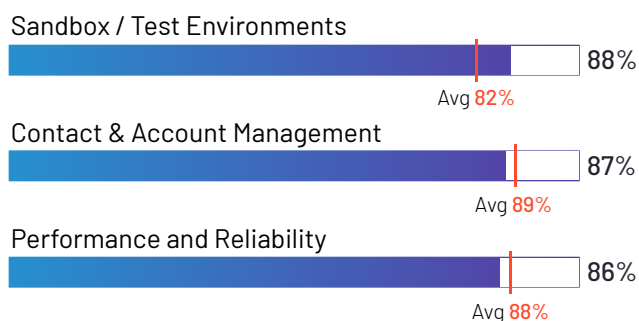 they would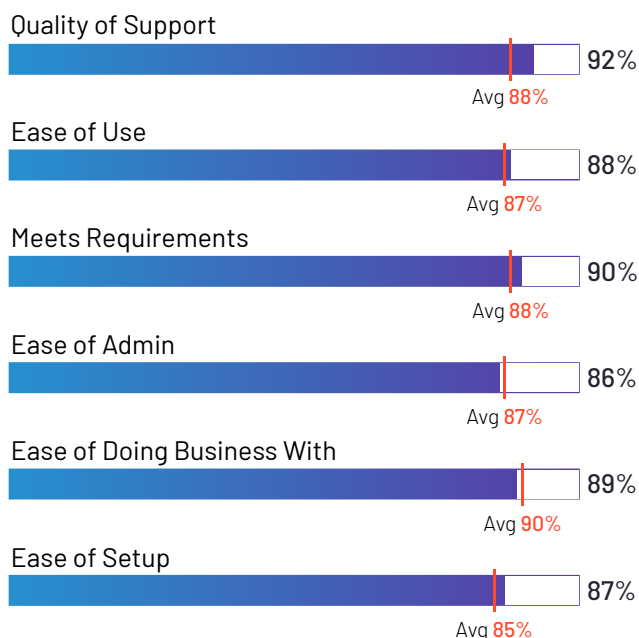 be likely to recommend ClickUp at a rate of 93%. ClickUp is also in the Marketing Resource Management, Marketing Calendar , IT Alerting, Incident Management, IT Service Management (ITSM) Tools, Event Planning, Time Tracking, Knowledge Base, Online Form Builder, Online Proofing, Strategy and Innovation Roadmapping Tools , Kanban Project Management, Project Collaboration, Mind Mapping, Visual Collaboration Platforms, Collaborative Whiteboard, Objectives and Key Results (OKR), Note-Taking Management, Business Instant Messaging, Project Management, Bug Tracking, Task Management, Product Management, and Work Management categories.

Satisfaction Ratings

Quality of Support
93%
Avg **88%**

Ease of Use
90%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
90%
Avg **87%**

Ease of Doing Business With
93%
Avg **90%**

Ease of Setup
87%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	25
● Information Technology and Services	17
● Computer Software	13
● Management Consulting	7
● Accounting	6

Highest-Rated Features

Support Analytics
94%
Avg **85%**

Call Center Features
91%
Avg **84%**

Social Collaboration Features
90%
Avg **82%**

Lowest-Rated Features

Territory & Quota Management
80%
Avg **83%**

Customer Contract Management
80%
Avg **86%**

Contact & Account Management
81%
Avg **89%**

Ownership
ClickUp

HQ Location
San Diego, California

Year Founded
2016

Employees (Listed On Linkedin™)
794

Company Website
ClickUp.com

Close

4.5 ★★★★½ (239)

Leader
SPRING
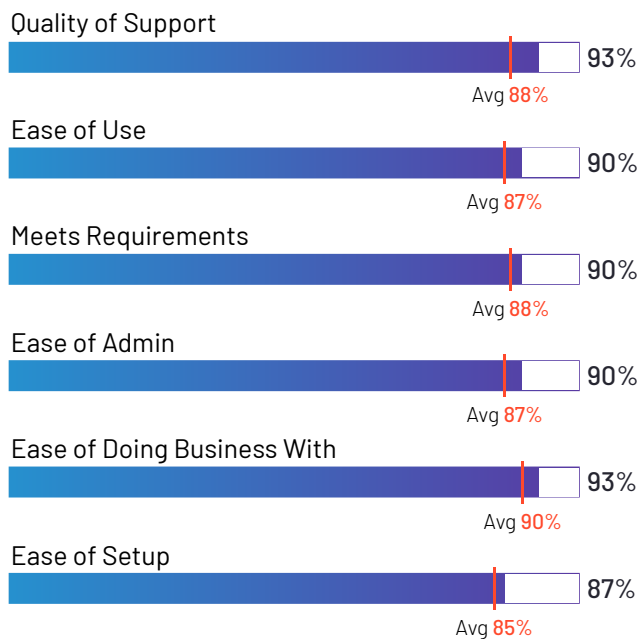2022

Close 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 Close at a rate of 91%. Close is also in the SMS Marketing, Email Marketing, Email Tracking, and Outbound Call Tracking categories.

Satisfaction Ratings

Quality of Support
91%
Avg 88%

Ease of Use
92%
Avg 87%

Meets Requirements
89%
Avg 88%

Ease of Admin
87%
Avg 87%

Ease of Doing Business With
92%
Avg 90%

Ease of Setup
89%
Avg 85%

Top Industries Represented

Computer Software	41
Marketing and Advertising	30
Information Technology and Services	26
Internet	13
Financial Services	10

Highest-Rated Features

Desktop Integration
91%
Avg 85%

Contact & Account Management
91%
Avg 89%

Call Center Features
91%
Avg 84%

Lowest-Rated Features

Mobile User Support
68%
Avg 83%

Partner Relationship Mgmt. (PRM)
71%
Avg 85%

Social Network Integration
74%
Avg 81%

Ownership
Close

HQ Location
San Francisco, California

Year Founded
2013

Employees (Listed On Linkedin™)
63

Company Website
close.com

Nextiva

4.4 ★★★★½ (750)

Leader
SPRING
2022

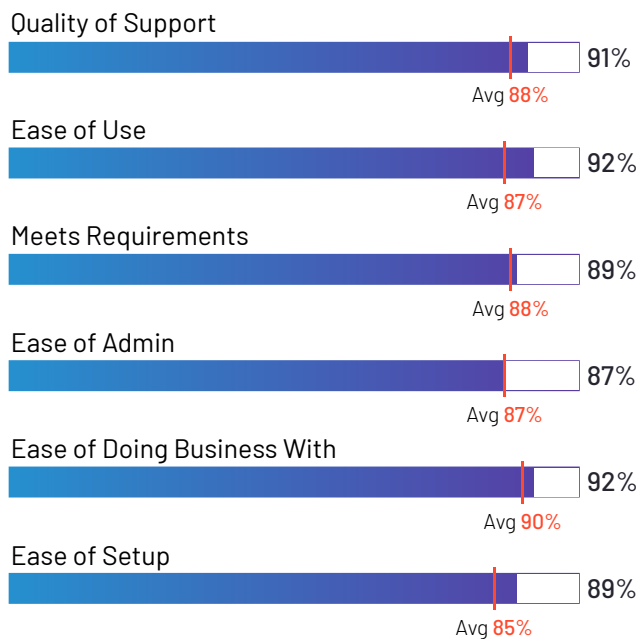Nextiva has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 92% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Nextiva at a rate of 87%. Nextiva is also in the Online Form Builder, Survey, Contact Center Infrastructure (CCI), VoIP, Live Chat, Audio Conferencing, and UCaaS Platforms categories.

Satisfaction Ratings

Quality of Support
90%
Avg 88%

Ease of Use
89%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
85%
Avg 87%

Ease of Doing Business With
91%
Avg 90%

Ease of Setup
82%
Avg 85%

Top Industries Represented

● Accounting	8
● Financial Services	7
● Insurance	6
● Real Estate	6
● Construction	5

Highest-Rated Features

Dashboards
87%
Avg 86%

Campaign Management
87%
Avg 84%

User, Role, and Access Management
86%
Avg 88%

Lowest-Rated Features

Sandbox / Test Environments
70%
Avg 82%

Document & Content Mgmt.
71%
Avg 82%

Output Document Generation
72%
Avg 82%
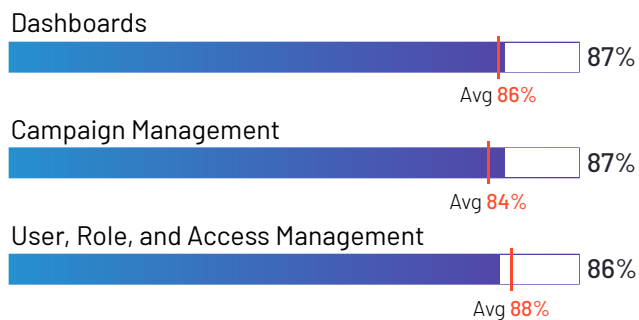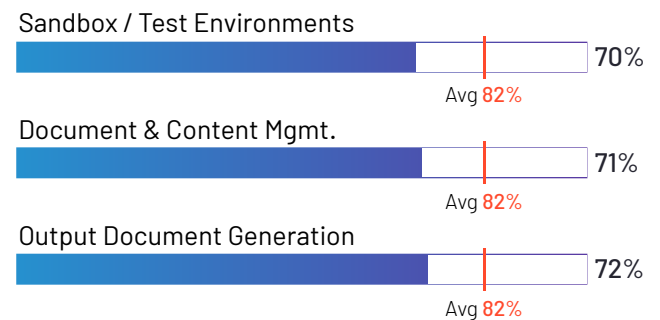
Ownership
Nextiva

HQ Location
Scottsdale, AZ

Employees (Listed On Linkedin™)
1238

Company Website
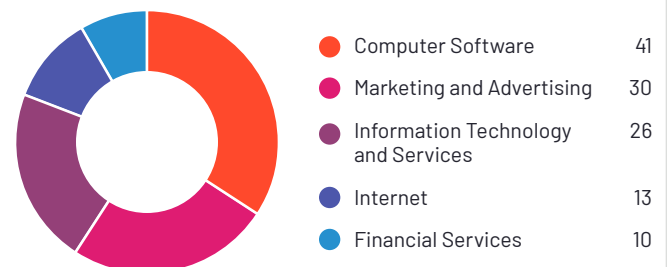www.nextiva.com

edrone

4.9 ★★★★★ (96)

Leader
SPRING
2022

edrone has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 100% 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 edrone at a rate of 97%. edrone is also in the Customer Communications Management, Marketing Automation, Transactional Email, Social Media Advertising, E-Merchandising, E-Commerce Personalization, E-Commerce Analytics, Personalization, and Pop-Up Builder categories.

Satisfaction Ratings

Quality of Support
99%
Avg 88%

Ease of Use
93%
Avg 87%

Meets Requirements
95%
Avg 88%

Ease of Admin
95%
Avg 87%

Ease of Doing Business With
98%
Avg 90%

Ease of Setup
92%
Avg 85%

Top Industries Represented

● Apparel & Fashion	16
● Retail	12
● Consumer Electronics	3
● Health, Wellness and Fitness	3
● Sporting Goods	3

Highest-Rated Features

Support Analytics
95%
Avg 85%

User, Role, and Access Management
95%
Avg 88%

Email Marketing
95%
Avg 84%

Lowest-Rated Features

Workflow Capability
87%
Avg 85%

Forecasting
88%
Avg 84%

Opportunity & Pipeline Mgmt.
88%
Avg 86%
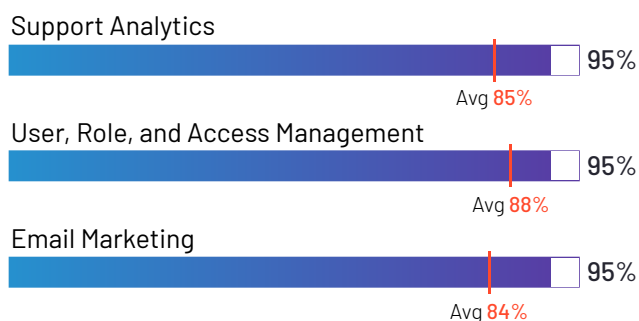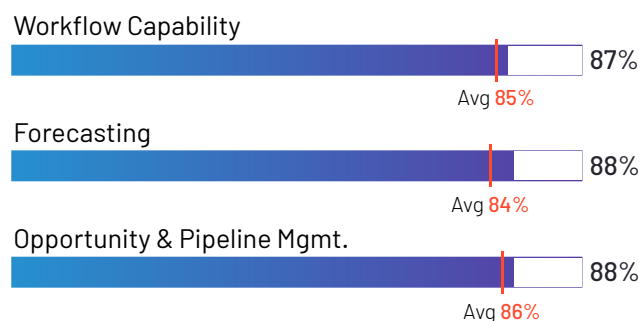
Ownership	HQ Location	Year Founded	Employees (Listed On Linkedin™)	Company Website
edrone	Krakow, Małopolska	2015	156	www.edrone.me

Creatio

4.6 ★★★★½ (214)

Leader
SPRING
2022

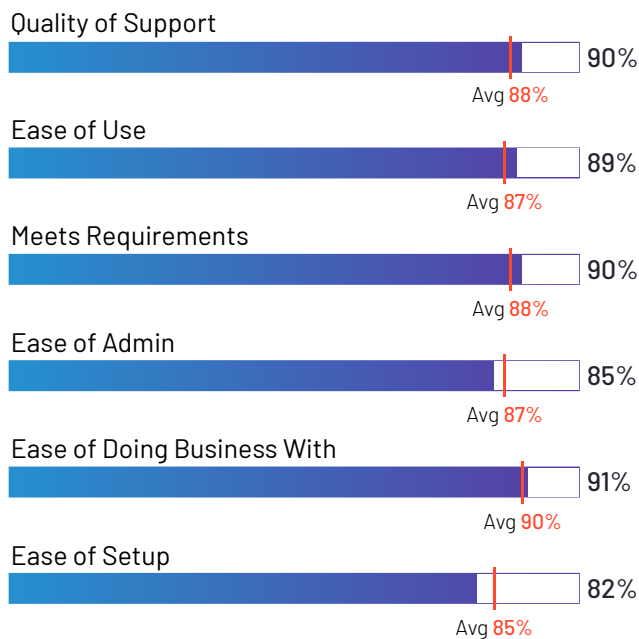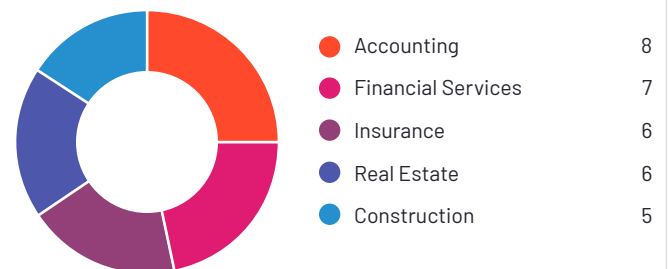Creatio has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 98% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Creatio at a rate of 93%. Creatio is also in the Workflow Management, Contact Center Operations, Business Process Management, Low-Code Development Platforms, Sales Analytics, No-Code Development Platforms, Digital Process Automation (DPA), and Sales Platforms categories.

Satisfaction Ratings

Quality of Support
93%
Avg 88%

Ease of Use
92%
Avg 87%

Meets Requirements
92%
Avg 88%

Ease of Admin
87%
Avg 87%

Ease of Doing Business With
92%
Avg 90%

Ease of Setup
84%
Avg 85%

Top Industries Represented

● Information Technology and Services	34
● Computer Software	18
● Financial Services	9
● Telecommunications	7
● Marketing and Advertising	6

Highest-Rated Features

Lead Management
92%
Avg 88%

Support Analytics
92%
Avg 85%

Case Management
92%
Avg 86%

Lowest-Rated Features

Breadth of Partner Applications
84%
Avg 79%

Output Document Generation
85%
Avg 82%

Mobile User Support
86%
Avg 83%

Ownership
Creatio

HQ Location
Boston, Massachusetts

Year Founded
2013

Employees (Listed On Linkedin™)
473

Company Website
www.creatio.com
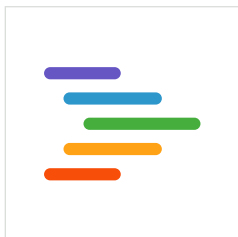
Accelo

4.4 ★★★★½ **(404)**

Leader
SPRING
2022

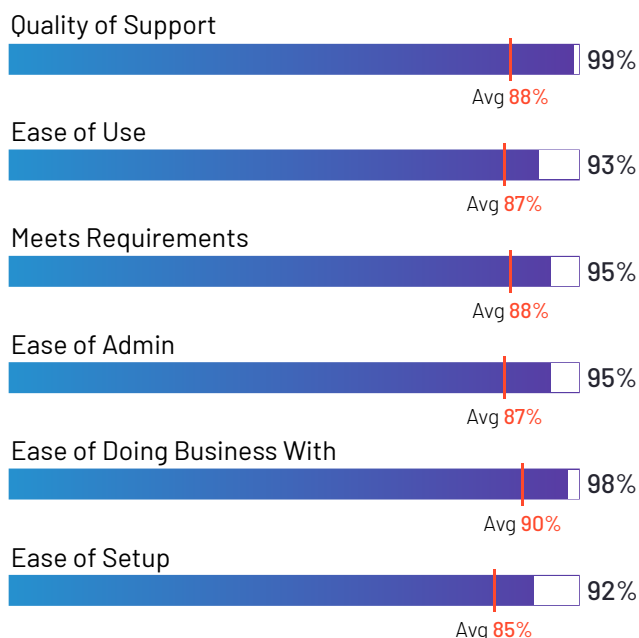Accelo has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Accelo at a rate of 90%. Accelo is also in the Contract Management, Project Management, Professional Services Automation, Customer Success, and Client Portal categories.

Satisfaction Ratings
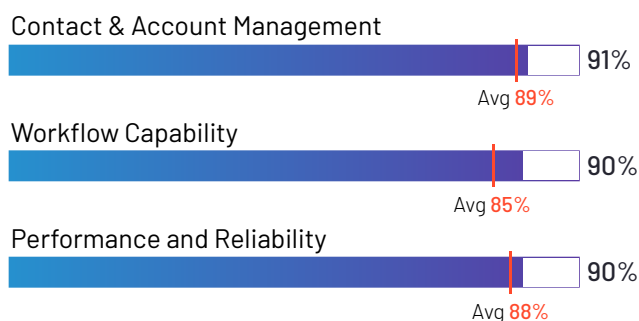
Quality of Support
92%
Avg 88%

Ease of Use
86%
Avg 87%

Meets Requirements
91%
Avg 88%

Ease of Admin
82%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
75%
Avg 85%

Top Industries Represented

● Marketing and Advertising		56
● Information Technology and Services		47
● Management Consulting		10
● Accounting		9
● Computer Software		6

Highest-Rated Features

Contact & Account Management
91%
Avg 89%

Workflow Capability
90%
Avg 85%

Performance and Reliability
90%
Avg 88%

Lowest-Rated Features

Sandbox / Test Environments
68%
Avg 82%

Internationalization
75%
Avg 85%

Breadth of Partner Applications
78%
Avg 79%
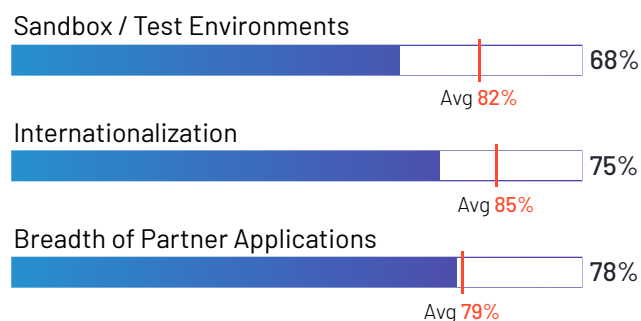
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
Accelo	San Francisco, CA	2011	125	www.accelo.com

Salesforce Essentials

4.2 ★★★★☆ (562)

Leader SPRING 2022

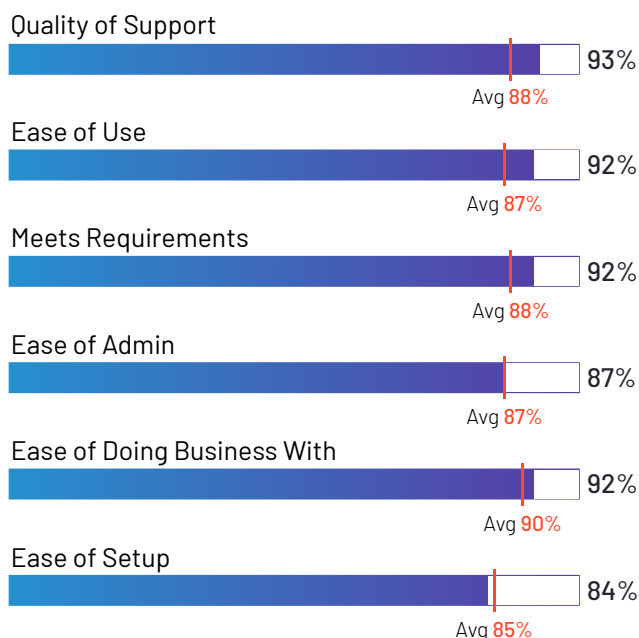Salesforce Essentials has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 90% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend Salesforce Essentials at a rate of 84%. Salesforce Essentials is also in the Digital Customer Service Platforms, Customer Self-Service, Help Desk, Live Chat, Outbound Call Tracking, and Google Workspace for Sales categories.
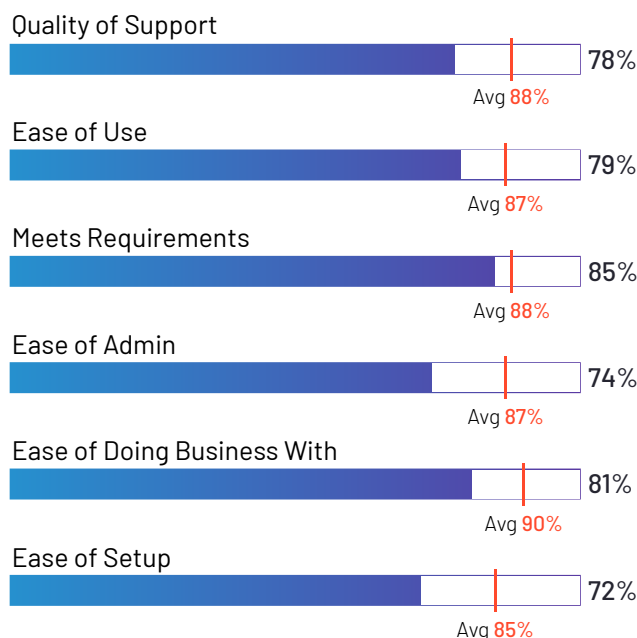
Satisfaction Ratings

Quality of Support
78%
Avg **88%**

Ease of Use
79%
Avg **87%**

Meets Requirements
85%
Avg **88%**

Ease of Admin
74%
Avg **87%**

Ease of Doing Business With
81%
Avg **90%**

Ease of Setup
72%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	41
● Information Technology and Services	38
● Computer Software	36
● Financial Services	25
● Construction	16

Highest-Rated Features

Performance and Reliability
90%
Avg **88%**

Contact & Account Management
89%
Avg **89%**

Opportunity & Pipeline Mgmt.
87%
Avg **86%**

Lowest-Rated Features

Call Center Features
73%
Avg **84%**

Email Marketing
75%
Avg **84%**

Document & Content Mgmt.
75%
Avg **82%**
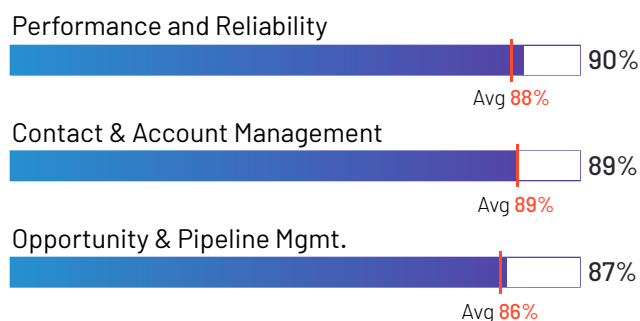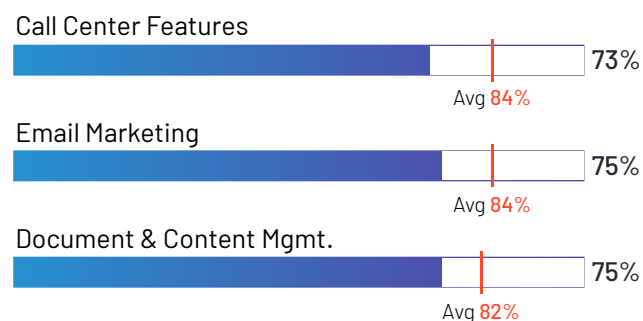
Ownership
Salesforce

HQ Location
San Francisco, CA

Year Founded
1999

Total Revenue
$21,252 (USD MM)

Employees (Listed On Linkedin™)
67676

Company Website
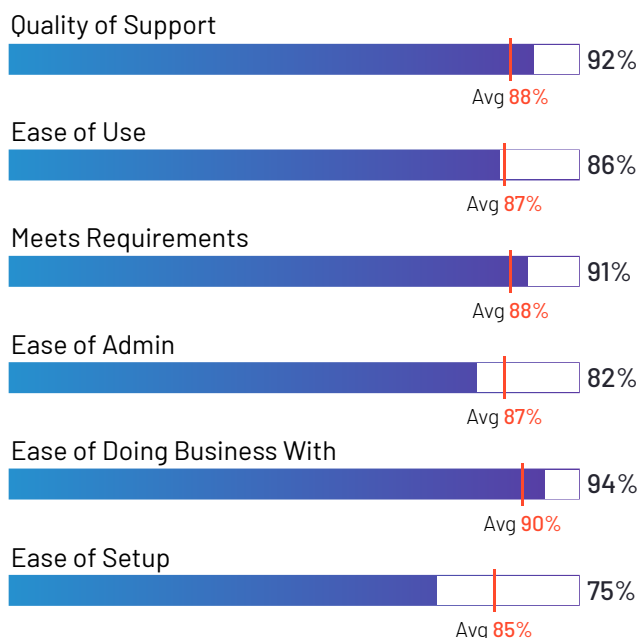www.coalescence.us

Deskera CRM

4.5 ★★★★⯨ **(87)**

Leader
SPRING
2022

Deskera CRM 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, 90% 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 91%.

Satisfaction Ratings

Quality of Support
94%
Avg 88%

Ease of Use
92%
Avg 87%

Meets Requirements
89%
Avg 88%

Ease of Admin
91%
Avg 87%

Ease of Doing Business With
92%
Avg 90%

Ease of Setup
92%
Avg 85%

Top Industries Represented

● Marketing and Advertising	27
● Computer Software	8
● Information Technology and Services	7
● Education Management	6
● Management Consulting	5

Highest-Rated Features

Mobile User Support
94%
Avg 83%

User, Role, and Access Management
92%
Avg 88%

Opportunity & Pipeline Mgmt.
91%
Avg 86%
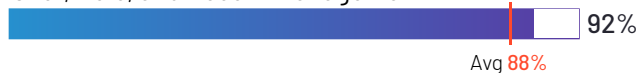
Lowest-Rated Features

Forecasting
64%
Avg 84%

Desktop Integration
77%
Avg 85%

Knowledge Base
81%
Avg 85%

Ownership	HQ Location	Year Founded	Employees (Listed On Linkedin™)	Company Website
Deskera	Singapore, Singapore	2008	166	www.deskera.com

SAP CRM

3.9 ★★★★☆ (408)

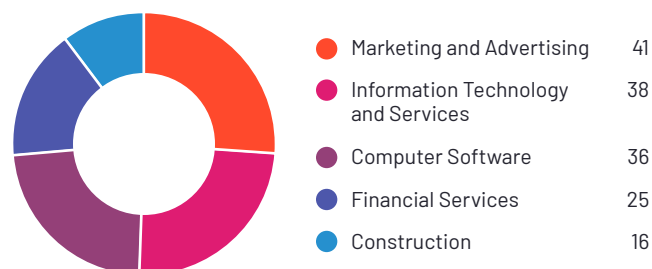**Leader**
SPRING
2022

SAP CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 79% 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 SAP CRM at a rate of 77%.

Satisfaction Ratings

Quality of Support
81%
Avg 88%

Ease of Use
74%
Avg 87%

Meets Requirements
83%
Avg 88%

Ease of Admin
77%
Avg 87%

Ease of Doing Business With
84%
Avg 90%

Ease of Setup
74%
Avg 85%

Top Industries Represented

- Information Technology and Services — 37
- Automotive — 17
- Computer Software — 14
- Consumer Goods — 14
- Retail — 13

Highest-Rated Features

Case Management
84%
Avg 86%

User, Role, and Access Management
83%
Avg 88%

Output Document Generation
83%
Avg 82%

Lowest-Rated Features

Social Network Integration
64%
Avg 81%

Social Collaboration Features
75%
Avg 82%

Email Marketing
77%
Avg 84%

Ownership
SAP

HQ Location
Walldorf, Germany

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin™)
119647

Company Website
www.sapstore.com

Vtiger All-In-One CRM

4.3 ★★★★½ (363)

Leader
SPRING 2022

Vtiger All-In-One CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 90% 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 Vtiger All-In-One CRM at a rate of 86%. Vtiger All-In-One CRM is also in the Help Desk category.
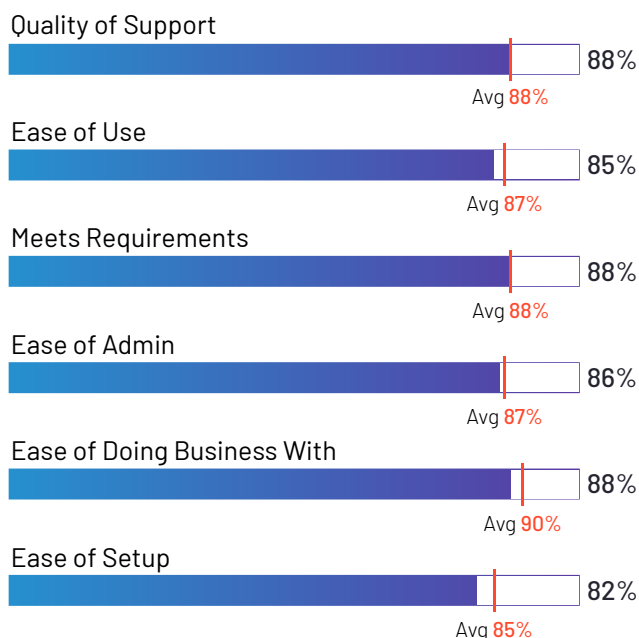
Satisfaction Ratings

Quality of Support — 88%
Avg **88%**

Ease of Use — 85%
Avg **87%**

Meets Requirements — 88%
Avg **88%**

Ease of Admin — 86%
Avg **87%**

Ease of Doing Business With — 88%
Avg **90%**

Ease of Setup — 82%
Avg **85%**

Top Industries Represented

Industry	
Information Technology and Services	69
Computer Software	36
Marketing and Advertising	20
Retail	11
Telecommunications	11

Highest-Rated Features

Contact & Account Management — 89%
Avg **89%**

User, Role, and Access Management — 89%
Avg **88%**

Performance and Reliability — 88%
Avg **88%**

Lowest-Rated Features

Breadth of Partner Applications — 71%
Avg **79%**

Mobile User Support — 73%
Avg **83%**

Social Network Integration — 75%
Avg **81%**
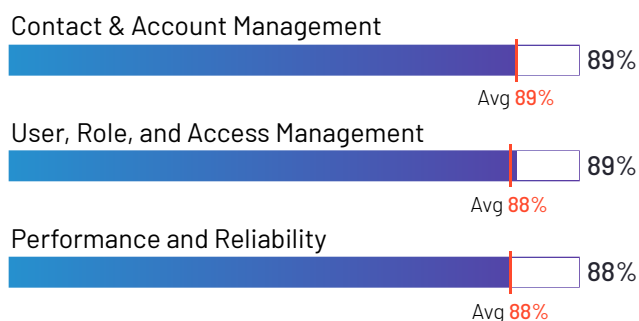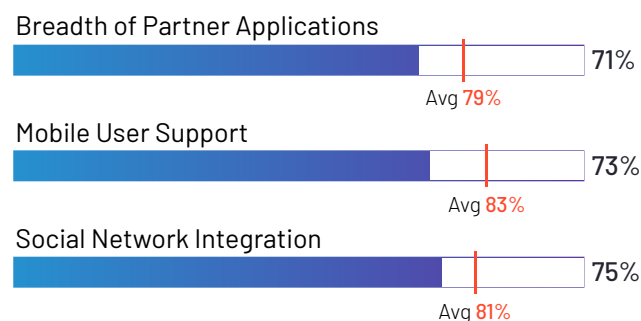
Ownership
Vtiger

HQ Location
Cupertino, California

Year Founded
2004

Employees (Listed On Linkedin™)
152

Company Website
www.vtiger.com

Streak

4.5 ★★★★½ (155)

Leader SPRING 2022
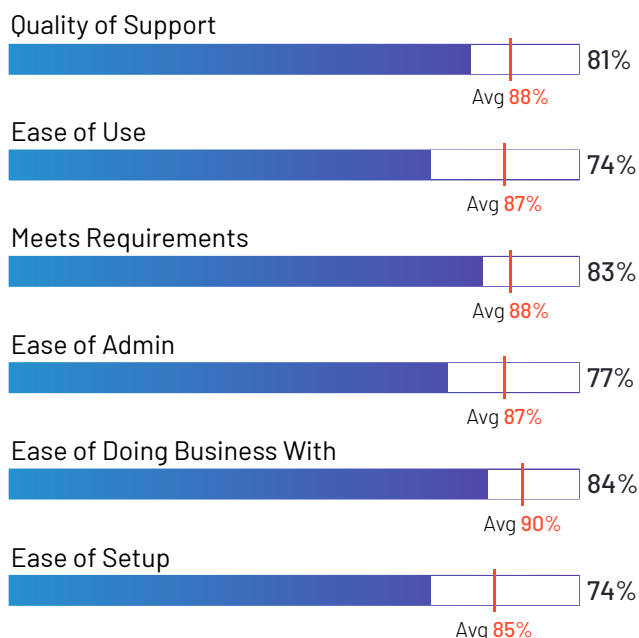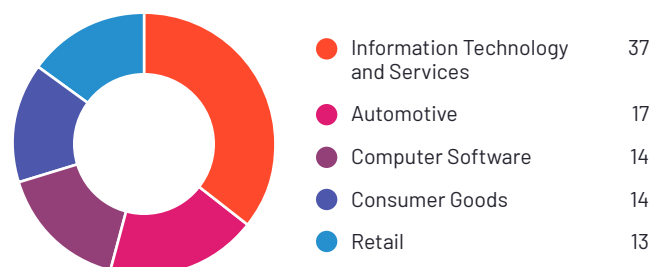
Streak has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 95% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend Streak at a rate of 90%. Streak is also in the Google Workspace for Sales category.
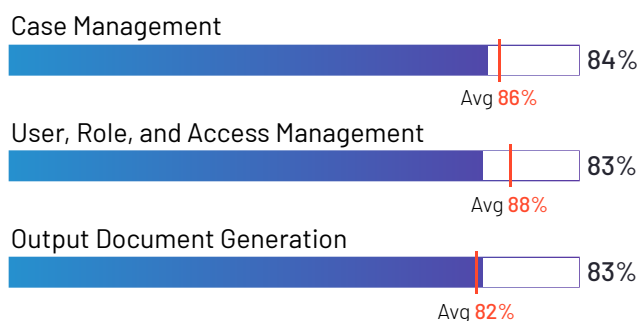
Satisfaction Ratings

Quality of Support
88%
Avg 88%

Ease of Use
89%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
94%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
93%
Avg 85%

Top Industries Represented

● Computer Software	11
● Marketing and Advertising	11
● Information Technology and Services	8
● Education Management	6
● Internet	6

Highest-Rated Features

Support Analytics
98%
Avg 85%

Quote & Order Management
97%
Avg 84%

Knowledge Base
97%
Avg 85%

Lowest-Rated Features

Performance and Reliability
86%
Avg 88%

Customization
89%
Avg 85%

Workflow Capability
89%
Avg 85%

Ownership
Streak

HQ Location
San Francisco, CA

Year Founded
2011

Employees (Listed On Linkedin™)
26

Company Website
www.streak.com

Bigin by Zoho CRM

4.3 ★★★★½ (33)

Leader
SPRING
2022

Bigin by Zoho CRM 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, 100% of users believe it is headed in the right direction, and users said they would be lik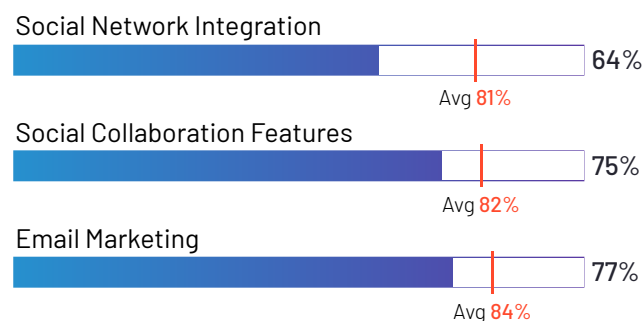ely to recommend Bigin by Zoho CRM at a rate of 87%. Bigin by Zoho CRM is also in the Sales Engagement, Outbound Call Tracking, and Email Tracking categories.
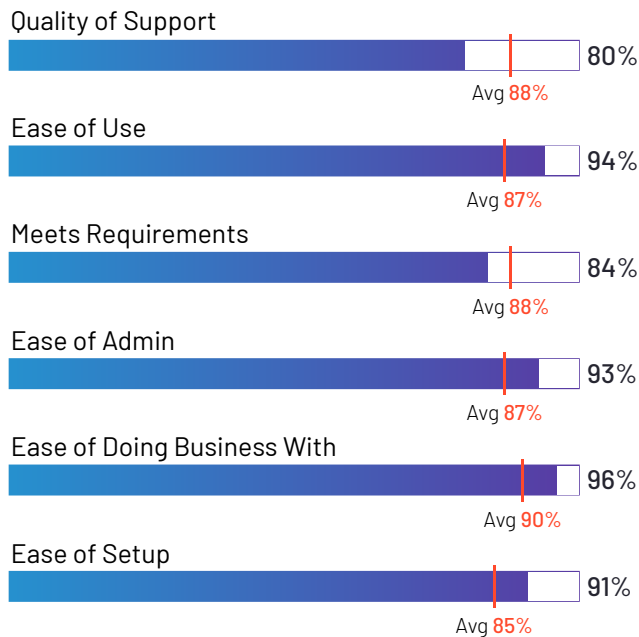
Satisfaction Ratings

Quality of Support
80%
Avg **88%**

Ease of Use
94%
Avg **87%**

Meets Requirements
84%
Avg **88%**

Ease of Admin
93%
Avg **87%**

Ease of Doing Business With
96%
Avg **90%**

Ease of Setup
91%
Avg **85%**

Top Industries Represented

● Information Technology and Services		6
● Marketing and Advertising		3
● Consumer Services		2
● Restaurants		2
● Accounting		1

Highest-Rated Features

Opportunity & Pipeline Mgmt.
90%
Avg **86%**

Contact & Account Management
89%
Avg **89%**

Lead Management
87%
Avg **88%**

Lowest-Rated Features

Marketing ROI Analytics
57%
Avg **83%**

Case Management
61%
Avg **86%**

Social Network Integration
64%
Avg **81%**
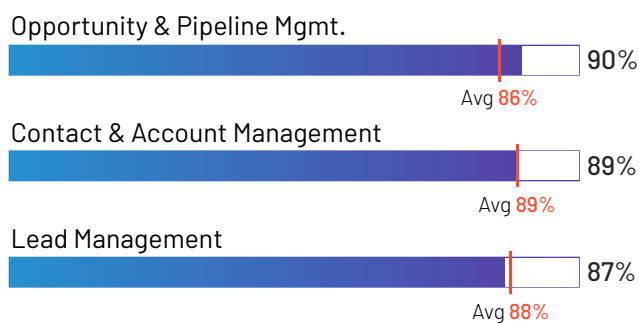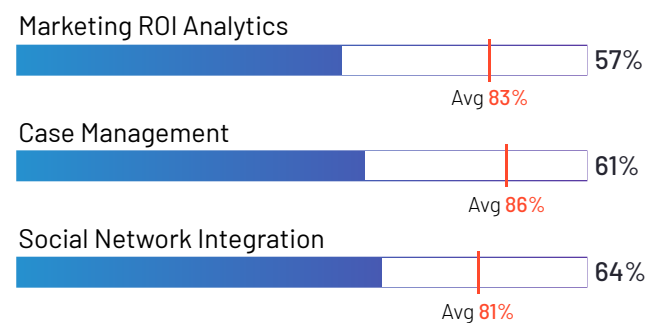
Ownership
Zoho Corporation Pvt. Ltd.

HQ Location
Austin, TX

Employees (Listed On Linkedin™)
11105

Company Website
www.zoho.com

Sugar Sell (formerly SugarCRM)

3.8 ★★★★☆ **(633)**

Leader SPRING 2022

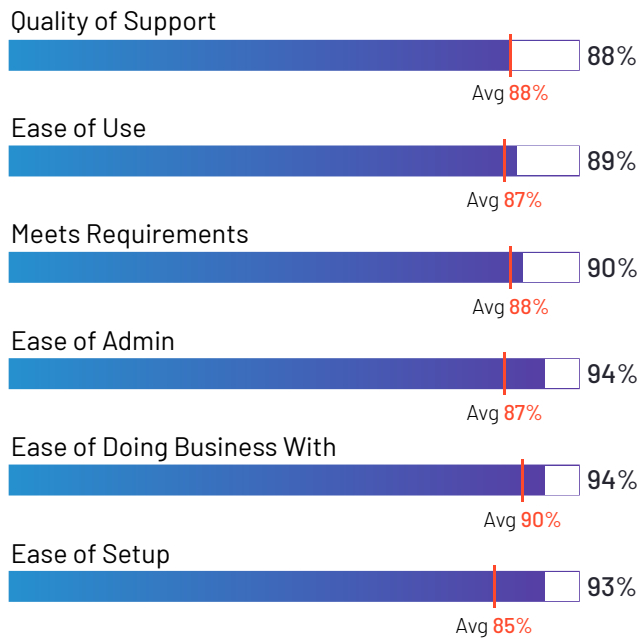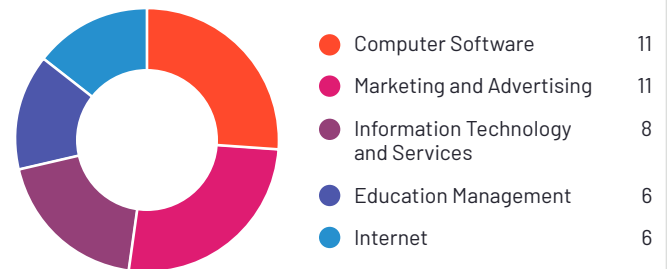Sugar Sell (formerly SugarCRM) has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 74% of users rated it 4 or 5 stars, 72% of users believe it is headed in the right direction, and users said they would be likely to recommend Sugar Sell (formerly SugarCRM) at a rate of 75%.

Satisfaction Ratings

Quality of Support — **79%** — Avg **88%**

Ease of Use — **79%** — Avg **87%**

Meets Requirements — **82%** — Avg **88%**

Ease of Admin — **79%** — Avg **87%**

Ease of Doing Business With — **80%** — Avg **90%**

Ease of Setup — **75%** — Avg **85%**

Top Industries Represented

Information Technology and Services	87
Computer Software	63
Marketing and Advertising	36
Financial Services	31
Construction	15

Highest-Rated Features

Customization — **85%** — Avg **85%**

Sandbox / Test Environments — **84%** — Avg **82%**

Internationalization — **84%** — Avg **85%**

Lowest-Rated Features

Marketing ROI Analytics — **75%** — Avg **83%**

Email Marketing — **76%** — Avg **84%**

Output Document Generation — **76%** — Avg **82%**

Ownership
SugarCRM

HQ Location
Cupertino, CA

Year Founded
2004

Employees (Listed On Linkedin™)
542

Company Website
www.sugarcrm.com

Scoro

4.5 ★★★★½ (281)

Leader
SPRING
2022

Scoro has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 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 Scoro at a rate of 90%. Scoro is also in the Product Management, Project Collaboration, Work Management, Time Tracking, Project Management, Professional Services Automation, and Project and Portfolio Management categories.

Satisfaction Ratings

Quality of Support — 89% — Avg 88%

Ease of Use — 91% — Avg 87%

Meets Requirements — 87% — Avg 88%

Ease of Admin — 86% — Avg 87%

Ease of Doing Business With — 92% — Avg 90%

Ease of Setup — 73% — Avg 85%

Top Industries Represented

● Marketing and Advertising	17
● Higher Education	11
● Management Consulting	4
● Professional Training & Coaching	4
● Telecommunications	4

Highest-Rated Features

Social Network Integration — 91% — Avg 81%

Performance and Reliability — 91% — Avg 88%

User, Role, and Access Management — 91% — Avg 88%

Lowest-Rated Features

Integration APIs — 77% — Avg 82%

Breadth of Partner Applications — 78% — Avg 79%

Mobile User Support — 79% — Avg 83%

Ownership
Scoro

HQ Location
London, United Kingdom

Year Founded
2013

Employees (Listed On Linkedin™)
125

Company Website
www.scoro.com

Oracle EBS CRM

ORACLE®

3.9 ★★★★☆ (208)

Leader
SPRING
2022

Oracle EBS CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 81% 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 Oracle EBS at a rate of 77%.
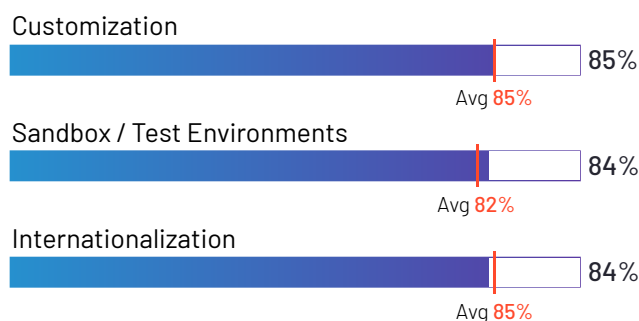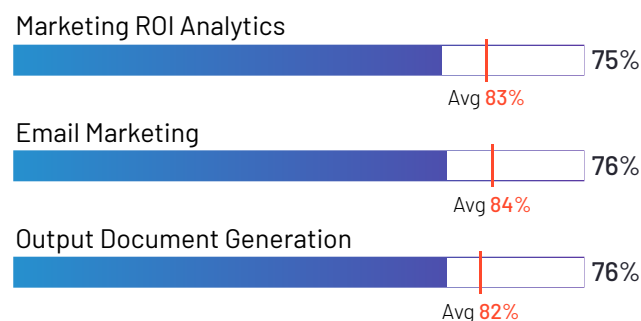
Satisfaction Ratings
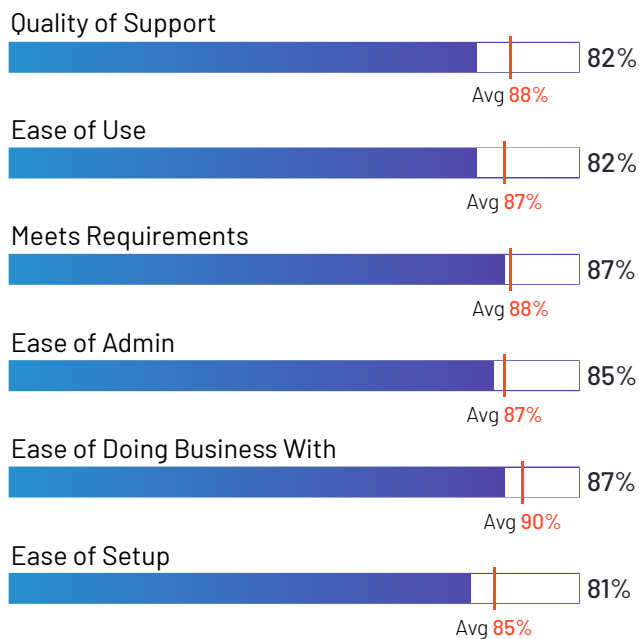
Quality of Support
82%
Avg **88%**

Ease of Use
82%
Avg **87%**

Meets Requirements
87%
Avg **88%**

Ease of Admin
85%
Avg **87%**

Ease of Doing Business With
87%
Avg **90%**

Ease of Setup
81%
Avg **85%**

Top Industries Represented

Industry	
● Retail	17
● Higher Education	13
● Computer Software	11
● Telecommunications	9
● Hospital & Health Care	8

Highest-Rated Features

Document & Content Mgmt.
91%
Avg **82%**

Output Document Generation
88%
Avg **82%**

Internationalization
87%
Avg **85%**

Lowest-Rated Features

Product & Price List Management
82%
Avg **84%**

Campaign Management
82%
Avg **84%**

Case Management
82%
Avg **86%**

Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On LinkedIn™)
214452

Company Website
www.oracle.com

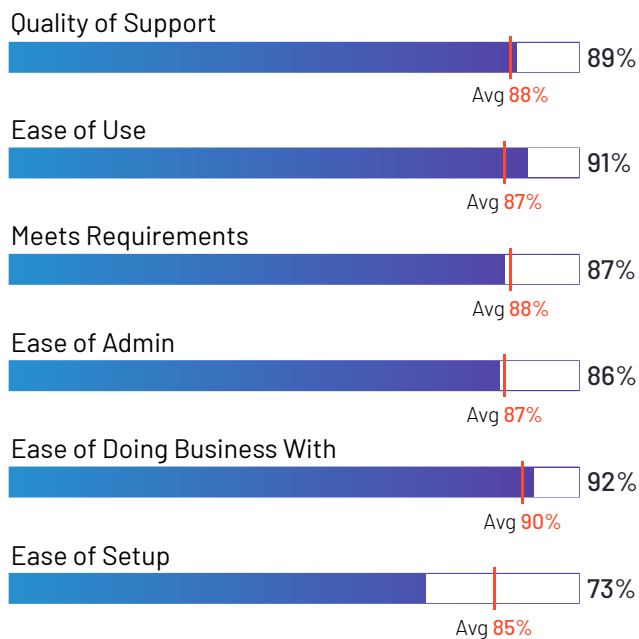# LeadSquared Sales + Mobile CRM

4.5 ★★★★½ (91)

Leader
SPRING
2022

LeadSquared Sales + Mobile 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 LeadSquared Sales + Mobile CRM at a rate of 90%. LeadSquared Sales + Mobile CRM is also in the Field Sales category.
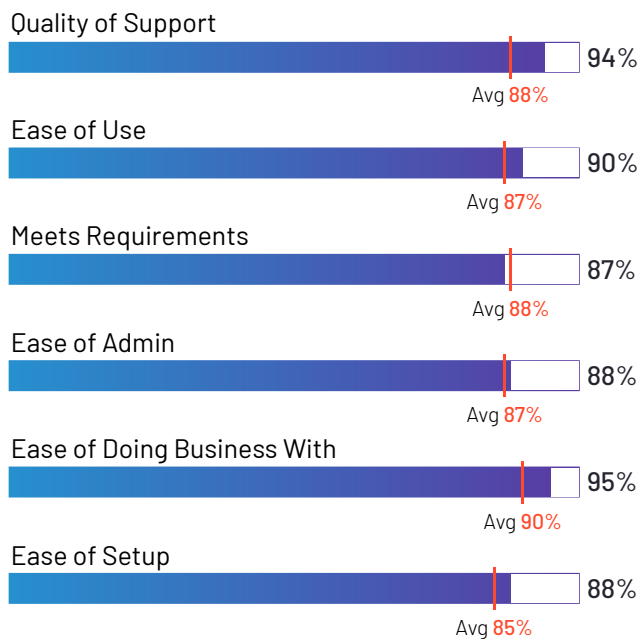
Satisfaction Ratings

Quality of Support
94%
Avg **88%**

Ease of Use
90%
Avg **87%**

Meets Requirements
87%
Avg **88%**

Ease of Admin
88%
Avg **87%**

Ease of Doing Business With
95%
Avg **90%**

Ease of Setup
88%
Avg **85%**

Top Industries Represented

Industry	
● Education Management	31
● Higher Education	6
● Real Estate	6
● Financial Services	5
● Information Technology and Services	5

Highest-Rated Features

Lead Management
92%
Avg **88%**

Quote & Order Management
90%
Avg **84%**

Integration APIs
90%
Avg **82%**

Lowest-Rated Features

Forecasting
77%
Avg **84%**

Social Collaboration Features
77%
Avg **82%**

Product & Price List Management
81%
Avg **84%**
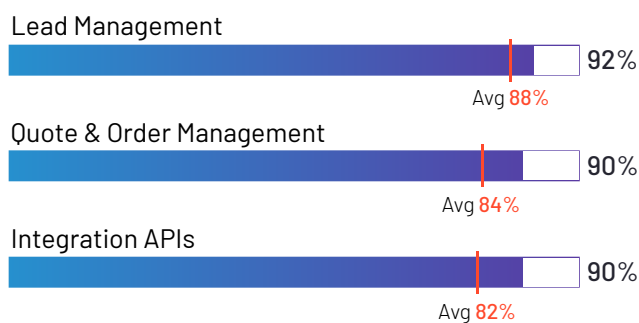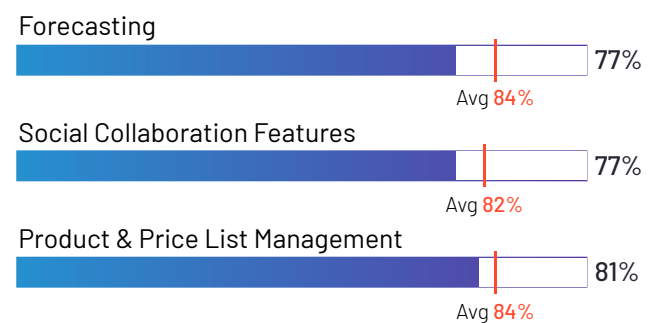
Ownership
LeadSquared

HQ Location
Bangalore, India

Year Founded
2011

Employees (Listed On Linkedin™)
958

Company Website
www.leadsquared.com

Workbooks

4.3 ★★★★⯪ (504)

Leader
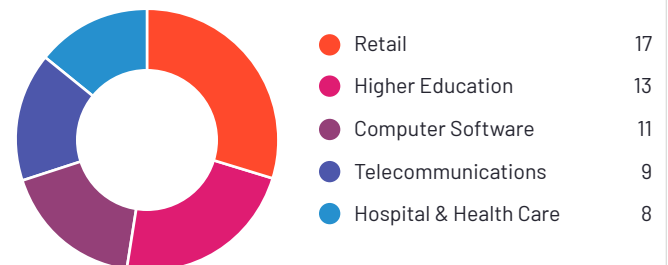SPRING
2022

Workbooks 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, 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 Lead Scoring category.

Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
86%
Avg **87%**

Meets Requirements
86%
Avg **88%**

Ease of Admin
84%
Avg **87%**

Ease of Doing Business With
88%
Avg **90%**

Ease of Setup
82%
Avg **85%**

Top Industries Represented

●	Information Technology and Services	41
●	Computer Software	33
●	Marketing and Advertising	29
●	Retail	25
●	Accounting	23

Highest-Rated Features

User, Role, and Access Management
87%
Avg **88%**

Performance and Reliability
87%
Avg **88%**

Customization
87%
Avg **85%**

Lowest-Rated Features

Mobile User Support
79%
Avg **83%**

Breadth of Partner Applications
80%
Avg **79%**

Social Network Integration
81%
Avg **81%**

Ownership
Workbooks

HQ Location
Reading, Berkshire

Year Founded
2009

Employees (Listed On Linkedin™)
61

Company Website
www.Workbooks.com

Bitrix24

4.1 ★★★★☆ **(431)**

Leader
SPRING
2022

Bitrix24 has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 89% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said 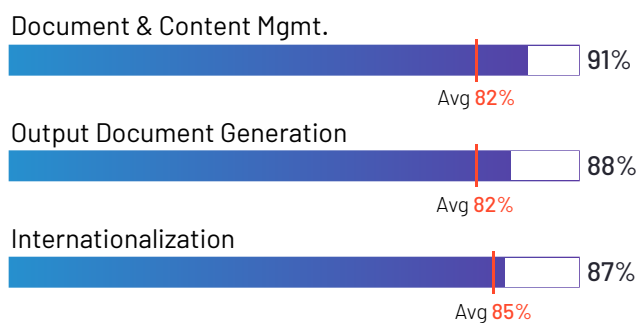they w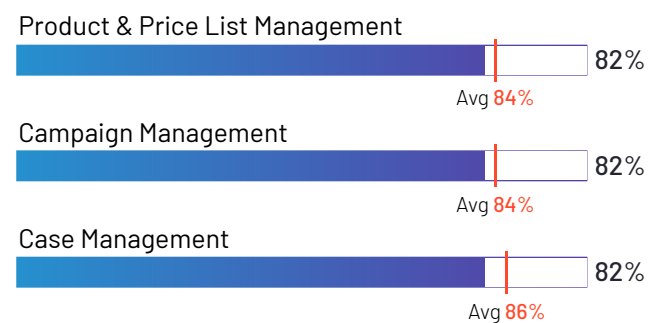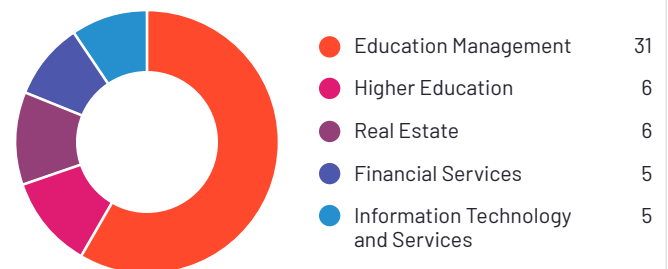ould be likely to recommend Bitrix24 at a rate of 85%. Bitrix24 is also in the Project Management, Video Conferencing, Cloud Content Collaboration, Product Management, and Business Instant Messaging categories.

Satisfaction Ratings

Quality of Support
81%
Avg **88%**

Ease of Use
84%
Avg **87%**

Meets Requirements
87%
Avg **88%**

Ease of Admin
83%
Avg **87%**

Ease of Doing Business With
83%
Avg **90%**

Ease of Setup
79%
Avg **85%**

Top Industries Represented

● Information Technology and Services	28
● Marketing and Advertising	20
● Higher Education	13
● Telecommunications	10
● Computer Software	7

Ownership
Bitrix24

HQ Location
Alexandria, Virginia

Year Founded
1998

Employees (Listed On Linkedin™)
124

Company Website
www.bitrix24.com

Ontraport

4.3 ★★★★½ (135)

Leader
SPRING
2022

Ontraport has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 91% of us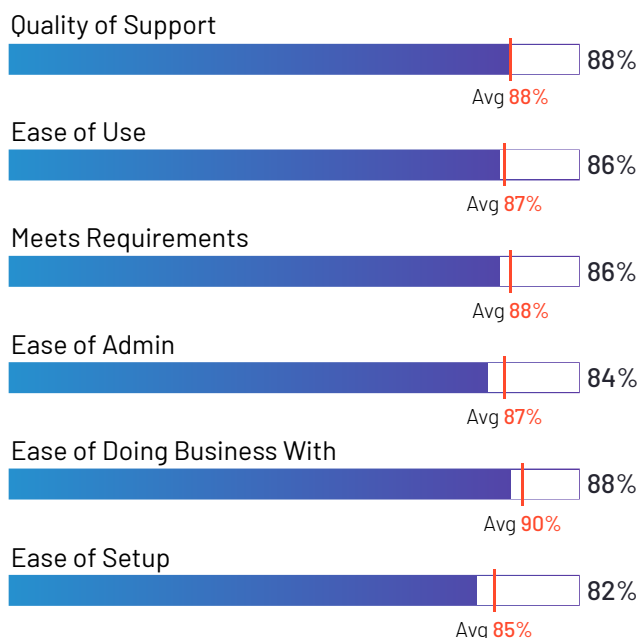ers rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend Ontraport at a rate of 89%. Ontraport is also in the Online Form Builder, Landing Page Builders, and Marketing Automation categories.

Satisfaction Ratings

Quality of Support
92%
Avg 88%

Ease of Use
84%
Avg 87%

Meets Requirements
87%
Avg 88%

Ease of Admin
85%
Avg 87%

Ease of Doing Business With
93%
Avg 90%

Ease of Setup
83%
Avg 85%

Top Industries Represented

● Professional Training & Coaching		14
● Marketing and Advertising		8
● Education Management		4
● Health, Wellness and Fitness		4
● Computer Software		3

Highest-Rated Features

Customer Contract Management
100%
Avg 86%

User, Role, and Access Management
93%
Avg 88%

Partner Relationship Mgmt. (PRM)
93%
Avg 85%

Lowest-Rated Features

Mobile User Support
64%
Avg 83%

Forecasting
66%
Avg 84%

Territory & Quota Management
71%
Avg 83%
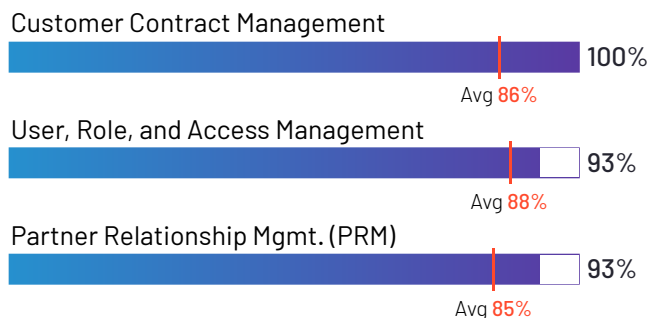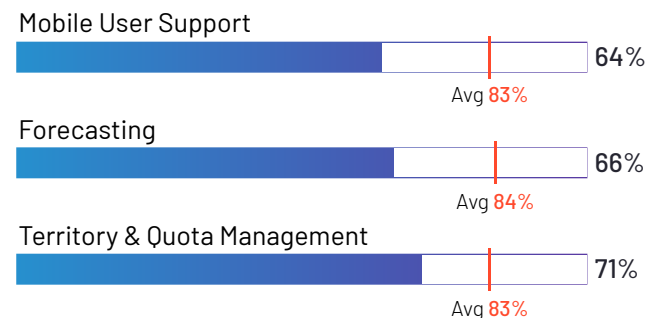
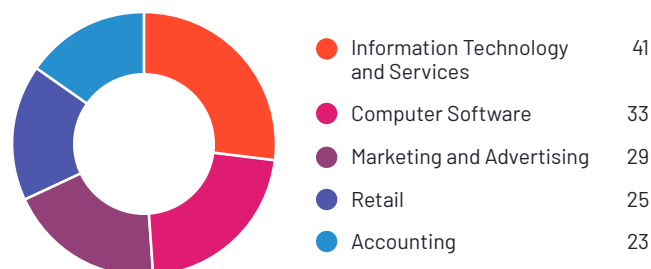| **Ownership**	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
Ontraport	Santa Barbara, CA	2008	130	ontraport.com

Apptivo

4.3 ★★★★⯨ **(123)**

Leader
SPRING
2022

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, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Apptivo at a rate of 88%. Apptivo is also in the Email Marketing, Project Management, Field Service Management, Help Desk, Billing, and Time Tracking categories.

Satisfaction Ratings

Quality of Support
91%
Avg 88%

Ease of Use
86%
Avg 87%

Meets Requirements
88%
Avg 88%

Ease of Admin
83%
Avg 87%

Ease of Doing Business With
88%
Avg 90%

Ease of Setup
79%
Avg 85%

Top Industries Represented

●	Marketing and Advertising	7
●	Computer Software	5
●	Information Technology and Services	5
●	Real Estate	5
●	Construction	4

Highest-Rated Features

Support Analytics
90%
Avg 85%

Customer Support Portal
90%
Avg 85%

Task / Activity Management
87%
Avg 87%

Lowest-Rated Features

Sandbox / Test Environments
63%
Avg 82%

Breadth of Partner Applications
70%
Avg 79%

Internationalization
77%
Avg 85%

Ownership
Apptivo

HQ Location
Fremont, California

Year Founded
2009

Employees (Listed On Linkedin™)
284

Company Website
www.profit.co

HoneyBook

4.5 ★★★★½ (51)

Leader
SPRING
2022

HoneyBook 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, 69% of users believe it is headed in the right direction, and users said they would be likely to recommend Hon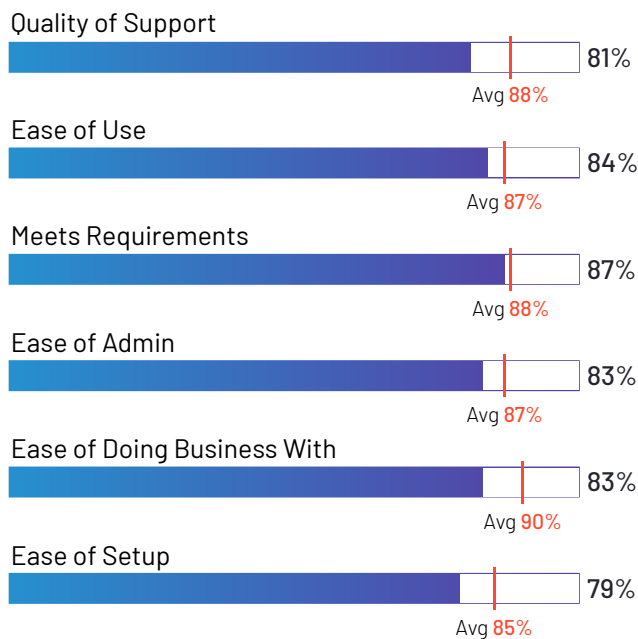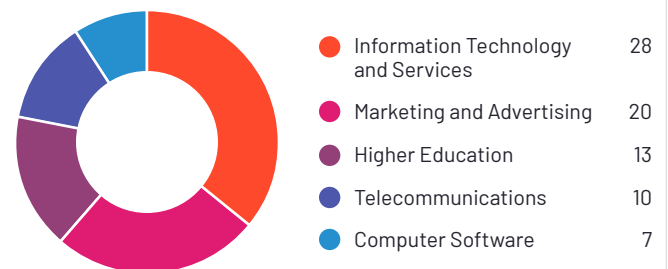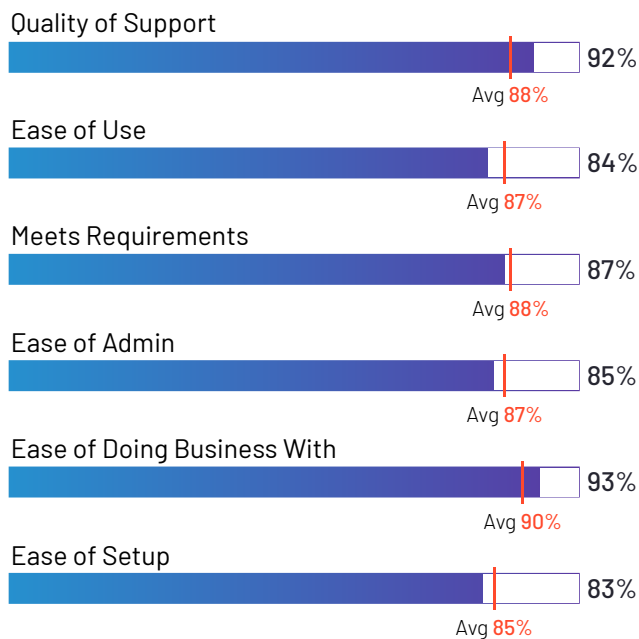eyBook at a rate of 92%. HoneyBook is also in the Online Form Builder, Email Signature, Billing, Online Appointment Scheduling, Invoice Management, and Payment Processing categories.

Satisfaction Ratings

Quality of Support
92%
Avg **88%**

Ease of Use
92%
Avg **87%**

Meets Requirements
89%
Avg **88%**

Ease of Admin
94%
Avg **87%**

Ease of Doing Business With
96%
Avg **90%**

Ease of Setup
92%
Avg **85%**

Top Industries Represented

● Events Services	5
● Graphic Design	5
● Photography	4
● Executive Office	2
● Marketing and Advertising	2

Highest-Rated Features

Performance and Reliability
96%
Avg **88%**

User, Role, and Access Management
95%
Avg **88%**

Workflow Capability
93%
Avg **85%**

Lowest-Rated Features

Call Center Features
74%
Avg **84%**

Case Management
78%
Avg **86%**

Customer Support Portal
79%
Avg **85%**
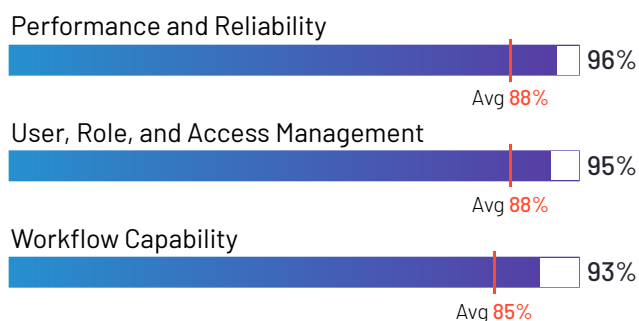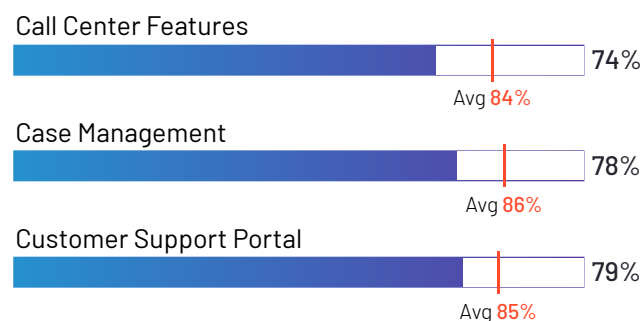
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
HoneyBook	San Francisco, CA	2013	178	www.honeybook.com

Method CRM

4.3 ★★★★½ (124)

Leader SPRING 2022

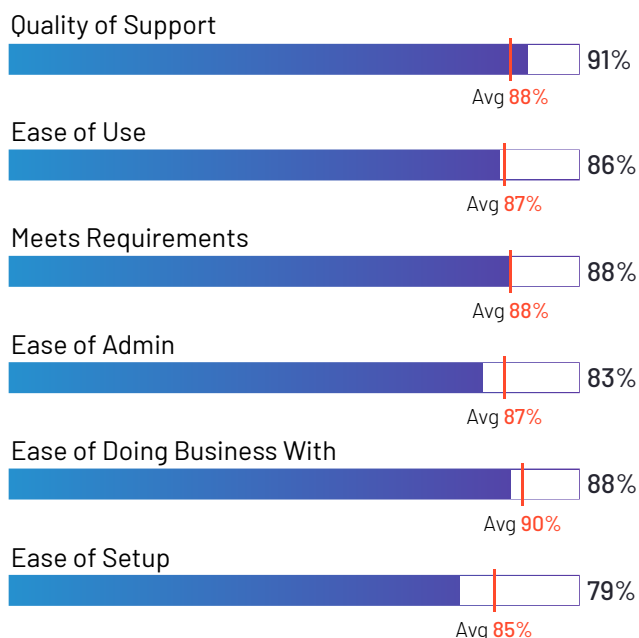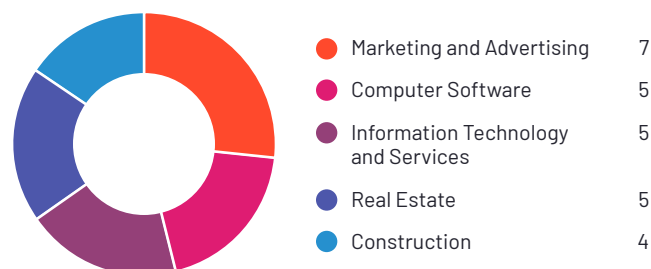Method CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 91% of users rated it 4 or 5 stars, 85% of users believe it is headed in the right direction, and users said they would be likely to recommend Method CRM at a rate of 85%.

Satisfaction Ratings

Quality of Support
89%
Avg **88%**

Ease of Use
84%
Avg **87%**

Meets Requirements
86%
Avg **88%**

Ease of Admin
83%
Avg **87%**

Ease of Doing Business With
88%
Avg **90%**

Ease of Setup
80%
Avg **85%**

Top Industries Represented

Industry	Count
● Construction	14
● Automotive	7
● Wholesale	7
● Electrical/Electronic Manufacturing	6
● Accounting	5

Highest-Rated Features

Customer Support Portal
90%
Avg **85%**

Support Analytics
89%
Avg **85%**

Contact & Account Management
88%
Avg **89%**

Lowest-Rated Features

Document & Content Mgmt.
74%
Avg **82%**

Social Network Integration
77%
Avg **81%**

Marketing ROI Analytics
78%
Avg **83%**

Ownership
Method Integration Inc.

HQ Location
Toronto, Canada

Year Founded
2010

Employees (Listed On Linkedin™)
67

Company Website
www.method.me

Teamleader

4.2 ★★★★☆ (35)

Leader
SPRING
2022

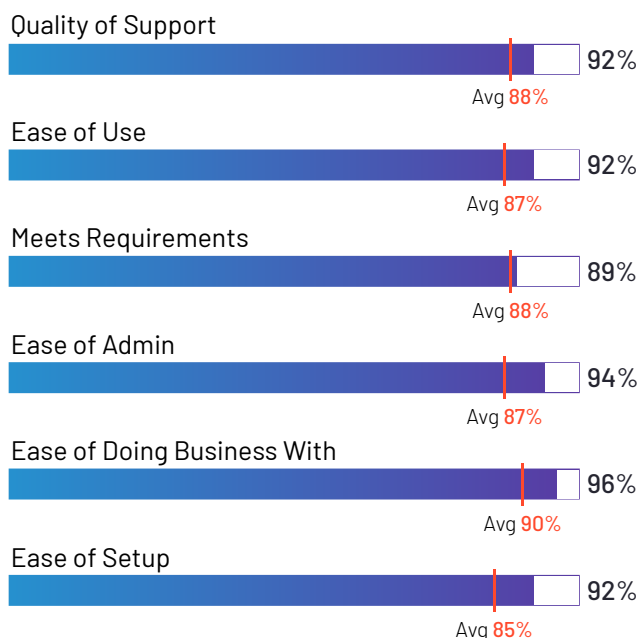Teamleader has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 85% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend Teamleader at a rate of 83%. Teamleader is also in the Billing and Project Management categories.
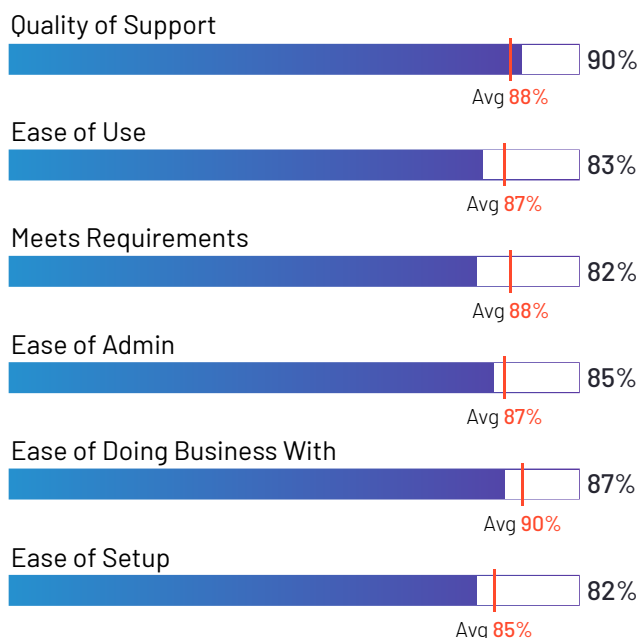
Satisfaction Ratings

Quality of Support
90%
Avg 88%

Ease of Use
83%
Avg 87%

Meets Requirements
82%
Avg 88%

Ease of Admin
85%
Avg 87%

Ease of Doing Business With
87%
Avg 90%

Ease of Setup
82%
Avg 85%

Top Industries Represented

Computer Software	4
Accounting	2
Construction	2
Marketing and Advertising	2
Airlines/Aviation	1

Highest-Rated Features

Contact & Account Management
89%
Avg 89%

Lead Management
89%
Avg 88%

Mobile User Support
88%
Avg 83%

Lowest-Rated Features

Territory & Quota Management
62%
Avg 83%

Email Marketing
66%
Avg 84%

Customer Support Portal
69%
Avg 85%
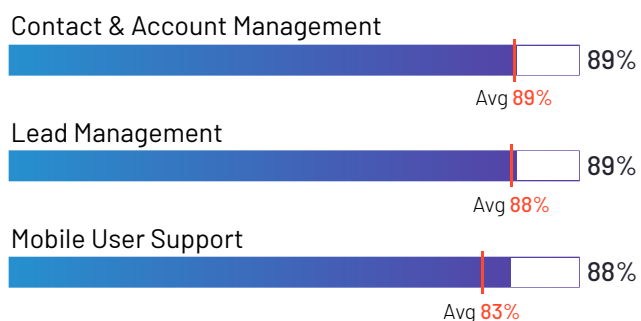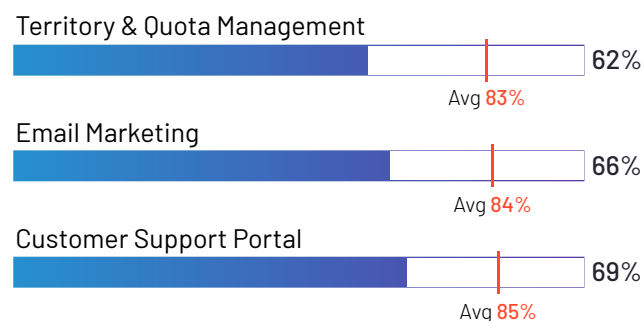
Ownership
Teamleader

HQ Location
Ghent, Belgium

Year Founded
2012

Employees (Listed On Linkedin™)
223

Company Website
www.teamleader.eu

SuperOffice CRM
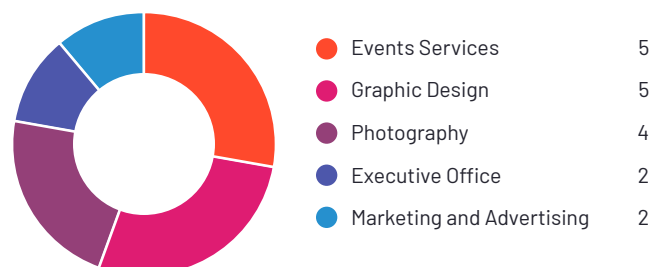
4.5 ★★★★½ (31)

Leader SPRING 2022

SuperOffice CRM has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 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 SuperOffice CRM at a rate of 90%. SuperOffice CRM is also in the Online Form Builder and Marketing Automation categories.

Satisfaction Ratings

Quality of Support — 91% — Avg 88%
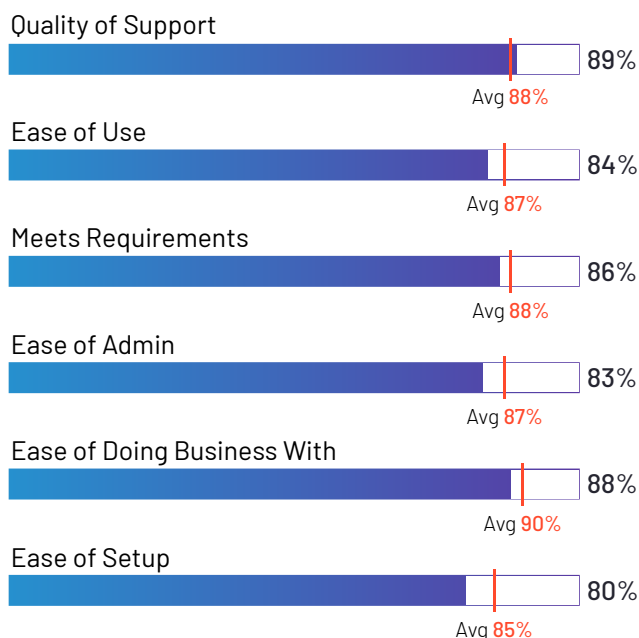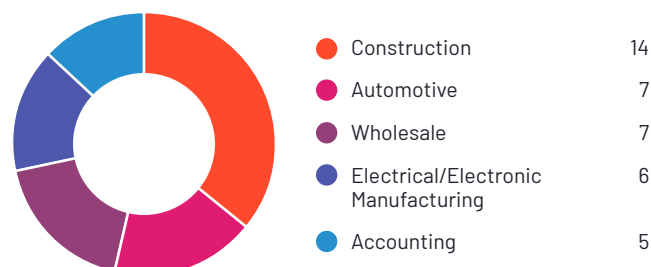
Ease of Use — 89% — Avg 87%

Meets Requirements — 87% — Avg 88%

Ease of Admin — 82% — Avg 87%

Ease of Doing Business With — 95% — Avg 90%

Ease of Setup — 78% — Avg 85%

Top Industries Represented

Industry	Count
Computer Software	3
Construction	2
Events Services	2
Financial Services	2
Information Technology and Services	2

Highest-Rated Features

Contact & Account Management — 94% — Avg 89%

Call Center Features — 88% — Avg 84%

Partner Relationship Mgmt. (PRM) — 88% — Avg 85%

Lowest-Rated Features

Marketing ROI Analytics — 63% — Avg 83%

Mobile User Support — 67% — Avg 83%

Internationalization — 69% — Avg 85%
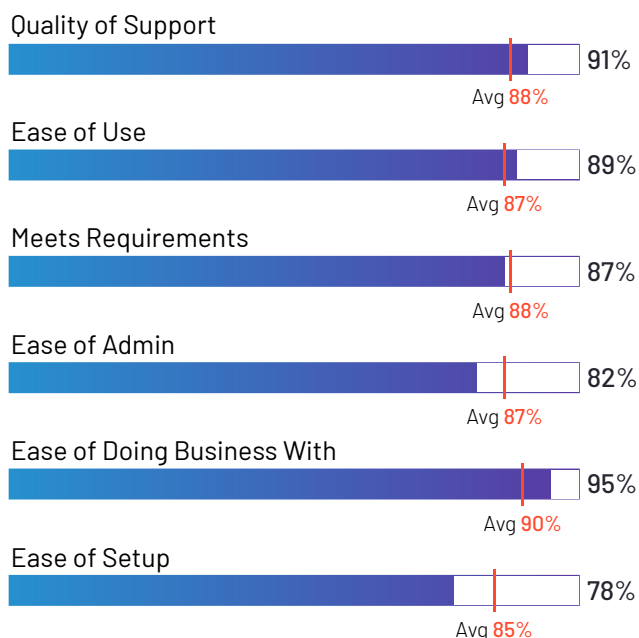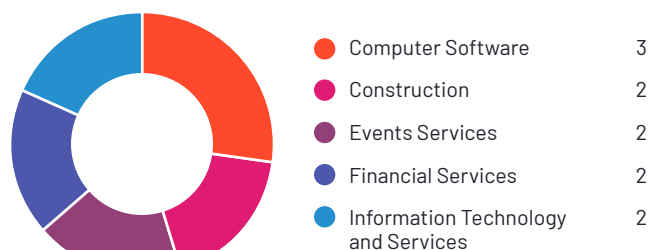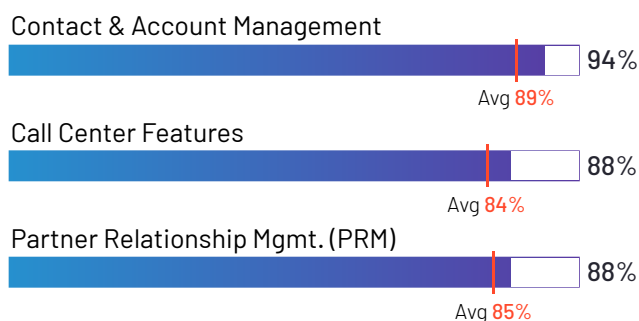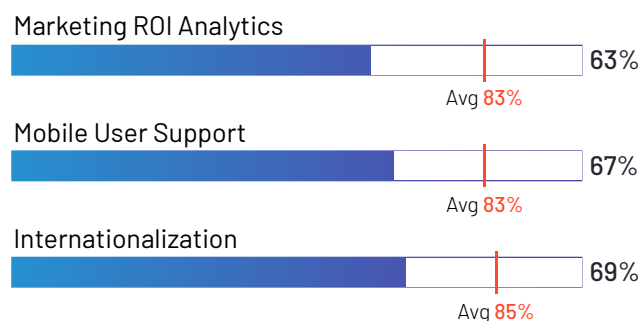
Ownership
SuperOffice AS

HQ Location
Oslo, Norway

Year Founded
1990

Employees (Listed On Linkedin™)
110

Company Website
www.superoffice.com

Less Annoying CRM

4.9 ★★★★★ (467)

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 97%.
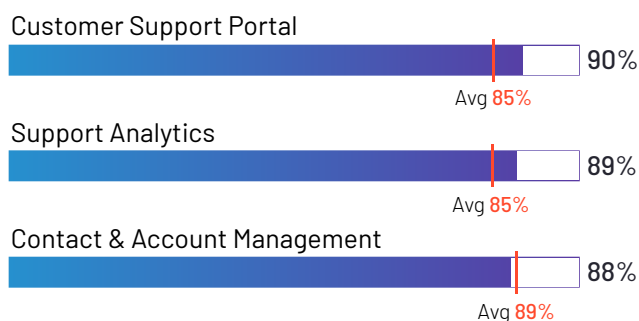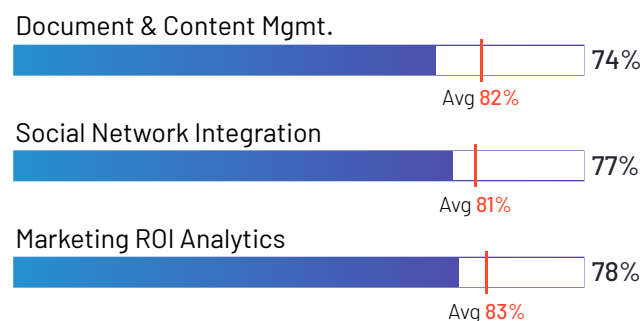
Satisfaction Ratings
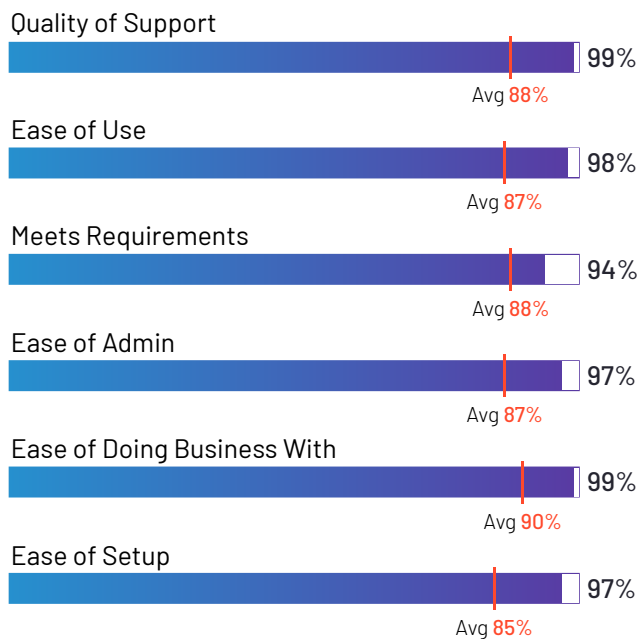
Quality of Support — 99% — Avg **88%**

Ease of Use — 98% — Avg **87%**

Meets Requirements — 94% — Avg **88%**

Ease of Admin — 97% — Avg **87%**

Ease of Doing Business With — 99% — Avg **90%**

Ease of Setup — 97% — Avg **85%**

Top Industries Represented

Industry	
Insurance	36
Financial Services	34
Real Estate	26
Marketing and Advertising	21
Professional Training & Coaching	21

Highest-Rated Features

Performance and Reliability — 100% — Avg **88%**

Workflow Capability — 100% — Avg **85%**

Contact & Account Management — 96% — Avg **89%**

Lowest-Rated Features

Product & Price List Management — 68% — Avg **84%**

Territory & Quota Management — 73% — Avg **83%**

Quote & Order Management — 73% — Avg **84%**
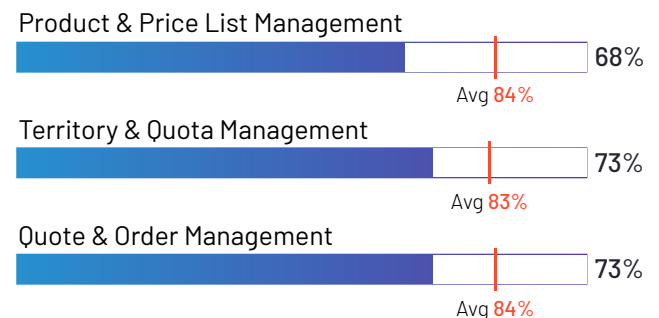
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On LinkedIn™)**	**Company Website**
Less Annoying Software	St. Louis, MO	2009	18	www.lessannoyingcrm.com

Salesflare

4.7 ★★★★½ **(194)**

High Performer SPRING 2022

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, 95% 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 AI Sales Assistant, Email Tracking, Sales Performance Management, Sales Analytics, Sales Platforms, and Sales Engagement categories.

Satisfaction Ratings

Quality of Support **96%**
Avg **88%**

Ease of Use **93%**
Avg **87%**

Meets Requirements **92%**
Avg **88%**

Ease of Admin **94%**
Avg **87%**

Ease of Doing Business With **98%**
Avg **90%**

Ease of Setup **95%**
Avg **85%**

Top Industries Represented

● Marketing and Advertising	33
● Information Technology and Services	21
● Management Consulting	14
● Computer Software	12
● Internet	12

Highest-Rated Features

Data Import & Export Tools **94%**
Avg **85%**

Contact & Account Management **94%**
Avg **89%**

Opportunity & Pipeline Mgmt. **94%**
Avg **86%**

Lowest-Rated Features

Marketing ROI Analytics **76%**
Avg **83%**

Output Document Generation **77%**
Avg **82%**

Call Center Features **78%**
Avg **84%**

Ownership
Salesflare

HQ Location
Antwerp, Belgium

Year Founded
2014

Employees (Listed On Linkedin™)
8

Company Website
www.salesflare.com

NetHunt CRM

NETHUNT

4.7 ★★★★½ (182)

High Performer SPRING 2022

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. 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 NetHunt CRM at a rate of 94%. NetHunt CRM is also in the Google Workspace Business Tools, Email Marketing, Email Tracking, Lead Capture, and Google Workspace for Sales categories.

Satisfaction Ratings

Quality of Support
95%
Avg **88%**

Ease of Use
94%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
92%
Avg **87%**

Ease of Doing Business With
94%
Avg **90%**

Ease of Setup
92%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	29
● Information Technology and Services	26
● Computer Software	11
● Commercial Real Estate	9
● Real Estate	8

Highest-Rated Features

Performance and Reliability
98%
Avg **88%**

Document & Content Mgmt.
97%
Avg **82%**

Customization
97%
Avg **85%**

Lowest-Rated Features

Territory & Quota Management
87%
Avg **83%**

Breadth of Partner Applications
89%
Avg **79%**

Quote & Order Management
89%
Avg **84%**

Ownership
NetHunt CRM

HQ Location
Kiev, Ukraine

Year Founded
2015

Employees (Listed On Linkedin™)
27

Company Website
nethunt.com

EngageBay All-in-One Suite

4.6 ★★★★★ **(125)**

High Performer SPRING 2022
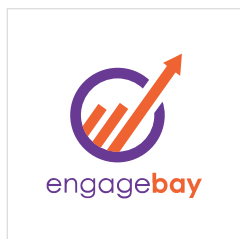
EngageBay All-in-One Suite has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend En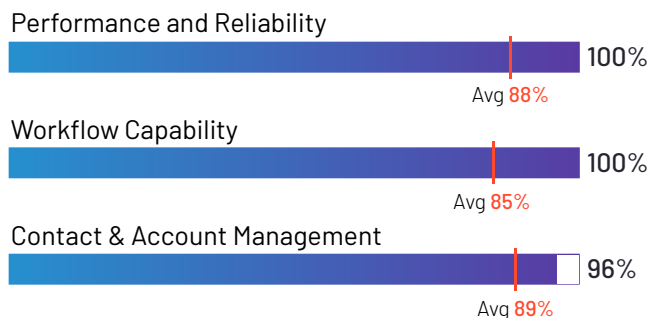gageBay All-in-One Suite at a rate of 93%. EngageBay All-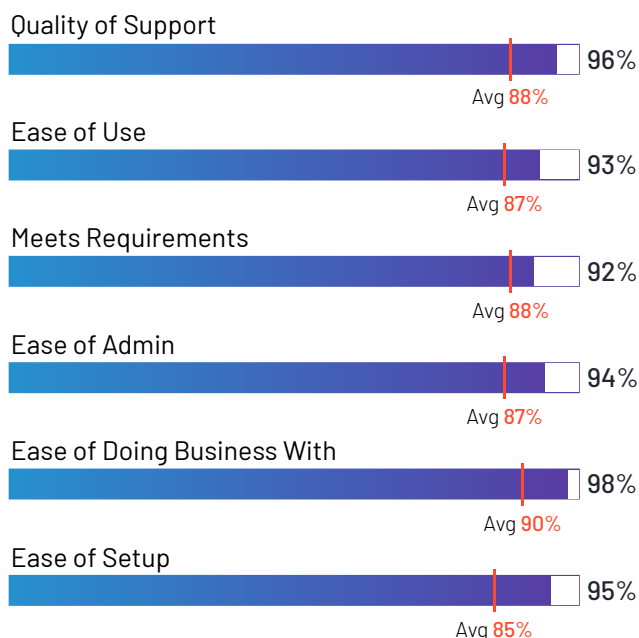in-One Suite is also in the Online Form Builder, Marketing Automation, Help Desk, Email Tracking, A/B Testing, and Landing Page Builders categories.

Satisfaction Ratings

Quality of Support — 96% (Avg 88%)

Ease of Use — 94% (Avg 87%)

Meets Requirements — 96% (Avg 88%)

Ease of Admin — 94% (Avg 87%)

Ease of Doing Business With — 99% (Avg 90%)

Ease of Setup — 92% (Avg 85%)

Top Industries Represented

Industry	Count
Marketing and Advertising	11
Information Technology and Services	8
E-Learning	4
Management Consulting	4
Computer Software	3

Highest-Rated Features

Campaign Management — 98% (Avg 84%)

Call Center Features — 97% (Avg 84%)

Email Marketing — 97% (Avg 84%)

Lowest-Rated Features

Internationalization — 79% (Avg 85%)

Breadth of Partner Applications — 82% (Avg 79%)

Sandbox / Test Environments — 82% (Avg 82%)

Ownership
EngageBay Inc

HQ Location
Wilmington, Delaware

Year Founded
2018

Employees (Listed On Linkedin™)
32

Company Website
www.engagebay.com

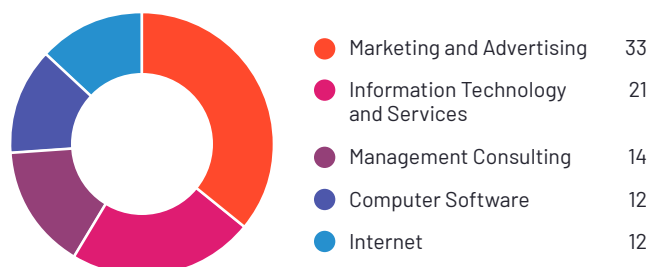# Flowlu

4.7 ★★★★⯪ **(186)**
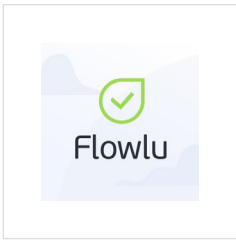
High Performer
SPRING
2022

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. 99% 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 95%. Flowlu is also in the Online Form Builder and Project Collaboration categories.

Satisfaction Ratings

Quality of Support
95%
Avg **88%**

Ease of Use
91%
Avg **87%**

Meets Requirements
92%
Avg **88%**

Ease of Admin
89%
Avg **87%**

Ease of Doing Business With
97%
Avg **90%**

Ease of Setup
89%
Avg **85%**

Top Industries Represented

●	Marketing and Advertising	46
●	Information Technology and Services	11
●	Accounting	9
●	Computer Software	9
●	Education Management	8

Highest-Rated Features

Contact & Account Management
97%
Avg **89%**

Performance and Reliability
97%
Avg **88%**

User, Role, and Access Management
97%
Avg **88%**

Lowest-Rated Features

Call Center Features
76%
Avg **84%**

Marketing ROI Analytics
79%
Avg **83%**

Support Analytics
79%
Avg **85%**

Ownership
Flowlu

Year Founded
2016

Employees (Listed On Linkedin™)
7

Company Website
www.flowlu.com

ePROMIS ERP

5.0 ★★★★★ **(46)**

High Performer SPRING 2022
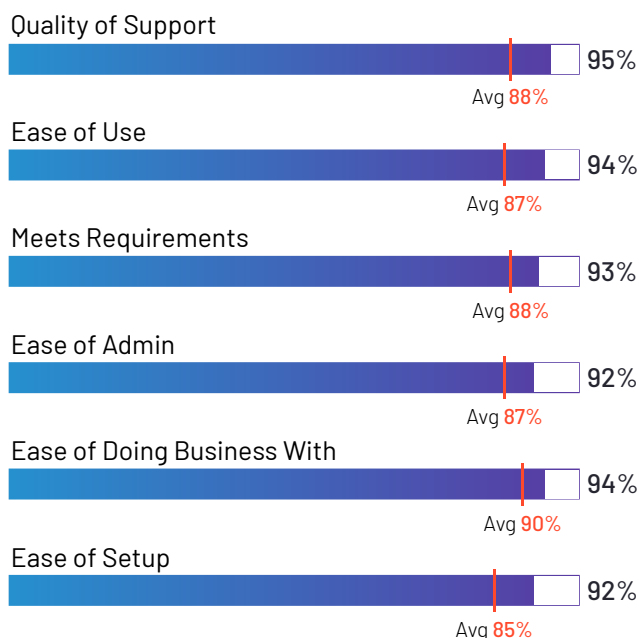
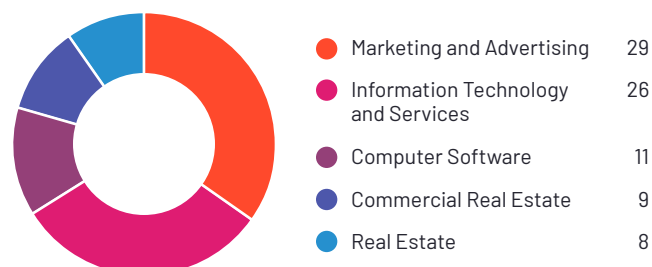ePROMIS ERP has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend ePROMIS ERP at a rate of 99%. ePROMIS ERP is also in the Procure to Pay, Accounting, Account-Based Data , ERP Systems, Discrete ERP, and Distribution ERP categories.

Satisfaction Ratings

Quality of Support
100%
Avg **88%**

Ease of Use
100%
Avg **87%**

Meets Requirements
100%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Construction	10
● Accounting	1
● Logistics and Supply Chain	1

Highest-Rated Features

Mobile User Support
100%
Avg **83%**

Social Network Integration
100%
Avg **81%**

Social Collaboration Features
100%
Avg **82%**

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™)
92

Company Website
www.epromis.com

Shape Software

4.8 ★★★★★ **(39)**

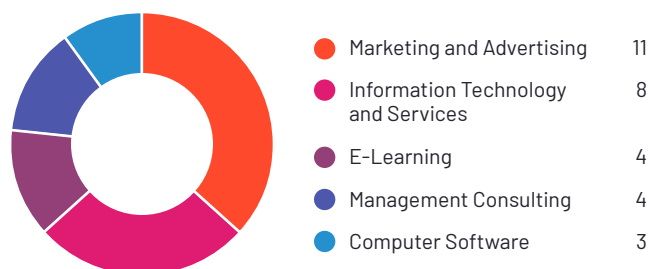Shape Software has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Shape Software at a rate of 95%. Shape Software is also in the Inbound Call Tracking, Outbound Call Tracking, Email Tracking, E-Signature, Client Portal, Auto Dialer, Email Template Builder, Contact Center Operations, and Marketing Automation categories.
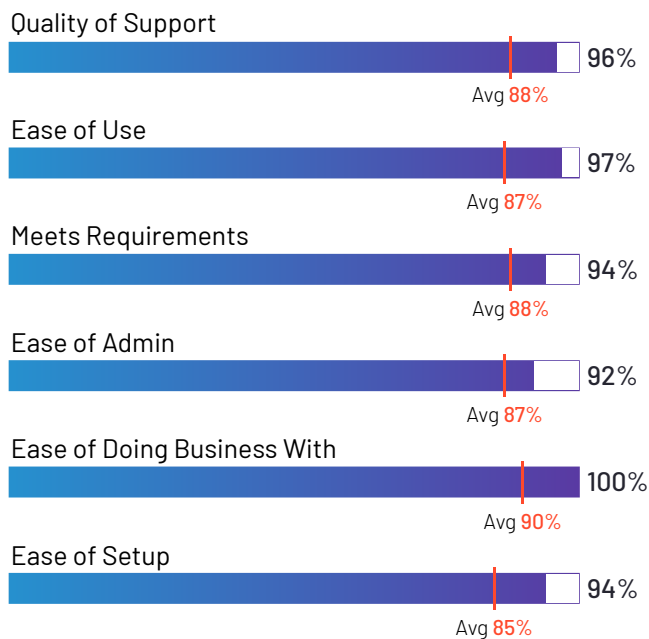
Satisfaction Ratings

Quality of Support
96%
Avg **88%**

Ease of Use
97%
Avg **87%**

Meets Requirements
94%
Avg **88%**

Ease of Admin
92%
Avg **87%**

Ease of Doing Business With
100%
Avg **90%**

Ease of Setup
94%
Avg **85%**

Top Industries Represented

● Financial Services	5
● Banking	3
● Marketing and Advertising	3
● Real Estate	3
● Information Technology and Services	2

Highest-Rated Features

Marketing ROI Analytics
100%
Avg **83%**

Email Marketing
98%
Avg **84%**

Lead Management
98%
Avg **88%**

Lowest-Rated Features

Desktop Integration
94%
Avg **85%**

Product & Price List Management
94%
Avg **84%**

Social Collaboration Features
94%
Avg **82%**
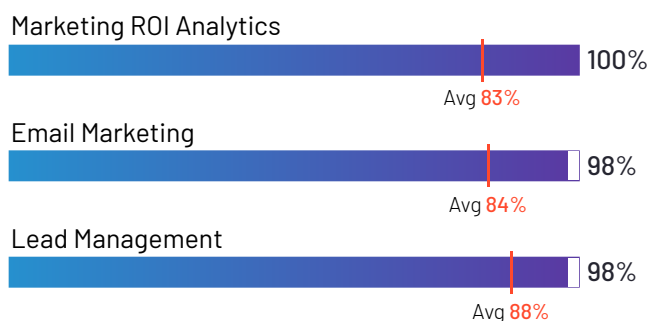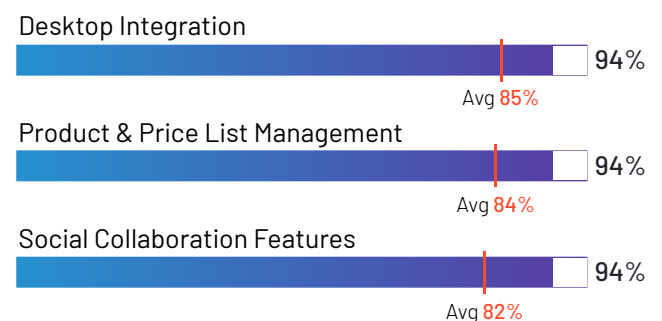
Ownership	**HQ Location**	**Employees (Listed On Linkedin™)**	**Company Website**
Shape Software	Irvine, California	26	www.setshape.com

Spiro

4.6 ★★★★½ **(49)**

High Performer SPRING 2022

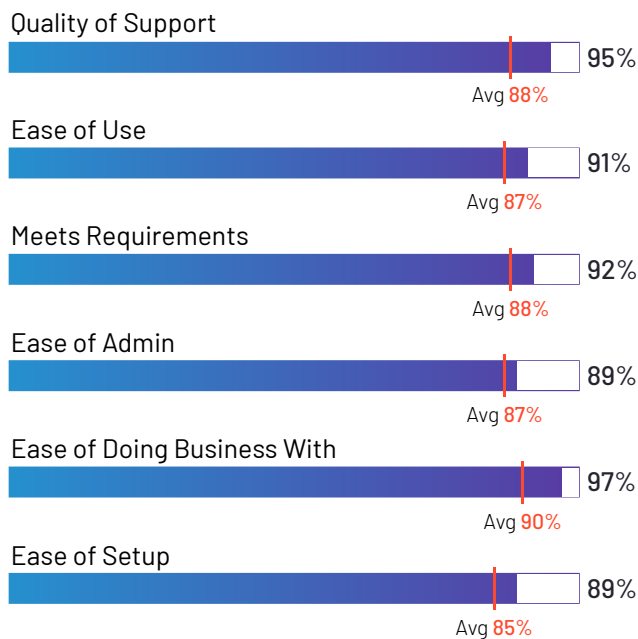Spiro has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Spiro at a rate of 92%.

Satisfaction Ratings

Quality of Support
95%
Avg **88%**

Ease of Use
94%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
94%
Avg **87%**

Ease of Doing Business With
98%
Avg **90%**

Ease of Setup
88%
Avg **85%**

Top Industries Represented

Information Technology and Services	5
Construction	3
Telecommunications	3
Wholesale	3
Automotive	2

Highest-Rated Features

Contact & Account Management
96%
Avg **89%**

Performance and Reliability
94%
Avg **88%**

Partner Relationship Mgmt. (PRM)
94%
Avg **85%**

Lowest-Rated Features

Breadth of Partner Applications
66%
Avg **79%**

Integration APIs
69%
Avg **82%**

Social Network Integration
77%
Avg **81%**

Ownership
Spiro Technologies, Inc.

HQ Location
Boston, MA

Year Founded
2014

Employees (Listed On Linkedin™)
35

Company Website
spiro.ai

Solid Performers CRM

4.9 ★★★★★ (50)

High Performer SPRING 2022

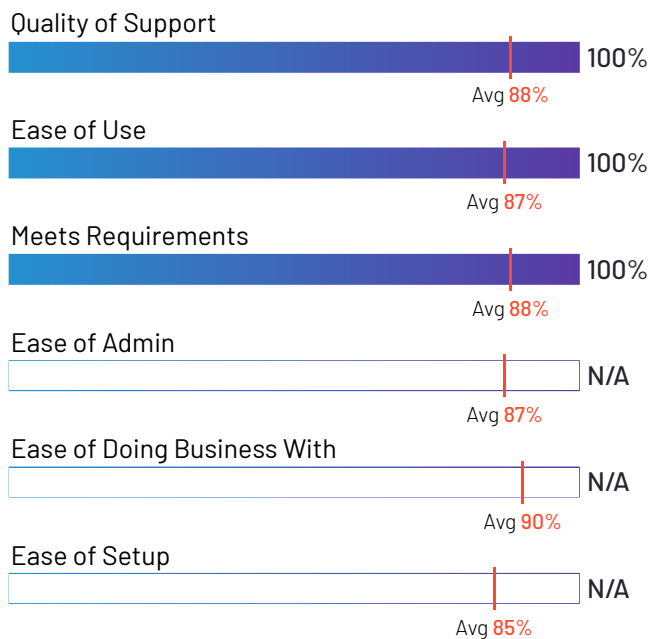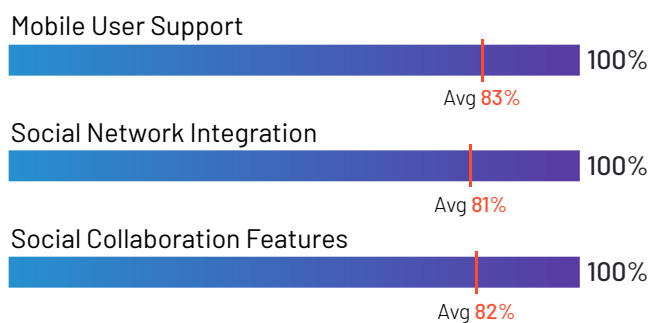Solid Performers CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely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

Satisfaction Ratings

Quality of Support — 96% — Avg 88%

Ease of Use — 96% — Avg 87%

Meets Requirements — 98% — Avg 88%

Ease of Admin — 100% — Avg 87%

Ease of Doing Business With — 100% — Avg 90%

Ease of Setup — 100% — Avg 85%

Top Industries Represented

● Real Estate	8
● Electrical/Electronic Manufacturing	6
● Marketing and Advertising	5
● Education Management	4
● Leisure, Travel & Tourism	3

Highest-Rated Features

Lead Management — 99% — Avg 88%

Contact & Account Management — 99% — Avg 89%

Dashboards — 97% — Avg 86%

Lowest-Rated Features

Product & Price List Management — 84% — Avg 84%

Customer Contract Management — 86% — Avg 86%

Marketing ROI Analytics — 86% — Avg 83%

Ownership
Solid Performers Pvt. Ltd

HQ Location
Bangalore, Karnataka

Year Founded
2015

Employees (Listed On Linkedin™)
7

Company Website
solidperformers.com

Prospect CRM

4.8 ★★★★★ (59)

High Performer SPRING 2022

#1 Stock-Aware CRM
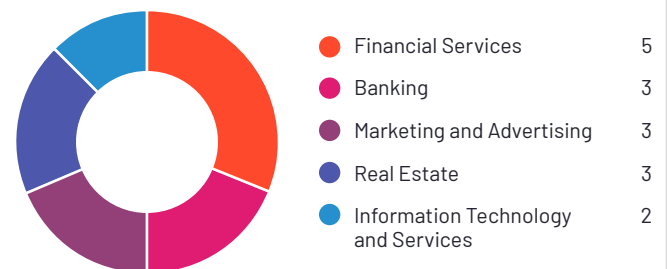
Prospect CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend Prospect CRM at a rate of 95%. Prospect CRM is also in the Sales & Ops Planning category.

Satisfaction Ratings
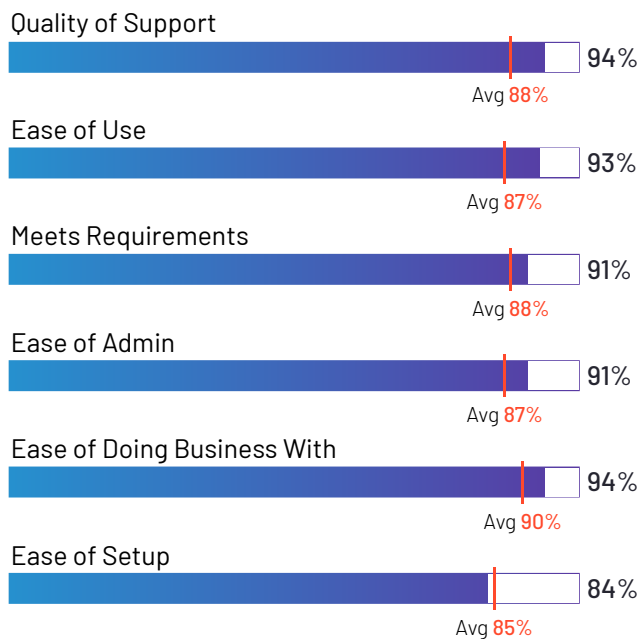
Quality of Support
94%
Avg 88%

Ease of Use
93%
Avg 87%

Meets Requirements
91%
Avg 88%

Ease of Admin
91%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
84%
Avg 85%

Top Industries Represented

● Wholesale	7
● Construction	4
● Food & Beverages	4
● Food Production	4
● Electrical/Electronic Manufacturing	3

Highest-Rated Features

Customer Support Portal
95%
Avg 85%

User, Role, and Access Management
94%
Avg 88%

Customization
94%
Avg 85%

Lowest-Rated Features

Email Marketing
86%
Avg 84%

Campaign Management
86%
Avg 84%

Call Center Features
86%
Avg 84%
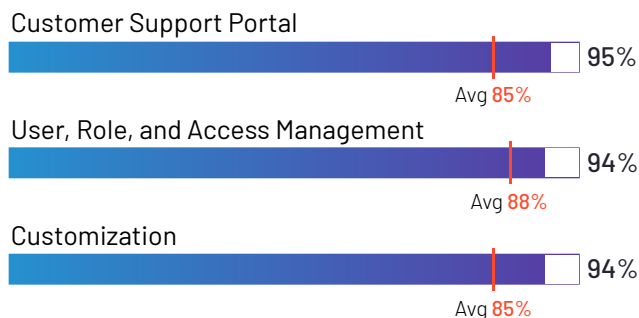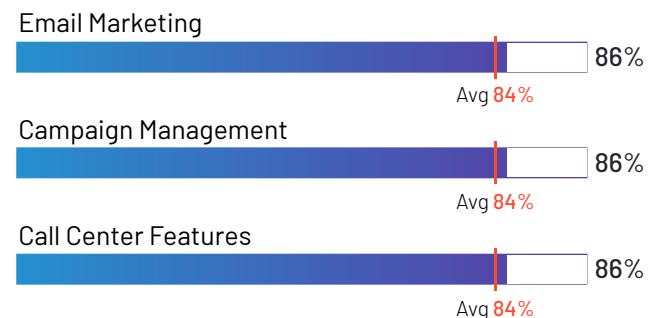
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
ProspectSoft	Stokenchurch, England	2000	53	www.prospectsoft.com

Daylite

4.5 ★★★★⯪ **(147)**

High Performer
SPRING
2022

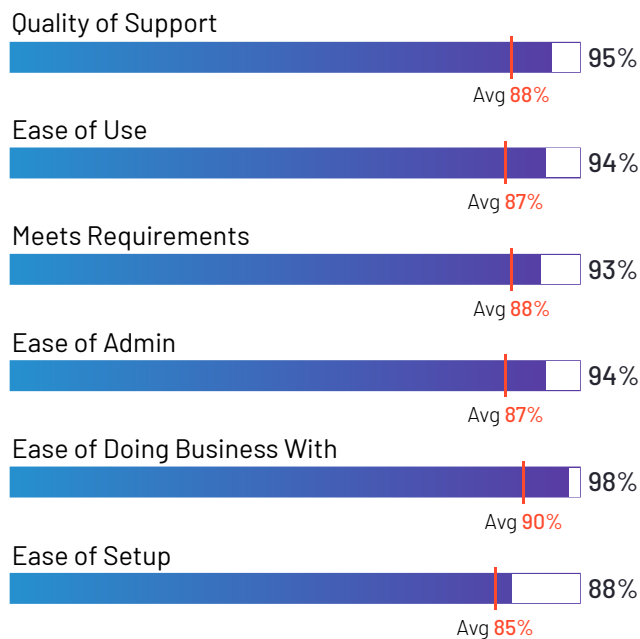Daylite has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Daylite at a rate of 91%. Daylite is also in the Work Management category.

Satisfaction Ratings

Quality of Support
92%
Avg **88%**

Ease of Use
89%
Avg **87%**

Meets Requirements
89%
Avg **88%**

Ease of Admin
85%
Avg **87%**

Ease of Doing Business With
92%
Avg **90%**

Ease of Setup
87%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	10
● Financial Services	8
● Law Practice	8
● Management Consulting	6
● Music	6

Highest-Rated Features

Call Center Features
93%
Avg **84%**

Contact & Account Management
93%
Avg **89%**

Desktop Integration
91%
Avg **85%**

Lowest-Rated Features

Social Network Integration
40%
Avg **81%**

Social Collaboration Features
49%
Avg **82%**

Breadth of Partner Applications
66%
Avg **79%**
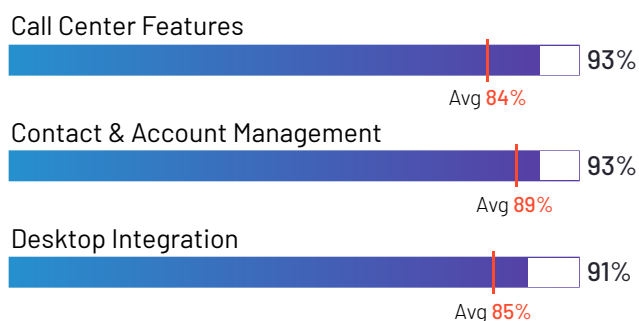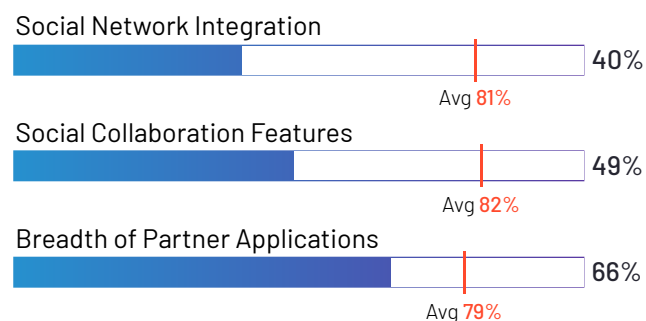
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
Marketcircle	Ontario, Canada	1999	41	www.marketcircle.com

SalezShark
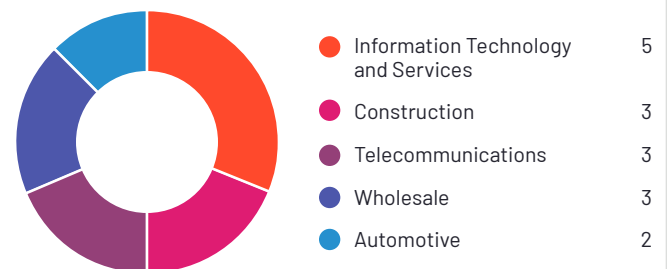
4.8 ★★★★★ (18)

High Performer SPRING 2022

SalezShark 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 SalezShark at a rate of 96%. SalezShark is also in the Marketing Automation category.
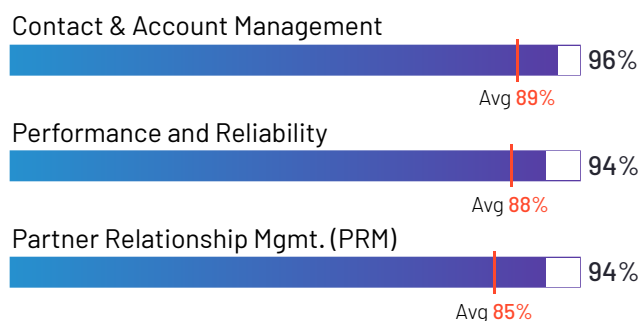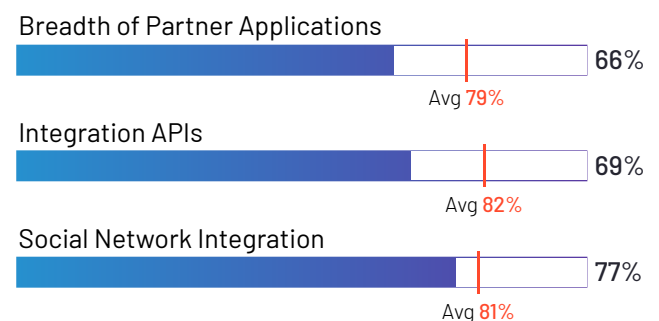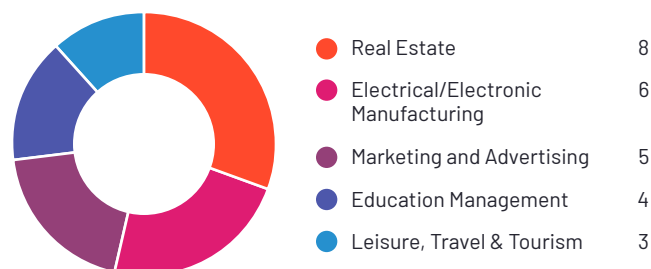
Satisfaction Ratings

Quality of Support
93%
Avg **88%**

Ease of Use
95%
Avg **87%**

Meets Requirements
98%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	8
● Computer & Network Security	1
● Construction	1
● Consumer Electronics	1
● Consumer Services	1

Highest-Rated Features

Email Marketing
98%
Avg **84%**

Contact & Account Management
98%
Avg **89%**

Opportunity & Pipeline Mgmt.
98%
Avg **86%**

Lowest-Rated Features

Social Network Integration
90%
Avg **81%**

Dashboards
93%
Avg **86%**

Task / Activity Management
93%
Avg **87%**
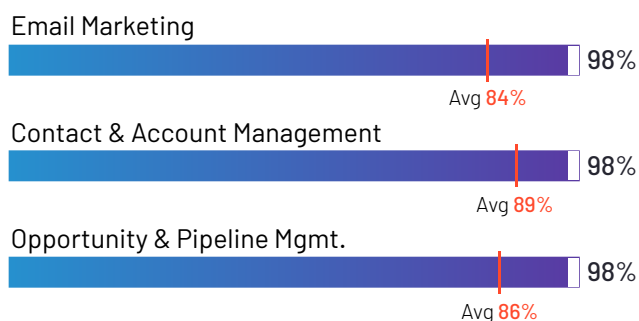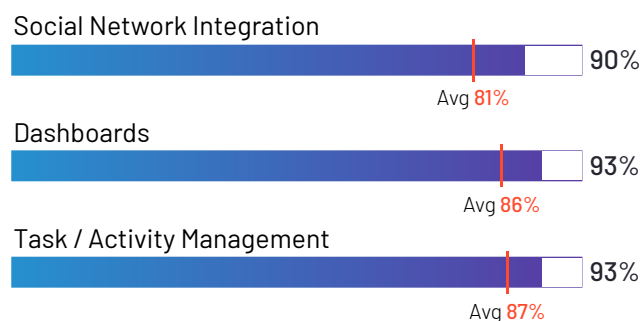
Ownership
SalezShark

HQ Location
Great Falls, Virginia

Year Founded
2014

Employees (Listed On Linkedin™)
61

Company Website
www.salezshark.com

Membrain

4.6 ★★★★½ **(139)**

High Performer SPRING 2022

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, 96% of users believe it is headed in the right direction, and users said 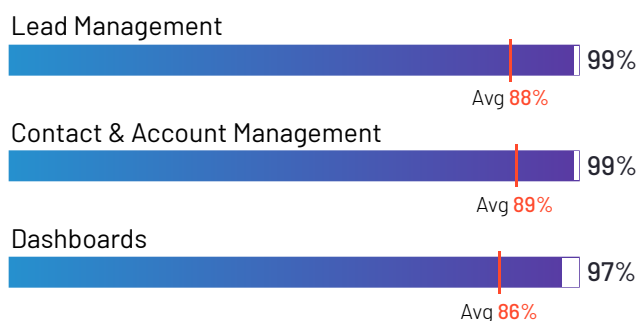they would be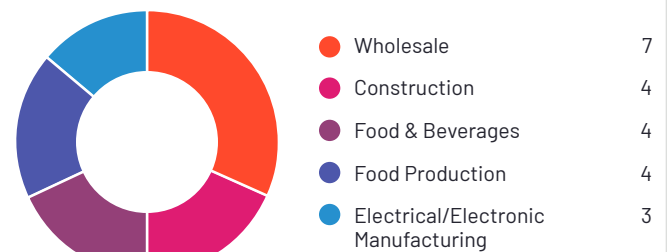 likely to recommend Membrain at a rate of 92%. Membrain is also in the Sales Performance Management, Sales Enablement, Sales Coaching, Sales Engagement, and Sales Acceleration Platforms categories.

Satisfaction Ratings

Quality of Support
93%
Avg **88%**

Ease of Use
92%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
91%
Avg **87%**

Ease of Doing Business With
97%
Avg **90%**

Ease of Setup
87%
Avg **85%**

Top Industries Represented

● Information Technology and Services	16
● Professional Training & Coaching	11
● Management Consulting	10
● Computer Software	9
● Marketing and Advertising	7

Highest-Rated Features

Performance and Reliability
93%
Avg **88%**

Opportunity & Pipeline Mgmt.
92%
Avg **86%**

Task / Activity Management
92%
Avg **87%**

Lowest-Rated Features

Output Document Generation
66%
Avg **82%**

Sandbox / Test Environments
73%
Avg **82%**

Breadth of Partner Applications
74%
Avg **79%**

Ownership
Upstream

HQ Location
Solna, Stockholm

Year Founded
1998

Employees (Listed On Linkedin™)
18

Company Website
www.upstream.se

BenchmarkONE

4.5 ★★★★☆ (183)

High Performer SPRING 2022
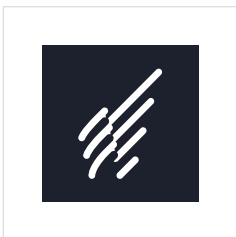
BenchmarkONE has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend BenchmarkONE at a rate of 90%. BenchmarkONE is also in the Marketing Automation category.
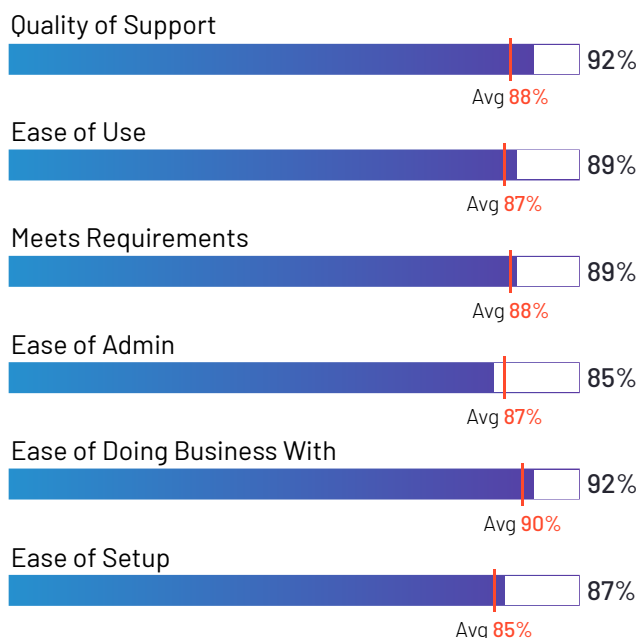
Satisfaction Ratings

Quality of Support
94%
Avg 88%

Ease of Use
89%
Avg 87%

Meets Requirements
88%
Avg 88%

Ease of Admin
91%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
88%
Avg 85%

Top Industries Represented

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

Highest-Rated Features

Customer Support Portal
95%
Avg 85%

Contact & Account Management
93%
Avg 89%

Data Import & Export Tools
93%
Avg 85%

Lowest-Rated Features

Reporting
82%
Avg 85%

Marketing ROI Analytics
82%
Avg 83%

Forecasting
82%
Avg 84%

Ownership
BenchmarkONE

HQ Location
St Louis, MO

Year Founded
2011

Employees (Listed On Linkedin™)
17

Company Website
www.benchmarkone.com
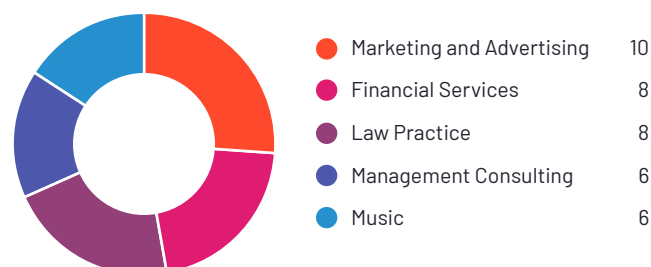
VBOUT

4.7 ★★★★⯪ (203)

High Performer SPRING 2022
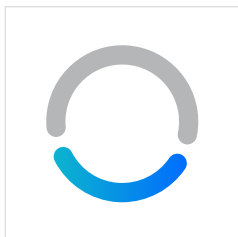
VBOUT has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend VBOUT at a rate of 95%. VBOUT is also in the Marketing Automation, Social Media Management, Social Media Analytics, and Landing Page Builders categories.

Satisfaction Ratings

Quality of Support
100%
Avg **88%**

Ease of Use
94%
Avg **87%**

Meets Requirements
96%
Avg **88%**

Ease of Admin
98%
Avg **87%**

Ease of Doing Business With
100%
Avg **90%**

Ease of Setup
92%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	9
● Information Technology and Services	3
● Retail	2
● Building Materials	1
● Consumer Goods	1

Ownership
Vbout Inc.

HQ Location
New York, NY

Year Founded
2013

Employees (Listed On Linkedin™)
36

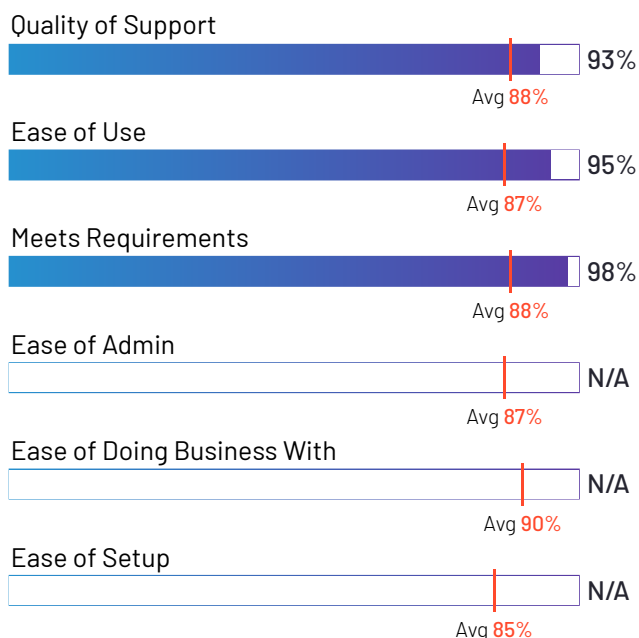**Company Website**
vbout.com

Salesmate

4.6 ★★★★½ (53)

High Performer
SPRING
2022

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. 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 Salesmate at a rate of 92%. Salesmate is also in the Email Tracking, Sales Engagement, Sales Performance Management, and Outbound Call Tracking categories.

Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
92%
Avg **87%**

Meets Requirements
91%
Avg **88%**

Ease of Admin
96%
Avg **87%**

Ease of Doing Business With
93%
Avg **90%**

Ease of Setup
92%
Avg **85%**

Top Industries Represented

● Computer Software	5
● Information Technology and Services	5
● Marketing and Advertising	5
● Financial Services	3
● Real Estate	3

Highest-Rated Features

Campaign Management
93%
Avg **84%**

Marketing ROI Analytics
92%
Avg **83%**

Desktop Integration
92%
Avg **85%**

Lowest-Rated Features

Social Network Integration
81%
Avg **81%**

Document & Content Mgmt.
83%
Avg **82%**

Case Management
83%
Avg **86%**
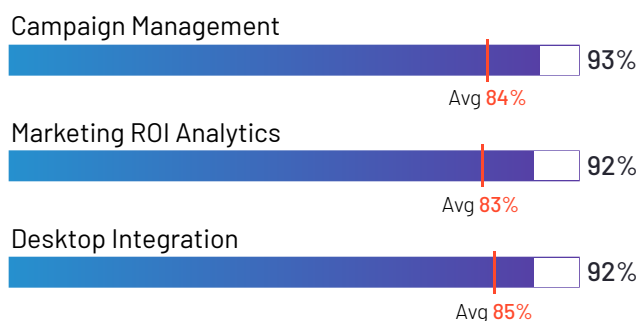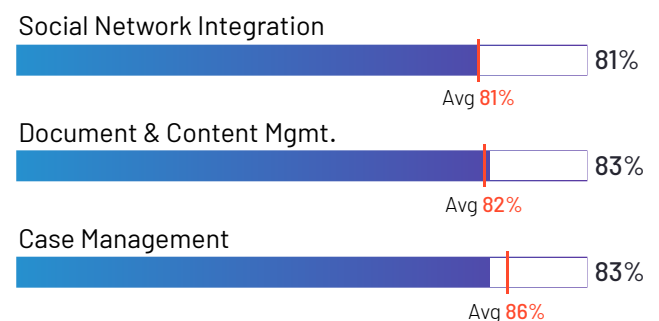
Ownership
Salesmate

HQ Location
Charlotte, NC

Year Founded
2016

Employees (Listed On Linkedin™)
14

Company Website
www.salesmate.io

C2CRM

4.6 ★★★★⯨ (45)

High Performer
SPRING
2022

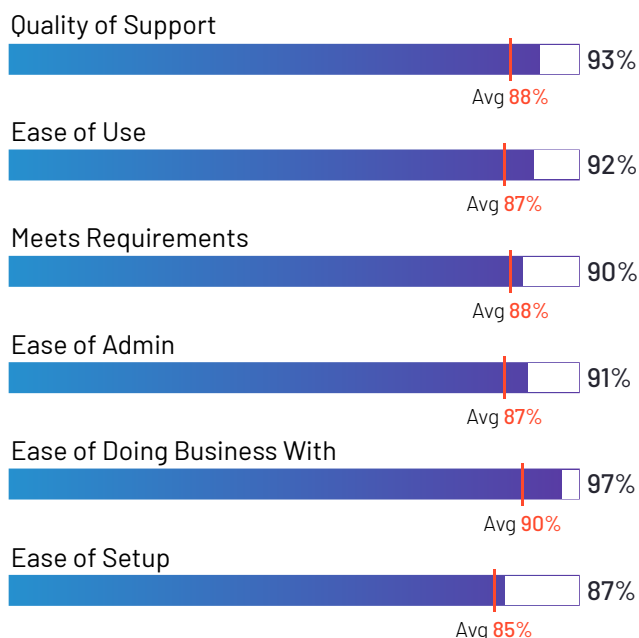C2CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend C2CRM at a rate of 92%. C2CRM is also in the Online Form Builder, Email Marketing, and Help Desk categories.

Satisfaction Ratings

Quality of Support
95%
Avg 88%

Ease of Use
93%
Avg 87%

Meets Requirements
95%
Avg 88%

Ease of Admin
96%
Avg 87%

Ease of Doing Business With
98%
Avg 90%

Ease of Setup
92%
Avg 85%

Top Industries Represented

● Telecommunications	5
● Hospital & Health Care	4
● Consumer Goods	3
● Information Technology and Services	3
● Automotive	2

Highest-Rated Features

Integration APIs
99%
Avg 82%

Social Network Integration
98%
Avg 81%

Sandbox / Test Environments
97%
Avg 82%

Lowest-Rated Features

Territory & Quota Management
81%
Avg 83%

Partner Relationship Mgmt. (PRM)
84%
Avg 85%

Opportunity & Pipeline Mgmt.
84%
Avg 86%

Ownership
Clear C2, Inc.

HQ Location
Coppell, TX

Year Founded
1993

Employees (Listed On Linkedin™)
41

Company Website
www.clearc2.com

Lime CRM

4.5 ★★★★½ (12)
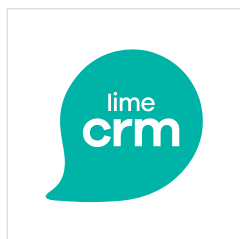
High Performer SPRING 2022

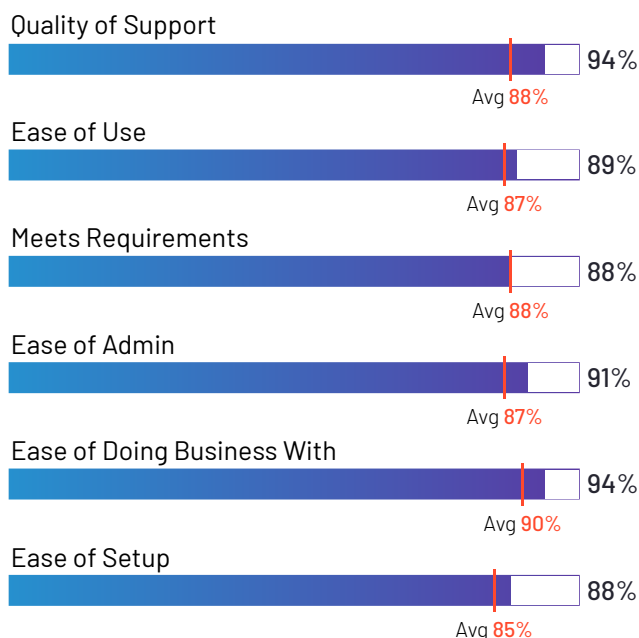Lime CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Lime CRM at a rate of 91%.

Satisfaction Ratings

Quality of Support
95%
Avg **88%**

Ease of Use
99%
Avg **87%**

Meets Requirements
89%
Avg **88%**

Ease of Admin
90%
Avg **87%**

Ease of Doing Business With
90%
Avg **90%**

Ease of Setup
93%
Avg **85%**

Top Industries Represented

● Hospital & Health Care	2
● Oil & Energy	2
● Automotive	1
● Computer Software	1
● Facilities Services	1

Highest-Rated Features

Product & Price List Management
93%
Avg **84%**

Campaign Management
91%
Avg **84%**

Contact & Account Management
90%
Avg **89%**

Lowest-Rated Features

Performance and Reliability
80%
Avg **88%**

Desktop Integration
86%
Avg **85%**

Customer Contract Management
86%
Avg **86%**

Ownership
Lime Technologies

HQ Location
Lund, Skåne

Employees (Listed On Linkedin™)
322

Company Website
www.lime-technologies.com

Upsales Sales and Marketing Platform

4.8 ★★★★★ (51)

High Performer SPRING 2022

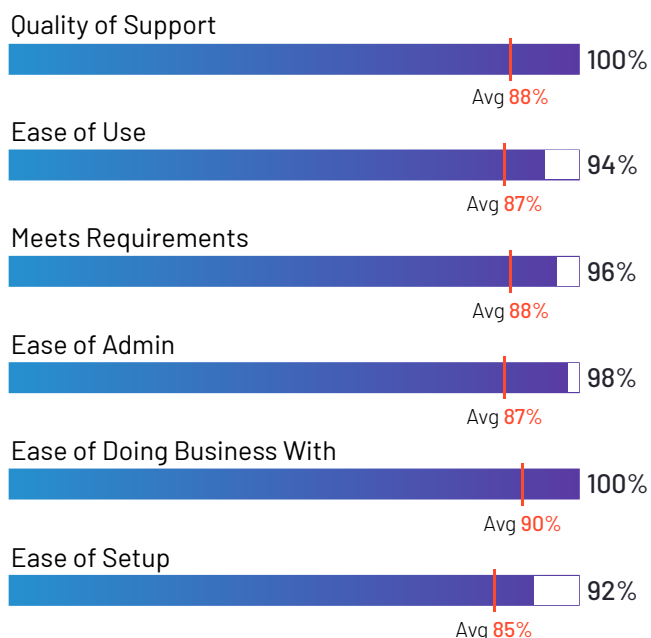Upsales Sales and Marketing Platform has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said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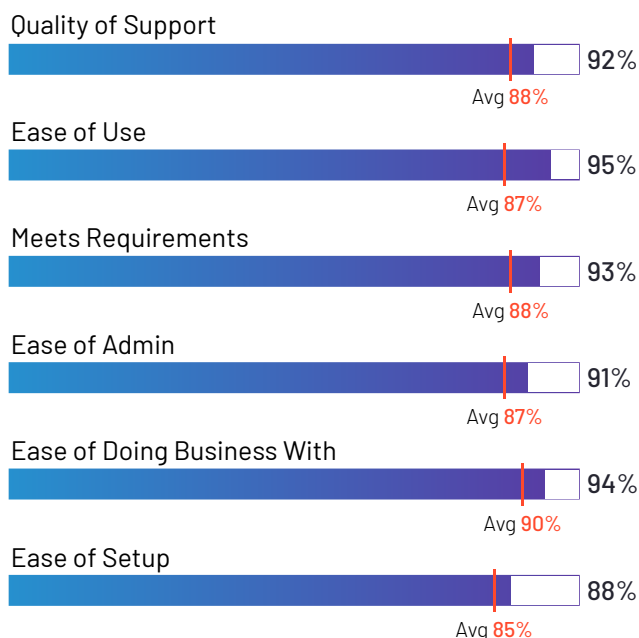
Satisfaction Ratings

Quality of Support
92%
Avg 88%

Ease of Use
95%
Avg 87%

Meets Requirements
93%
Avg 88%

Ease of Admin
91%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
88%
Avg 85%

Top Industries Represented

🔴 Marketing and Advertising	9
🔴 Computer Software	4
🔴 Accounting	3
🔵 Telecommunications	3
🔵 Broadcast Media	2

Highest-Rated Features

Performance and Reliability
95%
Avg 88%

User, Role, and Access Management
95%
Avg 88%

Opportunity & Pipeline Mgmt.
94%
Avg 86%

Lowest-Rated Features

Social Collaboration Features
68%
Avg 82%

Social Network Integration
71%
Avg 81%

Support Analytics
77%
Avg 85%
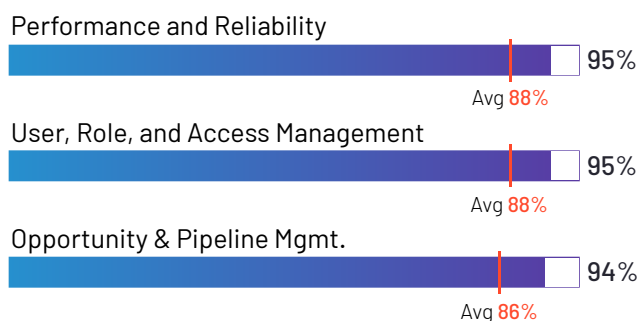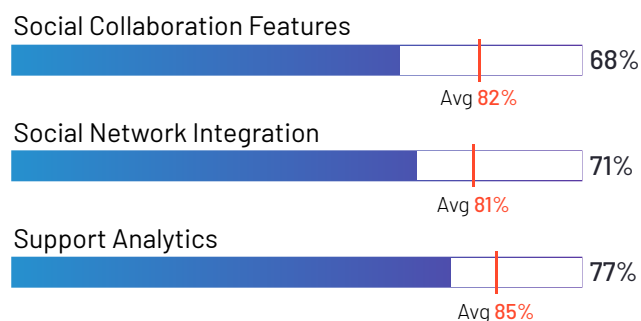
Ownership
Upsales

HQ Location
Stockholm, Sweden

Year Founded
2003

Employees (Listed On Linkedin™)
89

Company Website
www.upsales.com

OnePageCRM

4.7 ★★★★½ **(53)**

High Performer SPRING 2022

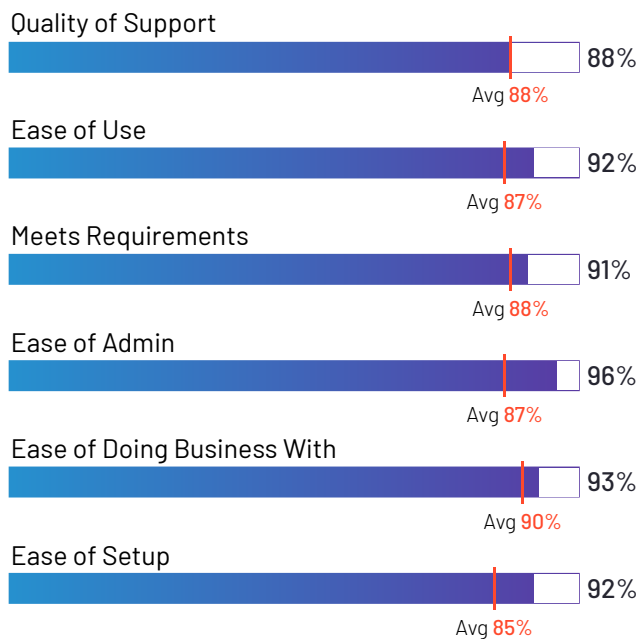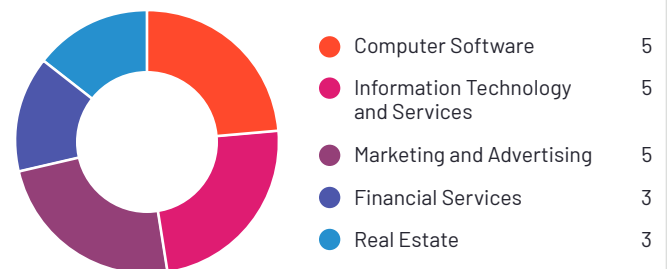OnePageCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings

Quality of Support
95%
Avg **88%**

Ease of Use
94%
Avg **87%**

Meets Requirements
91%
Avg **88%**

Ease of Admin
94%
Avg **87%**

Ease of Doing Business With
97%
Avg **90%**

Ease of Setup
96%
Avg **85%**

Top Industries Represented

● Computer Software	4
● Internet	4
● Management Consulting	4
● Construction	2
● Education Management	2

Highest-Rated Features

User, Role, and Access Management
98%
Avg **88%**
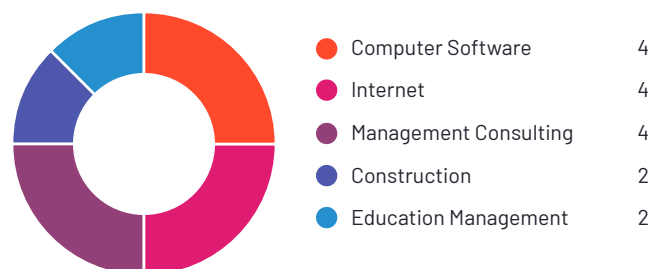
Task / Activity Management
94%
Avg **87%**

Case Management
94%
Avg **86%**

Lowest-Rated Features

Customization
80%
Avg **85%**

Reporting
81%
Avg **85%**

Breadth of Partner Applications
83%
Avg **79%**

Ownership
OnePage

Year Founded
2010

Employees (Listed On Linkedin™)
23

Company Website
www.onepagecrm.com

Really Simple Systems

4.4 ★★★★½ **(143)**

High Performer SPRING 2022

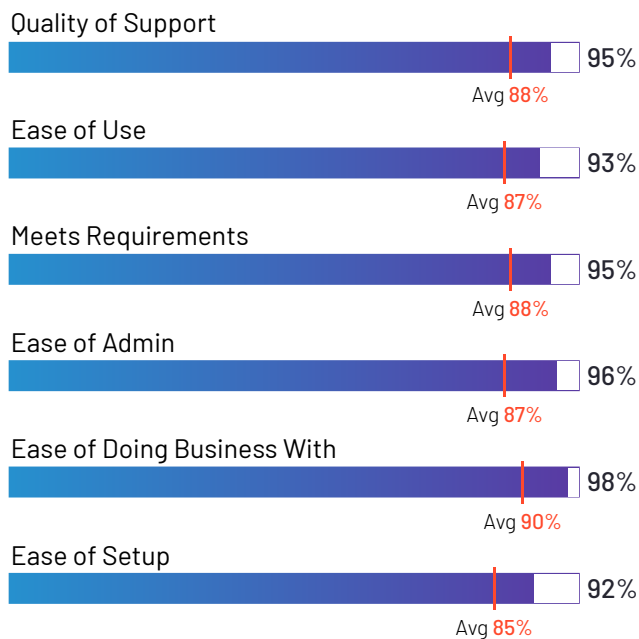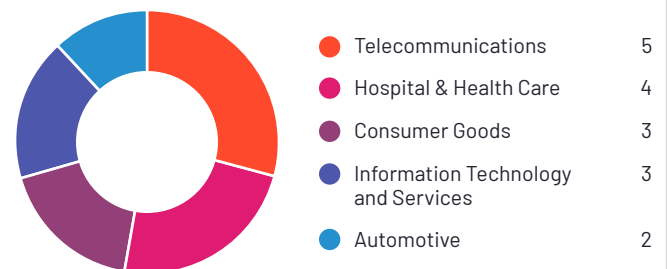Really Simple Systems has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely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

Satisfaction Ratings

Category	Rating	Average
Quality of Support	91%	Avg 88%
Ease of Use	91%	Avg 87%
Meets Requirements	86%	Avg 88%
Ease of Admin	92%	Avg 87%
Ease of Doing Business With	93%	Avg 90%
Ease of Setup	92%	Avg 85%

Top Industries Represented

Industry	Count
Information Technology and Services	18
Financial Services	8
Health, Wellness and Fitness	8
Insurance	6
Computer Software	5

Highest-Rated Features

Feature	Rating	Average
Performance and Reliability	94%	Avg 88%
Partner Relationship Mgmt. (PRM)	91%	Avg 85%
Workflow Capability	90%	Avg 85%

Lowest-Rated Features

Feature	Rating	Average
Breadth of Partner Applications	78%	Avg 79%
Campaign Management	79%	Avg 84%
Desktop Integration	79%	Avg 85%

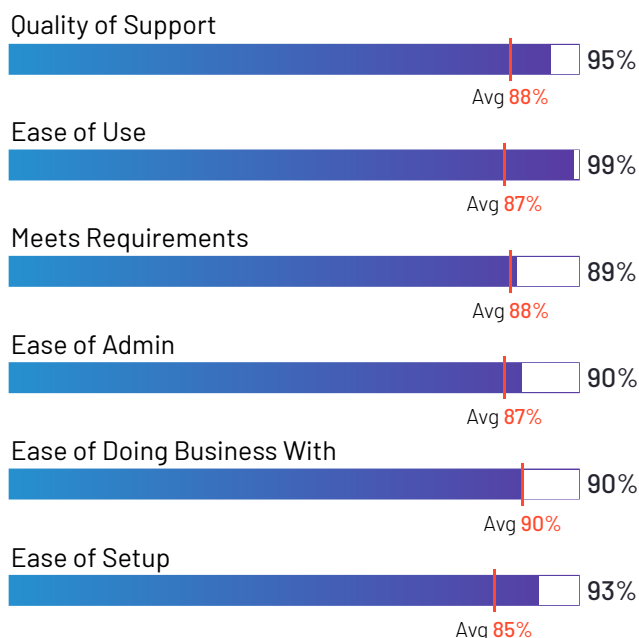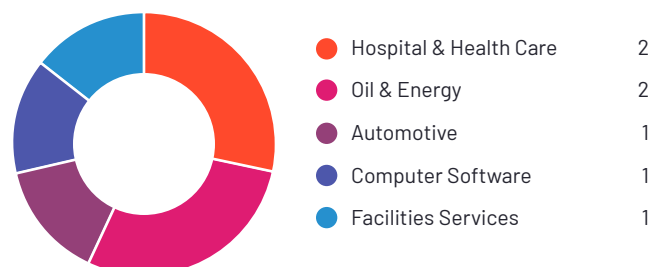|				
Ownership Really Simple Systems	**HQ Location** Hampshire, United Kingdom	**Year Founded** 2006	**Employees (Listed On Linkedin™)** 20	**Company Website** www.reallysimplesystems.com

Capsule CRM

4.3 ★★★★½ (76)

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. 89% 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 Capsule at a rate of 86%.
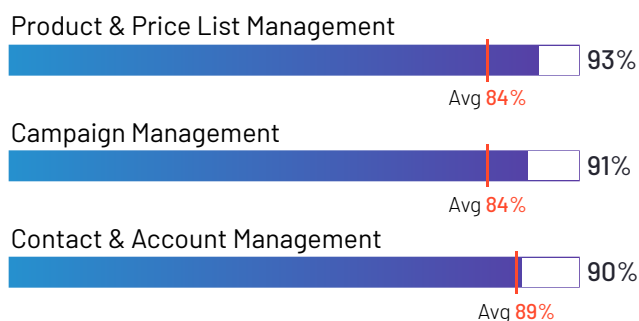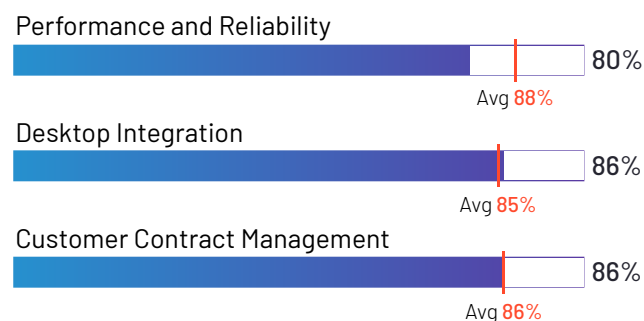
Satisfaction Ratings

Quality of Support — 88% — Avg 88%
Ease of Use — 89% — Avg 87%
Meets Requirements — 85% — Avg 88%
Ease of Admin — 93% — Avg 87%
Ease of Doing Business With — 90% — Avg 90%
Ease of Setup — 91% — Avg 85%

Top Industries Represented

Industry	
Information Technology and Services	13
Marketing and Advertising	8
Computer Software	5
Internet	4
Management Consulting	4

Highest-Rated Features

Performance and Reliability — 96% — Avg 88%
Contact & Account Management — 92% — Avg 89%
Lead Management — 87% — Avg 88%

Lowest-Rated Features

Campaign Management — 66% — Avg 84%
Marketing ROI Analytics — 67% — Avg 83%
Product & Price List Management — 71% — Avg 84%

Ownership Zestia Ltd
Year Founded 2007
Employees (Listed On Linkedin™) 40
Company Website capsulecrm.com

vcita

4.5 ★★★★½ (46)

High Performer SPRING 2022

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. 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 vcita at a rate of 86%. vcita is also in the Online Form Builder, Marketing Automation, and Online Appointment Scheduling categories.

Satisfaction Ratings

Quality of Support — 88%
Avg 88%

Ease of Use — 96%
Avg 87%

Meets Requirements — 84%
Avg 88%

Ease of Admin — N/A
Avg 87%

Ease of Doing Business With — N/A
Avg 90%

Ease of Setup — N/A
Avg 85%

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

Top Industries Represented

Human Resources	2
Information Technology and Services	2
Marketing and Advertising	2
Biotechnology	1
Construction	1

Highest-Rated Features

Contact & Account Management — 97%
Avg 89%

Customer Support Portal — 91%
Avg 85%

Email Marketing — 89%
Avg 84%

Lowest-Rated Features

Lead Management — 83%
Avg 88%

Dashboards — 83%
Avg 86%

Opportunity & Pipeline Mgmt. — 86%
Avg 86%
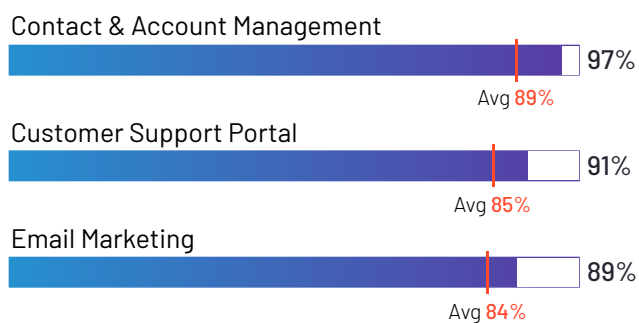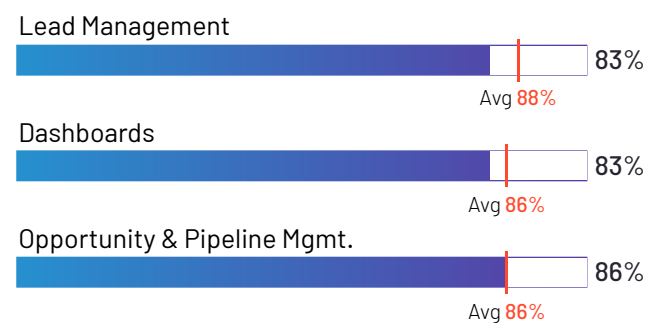
Ownership
vcita

HQ Location
Bellevue, WA

Year Founded
2010

Employees (Listed On Linkedin™)
178

Company Website
www.vcita.com

OneHash CRM

4.5 ★★★★½ (13)

High Performer SPRING 2022

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. 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 OneHash CRM at a rate of 91%.

Satisfaction Ratings

Quality of Support — 96% — Avg 88%
Ease of Use — 92% — Avg 87%
Meets Requirements — 96% — Avg 88%
Ease of Admin — N/A — Avg 87%
Ease of Doing Business With — N/A — Avg 90%
Ease of Setup — N/A — Avg 85%

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

Top Industries Represented

- Financial Services — 2
- Information Technology and Services — 2
- Management Consulting — 2
- Marketing and Advertising — 2
- Apparel & Fashion — 1

Highest-Rated Features

Contact & Account Management — 97% — Avg 89%
Reporting — 94% — Avg 85%
Product & Price List Management — 93% — Avg 84%

Lowest-Rated Features

Call Center Features — 86% — Avg 84%
Task / Activity Management — 88% — Avg 87%
Campaign Management — 89% — Avg 84%
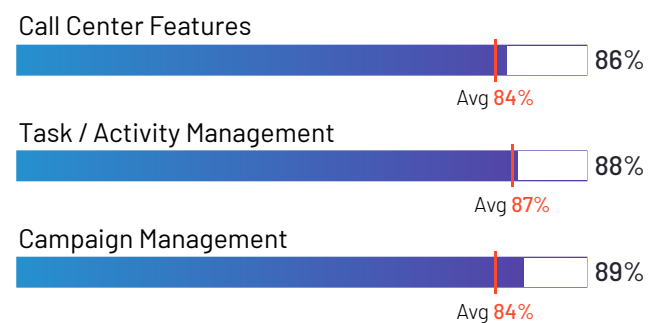
Ownership OneHash
HQ Location Delaware
Year Founded 2020
Employees (Listed On Linkedin™) 9
Company Website onehash.ai

Referrizer

4.6 ★★★★½ (45)

High Performer SPRING 2022

Referrizer 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 Referrizer at a rate of 96%. Referrizer is also in the Marketing Automation, Online Reputation Management, Landing Page Builders, and Loyalty Management categories.

Satisfaction Ratings

Quality of Support
94%
Avg **88%**

Ease of Use
90%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
93%
Avg **87%**

Ease of Doing Business With
97%
Avg **90%**

Ease of Setup
89%
Avg **85%**

Top Industries Represented

Health, Wellness and Fitness	9
Alternative Medicine	2
Education Management	2
Marketing and Advertising	2
Accounting	1

Highest-Rated Features

Lead Management
100%
Avg **88%**

Campaign Management
100%
Avg **84%**

Email Marketing
100%
Avg **84%**

Lowest-Rated Features

Reporting
82%
Avg **85%**

Social Network Integration
90%
Avg **81%**

Opportunity & Pipeline Mgmt.
91%
Avg **86%**
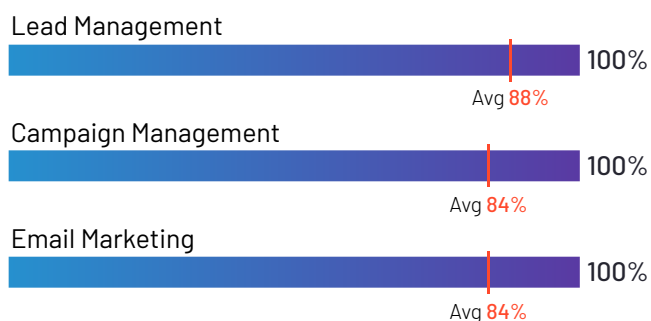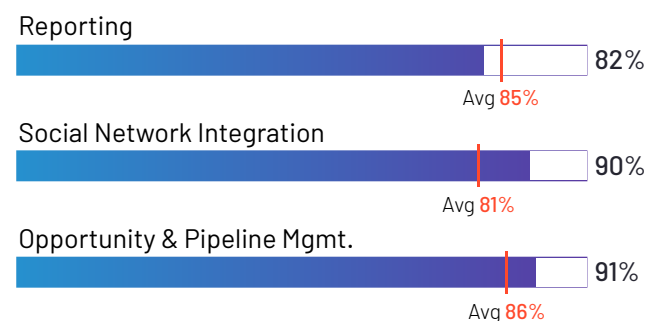
Ownership
Referrizer

HQ Location
Miami, FL

Year Founded
2013

Employees (Listed On Linkedin™)
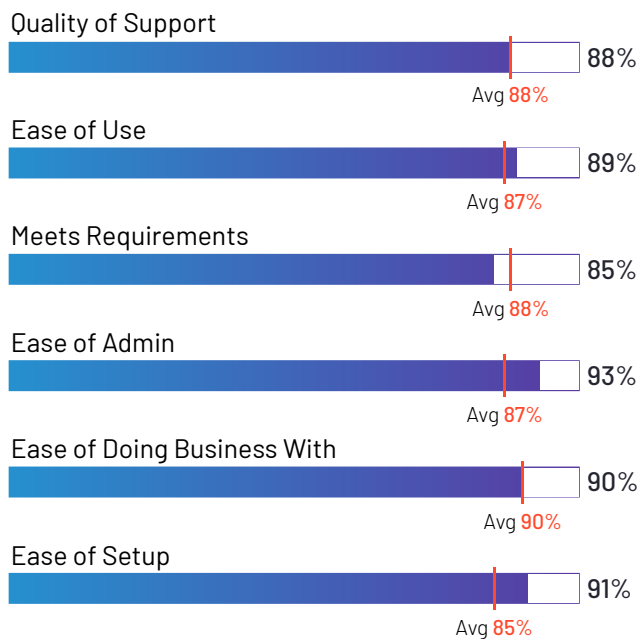122

Company Website
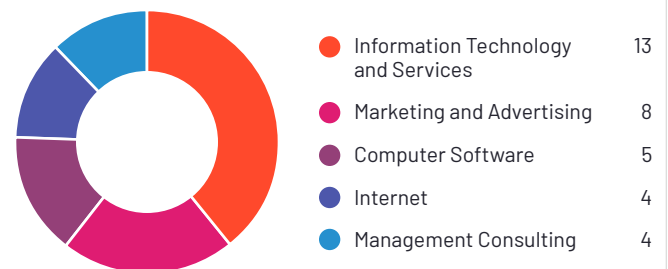www.referrizer.com

FreeAgent CRM

4.2 ★★★★☆ (38)

FreeAgent 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. 89% 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 FreeAgent CRM at a rate of 84%.
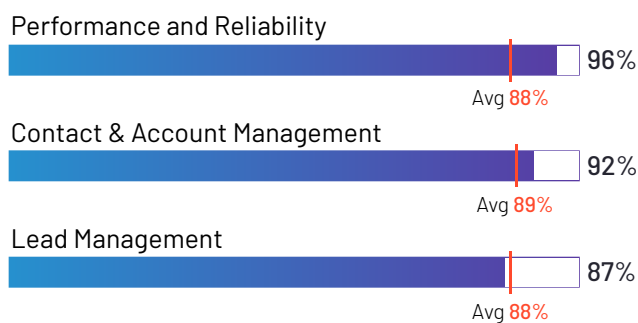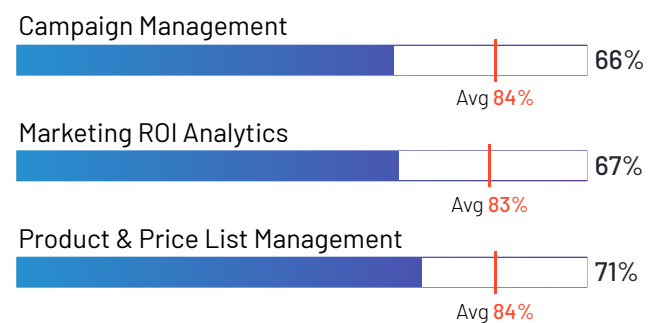
Satisfaction Ratings

Quality of Support — 96% — Avg 88%

Ease of Use — 92% — Avg 87%

Meets Requirements — 86% — Avg 88%

Ease of Admin — 89% — Avg 87%

Ease of Doing Business With — 98% — Avg 90%

Ease of Setup — 91% — Avg 85%

Top Industries Represented

Insurance	5
Telecommunications	4
Retail	3
Electrical/Electronic Manufacturing	2
Information Technology and Services	2

Highest-Rated Features

Campaign Management — 94% — Avg 84%

Desktop Integration — 93% — Avg 85%

User, Role, and Access Management — 91% — Avg 88%

Lowest-Rated Features

Task / Activity Management — 78% — Avg 87%

Mobile User Support — 82% — Avg 83%

Opportunity & Pipeline Mgmt. — 84% — Avg 86%

Ownership FreeAgent CRM

HQ Location Walnut Creek, California

Year Founded 2016

Employees (Listed On Linkedin™) 60

Company Website www.freeagentcrm.com
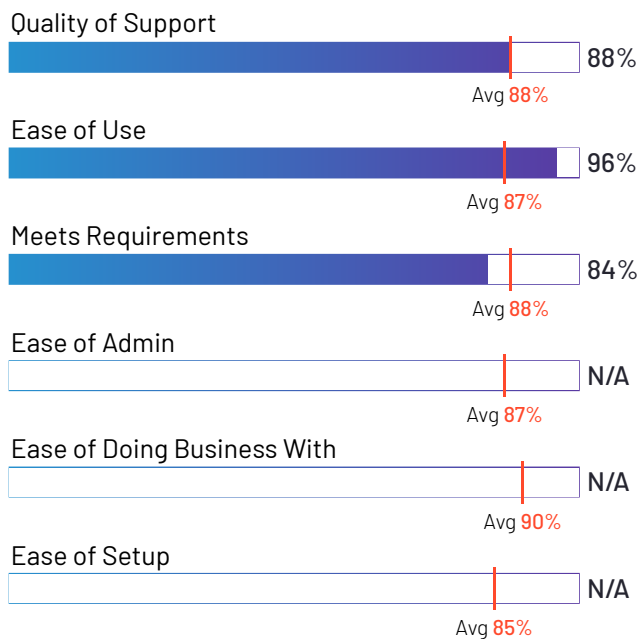
IRIS CRM
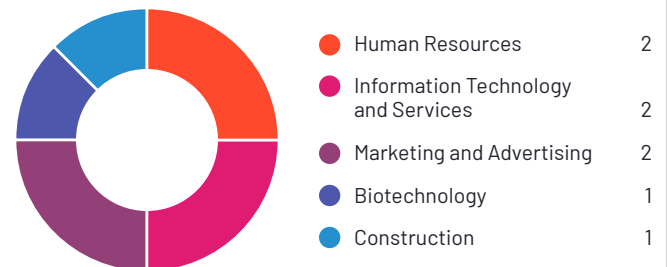
4.7 ★★★★½ **(40)**

High Performer SPRING 2022

IRIS 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, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend IRIS CRM at a rate of 93%. IRIS CRM is also in the Help Desk and Marketing Automation categories.

Satisfaction Ratings

Quality of Support
93%
Avg **88%**

Ease of Use
87%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
88%
Avg **87%**

Ease of Doing Business With
96%
Avg **90%**

Ease of Setup
81%
Avg **85%**

Top Industries Represented

● Financial Services	27
● Banking	2
● Accounting	1
● Business Supplies and Equipment	1
● Commercial Real Estate	1

Highest-Rated Features

Customer Support Portal
97%
Avg **85%**

User, Role, and Access Management
95%
Avg **88%**

Opportunity & Pipeline Mgmt.
95%
Avg **86%**

Lowest-Rated Features

Desktop Integration
86%
Avg **85%**

Sandbox / Test Environments
86%
Avg **82%**

Integration APIs
86%
Avg **82%**
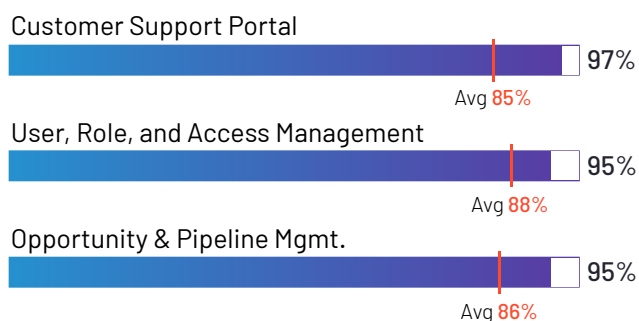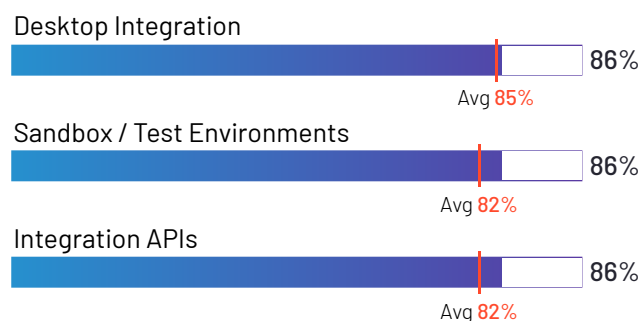
Ownership
Integrated Reporting is Simple LLC

HQ Location
Brooklyn, NY

Year Founded
2010

Employees (Listed On Linkedin™)
31

Company Website
www.iriscrm.com

BigContacts

ProProfs BIGContacts

4.4 ★★★★⯪ **(68)**

G2 High Performer SPRING 2022

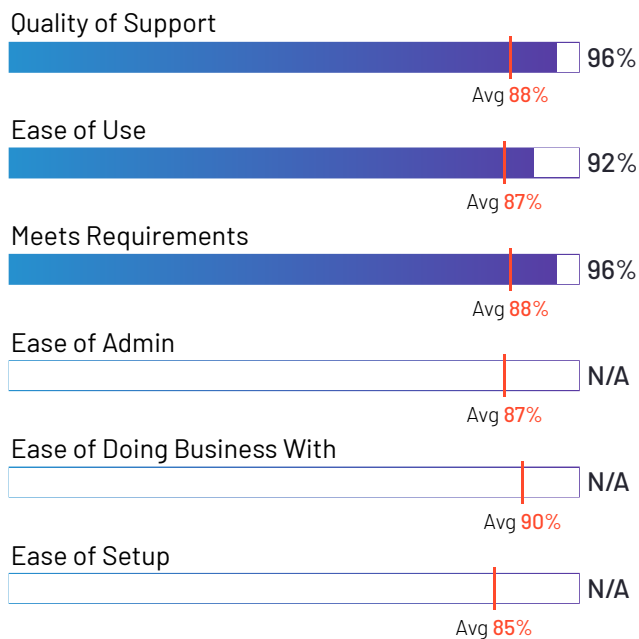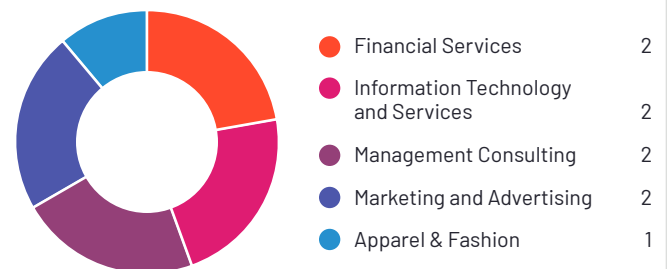BigContacts has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend BigContacts at a rate of 89%. BigContacts is also in the Email Marketing category.

Satisfaction Ratings

Quality of Support
87%
Avg **88%**

Ease of Use
91%
Avg **87%**

Meets Requirements
88%
Avg **88%**

Ease of Admin
92%
Avg **87%**

Ease of Doing Business With
89%
Avg **90%**

Ease of Setup
93%
Avg **85%**

Top Industries Represented

● Marketing and Advertising		6
● Insurance		5
● Accounting		4
● Financial Services		4
● Construction		3

Highest-Rated Features

Task / Activity Management
91%
Avg **87%**

Contact & Account Management
91%
Avg **89%**

User, Role, and Access Management
89%
Avg **88%**

Lowest-Rated Features

Integration APIs
76%
Avg **82%**

Data Import & Export Tools
78%
Avg **85%**

Breadth of Partner Applications
79%
Avg **79%**

Ownership
BigContacts

HQ Location
Victoria, BC

Year Founded
2007

Employees (Listed On Linkedin™)
2

Company Website
www.bigcontacts.com

Simply CRM

4.5 ★★★★½ **(26)**

High Performer SPRING 2022

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. 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 Simply CRM at a rate of 91%.
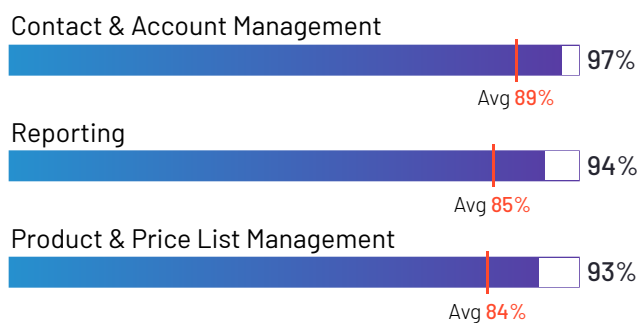
Satisfaction Ratings

Quality of Support
99%
Avg 88%

Ease of Use
99%
Avg 87%

Meets Requirements
96%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

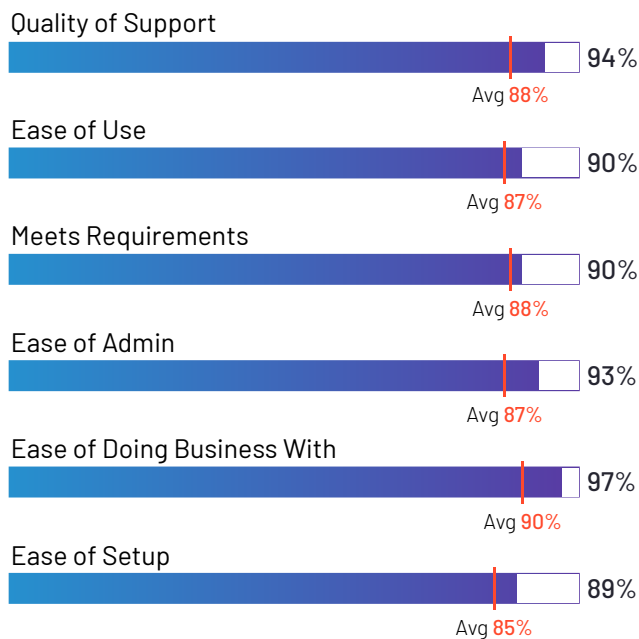|		
●	Information Technology and Services	9
●	Computer Software	2
●	Alternative Medicine	1
●	Computer & Network Security	1
●	Construction	1

Highest-Rated Features

Reporting
99%
Avg 85%

Support Analytics
99%
Avg 85%

Marketing ROI Analytics
99%
Avg 83%

Lowest-Rated Features

Partner Relationship Mgmt. (PRM)
93%
Avg 85%

Forecasting
94%
Avg 84%

Mobile User Support
95%
Avg 83%
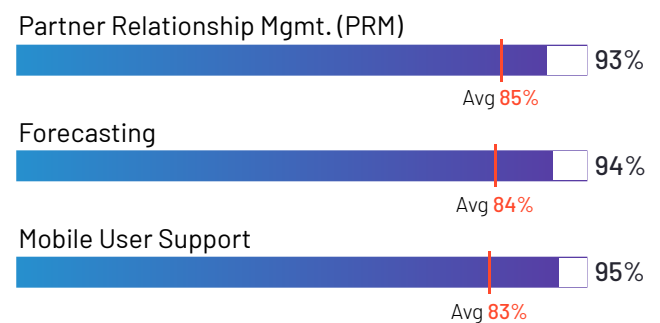
Ownership
Simply CRM

HQ Location
Copenhagen K

Year Founded
2011

Employees (Listed On Linkedin™)
8

Company Website
simply-crm.com

Claritysoft

4.3 ★★★★½ **(88)**

Claritysoft 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, 82% 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

Quality of Support
90%
Avg 88%

Ease of Use
89%
Avg 87%

Meets Requirements
88%
Avg 88%

Ease of Admin
90%
Avg 87%

Ease of Doing Business With
93%
Avg 90%

Ease of Setup
85%
Avg 85%

Top Industries Represented

● Financial Services	9
● Information Technology and Services	7
● Marketing and Advertising	7
● Computer Software	3
● Electrical/Electronic Manufacturing	3

Highest-Rated Features

Customer Support Portal
93%
Avg 85%

Output Document Generation
90%
Avg 82%

Knowledge Base
89%
Avg 85%

Lowest-Rated Features

Social Network Integration
70%
Avg 81%

Integration APIs
70%
Avg 82%

Breadth of Partner Applications
71%
Avg 79%

Ownership
Claritysoft

HQ Location
Dublin, OH

Year Founded
2006

Employees (Listed On Linkedin™)
19

Company Website
www.claritysoft.com

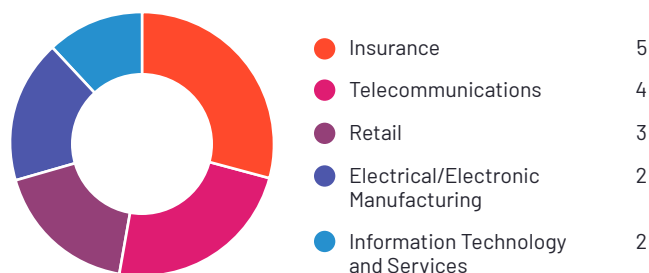# ConvergeHub

4.8 ★★★★★ (35)

High Performer SPRING 2022

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 the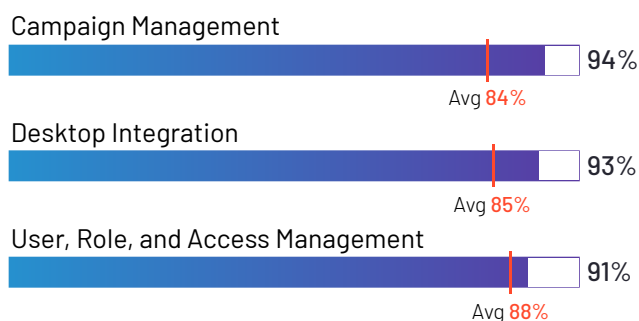y would 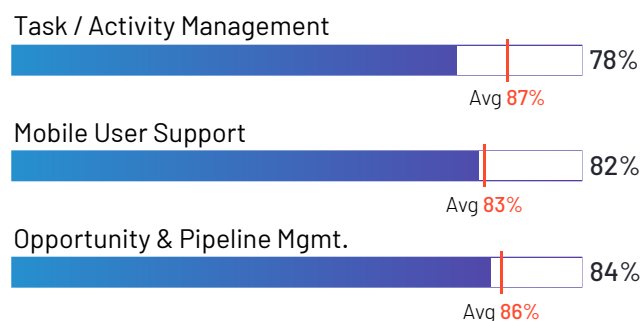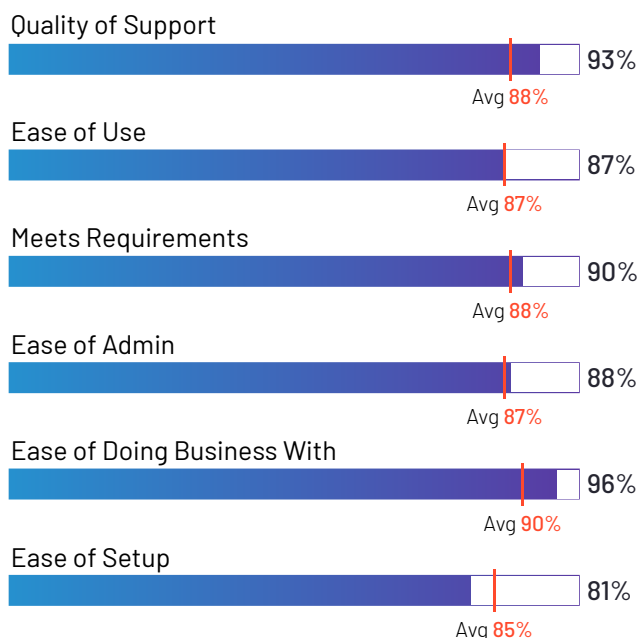be likely to recommend ConvergeHub at a rate of 95%. ConvergeHub is also in the Billing, Help Desk, and Marketing Automation categories.

Satisfaction Ratings

Quality of Support
92%
Avg **88%**

Ease of Use
93%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
92%
Avg **87%**

Ease of Doing Business With
94%
Avg **90%**

Ease of Setup
92%
Avg **85%**

Top Industries Represented

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

Highest-Rated Features

Case Management
96%
Avg **86%**

Knowledge Base
95%
Avg **85%**

Data Import & Export Tools
95%
Avg **85%**

Lowest-Rated Features

Customization
87%
Avg **85%**

Breadth of Partner Applications
87%
Avg **79%**

Call Center Features
88%
Avg **84%**
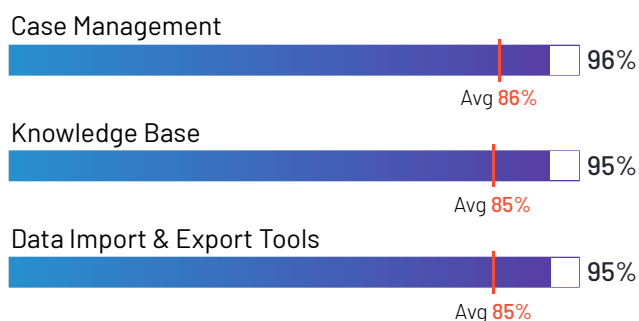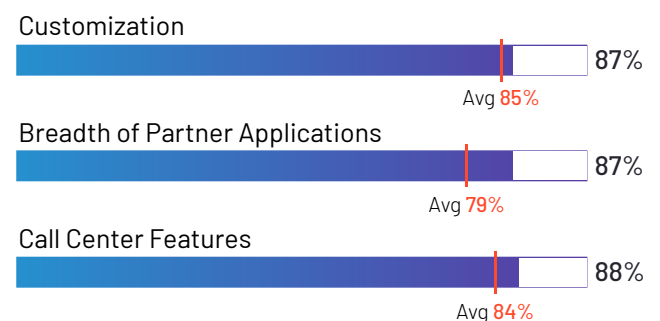
Ownership
ConvergeHub

HQ Location
San Francisco Bay Area, California

Year Founded
2016

Employees (Listed On Linkedin™)
8

Company Website
www.convergehub.com

Snovio

4.5 ★★★★½ (169)

High Performer
SPRING
2022

Snovio 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 Snovio at a rate of 94%. Snovio is also in the Email Marketing and Email Verification categories.

Satisfaction Ratings

Quality of Support
91%
Avg **88%**

Ease of Use
90%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
94%
Avg **87%**

Ease of Doing Business With
100%
Avg **90%**

Ease of Setup
100%
Avg **85%**

Top Industries Represented

● Computer Software		6
● Information Technology and Services		4
● Marketing and Advertising		4
● Telecommunications		2
● Apparel & Fashion		1

Ownership
Snovio

HQ Location
Chernihiv, Ukraine

Year Founded
2017

Employees (Listed On Linkedin™)
96

Company Website
www.snov.io

Kizen

4.5 ★★★★½ (18)

High Performer SPRING 2022

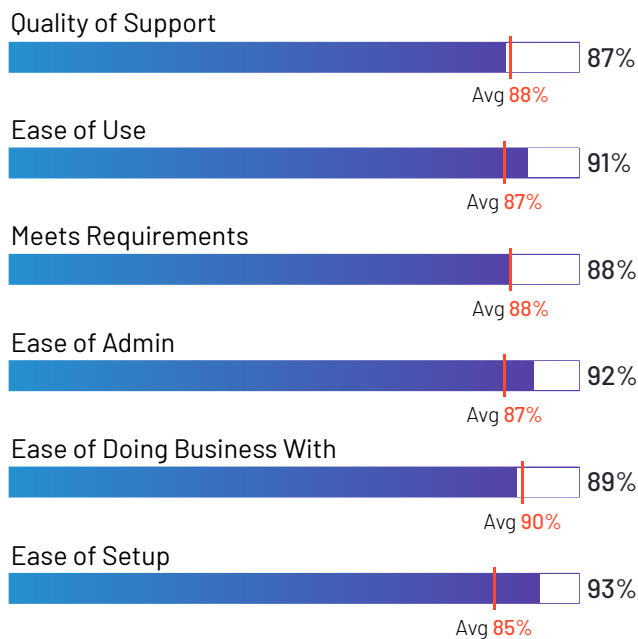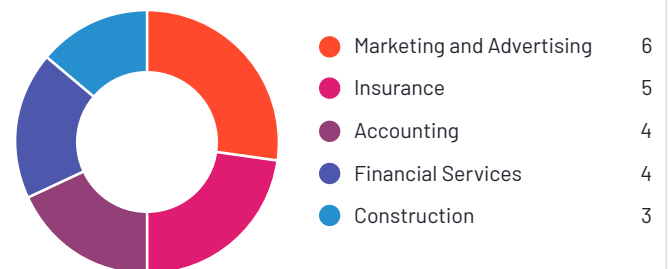Kizen has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Kizen at a rate of 92%. Kizen is also in the Online Form Builder, Customer Revenue Optimization, Marketing Automation, and Customer Data Platform (CDP) categories.

Satisfaction Ratings

Quality of Support
96%
Avg 88%

Ease of Use
93%
Avg 87%

Meets Requirements
96%
Avg 88%

Ease of Admin
100%
Avg 87%

Ease of Doing Business With
100%
Avg 90%

Ease of Setup
95%
Avg 85%

Top Industries Represented

● Marketing and Advertising	3
● Health, Wellness and Fitness	2
● Non-Profit Organization Management	2
● Construction	1
● Financial Services	1

Highest-Rated Features

Dashboards
98%
Avg 86%

Call Center Features
95%
Avg 84%

Email Marketing
94%
Avg 84%

Lowest-Rated Features

Quote & Order Management
86%
Avg 84%

Knowledge Base
86%
Avg 85%

Customer Support Portal
88%
Avg 85%

Ownership
KIZEN

HQ Location
Austin, Texas

Year Founded
2018

Employees (Listed On Linkedin™)
55

Company Website
kizen.com

Interspire

4.3 ★★★★½ (33)

High Performer SPRING 2022

Interspire 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, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Interspire at a rate of 88%. Interspire is also in the Email Marketing category.
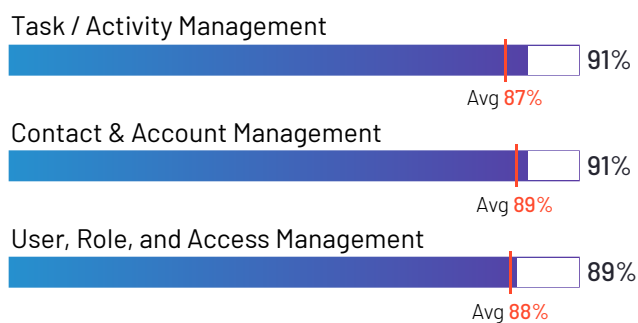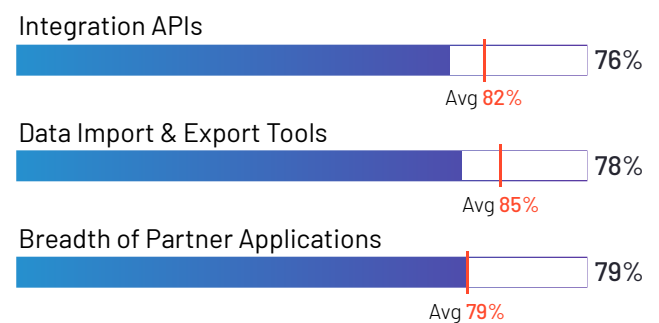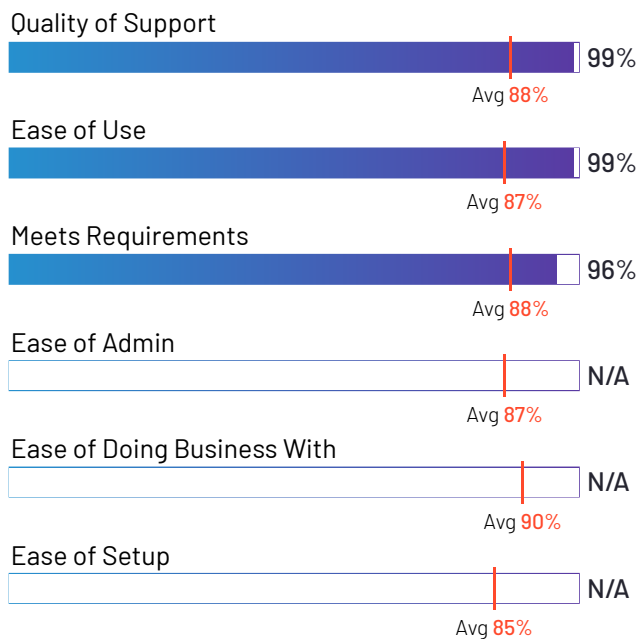
Satisfaction Ratings

Quality of Support — 86% Avg 88%
Ease of Use — 90% Avg 87%
Meets Requirements — 93% Avg 88%
Ease of Admin — 93% Avg 87%
Ease of Doing Business With — 95% Avg 90%
Ease of Setup — 93% Avg 85%

Top Industries Represented

- Information Technology and Services — 4
- Computer Software — 2
- Consumer Services — 2
- Human Resources — 2
- Marketing and Advertising — 2

Highest-Rated Features

Reporting — 99% Avg 85%
Email Marketing — 97% Avg 84%
Mobile User Support — 97% Avg 83%

Lowest-Rated Features

Call Center Features — 77% Avg 84%
Quote & Order Management — 87% Avg 84%
Customer Support Portal — 87% Avg 85%
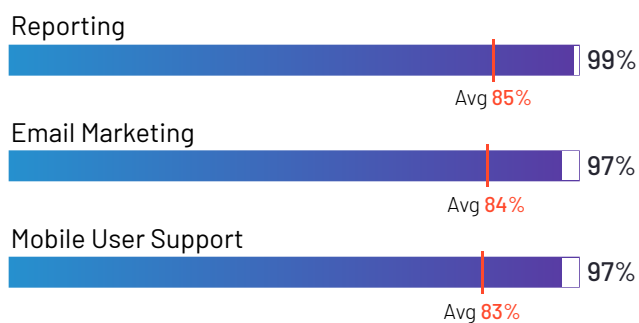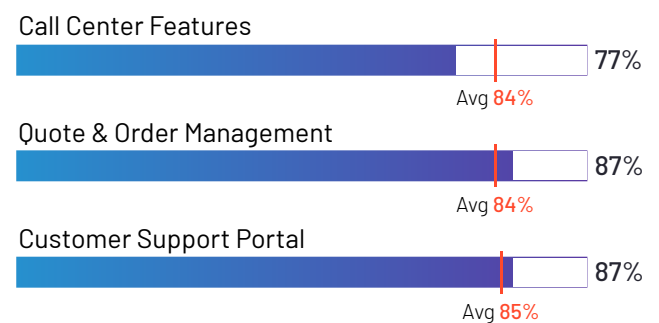
Ownership Interspire
HQ Location London, London City Of
Year Founded 2013
Employees (Listed On Linkedin™) 1
Company Website www.interspire.com

CompanyHub CRM

4.7 ★★★★★ (43)

High Performer SPRING 2022
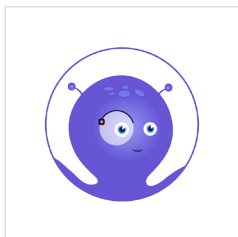
CompanyHub CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend CompanyHub CRM at a rate of 94%.
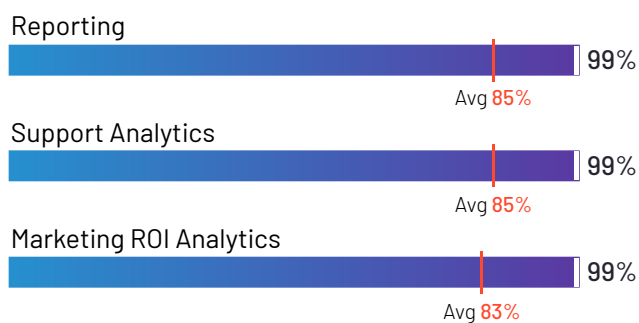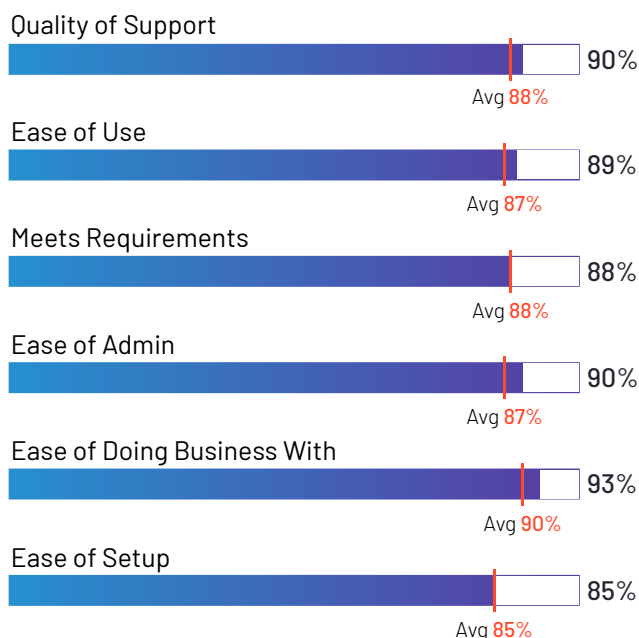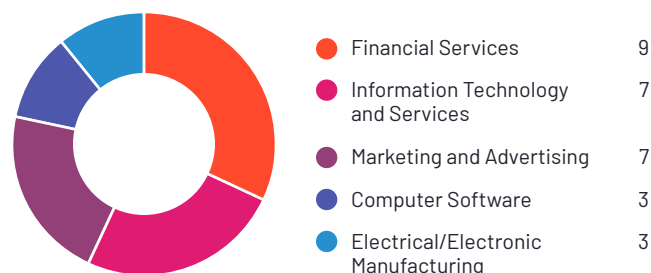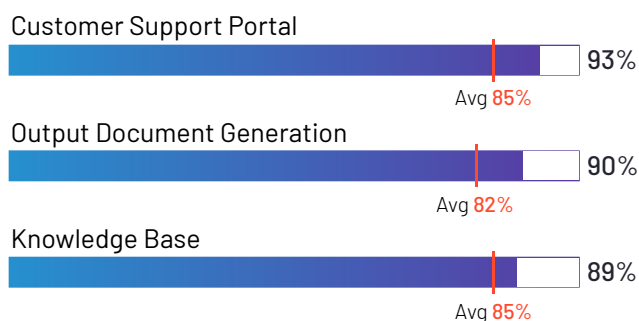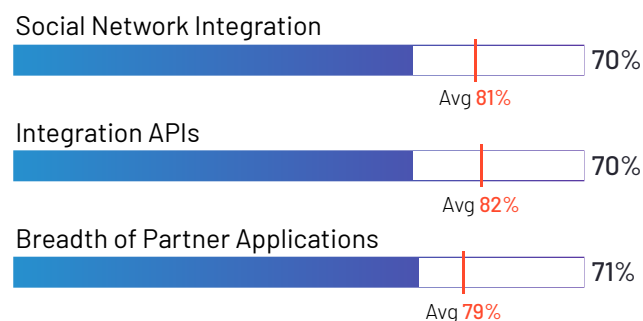
Satisfaction Ratings

Quality of Support
97%
Avg 88%

Ease of Use
95%
Avg 87%

Meets Requirements
92%
Avg 88%

Ease of Admin
93%
Avg 87%

Ease of Doing Business With
97%
Avg 90%

Ease of Setup
90%
Avg 85%

Top Industries Represented

● Information Technology and Services	5
● Marketing and Advertising	5
● Internet	4
● Real Estate	3
● Construction	2

Highest-Rated Features

User, Role, and Access Management
98%
Avg 88%

Customization
97%
Avg 85%

Partner Relationship Mgmt. (PRM)
96%
Avg 85%

Lowest-Rated Features

Social Network Integration
75%
Avg 81%

Document & Content Mgmt.
77%
Avg 82%

Social Collaboration Features
79%
Avg 82%

Ownership
CompanyHub

HQ Location
Nasik, India

Year Founded
2015

Employees (Listed On Linkedin™)
19

Company Website
www.companyhub.com

Salesboom

4.5 ★★★★½ (24)

High Performer SPRING 2022

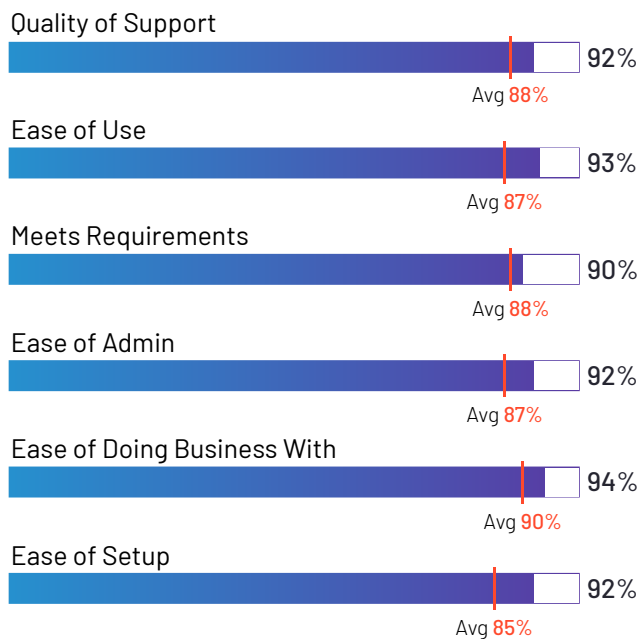Salesboom has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings

Quality of Support — 93% · Avg 88%

Ease of Use — 89% · Avg 87%

Meets Requirements — 91% · Avg 88%

Ease of Admin — 93% · Avg 87%

Ease of Doing Business With — 97% · Avg 90%

Ease of Setup — 89% · Avg 85%

Top Industries Represented

Industry	
Internet	3
Financial Services	2
Retail	2
Computer Software	1
Construction	1

Highest-Rated Features

Customer Contract Management — 96% · Avg 86%

Email Marketing — 95% · Avg 84%

Contact & Account Management — 95% · Avg 89%

Lowest-Rated Features

Mobile User Support — 73% · Avg 83%

Social Network Integration — 76% · Avg 81%

Social Collaboration Features — 79% · Avg 82%

Ownership
Salesboom.com

HQ Location
Halifax, Nova Scotia

Year Founded
2002

Employees (Listed On Linkedin™)
31

Company Website
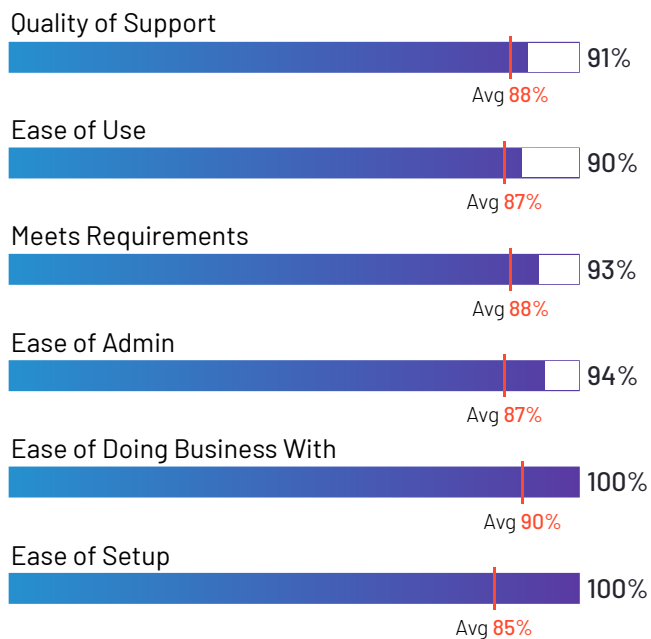salesboom.com

AllClients
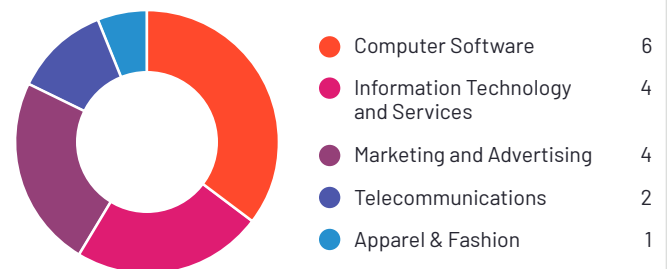
4.4 ★★★★⯪ (17)

High Performer SPRING 2022

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. 93% 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 AllClients at a rate of 87%. AllClients is also in the Email Marketing and Landing Page Builders categories.

Satisfaction Ratings

Quality of Support
90%
Avg **88%**

Ease of Use
94%
Avg **87%**

Meets Requirements
84%
Avg **88%**

Ease of Admin
89%
Avg **87%**

Ease of Doing Business With
91%
Avg **90%**

Ease of Setup
89%
Avg **85%**

Top Industries Represented

Industry	
● Computer Software	3
● Financial Services	3
● Real Estate	2
● Automotive	1
● Business Supplies and Equipment	1

Ownership
AllClients

HQ Location
Sparks, Nevada

Year Founded
2004

Employees (Listed On Linkedin™)
2

Company Website
www.allclients.com

edge CRM

4.5 ★★★★⯪ (27)

High Performer SPRING 2022

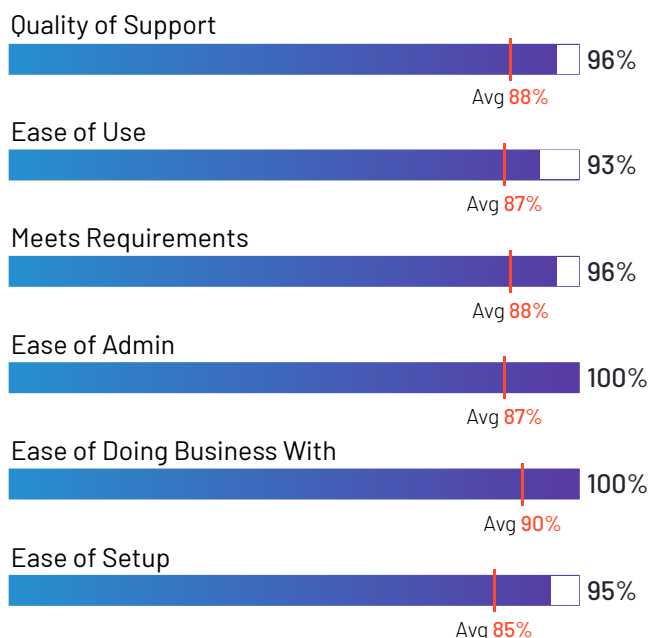edge CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings

Quality of Support — 95%
Avg 88%

Ease of Use — 92%
Avg 87%

Meets Requirements — 94%
Avg 88%

Ease of Admin — 97%
Avg 87%

Ease of Doing Business With — 94%
Avg 90%

Ease of Setup — 89%
Avg 85%

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

Lead Management — 93%
Avg 88%

Opportunity & Pipeline Mgmt. — 93%
Avg 86%

Contact & Account Management — 91%
Avg 89%

Lowest-Rated Features

Email Marketing — 83%
Avg 84%

Territory & Quota Management — 83%
Avg 83%

Call Center Features — 84%
Avg 84%

Ownership
Tantragyan Technologies Pvt Ltd

HQ Location
Mumbai, Maharashtra

Year Founded
2014

Employees (Listed On Linkedin™)
13

Company Website
edgecrm.app

Jarvis CRM

4.9 ⭐⭐⭐⭐⭐ (14)

High Performer
SPRING
2022

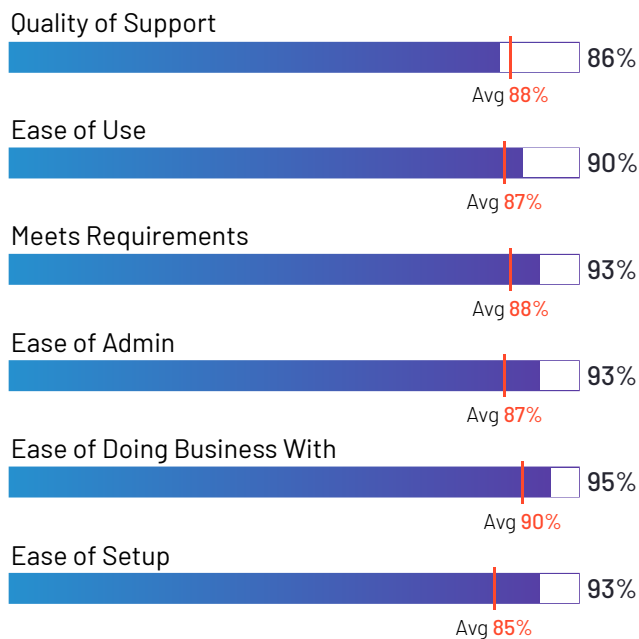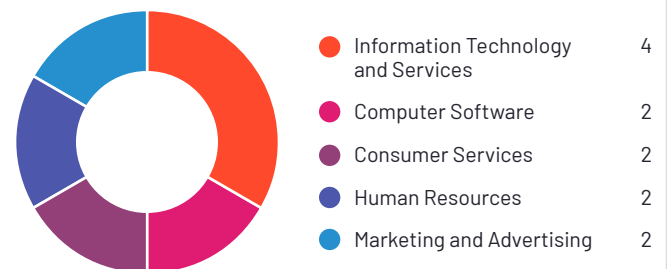Jarvis CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings

Quality of Support

N/A

Avg **88%**

Ease of Use

N/A

Avg **87%**

Meets Requirements

N/A

Avg **88%**

Ease of Admin

N/A

Avg **87%**

Ease of Doing Business With

N/A

Avg **90%**

Ease of Setup

N/A

Avg **85%**

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

Top Industries Represented

● Non-Profit Organization Management	2
● Computer Software	1
● Construction	1
● Higher Education	1
● Individual & Family Services	1
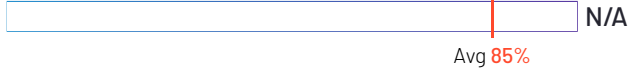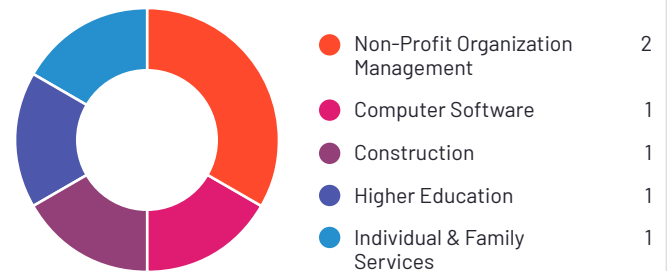
Ownership
The Scarpetta Group

HQ Location
Simpsonville, SC

Year Founded
2008

Employees (Listed On Linkedin™)
5

Company Website
www.scarpettagroup.com

OfficeClip Contact Manager

4.8 ★★★★★ (10)

High Performer
SPRING
2022

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, 83% 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 96%. OfficeClip Contact Manager is also in the Email Marketing category.
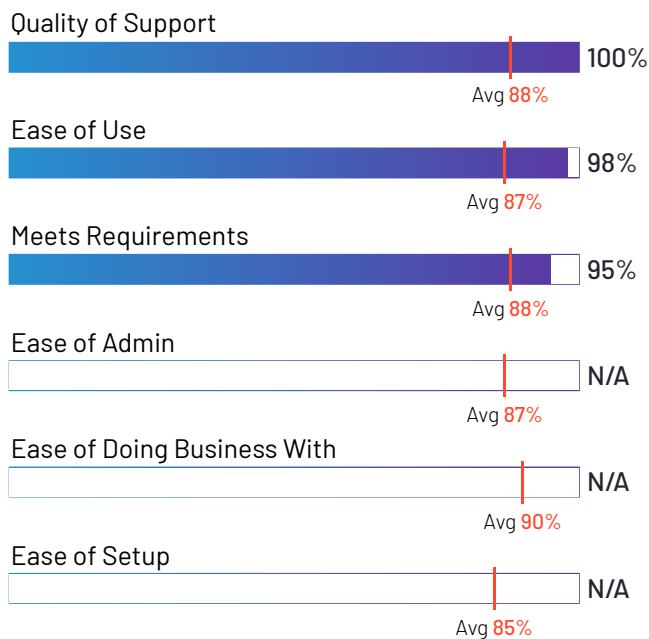
Satisfaction Ratings

Quality of Support
100%
Avg 88%

Ease of Use
98%
Avg 87%

Meets Requirements
95%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

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

Ownership
OfficeClip LLC

HQ Location
Atlanta, GA

Year Founded
2003

Employees (Listed On Linkedin™)
9

Company Website
www.officeclip.com

GreenRope
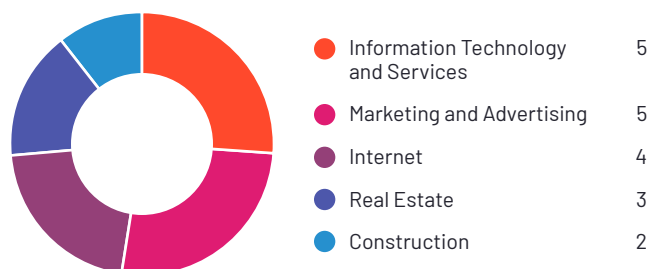
4.3 ★★★★½ **(182)**

High Performer SPRING 2022

GreenRope 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, 90% 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 Landing Page Builders, Survey, and Marketing Automation categories.
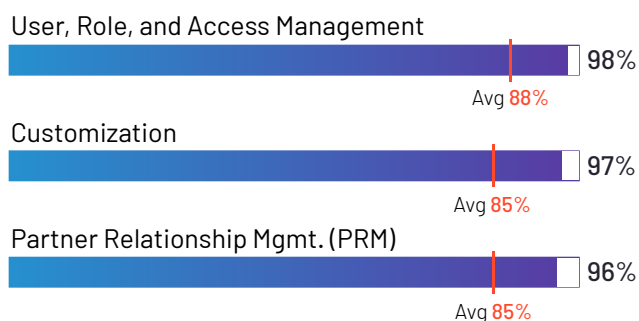
Satisfaction Ratings

Quality of Support
92%
Avg 88%

Ease of Use
76%
Avg 87%

Meets Requirements
87%
Avg 88%

Ease of Admin
80%
Avg 87%

Ease of Doing Business With
91%
Avg 90%

Ease of Setup
74%
Avg 85%

Top Industries Represented

● Marketing and Advertising	14
● Financial Services	11
● Non-Profit Organization Management	9
● Computer Software	8
● Information Technology and Services	8

Highest-Rated Features

Customer Support Portal
90%
Avg 85%

Internationalization
89%
Avg 85%

Case Management
89%
Avg 86%

Lowest-Rated Features

Breadth of Partner Applications
71%
Avg 79%

Mobile User Support
73%
Avg 83%

Social Network Integration
74%
Avg 81%

Ownership
GreenRope

HQ Location
Solana Beach, CA

Year Founded
2008

Employees (Listed On Linkedin™)
16

Company Website
www.greenrope.com

Efficy CRM

4.3 ★★★★½ (26)

High Performer SPRING 2022

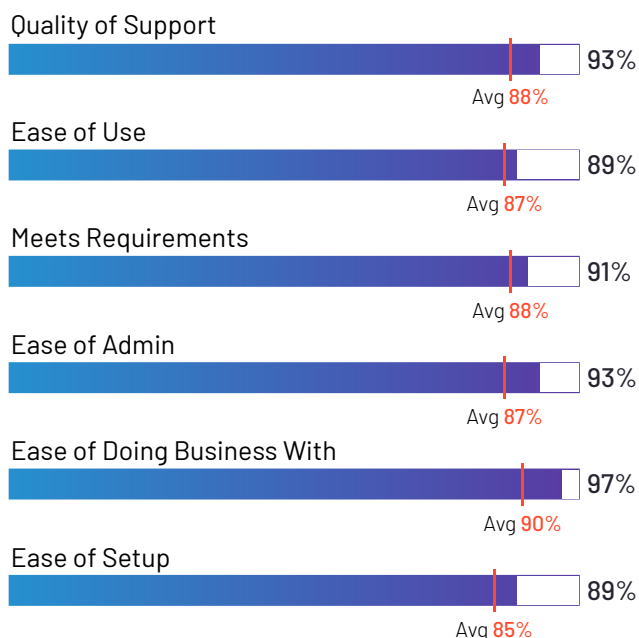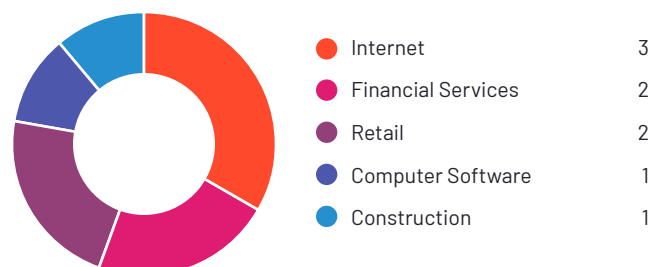Efficy CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Efficy CRM at a rate of 85%. Efficy CRM is also in the Email Marketing category.
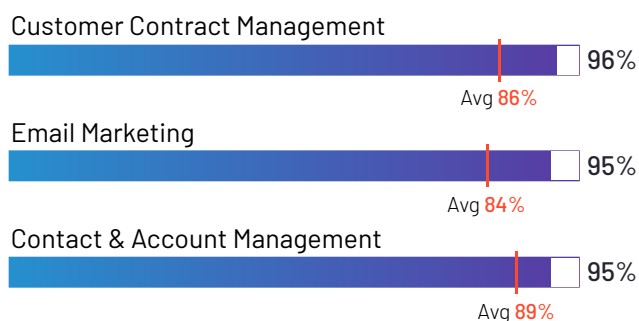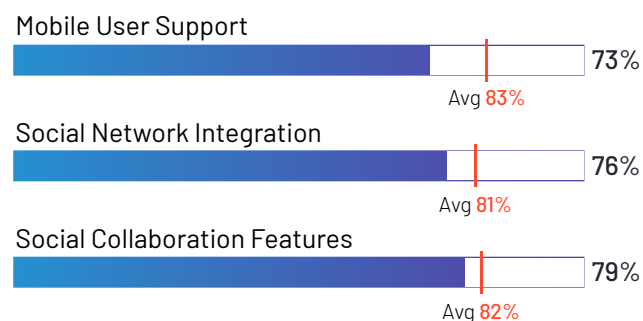
Satisfaction Ratings

Quality of Support
91%
Avg 88%

Ease of Use
90%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
90%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
86%
Avg 85%

Top Industries Represented

● Chemicals	3
● Construction	2
● Information Services	2
● Information Technology and Services	2
● Insurance	2

Highest-Rated Features

Data Import & Export Tools
94%
Avg 85%

Performance and Reliability
94%
Avg 88%

Sandbox / Test Environments
94%
Avg 82%

Lowest-Rated Features

Social Network Integration
78%
Avg 81%

Territory & Quota Management
80%
Avg 83%

Product & Price List Management
80%
Avg 84%
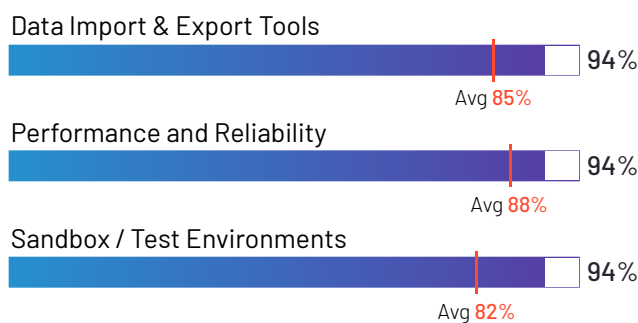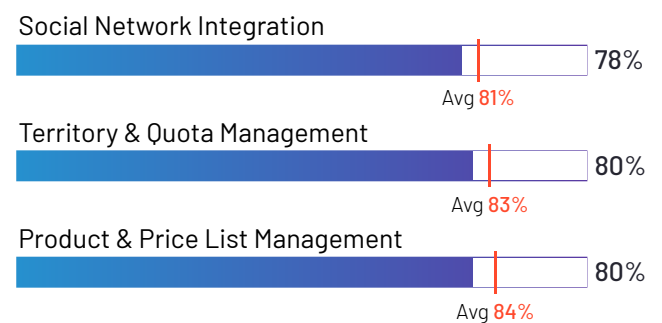
Ownership
Efficy

HQ Location
Brussels, Belgium

Year Founded
2005

Employees (Listed On Linkedin™)
253

Company Website
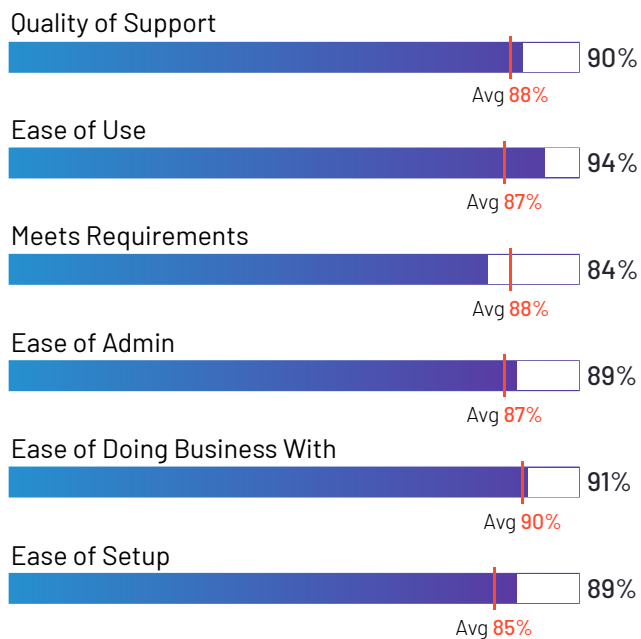www.efficy.com

AllProWebTools
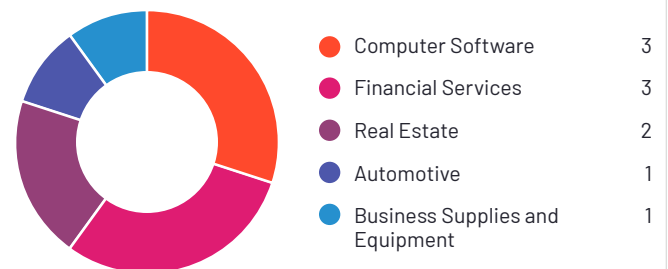
4.8 ★★★★★ (63)

High Performer
SPRING 2022

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 96%. AllProWebTools is also in the Email Marketing category.

Satisfaction Ratings

Quality of Support
97%
Avg **88%**

Ease of Use
90%
Avg **87%**

Meets Requirements
92%
Avg **88%**

Ease of Admin
93%
Avg **87%**

Ease of Doing Business With
99%
Avg **90%**

Ease of Setup
93%
Avg **85%**

Top Industries Represented

Industry	Count
Marketing and Advertising	9
Accounting	3
Broadcast Media	3
Consumer Services	3
Insurance	3
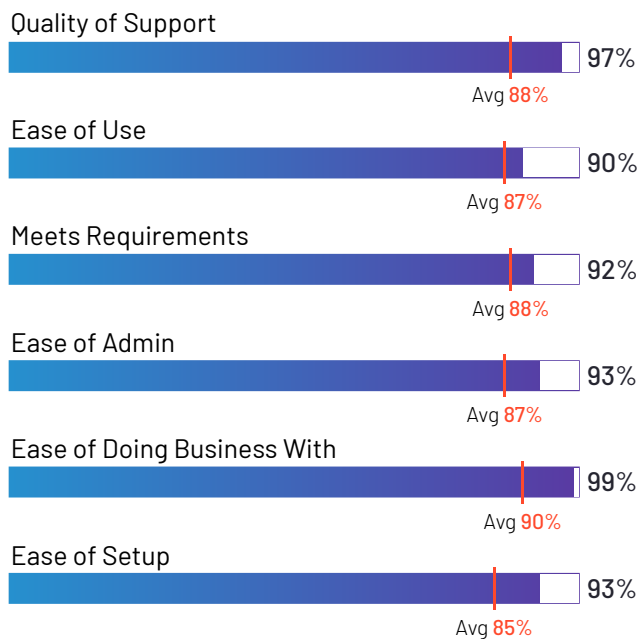
Ownership
AllProWebTools

HQ Location
Fort Collins, CO

Year Founded
2009

Employees (Listed On LinkedIn™)
10

Company Website
allprowebtools.com

20NINE

4.8 ★★★★★ (13)

High Performer SPRING 2022

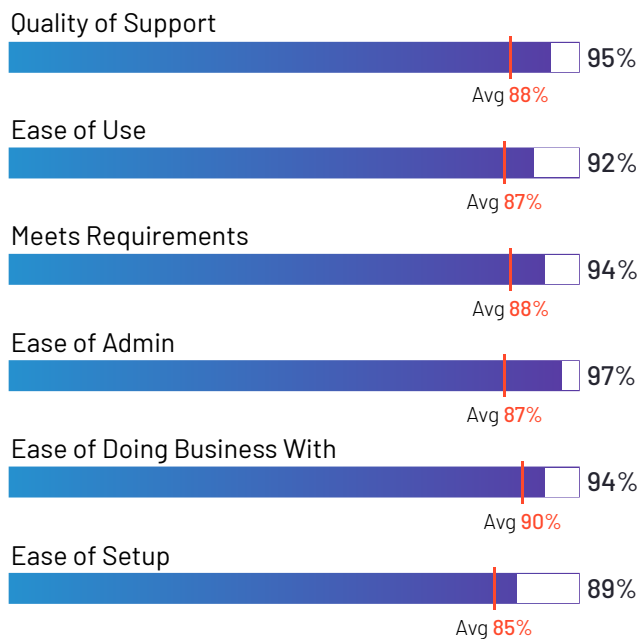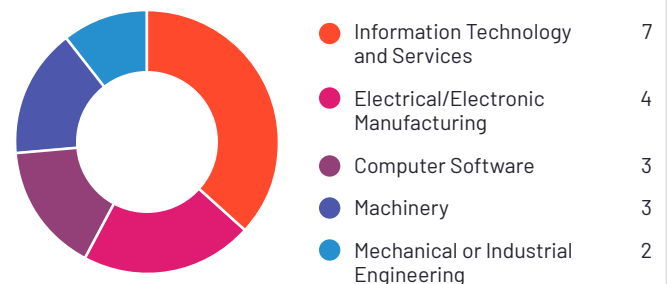20NINE has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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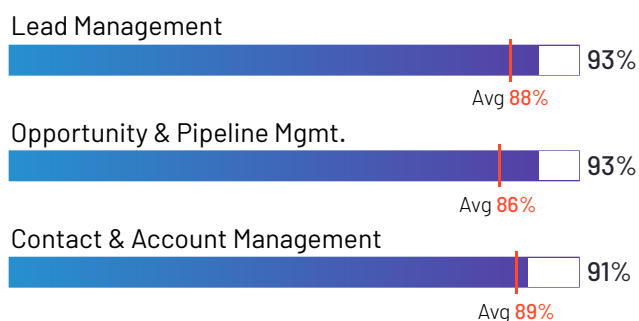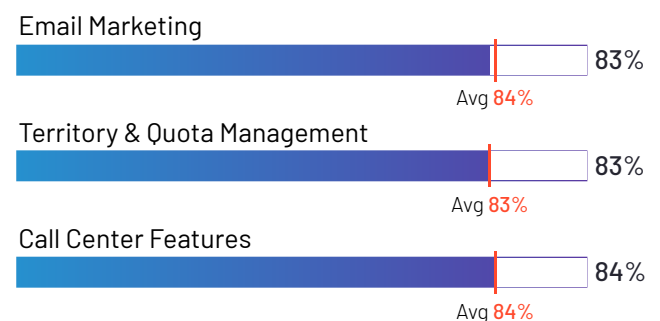
Satisfaction Ratings

Quality of Support
93%
Avg 88%

Ease of Use
94%
Avg 87%

Meets Requirements
95%
Avg 88%

Ease of Admin
98%
Avg 87%

Ease of Doing Business With
98%
Avg 90%

Ease of Setup
93%
Avg 85%

Top Industries Represented

●	Information Technology and Services	3
●	Management Consulting	2
●	Commercial Real Estate	1
●	Computer Software	1
●	Hospital & Health Care	1

Highest-Rated Features

Mobile User Support
96%
Avg 83%

Opportunity & Pipeline Mgmt.
96%
Avg 86%

Dashboards
96%
Avg 86%

Lowest-Rated Features

Marketing ROI Analytics
84%
Avg 83%

Document & Content Mgmt.
88%
Avg 82%

Social Collaboration Features
90%
Avg 82%

Ownership
20NINE

HQ Location
Stockholm, Sweden

Year Founded
2014

Employees (Listed On Linkedin™)
9

Company Website
20-nine.com

InStream

4.2 ★★★★☆ (117)

High Performer SPRING 2022

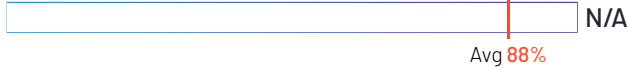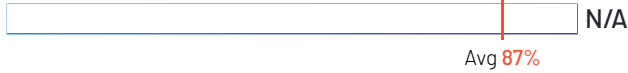InStream has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend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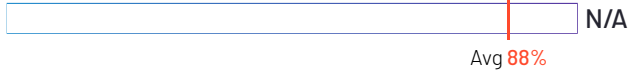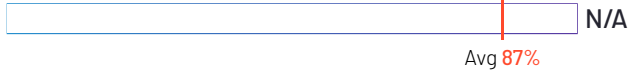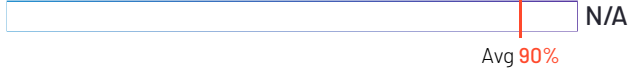
Satisfaction Ratings

Quality of Support
91%
Avg 88%

Ease of Use
90%
Avg 87%

Meets Requirements
89%
Avg 88%

Ease of Admin
88%
Avg 87%

Ease of Doing Business With
91%
Avg 90%

Ease of Setup
86%
Avg 85%

Top Industries Represented

● Information Technology and Services	13
● Retail	11
● Telecommunications	8
● Hospital & Health Care	6
● Marketing and Advertising	6

Highest-Rated Features

Contact & Account Management
90%
Avg 89%

Email Marketing
89%
Avg 84%

Customer Contract Management
88%
Avg 86%

Lowest-Rated Features

Data Import & Export Tools
78%
Avg 85%

Customization
80%
Avg 85%

Output Document Generation
80%
Avg 82%

Ownership
InStream

HQ Location
Poznan, Poland

Year Founded
2015

Employees (Listed On Linkedin™)
3

Company Website
instream.io

VipeCloud

4.8 ★★★★★ (30)

High Performer SPRING 2022

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. 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 VipeCloud at a rate of 96%. VipeCloud is also in the Online Form Builder and Marketing Automation categories.

Satisfaction Ratings

Quality of Support
98%
Avg **88%**

Ease of Use
91%
Avg **87%**

Meets Requirements
94%
Avg **88%**

Ease of Admin
96%
Avg **87%**

Ease of Doing Business With
99%
Avg **90%**

Ease of Setup
98%
Avg **85%**

Top Industries Represented

Industry	Count
Marketing and Advertising	6
Staffing and Recruiting	6
Real Estate	4
Information Technology and Services	3
Financial Services	2

Ownership
VipeCloud

HQ Location
Palo Alto, CA

Year Founded
2011

Employees (Listed On Linkedin™)
7

Company Website
www.vipecloud.com

ELMA365

4.6 ★★★★⯨ (34)

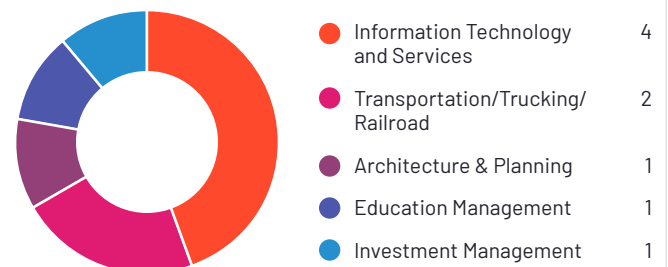High Performer SPRING 2022

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 87%. ELMA365 is also in the Business Process Management and No-Code Development Platforms categories.

Satisfaction Ratings

Quality of Support — **89%**
Avg **88%**

Ease of Use — **95%**
Avg **87%**

Meets Requirements — **97%**
Avg **88%**

Ease of Admin — **N/A**
Avg **87%**

Ease of Doing Business With — **N/A**
Avg **90%**

Ease of Setup — **N/A**
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	5
● Computer Software	2
● Alternative Medicine	1
● Automotive	1
● Food Production	1

Highest-Rated Features

Contact & Account Management — **100%**
Avg **89%**

Task / Activity Management — **91%**
Avg **87%**

Partner Relationship Mgmt. (PRM) — **91%**
Avg **85%**

Lowest-Rated Features

Quote & Order Management — **83%**
Avg **84%**

Customer Contract Management — **83%**
Avg **86%**

Opportunity & Pipeline Mgmt. — **86%**
Avg **86%**
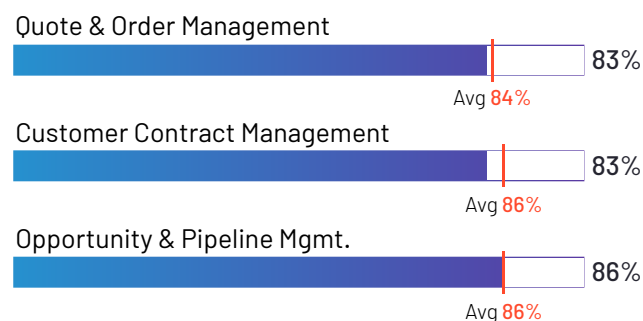
Ownership
ELMA EUROPE sarl

HQ Location
Slovakia

Employees (Listed On Linkedin™)
4

Company Website
elma365.com

Kylas CRM

4.6 ★★★★⯪ (17)

High Performer SPRING 2022

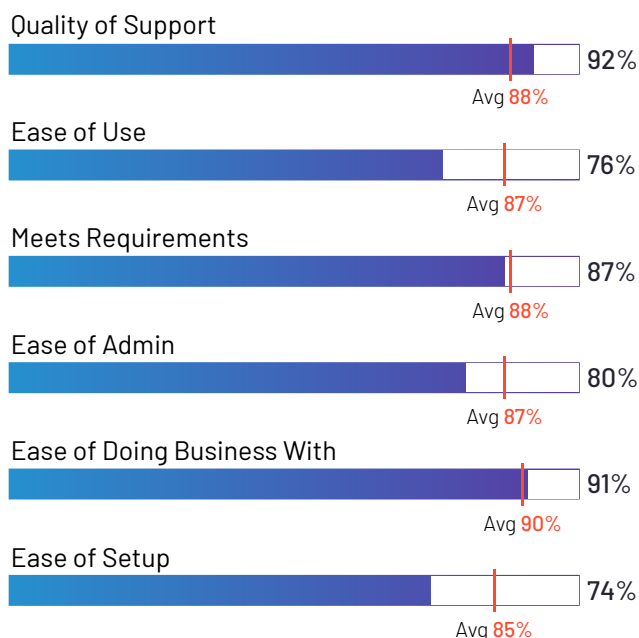Kylas CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings

Quality of Support
99%
Avg 88%

Ease of Use
96%
Avg 87%

Meets Requirements
89%
Avg 88%

Ease of Admin
90%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
92%
Avg 85%

Top Industries Represented

- Education Management — 2
- Health, Wellness and Fitness — 2
- Information Technology and Services — 2
- Real Estate — 2
- Apparel & Fashion — 1

Highest-Rated Features

User, Role, and Access Management
98%
Avg 88%

Integration APIs
98%
Avg 82%

Opportunity & Pipeline Mgmt.
97%
Avg 86%

Lowest-Rated Features

Quote & Order Management
63%
Avg 84%

Email Marketing
74%
Avg 84%

Campaign Management
74%
Avg 84%

Ownership
Kylas Growth Engine

HQ Location
Houston, Texas

Year Founded
2020

Employees (Listed On Linkedin™)
13

Company Website
www.kylas.io

Mothernode

4.5 ★★★★½ (40)

High Performer SPRING 2022
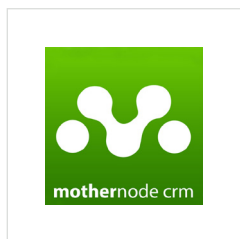
Mothernode has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend Mothernode at a rate of 90%. Mothernode is also in the Marketing Automation category.
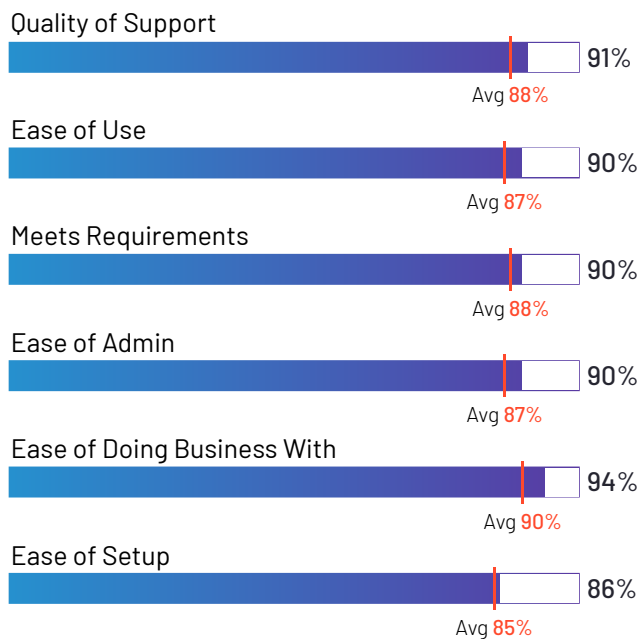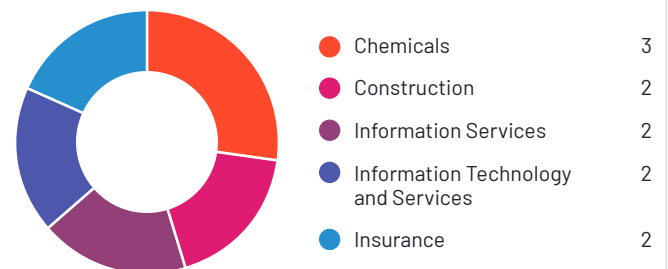
Satisfaction Ratings

Metric	Score	Avg
Quality of Support	96%	88%
Ease of Use	94%	87%
Meets Requirements	90%	88%
Ease of Admin	93%	87%
Ease of Doing Business With	98%	90%
Ease of Setup	90%	85%

Top Industries Represented

Industry	Count
Architecture & Planning	11
Construction	5
Printing	4
Marketing and Advertising	3
Chemicals	2

Highest-Rated Features

Feature	Score	Avg
Quote & Order Management	93%	84%
Contact & Account Management	90%	88%
Knowledge Base	89%	85%

Lowest-Rated Features

Feature	Score	Avg
Email Marketing	67%	84%
Marketing ROI Analytics	69%	83%
Social Network Integration	69%	81%
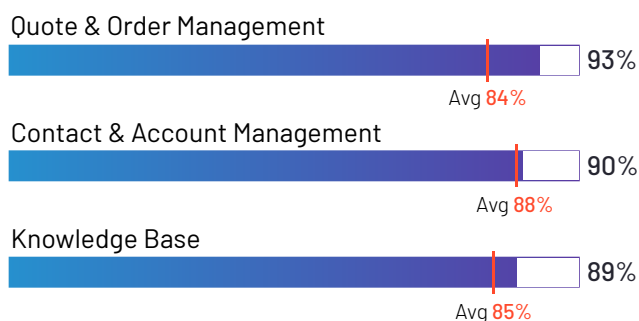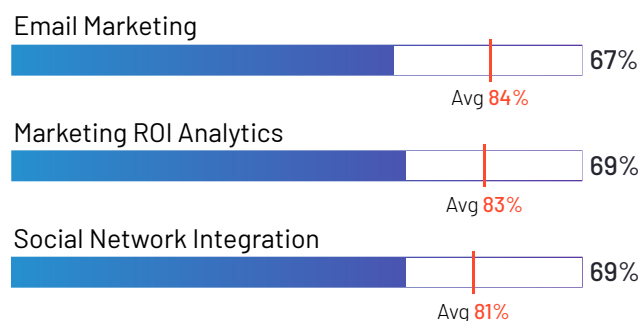
Ownership Mothernode

HQ Location Irving, TX

Year Founded 2009

Employees (Listed On Linkedin™) 7

Company Website www.mothernode.com

OpenCRM

4.3 ★★★★½ (31)

High Performer SPRING 2022

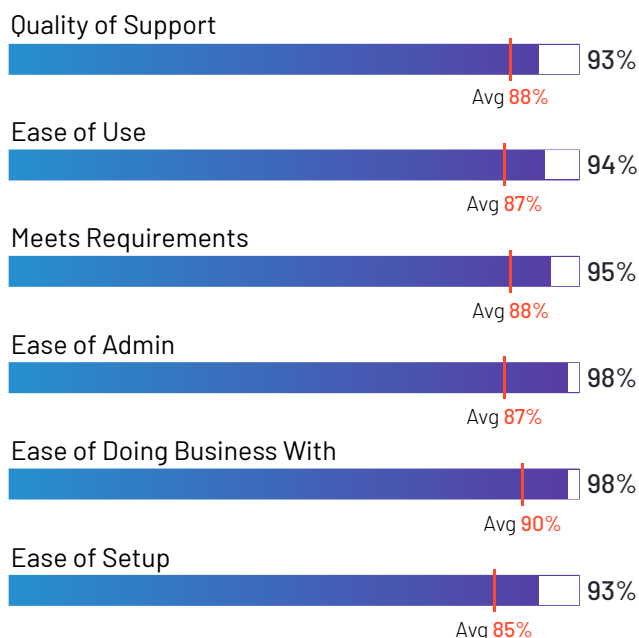OpenCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend OpenCRM at a rate of 87%.

Satisfaction Ratings

Quality of Support
95%
Avg 88%

Ease of Use
91%
Avg 87%

Meets Requirements
87%
Avg 88%

Ease of Admin
86%
Avg 87%

Ease of Doing Business With
93%
Avg 90%

Ease of Setup
85%
Avg 85%

Top Industries Represented

●	Information Technology and Services	5
●	Telecommunications	3
●	Medical Devices	2
●	Alternative Dispute Resolution	1
●	Automotive	1

Highest-Rated Features

Customer Contract Management
94%
Avg 86%

Performance and Reliability
94%
Avg 88%

Contact & Account Management
93%
Avg 89%

Lowest-Rated Features

Output Document Generation
66%
Avg 82%

Email Marketing
75%
Avg 84%

User, Role, and Access Management
76%
Avg 88%

Ownership
OpenCRM

HQ Location
Richmond, North Yorkshire

Year Founded
2005

Employees (Listed On Linkedin™)
15

Company Website
opencrm.co.uk

Funnel CRM
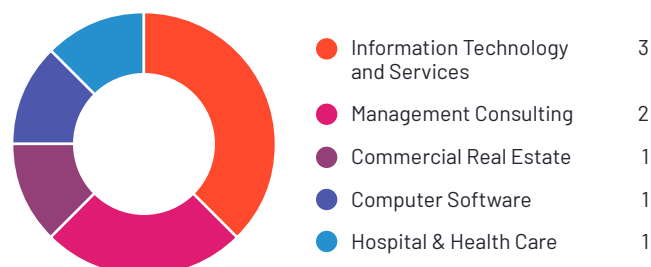
4.5 ★★★★½ (13)

High Performer
SPRING
2022

Funnel 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 Funnel CRM at a rate of 93%. Funnel CRM is also in the Proposal and Lead Capture categories.
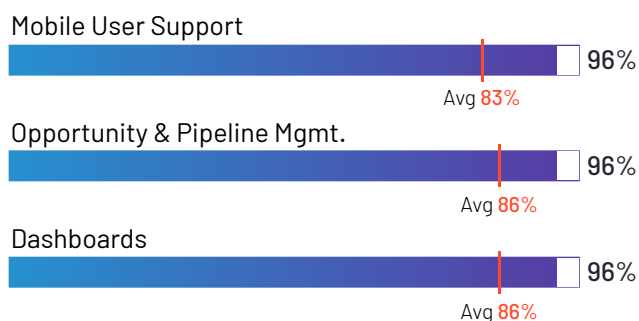
Satisfaction Ratings

Quality of Support
92%
Avg **88%**

Ease of Use
97%
Avg **87%**

Meets Requirements
95%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Construction	2
● Marketing and Advertising	2
● Architecture & Planning	1
● Automotive	1
● Biotechnology	1

Ownership
Funnel CRM

HQ Location
Portland, Oregon

Year Founded
2018

Employees (Listed On Linkedin™)
2

Company Website
funnelcrm.co

InfoFlo Software

4.5 ★★★★⯨ **(88)**

High Performer SPRING 2022
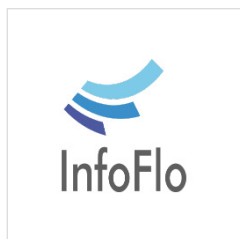
InfoFlo Software has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 98% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend InfoFlo at a rate of 91%.
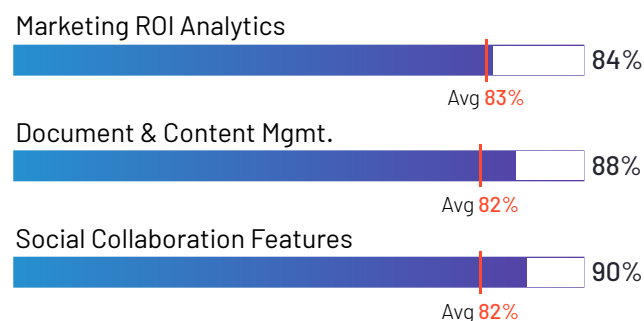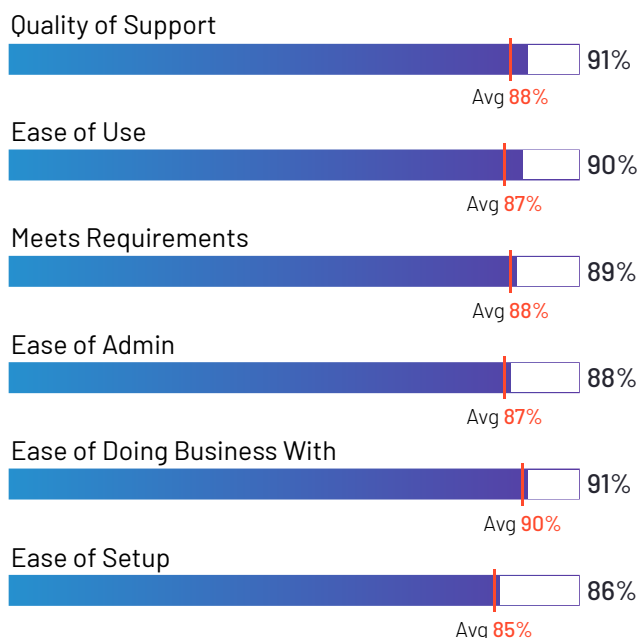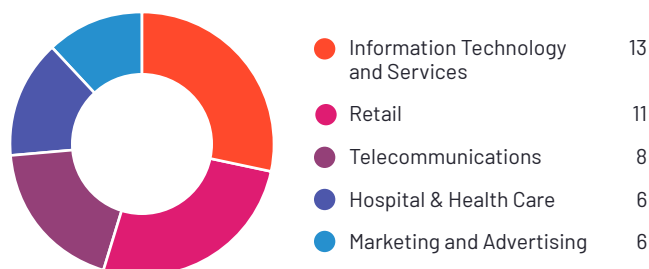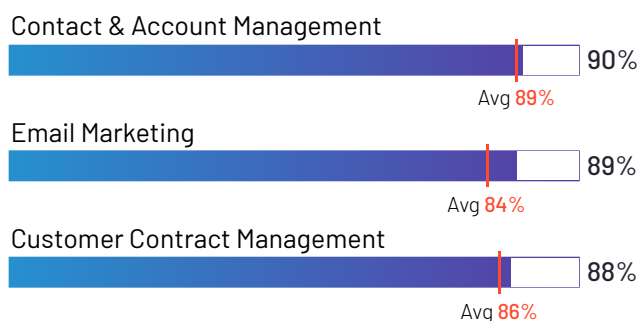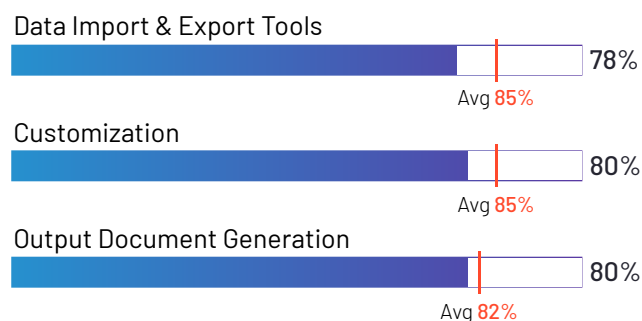
Satisfaction Ratings

Quality of Support
91%
Avg 88%

Ease of Use
92%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
88%
Avg 87%

Ease of Doing Business With
90%
Avg 90%

Ease of Setup
88%
Avg 85%

Top Industries Represented

● Financial Services	9
● Information Technology and Services	5
● Insurance	5
● Accounting	4
● Food & Beverages	4

Highest-Rated Features

Desktop Integration
91%
Avg 85%

Contact & Account Management
91%
Avg 89%

Customer Contract Management
88%
Avg 86%

Lowest-Rated Features

Mobile User Support
67%
Avg 83%

Integration APIs
70%
Avg 82%

Social Collaboration Features
73%
Avg 82%

Ownership
Carmel Vision

HQ Location
Toronto, Canada

Year Founded
2002

Employees (Listed On Linkedin™)
5

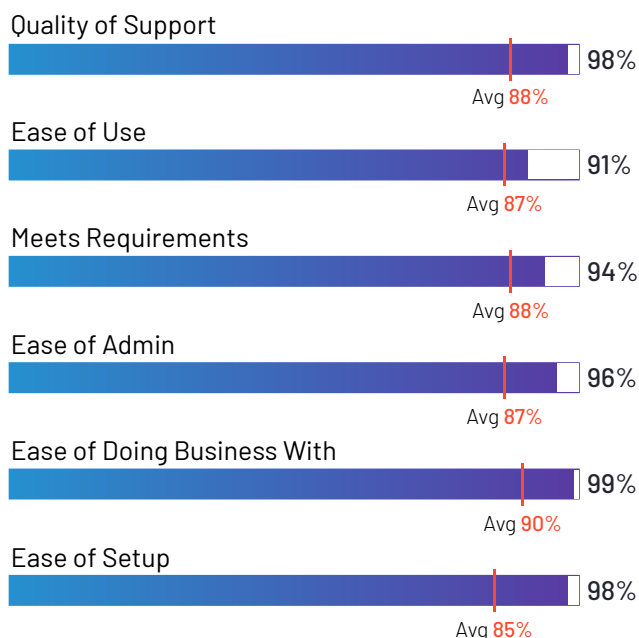**Company Website**
www.carmelvision.com

Knack

4.3 ★★★★½ (13)

High Performer SPRING 2022

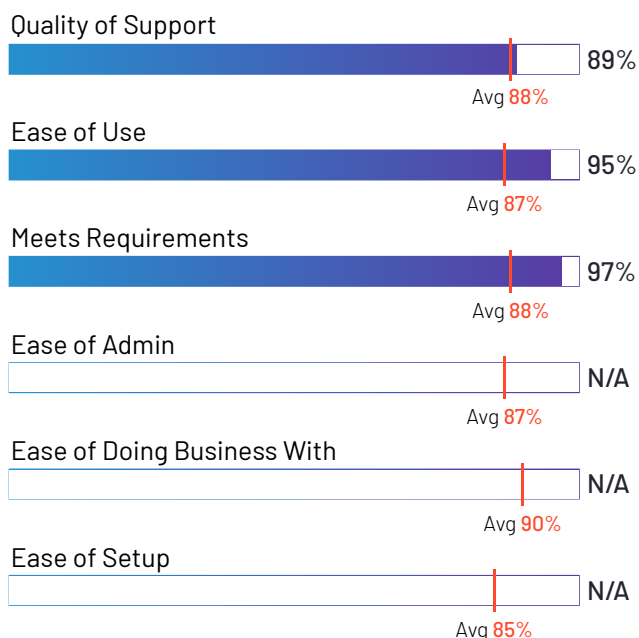Knack has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 92% of users rated it 4 or 5 stars, 70% of users believe it is headed in the right direction, and users said they would be likely to recommend Knack at a rate of 86%. Knack is also in the Online Form Builder category.

Satisfaction Ratings

Quality of Support **95%**
Avg **88%**

Ease of Use **86%**
Avg **87%**

Meets Requirements **90%**
Avg **88%**

Ease of Admin **N/A**
Avg **87%**
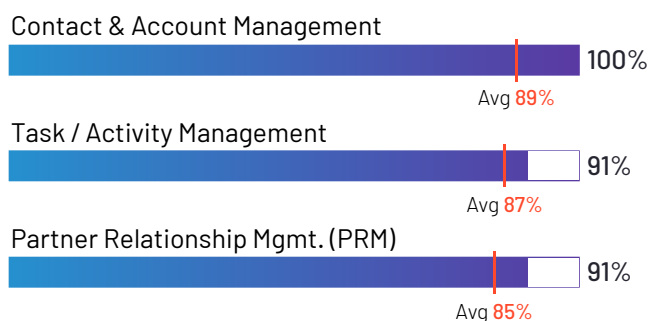
Ease of Doing Business With **N/A**
Avg **90%**

Ease of Setup **N/A**
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	4
● Construction	2
● Arts and Crafts	1
● Graphic Design	1
● Marketing and Advertising	1

Highest-Rated Features

Partner Relationship Mgmt. (PRM) **98%**
Avg **85%**

Social Collaboration Features **97%**
Avg **82%**

Quote & Order Management **95%**
Avg **84%**

Lowest-Rated Features

Dashboards **84%**
Avg **86%**

Case Management **86%**
Avg **86%**

Support Analytics **86%**
Avg **85%**
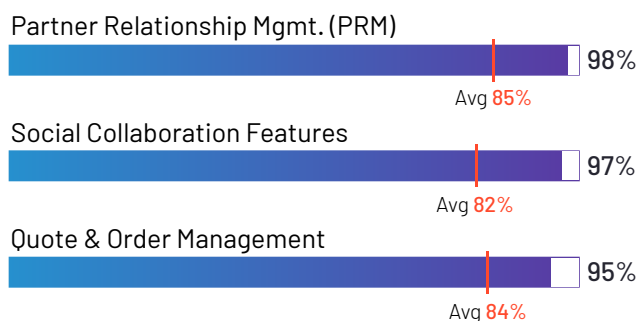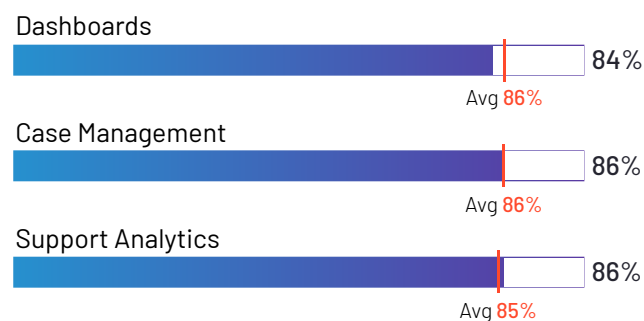
Ownership
Theoretical Inc

HQ Location
Xiamen, China

Year Founded
2010

Employees (Listed On Linkedin™)
45

Company Website
knackbusiness.com

Propeller CRM

4.5 ★★★★☆ (15)

High Performer SPRING 2022

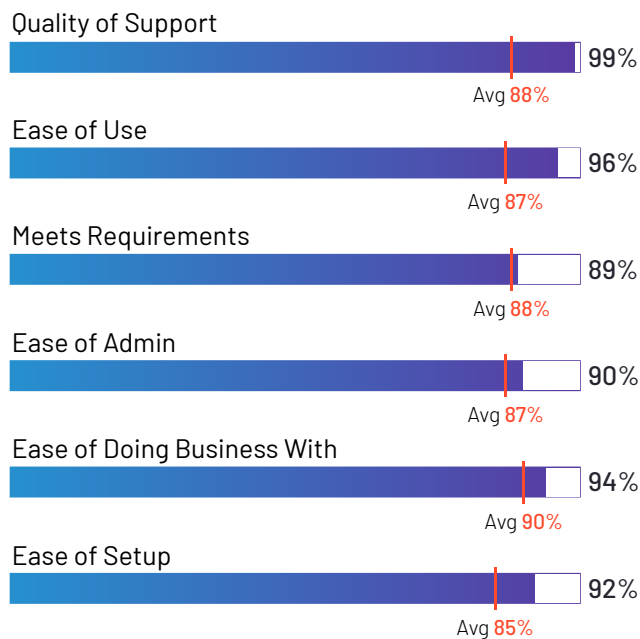Propeller CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to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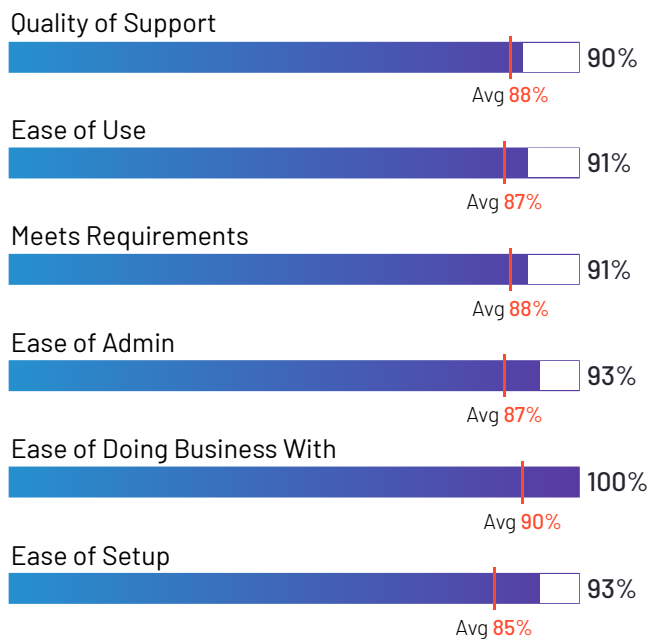
Satisfaction Ratings

Quality of Support — 90% — Avg 88%

Ease of Use — 91% — Avg 87%

Meets Requirements — 91% — Avg 88%

Ease of Admin — 93% — Avg 87%

Ease of Doing Business With — 100% — Avg 90%

Ease of Setup — 93% — Avg 85%

Top Industries Represented

● Marketing and Advertising	3
● Financial Services	2
● Internet	2
● Alternative Medicine	1
● Arts and Crafts	1

Highest-Rated Features

Data Import & Export Tools — 100% — Avg 85%

Contact & Account Management — 92% — Avg 89%

Performance and Reliability — 91% — Avg 88%

Lowest-Rated Features

Forecasting — 73% — Avg 84%

Mobile User Support — 74% — Avg 83%

Partner Relationship Mgmt. (PRM) — 74% — Avg 85%
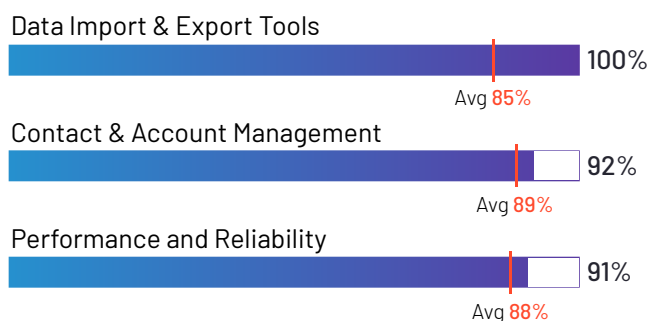
Ownership
Propeller CRM

HQ Location
San Francisco, CA

Year Founded
2014

Employees (Listed On Linkedin™)
2

Company Website
www.propellercrm.com

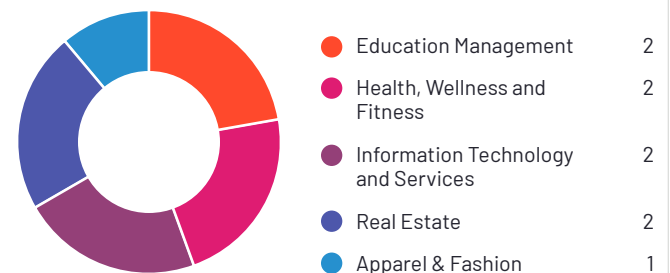# AddressTwo

4.7 ★★★★½ (47)

High Performer SPRING 2022

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%. AddressTwo is also in the Email Marketing category.
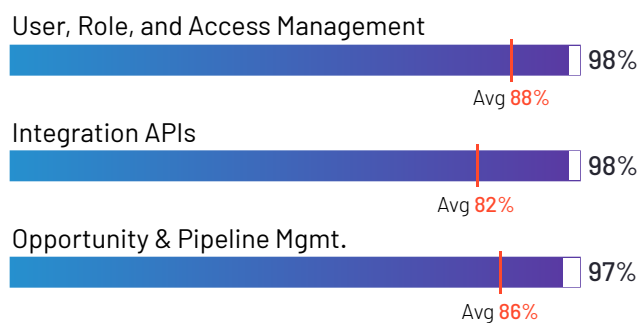
Satisfaction Ratings

Quality of Support
98%
Avg 88%

Ease of Use
92%
Avg 87%

Meets Requirements
91%
Avg 88%

Ease of Admin
90%
Avg 87%

Ease of Doing Business With
96%
Avg 90%

Ease of Setup
90%
Avg 85%

Top Industries Represented

🔴 Marketing and Advertising		5
🔴 Financial Services		4
🟣 Non-Profit Organization Management		3
🔵 Professional Training & Coaching		3
🔵 Building Materials		2

Highest-Rated Features

Performance and Reliability
100%
Avg 88%

Knowledge Base
98%
Avg 85%

User, Role, and Access Management
98%
Avg 88%

Lowest-Rated Features

Campaign Management
89%
Avg 84%

Email Marketing
90%
Avg 84%

Reporting
93%
Avg 85%

Ownership
AddressTwo

HQ Location
Indianapolis, IN

Year Founded
2005

Employees (Listed On Linkedin™)
3

Company Website
addresstwo.com

arkflux

4.8 ★★★★★ (12)

High Performer
SPRING
2022

arkflux 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 arkflux at a rate of 95%.
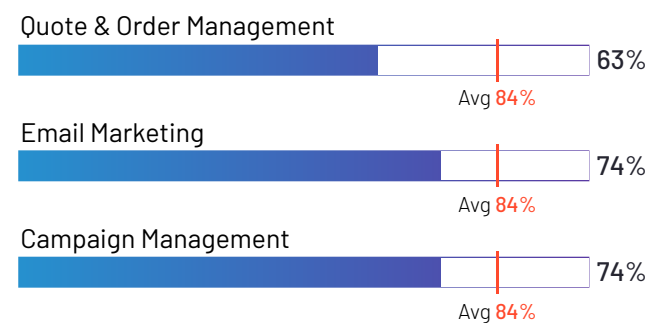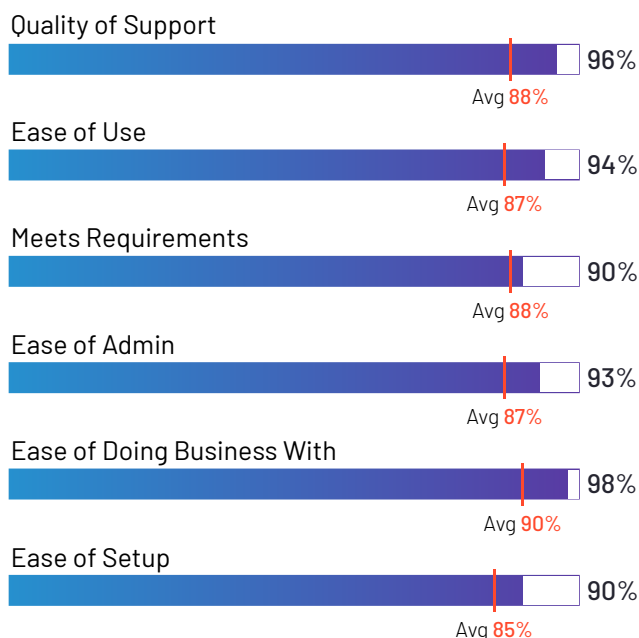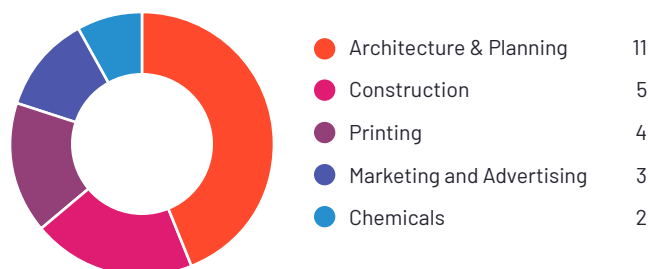
Satisfaction Ratings

Quality of Support
100%
Avg **88%**

Ease of Use
98%
Avg **87%**

Meets Requirements
96%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Architecture & Planning	1
● Computer & Network Security	1
● Computer Software	1
● Education Management	1
● Hospitality	1

Highest-Rated Features

Email Marketing
100%
Avg **84%**

Reporting
97%
Avg **85%**

Campaign Management
97%
Avg **84%**

Lowest-Rated Features

Opportunity & Pipeline Mgmt.
91%
Avg **86%**

Task / Activity Management
94%
Avg **87%**

Dashboards
94%
Avg **86%**
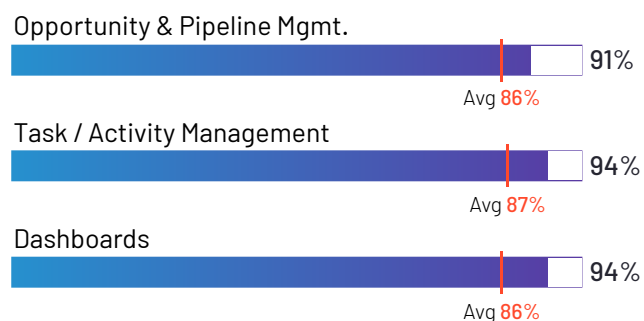
Ownership
360Freedom

Employees (Listed On Linkedin™)
1

Company Website
www.arkflux.com

WORKetc

4.6 ★★★★☆ (53)

High Performer SPRING 2022

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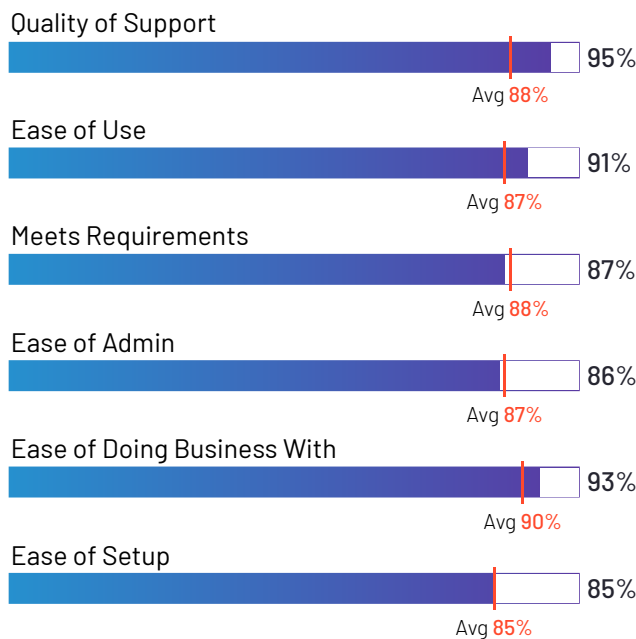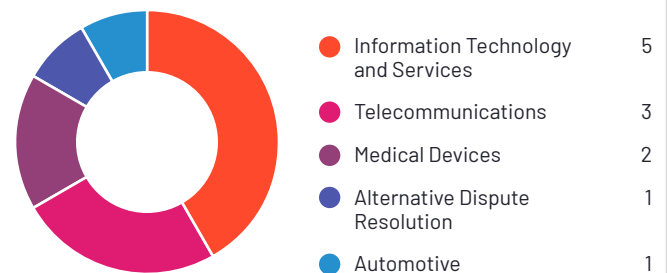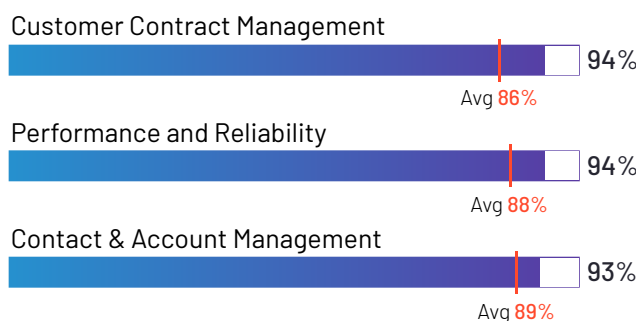 WORKetc at a rate of 92%. WORKetc is also in the Work Management, Billing, Email Marketing, and Invoice Management categories.
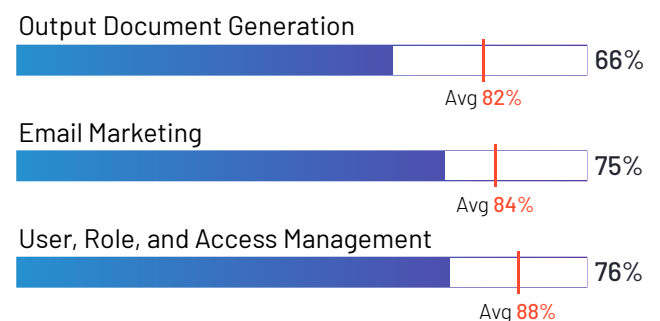
Satisfaction Ratings

Quality of Support
96%
Avg 88%

Ease of Use
86%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
88%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
81%
Avg 85%

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

Contact & Account Management
93%
Avg 89%

User, Role, and Access Management
93%
Avg 88%

Performance and Reliability
92%
Avg 88%

Lowest-Rated Features

Sandbox / Test Environments
71%
Avg 82%

Breadth of Partner Applications
72%
Avg 79%

Social Network Integration
74%
Avg 81%

Ownership
WORK[etc]

HQ Location
San Francisco, CA

Year Founded
2016

Employees (Listed On Linkedin™)
10

Company Website
www.worketc.com

CRM.me

4.4 ★★★★☆ (15)

High Performer SPRING 2022
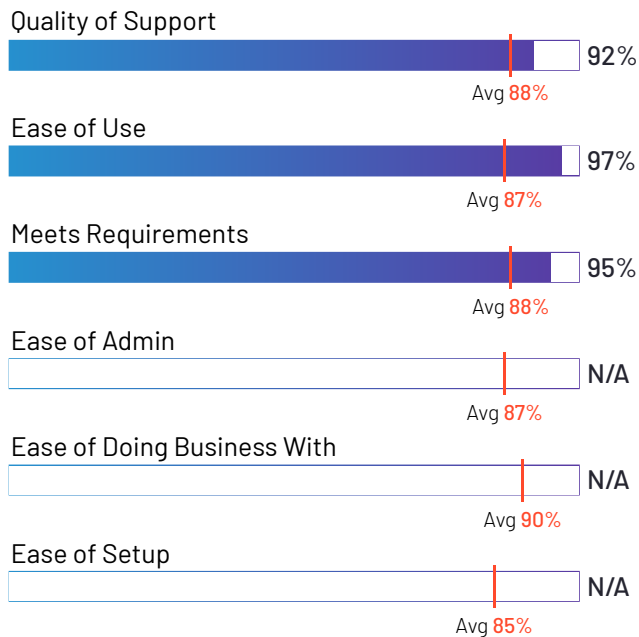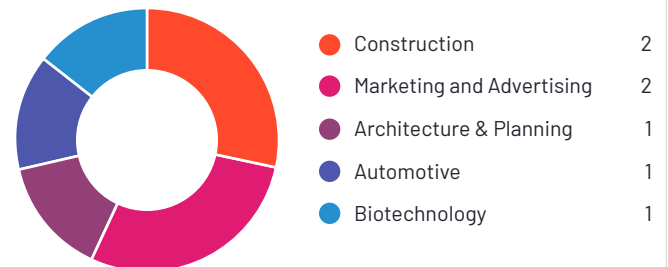
CRM.me has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend CRM.me at a rate of 87%. CRM.me is also in the Email Marketing and Email Template Builder categories.

Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
89%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	3
● Retail	2
● Biotechnology	1
● Broadcast Media	1
● Chemicals	1

Highest-Rated Features

Call Center Features
95%
Avg **84%**

Campaign Management
95%
Avg **84%**

Dashboards
93%
Avg **86%**

Lowest-Rated Features

Mobile User Support
78%
Avg **83%**

Product & Price List Management
83%
Avg **84%**

Knowledge Base
84%
Avg **85%**
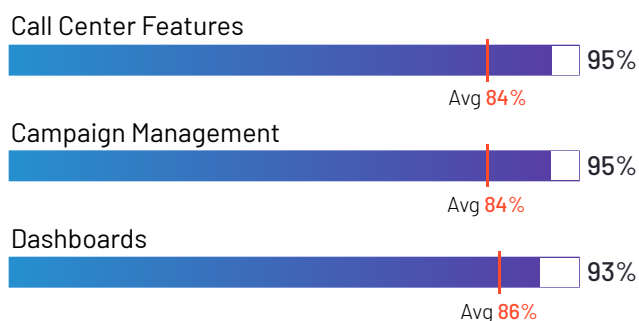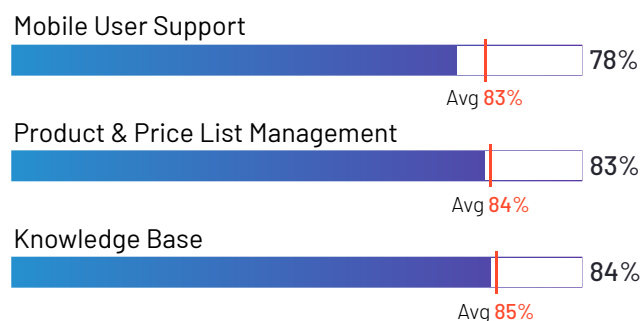
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
RedLotus	Kwun Tong, Hong Kong	2019	47	redlotus.com

Tapdesk

4.9 ★★★★★ (11)

High Performer
SPRING
2022

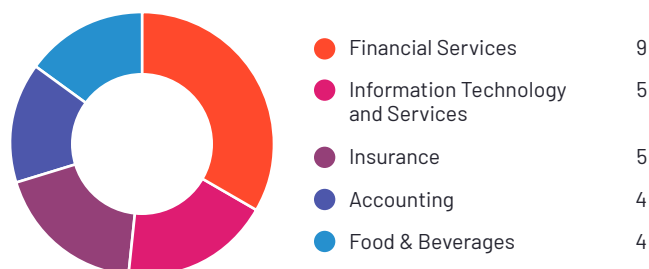Tapdesk has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Tapdesk at a rate of 97%.
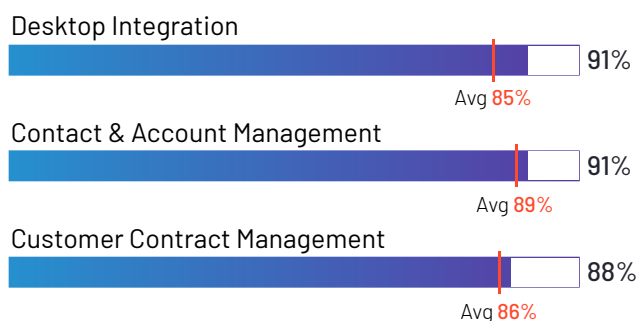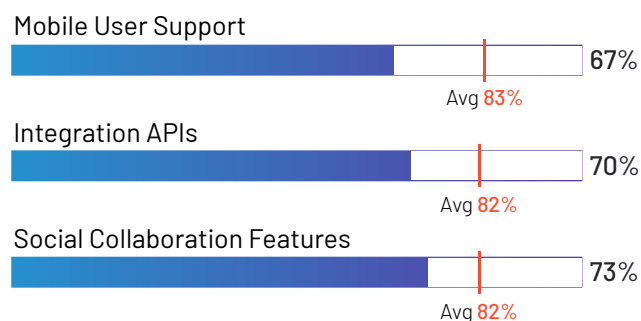
Satisfaction Ratings

Quality of Support
94%
Avg **88%**

Ease of Use
95%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	2
● Marketing and Advertising	2
● Computer Software	1
● Entertainment	1
● Financial Services	1

Ownership
Ayulla Inc

HQ Location
Wilmington, Delaware

Employees (Listed On Linkedin™)
2

Company Website
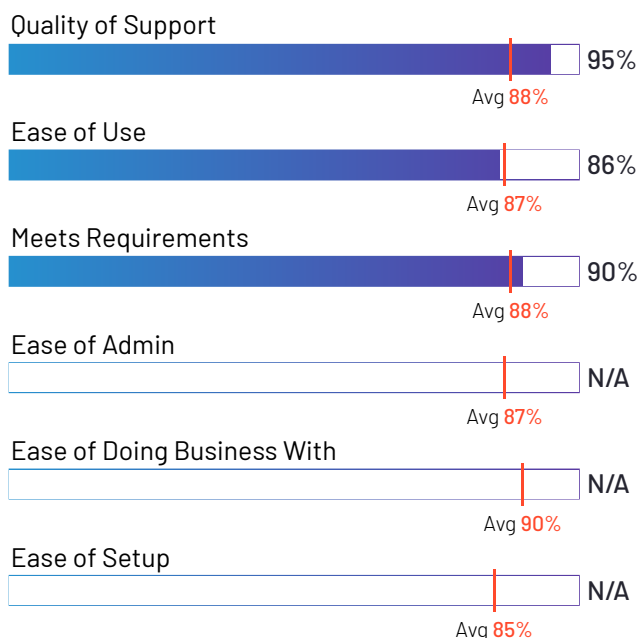tapdesk.io

Platformly
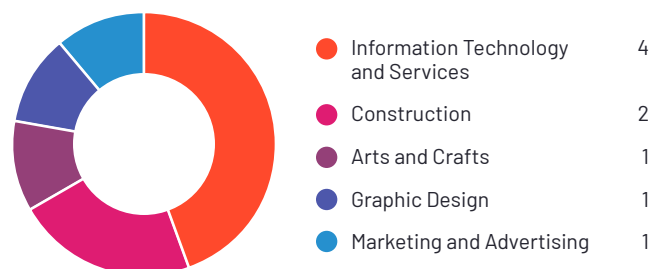
4.5 ★★★★⯪ (99)

High Performer
SPRING
2022

Platformly 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 Platformly at a rate of 93%. Platformly is also in the Marketing Platforms, Marketing Automation, and Marketing Analytics categories.

Satisfaction Ratings

Quality of Support
94%
Avg **88%**

Ease of Use
92%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
92%
Avg **87%**

Ease of Doing Business With
96%
Avg **90%**

Ease of Setup
93%
Avg **85%**

Top Industries Represented

● Marketing and Advertising	9
● Computer Software	3
● Accounting	1
● Animation	1
● Apparel & Fashion	1

Ownership
Platformly

HQ Location
Tortola, British Virgin Islands

Year Founded
2017

Employees (Listed On Linkedin™)
9

Company Website
www.platform.ly

OutreachCRM

4.6 ★★★★⯪ (19)

High Performer
SPRING
2022

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. 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 OutreachCRM at a rate of 91%.
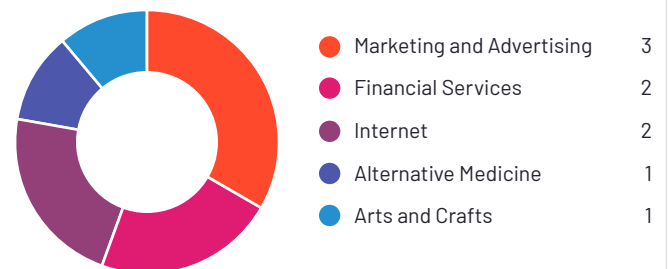
Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
92%
Avg **87%**

Meets Requirements
95%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Computer Software	4
● Marketing and Advertising	3
● Information Technology and Services	2
● Consumer Goods	1
● Education Management	1

Highest-Rated Features

Reporting
95%
Avg **85%**

Desktop Integration
94%
Avg **85%**

Task / Activity Management
94%
Avg **87%**

Lowest-Rated Features

Product & Price List Management
79%
Avg **84%**

Mobile User Support
84%
Avg **83%**

Quote & Order Management
86%
Avg **84%**
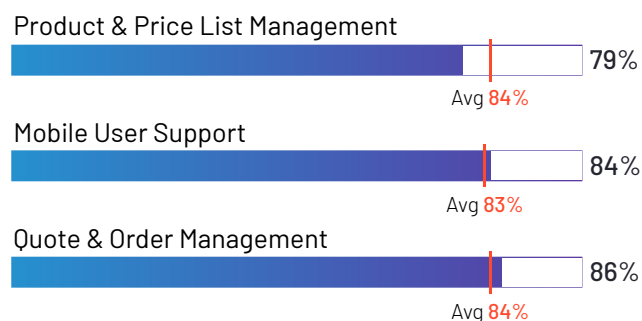
Ownership
Outreach Software Limited

HQ Location
Dunedin, Otago

Year Founded
2002

Employees (Listed On Linkedin™)
5

Company Website
www.outreachcrm.co.nz

Ringy (formerly iSales)

4.6 ★★★★½ (42)
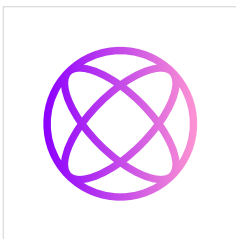
High Performer SPRING 2022

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. 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 Ringy (formerly iSales) at a rate of 94%. Ringy (formerly iSales) is also in the SMS Marketing and Outbound Call Tracking categories.

Satisfaction Ratings

Quality of Support	89%
Avg **88%**	
Ease of Use	91%
Avg **87%**	
Meets Requirements	88%
Avg **88%**	
Ease of Admin	N/A
Avg **87%**	
Ease of Doing Business With	N/A
Avg **90%**	
Ease of Setup	N/A
Avg **85%**	

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

Top Industries Represented

● Insurance	34
● Airlines/Aviation	1
● Health, Wellness and Fitness	1

Highest-Rated Features

Desktop Integration	94%
Avg **85%**	
Reporting	93%
Avg **85%**	
Contact & Account Management	93%
Avg **89%**	

Lowest-Rated Features

Social Network Integration	79%
Avg **81%**	
Marketing ROI Analytics	83%
Avg **83%**	
Mobile User Support	84%
Avg **83%**	
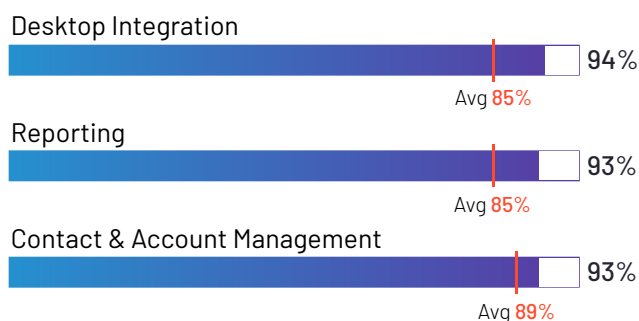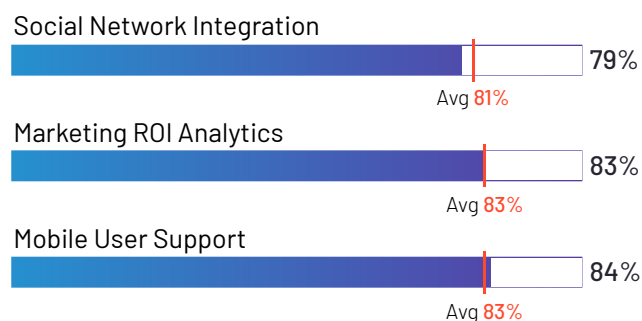
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
Kovacs Systems, LLC	Denver, CO	2013	12	isalescrm.io

EspoCRM

4.5 ★★★★½ **(15)**

High Performer SPRING 2022
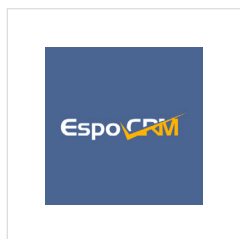
EspoCRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend EspoCRM at a rate of 91%. EspoCRM is also in the Email Marketing category.
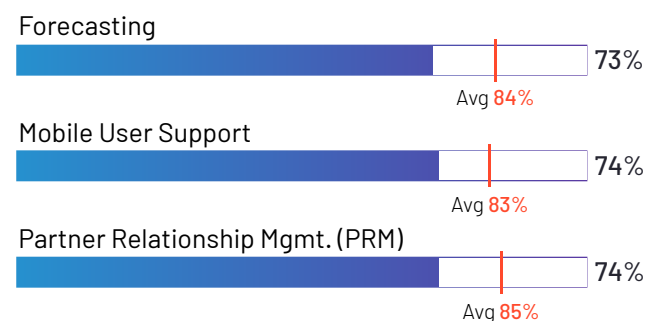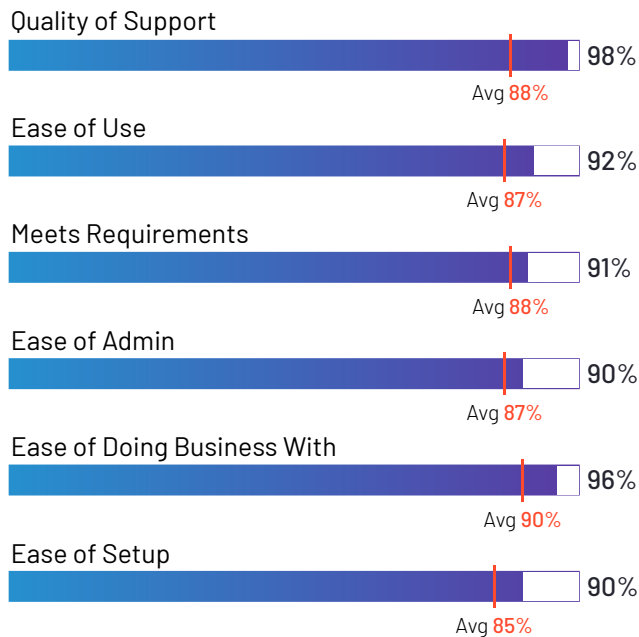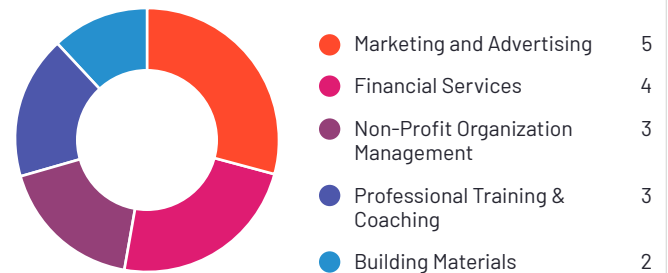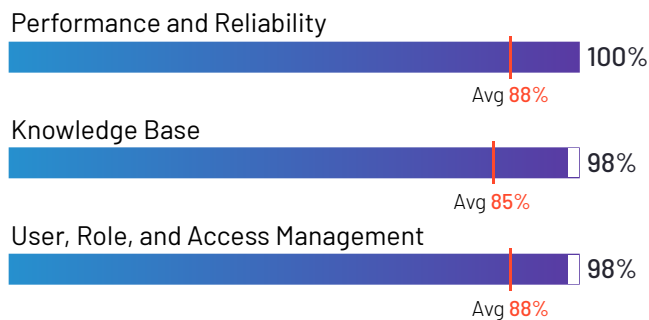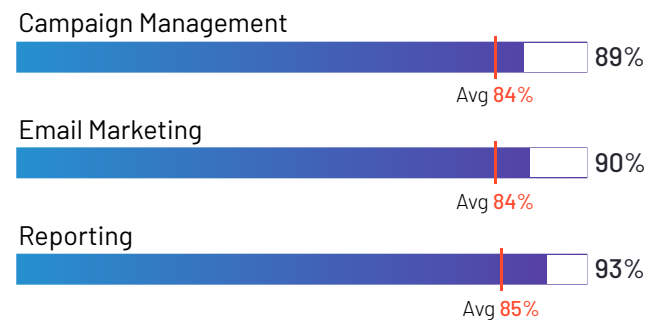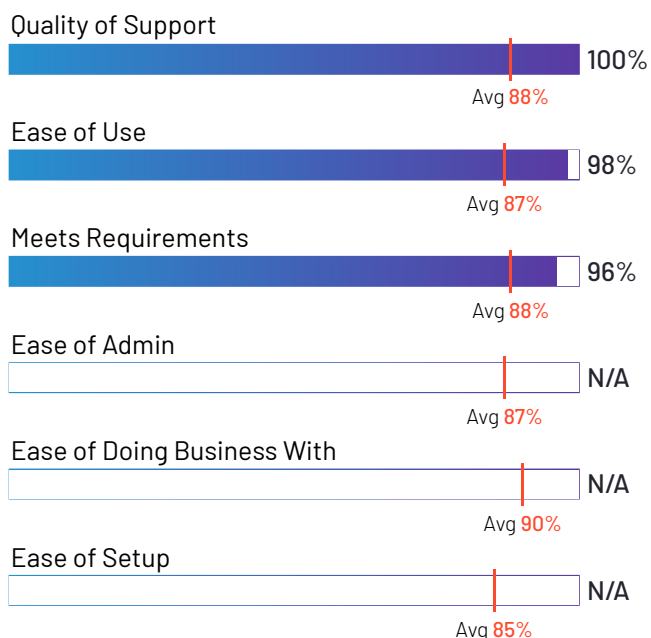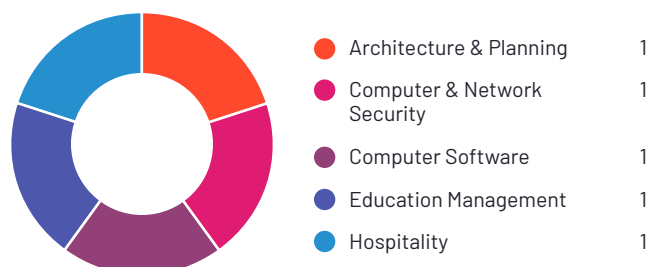
Satisfaction Ratings

Quality of Support
86%
Avg **88%**

Ease of Use
87%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
86%
Avg **87%**

Ease of Doing Business With
89%
Avg **90%**

Ease of Setup
88%
Avg **85%**

Top Industries Represented

Industry	Count
Information Technology and Services	3
Marketing and Advertising	2
Civil Engineering	1
Computer & Network Security	1
Computer Software	1

Highest-Rated Features

Dashboards
93%
Avg **86%**

Lead Management
92%
Avg **88%**

Task / Activity Management
92%
Avg **87%**

Lowest-Rated Features

Campaign Management
74%
Avg **84%**

Email Marketing
74%
Avg **84%**

Social Collaboration Features
77%
Avg **82%**

Ownership
EspoCRM Inc.

HQ Location
Chernivtsi, Ukraine

Year Founded
2014

Employees (Listed On Linkedin™)
2

Company Website
www.espocrm.com

PlanPlus Online

4.7 ★★★★½ (31)

High Performer SPRING 2022

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 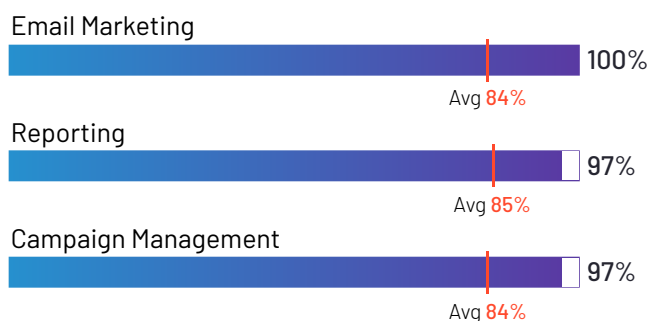would be likely to recommend PlanPlus at a rate of 94%. PlanPlus is also in the Workflow Management and Email Marketing categories.

Satisfaction Ratings

Quality of Support
98%
Avg **88%**

Ease of Use
84%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
88%
Avg **87%**

Ease of Doing Business With
98%
Avg **90%**

Ease of Setup
79%
Avg **85%**

Top Industries Represented

● Financial Services	4
● Management Consulting	3
● Events Services	2
● Hospital & Health Care	2
● Legal Services	2
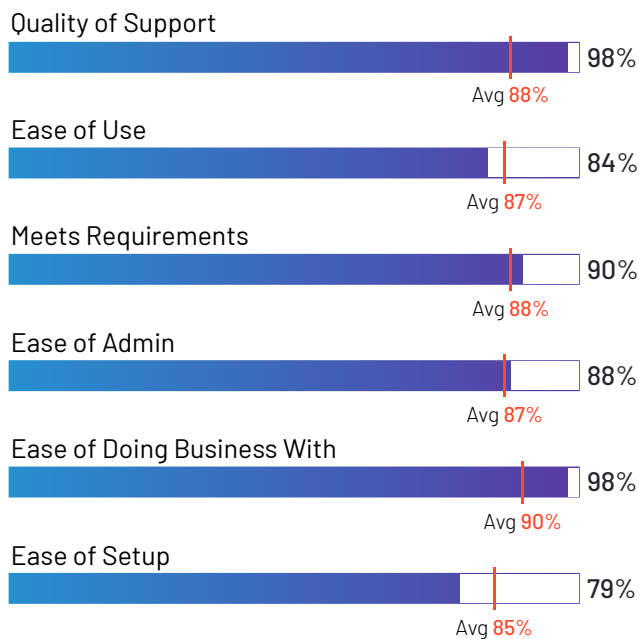
Ownership
Complete XRM

HQ Location
Salt Lake City, Utah

Year Founded
2003

Employees (Listed On Linkedin™)
10

Company Website
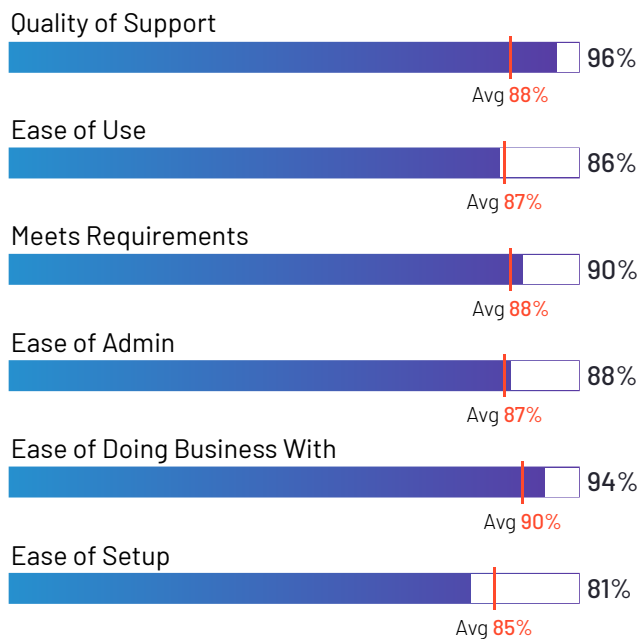PlanPlusOnline.com

GleanView

4.7 ⭐⭐⭐⭐⭐ **(21)**

High Performer SPRING 2022

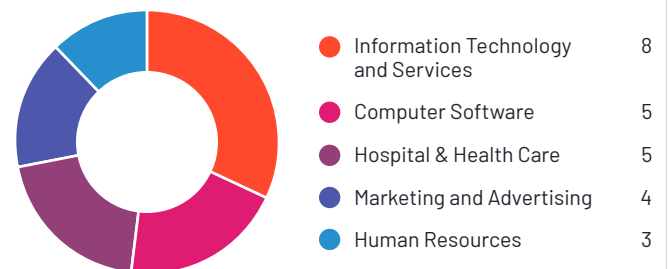GleanView has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend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

Satisfaction Ratings

Quality of Support
97%
Avg 88%

Ease of Use
93%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
90%
Avg 87%

Ease of Doing Business With
96%
Avg 90%

Ease of Setup
89%
Avg 85%

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
www.GleanView.com

ClientTether.com

4.7 ⭐⭐⭐⭐⯪ **(11)**

High Performer SPRING 2022

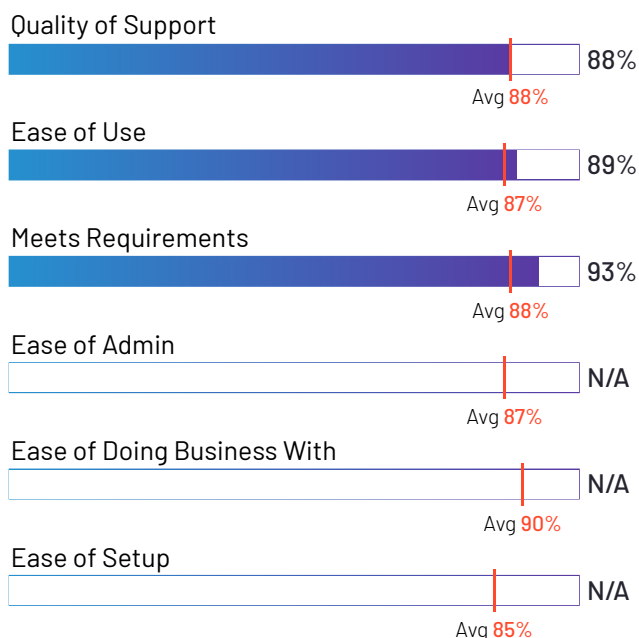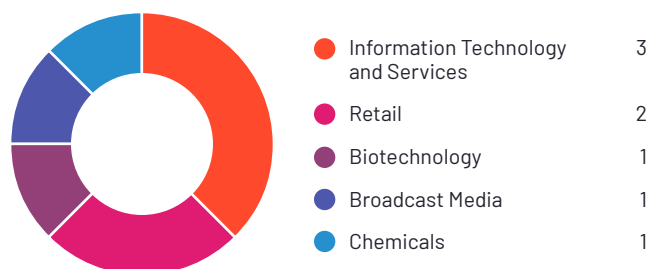ClientTether.com has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 90% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend ClientTether.com at a rate of 94%. ClientTether.com is also in the Sales Engagement category.

Satisfaction Ratings

Quality of Support
96%
Avg **88%**

Ease of Use
91%
Avg **87%**

Meets Requirements
91%
Avg **88%**

Ease of Admin
83%
Avg **87%**

Ease of Doing Business With
100%
Avg **90%**

Ease of Setup
66%
Avg **85%**

Top Industries Represented

Industry	Count
🔴 Consumer Services	3
🟣 Construction	2
🟪 Marketing and Advertising	2
🔵 Airlines/Aviation	1
🔵 Financial Services	1
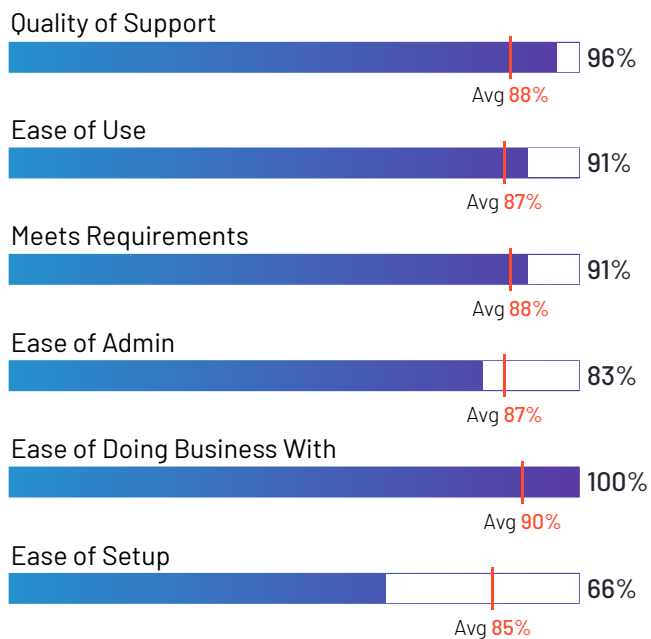
Ownership
ClientTether

Year Founded
2014

Employees (Listed On Linkedin™)
14

Company Website
www.ClientTether.com

RAYNET CRM

4.3 ⭐⭐⭐⭐⭐ (13)

High Performer SPRING 2022
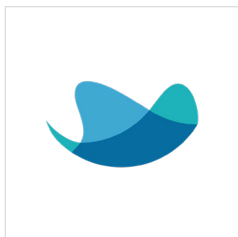
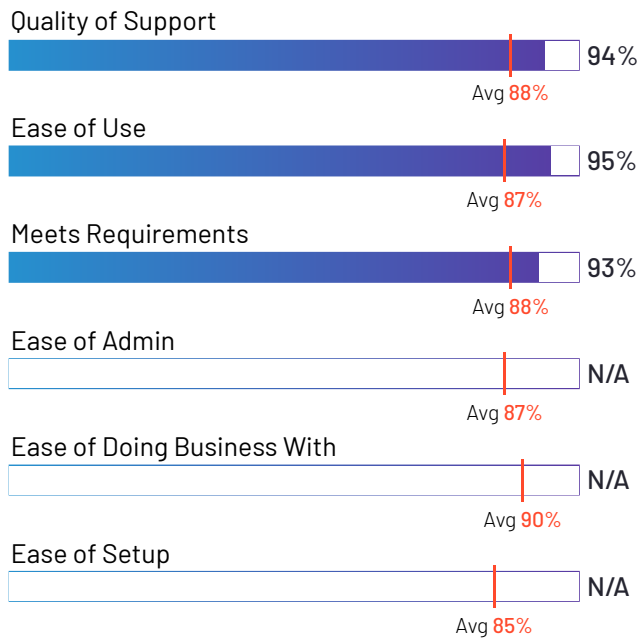RAYNET CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend RAYNET CRM at a rate of 87%.

Satisfaction Ratings

Quality of Support
89%
Avg 88%

Ease of Use
94%
Avg 87%

Meets Requirements
93%
Avg 88%

Ease of Admin
91%
Avg 87%

Ease of Doing Business With
91%
Avg 90%

Ease of Setup
94%
Avg 85%

Top Industries Represented

Industry	
● Telecommunications	4
● Marketing and Advertising	2
● Automotive	1
● Business Supplies and Equipment	1
● Information Technology and Services	1

Highest-Rated Features

Contact & Account Management
97%
Avg 89%

Lead Management
96%
Avg 88%

Reporting
95%
Avg 85%

Lowest-Rated Features

Email Marketing
86%
Avg 84%

Knowledge Base
88%
Avg 85%

Mobile User Support
88%
Avg 83%

Ownership
RAYNETCRM, LLC

HQ Location
Sarasota, Florida

Year Founded
2013

Employees (Listed On Linkedin™)
1

Company Website
raynetcrm.com

Client Book CRM

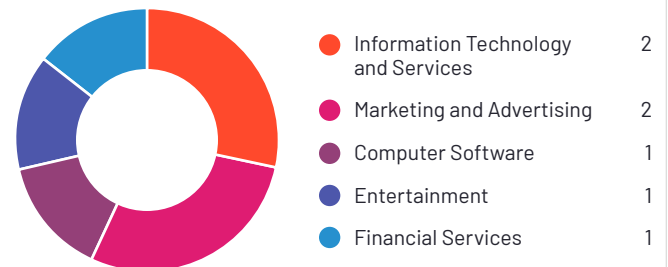**4.3** ★★★★½ **(13)**

High Performer SPRING 2022

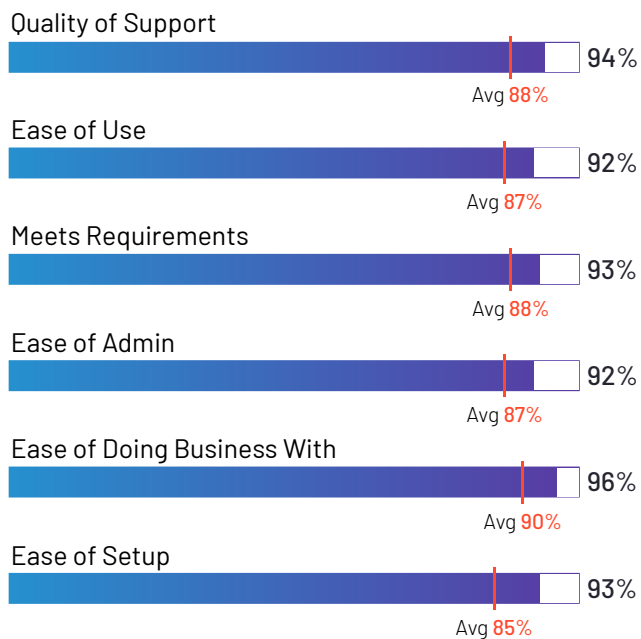Client Book CRM has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 91% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Client Book CRM at a rate of 85%.

Satisfaction Ratings
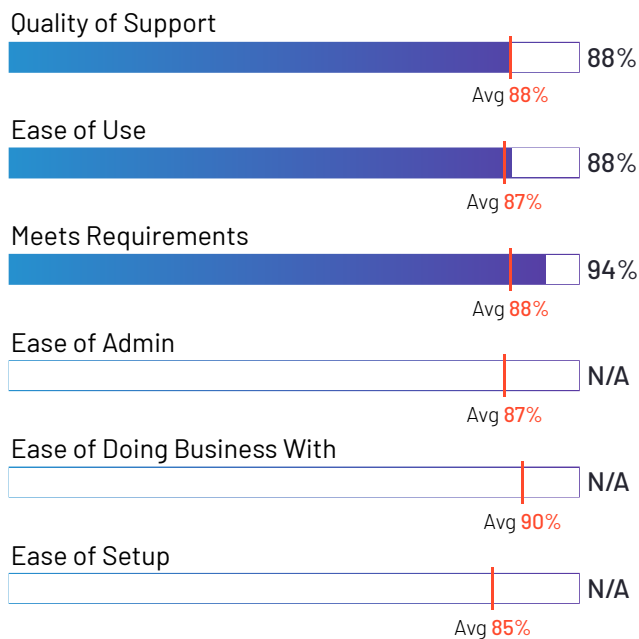
Quality of Support
88%
Avg **88%**

Ease of Use
88%
Avg **87%**

Meets Requirements
94%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

Market Research	2
Apparel & Fashion	1
Automotive	1
Electrical/Electronic Manufacturing	1
Financial Services	1

Highest-Rated Features

Dashboards
97%
Avg **86%**

Reporting
97%
Avg **85%**

Mobile User Support
94%
Avg **83%**

Lowest-Rated Features

Lead Management
86%
Avg **88%**

Customer Support Portal
86%
Avg **85%**

Call Center Features
89%
Avg **84%**
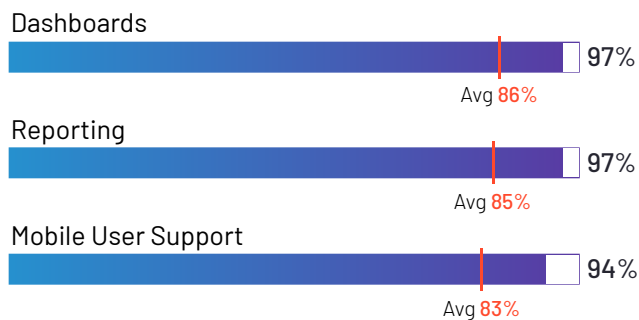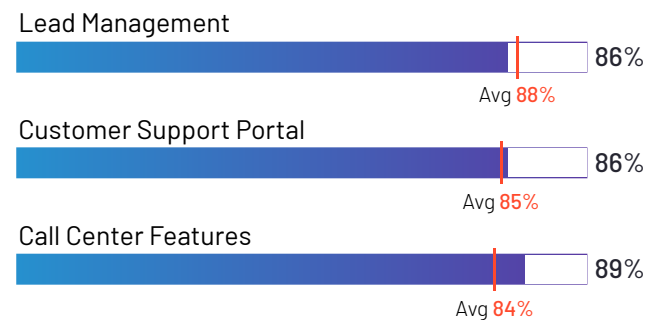
Ownership
Diamond Profile LLC

Year Founded
2012

Employees (Listed On Linkedin™)
1

Company Website
diamondprofilellc.com

noCRM.io

4.5 ★★★★½ (27)

High Performer
SPRING 2022

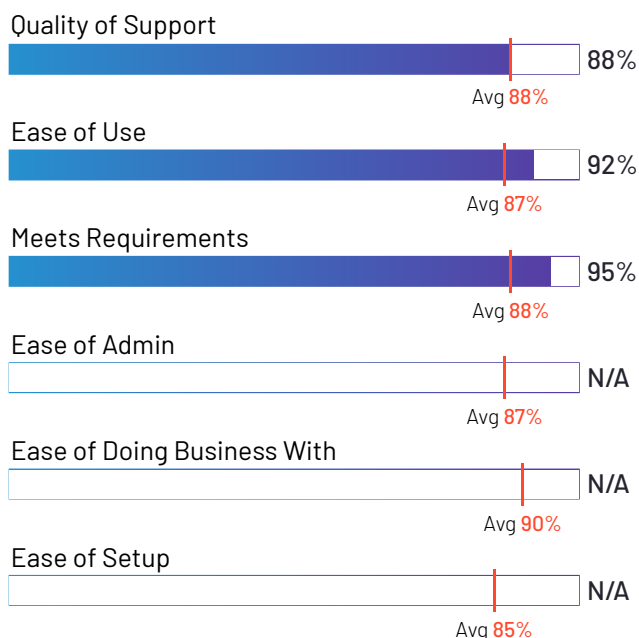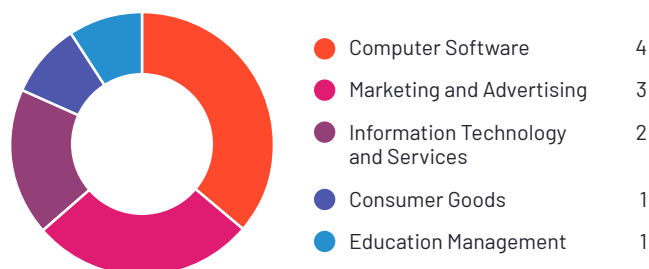noCRM.io has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 81% of users believe it is headed in the right direction, and users said they would be likely to recommend noCRM.io at a rate of 91%.
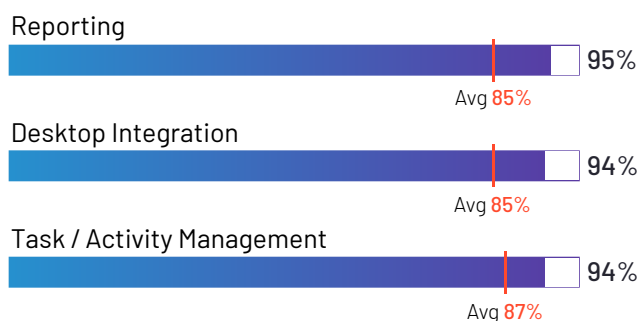
Satisfaction Ratings

Quality of Support
91%
Avg 88%

Ease of Use
97%
Avg 87%

Meets Requirements
91%
Avg 88%

Ease of Admin
93%
Avg 87%

Ease of Doing Business With
87%
Avg 90%

Ease of Setup
94%
Avg 85%

Top Industries Represented

● Marketing and Advertising	5
● Computer Software	3
● Information Technology and Services	2
● Management Consulting	2
● Sports	2

Highest-Rated Features

Lead Management
91%
Avg 88%

Data Import & Export Tools
90%
Avg 85%

Opportunity & Pipeline Mgmt.
89%
Avg 86%

Lowest-Rated Features

Social Network Integration
61%
Avg 81%

Social Collaboration Features
63%
Avg 82%

Campaign Management
69%
Avg 84%

Ownership
You Don't Need a CRM

HQ Location
Paris, France

Year Founded
2008

Employees (Listed On Linkedin™)
5

Company Website
www.yoolinkpro.com

Promys

PROMYS
CRM, Help Desk, PSA

4.7 ★★★★½ **(12)**

High Performer SPRING 2022

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

Quality of Support
98%
Avg **88%**

Ease of Use
88%
Avg **87%**

Meets Requirements
87%
Avg **88%**

Ease of Admin
90%
Avg **87%**

Ease of Doing Business With
98%
Avg **90%**

Ease of Setup
83%
Avg **85%**

Top Industries Represented

● Information Technology and Services	6
● Telecommunications	2
● Computer Networking	1
● E-Learning	1
● Logistics and Supply Chain	1
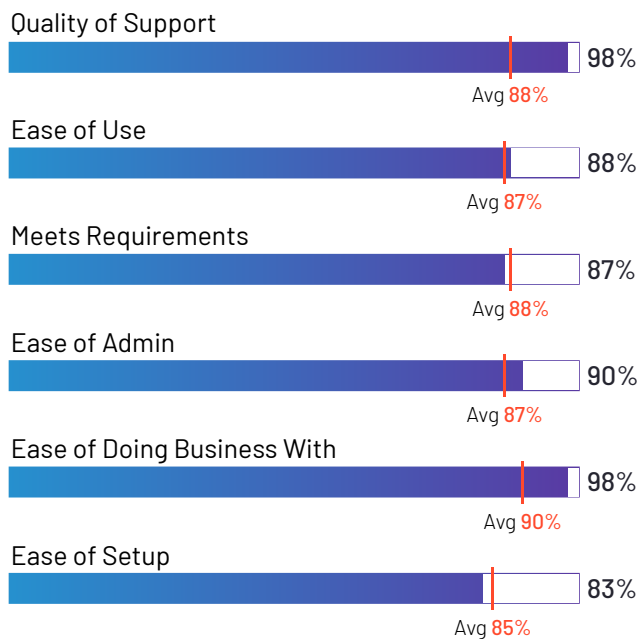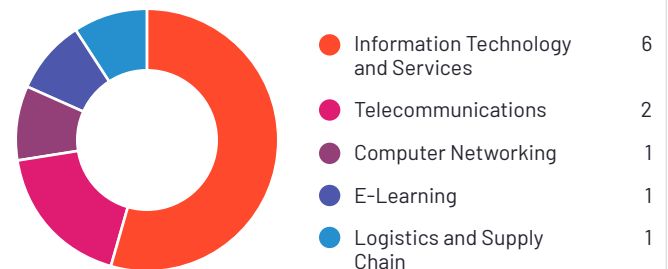
Ownership
PROMYS

HQ Location
Mississauga, ON

Year Founded
2003

Employees (Listed On Linkedin™)
14

Company Website
www.promys.com

Relenta CRM

Relenta

4.9 ★★★★★ (22)

High Performer SPRING 2022

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
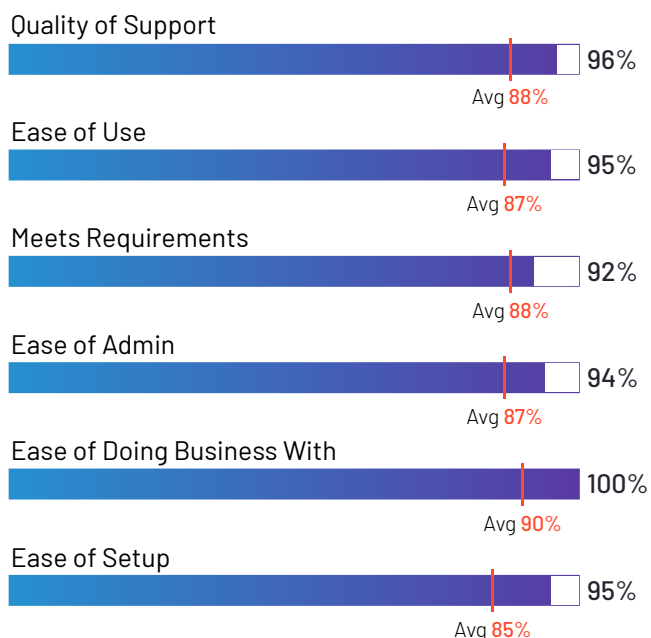
Quality of Support
96%
Avg 88%

Ease of Use
95%
Avg 87%

Meets Requirements
92%
Avg 88%

Ease of Admin
94%
Avg 87%

Ease of Doing Business With
100%
Avg 90%

Ease of Setup
95%
Avg 85%

Top Industries Represented

● Computer Software	2
● Internet	2
● Marketing and Advertising	2
● Printing	2
● Commercial Real Estate	1

Highest-Rated Features

Contact & Account Management
96%
Avg 89%

Dashboards
95%
Avg 86%

Performance and Reliability
95%
Avg 88%

Lowest-Rated Features

Breadth of Partner Applications
63%
Avg 79%

Integration APIs
71%
Avg 82%

Mobile User Support
74%
Avg 83%
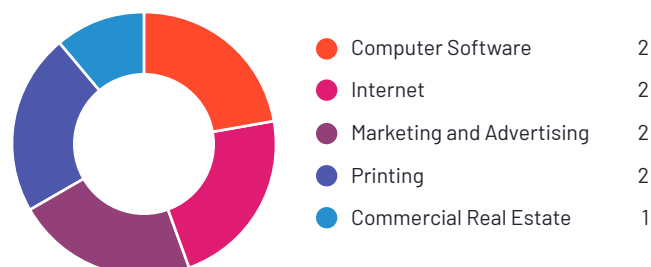
Ownership
Relenta CRM

HQ Location
Miami, FL

Employees (Listed On Linkedin™)
2

Company Website
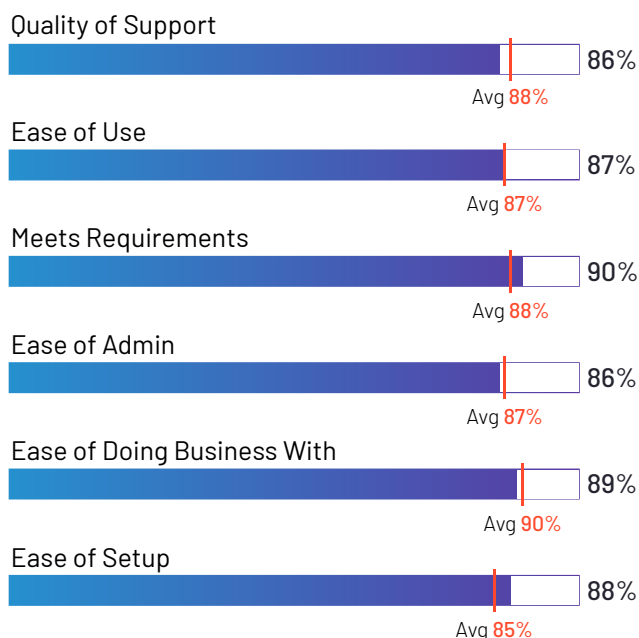www.relenta.com

Clevertim CRM
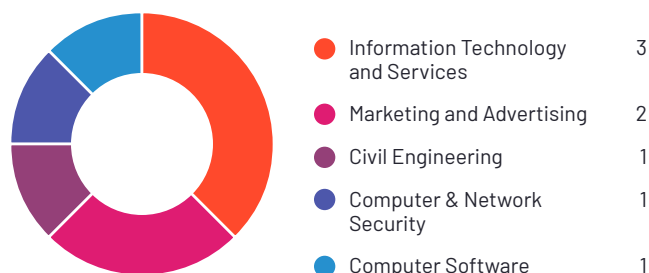
4.1 ★★★★☆ (13)

High Performer SPRING 2022

Clevertim 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 Clevertim CRM at a rate of 82%.

Satisfaction Ratings
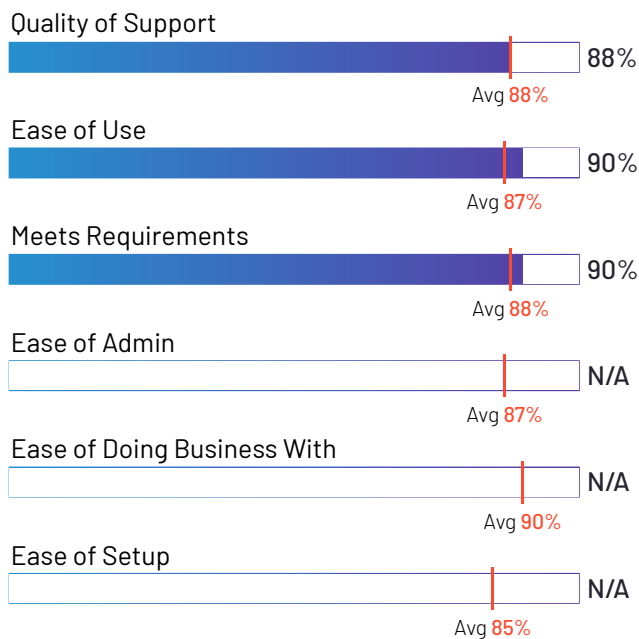
Quality of Support
88%
Avg 88%

Ease of Use
90%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

● Information Technology and Services	3
● Computer Software	1
● Education Management	1
● E-Learning	1
● Higher Education	1

Highest-Rated Features

Email Marketing
93%
Avg 84%

Lead Management
92%
Avg 88%

Opportunity & Pipeline Mgmt.
92%
Avg 86%

Lowest-Rated Features

Support Analytics
77%
Avg 85%

Knowledge Base
78%
Avg 85%

Call Center Features
78%
Avg 84%
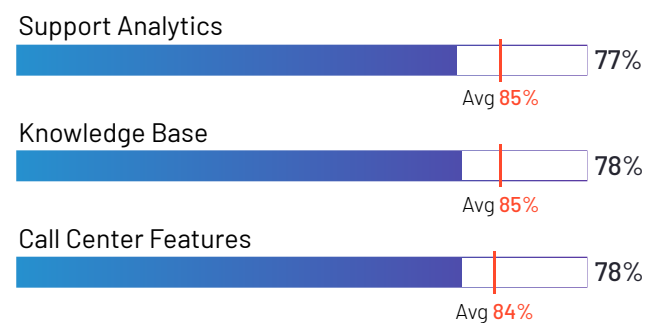
Ownership
Clevertim

Year Founded
2012

Employees (Listed On Linkedin™)
1

Company Website
www.clevertim.com

InTouch CRM

4.4 ★★★★½ **(12)**

High Performer SPRING 2022

InTouch 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, 86% 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 88%. InTouch CRM is also in the Marketing Automation category.
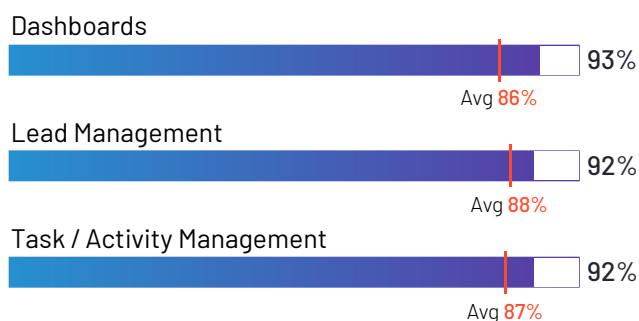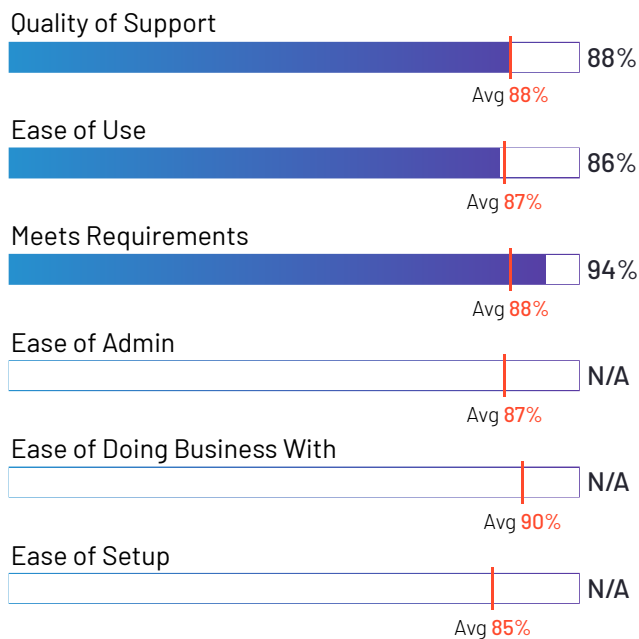
Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
86%
Avg **87%**

Meets Requirements
94%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Real Estate	4
● Information Technology and Services	2
● Accounting	1
● Alternative Medicine	1
● Education Management	1

Ownership
Figstack

HQ Location
Ithaca, New York

Year Founded
2021

Employees (Listed On Linkedin™)
2

Company Website
mintlify.com

Pulse Technology

4.8 ★★★★★ (11)

High Performer SPRING 2022

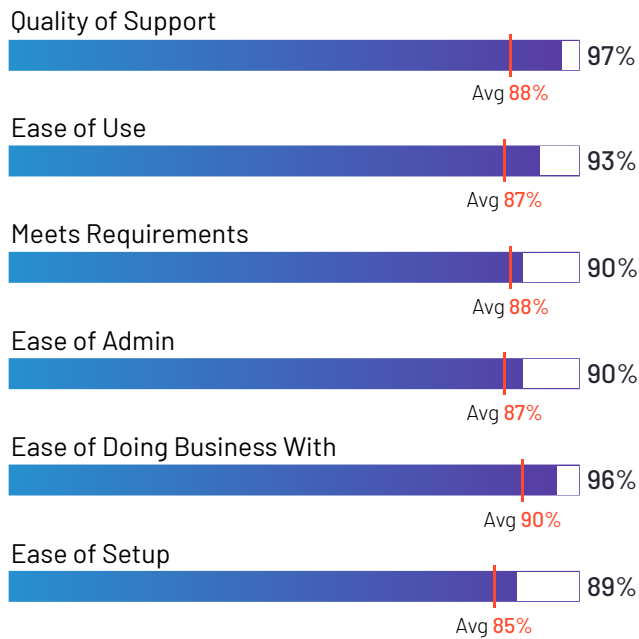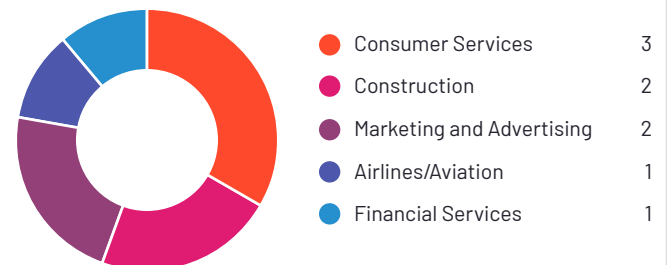Pulse Technology has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely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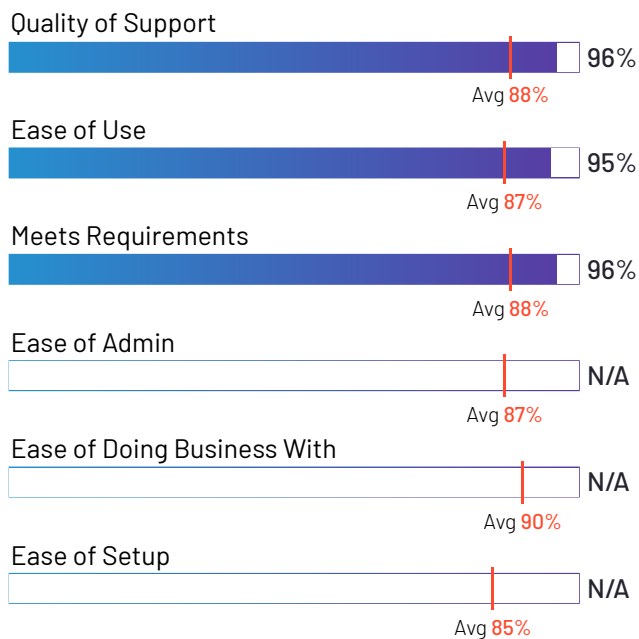
Satisfaction Ratings

Quality of Support
96%
Avg **88%**

Ease of Use
95%
Avg **87%**

Meets Requirements
96%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Consumer Goods	2
● Information Technology and Services	2
● Construction	1
● Financial Services	1
● Hospital & Health Care	1
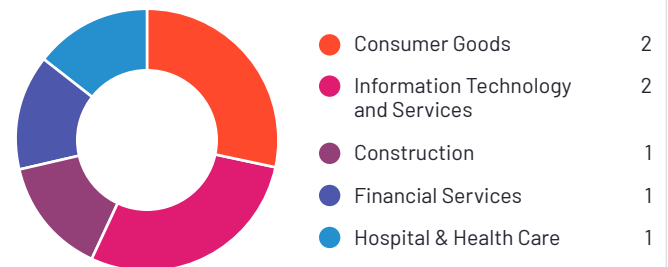
Ownership
Pulse Technology

HQ Location
Delaware, OH

Year Founded
2019

Employees (Listed On LinkedIn™)
3

Company Website
thepulsespot.com

NetSuite

ORACLE NETSUITE

3.9 ★★★★☆ (1,823)

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. 72% of users rated it 4 or 5 stars, 66% of users believe it is headed in the right direction, and users said 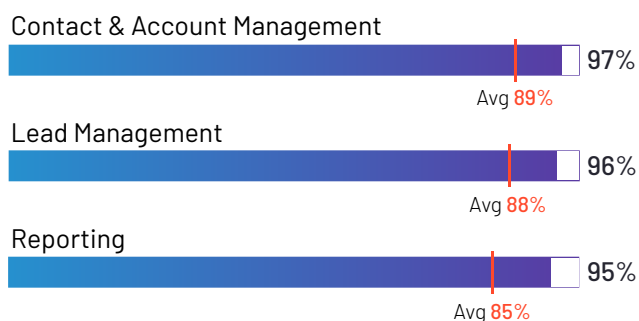they 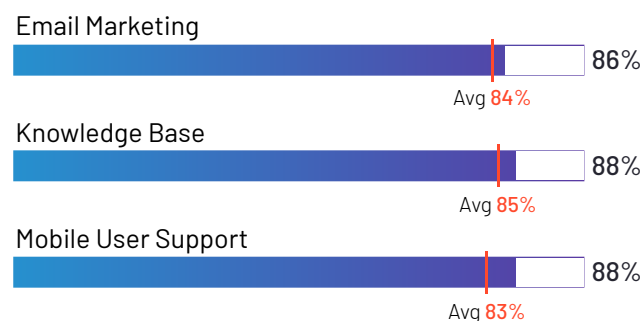would be likely to recommend NetSuite at a rate of 72%. NetSuite is also in the Subscription Billing, E-Commerce Platforms, Accounting, Billing, Core HR, Nonprofit CRM, Donor Management, Nonprofit Accounting, ERP Systems, Project-Based ERP, Discrete ERP, Distribution ERP, and UKG Marketplace categories.

Satisfaction Ratings
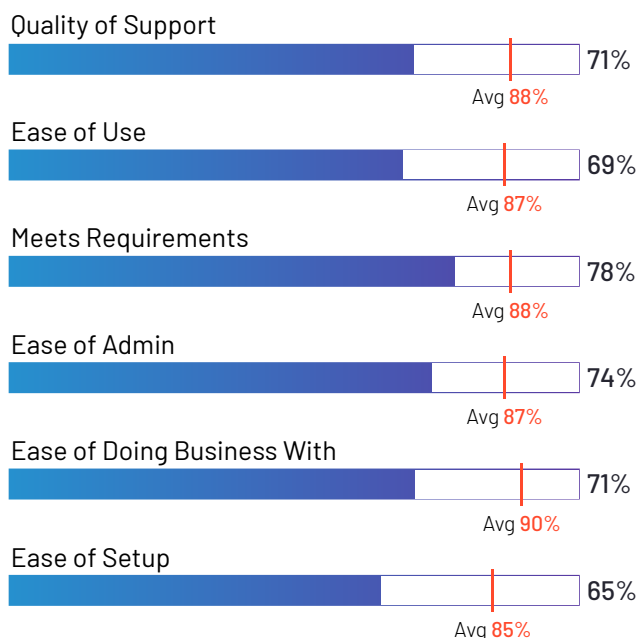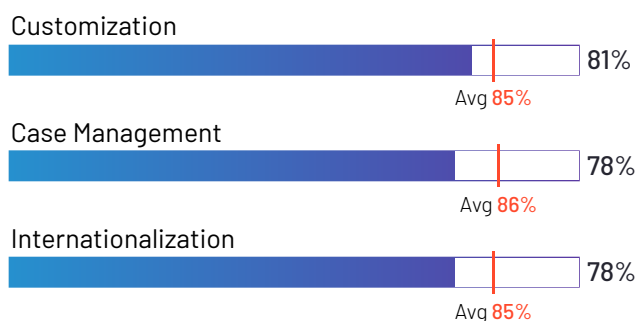
Quality of Support
71%
Avg 88%

Ease of Use
69%
Avg 87%

Meets Requirements
78%
Avg 88%

Ease of Admin
74%
Avg 87%

Ease of Doing Business With
71%
Avg 90%

Ease of Setup
65%
Avg 85%

Top Industries Represented

Industry	
Computer Software	44
Information Technology and Services	30
Marketing and Advertising	22
Retail	11
Telecommunications	10

Highest-Rated Features

Customization
81%
Avg 85%

Case Management
78%
Avg 86%

Internationalization
78%
Avg 85%

Lowest-Rated Features

Social Network Integration
59%
Avg 81%

Social Collaboration Features
62%
Avg 82%

Territory & Quota Management
67%
Avg 83%
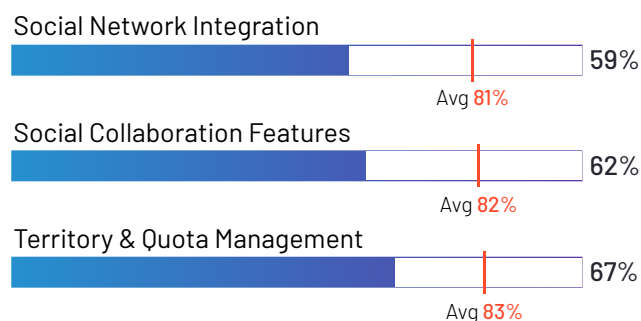
Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On Linkedin™)
214452

Company Website
www.oracle.com

Zendesk Sunshine

3.8 ★★★★☆ (22)

Zendesk Sunshine 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, 63% of users believe it is headed in the right direction, and users said they would be likely to recommend Zendesk Sunshine at a rate of 76%.
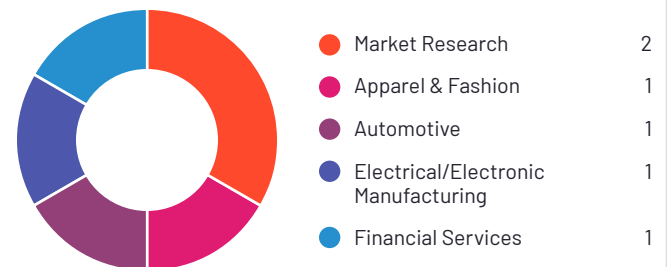
Satisfaction Ratings

Quality of Support
87%
Avg **88%**

Ease of Use
91%
Avg **87%**

Meets Requirements
87%
Avg **88%**

Ease of Admin
89%
Avg **87%**

Ease of Doing Business With
86%
Avg **90%**

Ease of Setup
82%
Avg **85%**

Top Industries Represented

● Consumer Services		3
● Information Technology and Services		3
● Marketing and Advertising		3
● Computer Software		2
● Apparel & Fashion		1

Highest-Rated Features

Data Import & Export Tools
91%
Avg **85%**

Customer Support Portal
89%
Avg **85%**

Integration APIs
89%
Avg **82%**

Lowest-Rated Features

Mobile User Support
61%
Avg **83%**

Territory & Quota Management
74%
Avg **83%**

Email Marketing
75%
Avg **84%**

Ownership	HQ Location	Year Founded	Total Revenue	Employees (Listed On LinkedIn™)	Company Website
Zendesk	San Francisco, CA	2007	$1,030 (USD MM)	6244	www.zendesk.com

Act!

3.9 ★★★★☆ (380)

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. 76% 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 77%. Act! is also in the Marketing Automation category.

Satisfaction Ratings

Quality of Support
78%
Avg 88%

Ease of Use
81%
Avg 87%

Meets Requirements
84%
Avg 88%

Ease of Admin
78%
Avg 87%

Ease of Doing Business With
77%
Avg 90%

Ease of Setup
75%
Avg 85%

Top Industries Represented

Industry	
Financial Services	27
Marketing and Advertising	23
Real Estate	22
Information Technology and Services	17
Insurance	17

Highest-Rated Features

Contact & Account Management
86%
Avg 89%

Customer Contract Management
83%
Avg 86%

Task / Activity Management
82%
Avg 87%

Lowest-Rated Features

Sandbox / Test Environments
69%
Avg 82%

Mobile User Support
70%
Avg 83%

Marketing ROI Analytics
71%
Avg 83%

Ownership
Act!

HQ Location
Scottsdale, AZ

Year Founded
2001

Employees (Listed On Linkedin™)
704

Company Website
www.act.com

Agile CRM

4.0 ★★★★☆ (310)

Agile 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. 80% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said 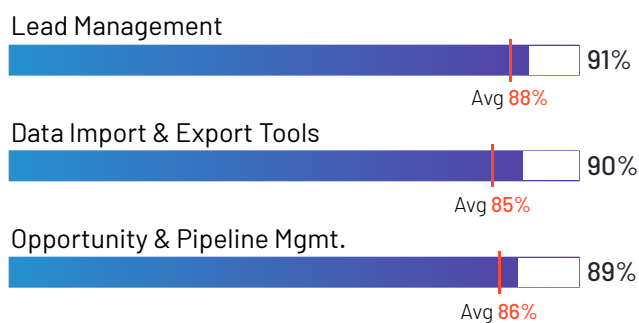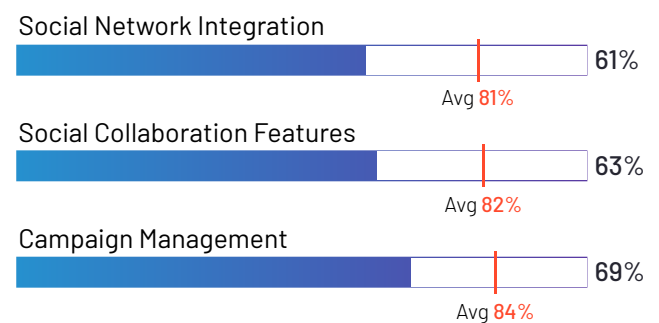they would be likely to recommend Agile CRM at a rate of 79%. Agile CRM is also in the Online Form Builder, Live Chat, Help Desk, Email Tracking, Pop-Up Builder, Landing Page Builders, and Marketing Automation categories.

Satisfaction Ratings

Quality of Support
83%
Avg 88%

Ease of Use
83%
Avg 87%

Meets Requirements
84%
Avg 88%

Ease of Admin
85%
Avg 87%

Ease of Doing Business With
84%
Avg 90%

Ease of Setup
82%
Avg 85%

Top Industries Represented

● Marketing and Advertising	50
● Information Technology and Services	32
● Computer Software	22
● Internet	15
● Financial Services	14

Highest-Rated Features

Social Network Integration
86%
Avg 81%

Breadth of Partner Applications
80%
Avg 79%

Campaign Management
78%
Avg 84%

Lowest-Rated Features

Customer Support Portal
61%
Avg 85%

Knowledge Base
62%
Avg 85%

Call Center Features
62%
Avg 84%
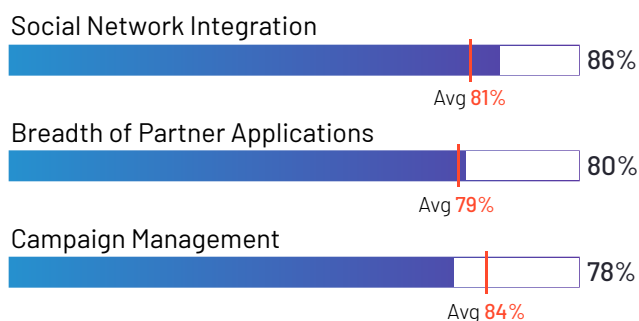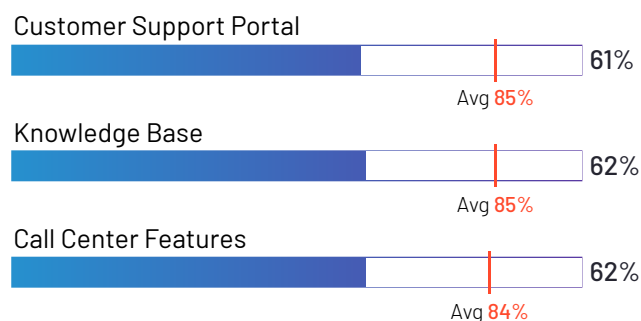
Ownership
Agile CRM

HQ Location
Dallas, TX

Year Founded
2013

Employees (Listed On Linkedin™)
174

Company Website
www.agilecrm.com

SAP Cloud for Customer

4.1 ★★★★☆ (111)

SAP Cloud for Customer 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. 85% 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 SAP Cloud at a rate of 83%.
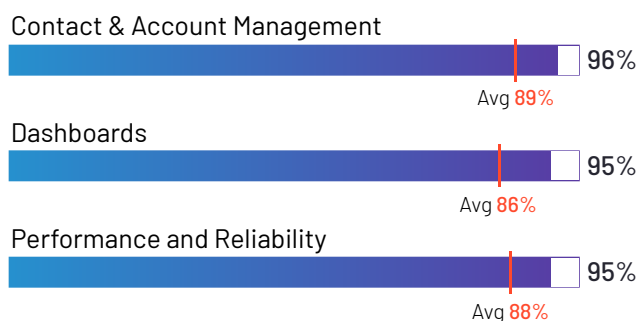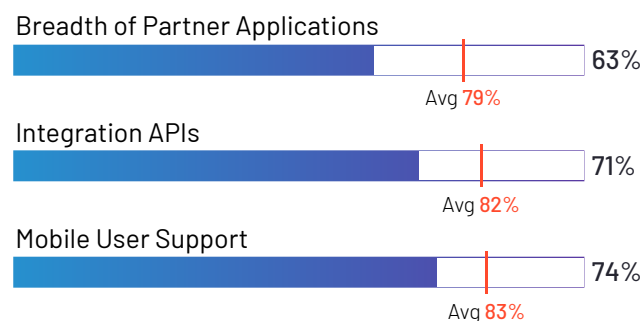
Satisfaction Ratings

Quality of Support
79%
Avg **88%**

Ease of Use
82%
Avg **87%**

Meets Requirements
83%
Avg **88%**

Ease of Admin
83%
Avg **87%**

Ease of Doing Business With
82%
Avg **90%**

Ease of Setup
80%
Avg **85%**

Top Industries Represented

● Accounting	8
● Information Technology and Services	6
● Computer Software	4
● Management Consulting	4
● Utilities	4

Highest-Rated Features

Lead Management
88%
Avg **88%**

Mobile User Support
86%
Avg **83%**

Data Import & Export Tools
85%
Avg **85%**

Lowest-Rated Features

Output Document Generation
74%
Avg **82%**

Breadth of Partner Applications
74%
Avg **79%**

Integration APIs
75%
Avg **82%**

Ownership	**HQ Location**	**Year Founded**	**Total Revenue**	**Employees (Listed On Linkedin™)**	**Company Website**
SAP	Walldorf, Germany	1972	$27,338 (USD MM)	119647	www.sapstore.com

Zoho CRM Plus

4.2 ★★★★☆ (19)

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. 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 Zoho CRM Plus at a rate of 84%.
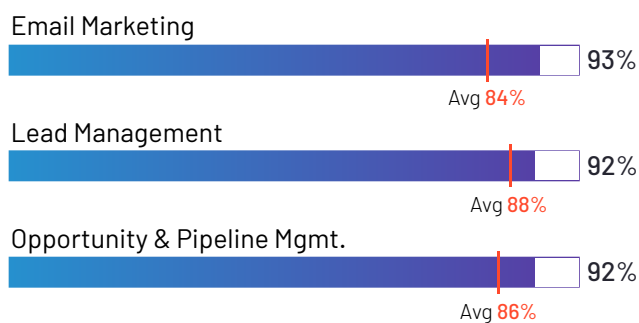
Satisfaction Ratings
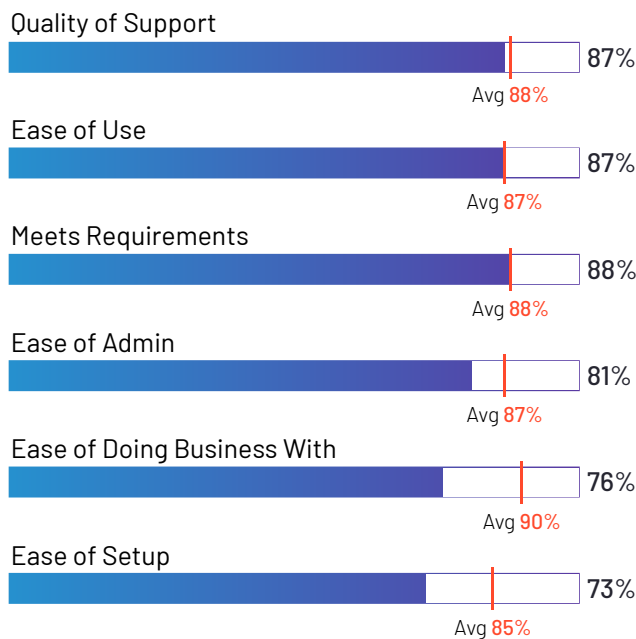
Quality of Support **87%**
Avg **88%**

Ease of Use **87%**
Avg **87%**

Meets Requirements **88%**
Avg **88%**

Ease of Admin **81%**
Avg **87%**

Ease of Doing Business With **76%**
Avg **90%**

Ease of Setup **73%**
Avg **85%**

Top Industries Represented

● Information Technology and Services	4
● Electrical/Electronic Manufacturing	2
● Financial Services	2
● Accounting	1
● Capital Markets	1

Highest-Rated Features

Territory & Quota Management **90%**
Avg **83%**

Knowledge Base **88%**
Avg **85%**

Contact & Account Management **88%**
Avg **89%**

Lowest-Rated Features

Quote & Order Management **73%**
Avg **84%**

Call Center Features **74%**
Avg **84%**

Opportunity & Pipeline Mgmt. **76%**
Avg **86%**

Ownership
Zoho Corporation Pvt. Ltd.

HQ Location
Austin, TX

Employees (Listed On Linkedin™)
11105

Company Website
www.zoho.com

Oracle Siebel

3.4 ★★★½☆ (402)

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. 65% 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 69%.

Satisfaction Ratings

Quality of Support
75%
Avg 88%

Ease of Use
71%
Avg 87%

Meets Requirements
79%
Avg 88%

Ease of Admin
69%
Avg 87%

Ease of Doing Business With
73%
Avg 90%

Ease of Setup
65%
Avg 85%

Top Industries Represented

Industry	
Information Technology and Services	47
Computer Software	32
Financial Services	22
Telecommunications	22
Retail	18

Highest-Rated Features

Call Center Features
82%
Avg 84%

Case Management
81%
Avg 86%

User, Role, and Access Management
81%
Avg 88%

Lowest-Rated Features

Performance and Reliability
75%
Avg 88%

Social Collaboration Features
75%
Avg 82%

Output Document Generation
76%
Avg 82%

Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On Linkedin™)
214452

Company Website
www.oracle.com

Odoo CRM

4.0 ★★★★☆ (69)

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. 82% 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 Odoo CRM at a rate of 79%.

Satisfaction Ratings

Quality of Support **75%**
Avg **88%**

Ease of Use **84%**
Avg **87%**

Meets Requirements **83%**
Avg **88%**

Ease of Admin **80%**
Avg **87%**

Ease of Doing Business With **83%**
Avg **90%**

Ease of Setup **74%**
Avg **85%**

Top Industries Represented

● Information Technology and Services	8
● Construction	3
● Logistics and Supply Chain	3
● Management Consulting	3
● Computer & Network Security	2

Highest-Rated Features

Customization **87%**
Avg **85%**

Performance and Reliability **87%**
Avg **88%**

Sandbox / Test Environments **86%**
Avg **82%**

Lowest-Rated Features

Desktop Integration **69%**
Avg **85%**

Document & Content Mgmt. **69%**
Avg **82%**

Knowledge Base **72%**
Avg **85%**

Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On LinkedIn™)**	**Company Website**
Odoo	Brussels, Belgium	2005	2030	www.odoo.com
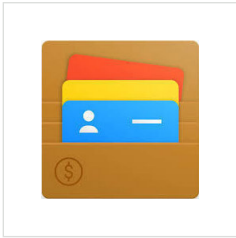
Zoho ContactManager

4.2 ★★★★☆ (34)

Zoho ContactManager 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. 97% 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 ContactManager at a rate of 85%.

Satisfaction Ratings
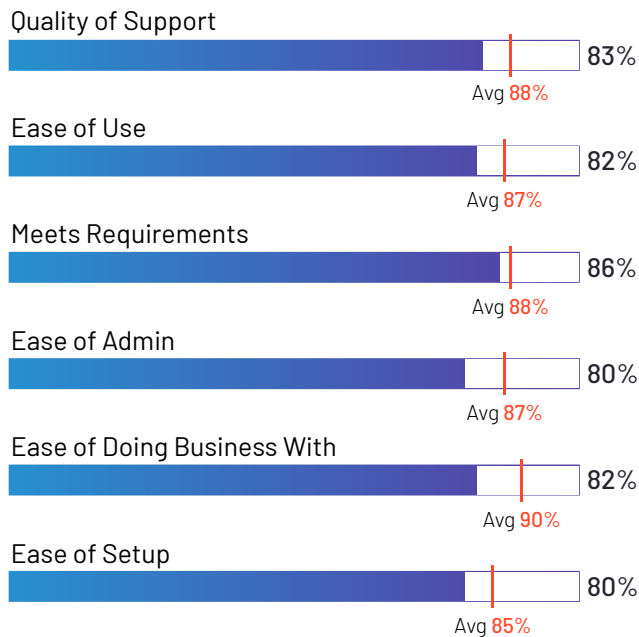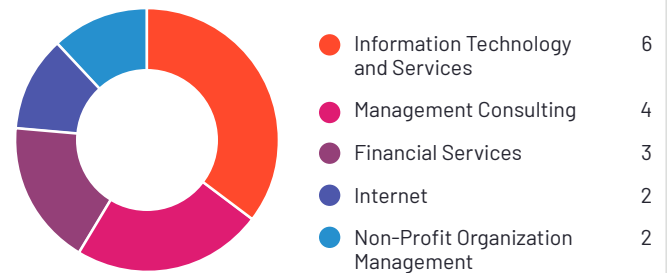
Quality of Support 83%
Avg **88%**

Ease of Use 82%
Avg **87%**

Meets Requirements 86%
Avg **88%**

Ease of Admin 80%
Avg **87%**

Ease of Doing Business With 82%
Avg **90%**

Ease of Setup 80%
Avg **85%**

Top Industries Represented

- ● Information Technology and Services — 6
- ● Management Consulting — 4
- ● Financial Services — 3
- ● Internet — 2
- ● Non-Profit Organization Management — 2

Highest-Rated Features

Contact & Account Management 88%
Avg **89%**

Performance and Reliability 86%
Avg **88%**

User, Role, and Access Management 86%
Avg **88%**

Lowest-Rated Features

Customization 71%
Avg **85%**

Mobile User Support 75%
Avg **83%**

Data Import & Export Tools 76%
Avg **85%**

Ownership
Zoho Corporation Pvt. Ltd.

HQ Location
Austin, TX

Employees (Listed On Linkedin™)
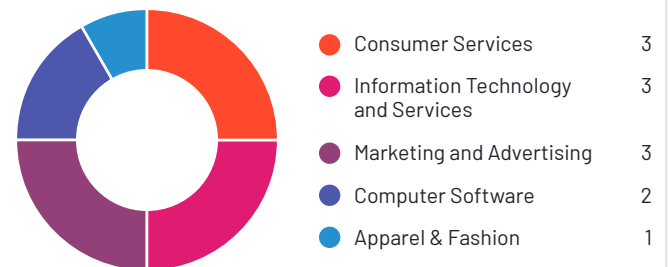11105

Company Website
www.zoho.com

Sage CRM

3.6 ★★★½☆ **(97)**

Sage 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. 68% 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 Sage CRM at a rate of 72%.
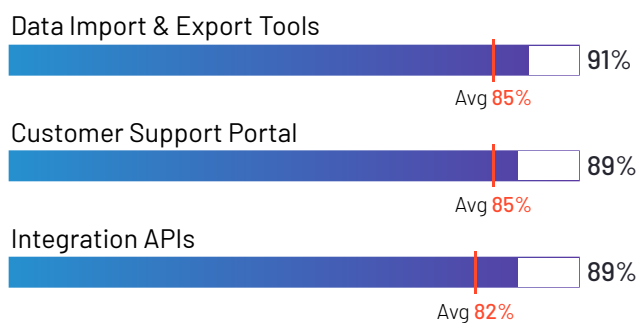
Satisfaction Ratings

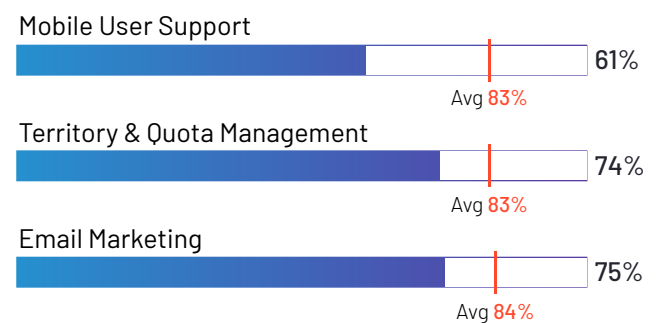Quality of Support
70%
Avg **88%**

Ease of Use
74%
Avg **87%**

Meets Requirements
76%
Avg **88%**

Ease of Admin
72%
Avg **87%**

Ease of Doing Business With
69%
Avg **90%**

Ease of Setup
68%
Avg **85%**

Top Industries Represented

- Computer Software — 11
- Information Technology and Services — 10
- Financial Services — 4
- Retail — 4
- Broadcast Media — 3

Highest-Rated Features

Dashboards
78%
Avg **86%**

Task / Activity Management
78%
Avg **87%**

Reporting
76%
Avg **85%**

Lowest-Rated Features

Social Network Integration
58%
Avg **81%**

Social Collaboration Features
61%
Avg **82%**

Mobile User Support
63%
Avg **83%**

Ownership
Sage Software

HQ Location
Newcastle, United Kingdom

Year Founded
1981

Total Revenue
$1,903 (USD MM)

Employees (Listed On Linkedin™)
14863

Company Website
www.sage.com
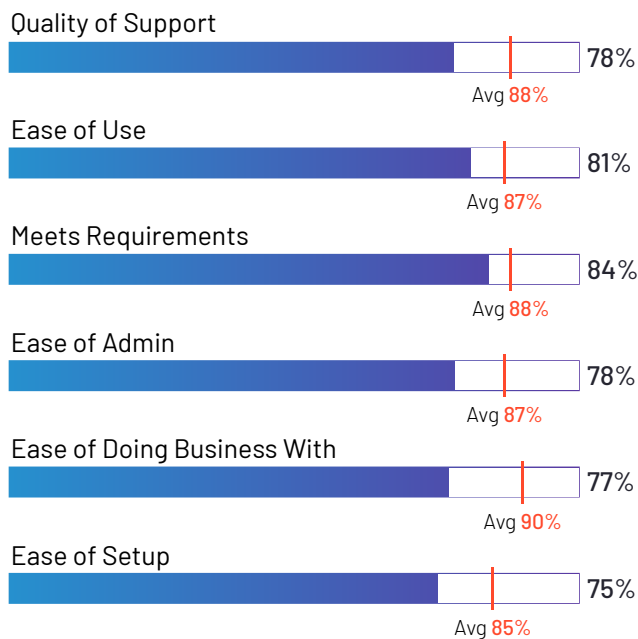
Oracle Fusion Cloud CX / CRM

3.7 ★★★⯨☆ **(96)**

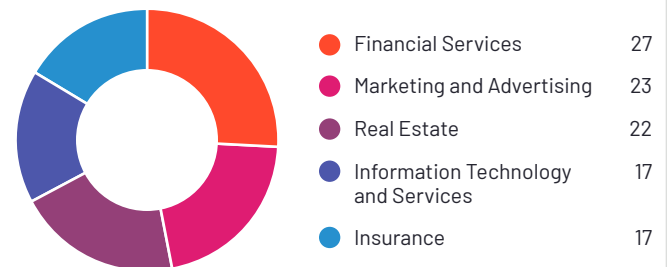Oracle Fusion Cloud CX / CRM has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 73% of users rated 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 Oracle Fusion Cloud CX / CRM at a rate of 73%.

Satisfaction Ratings
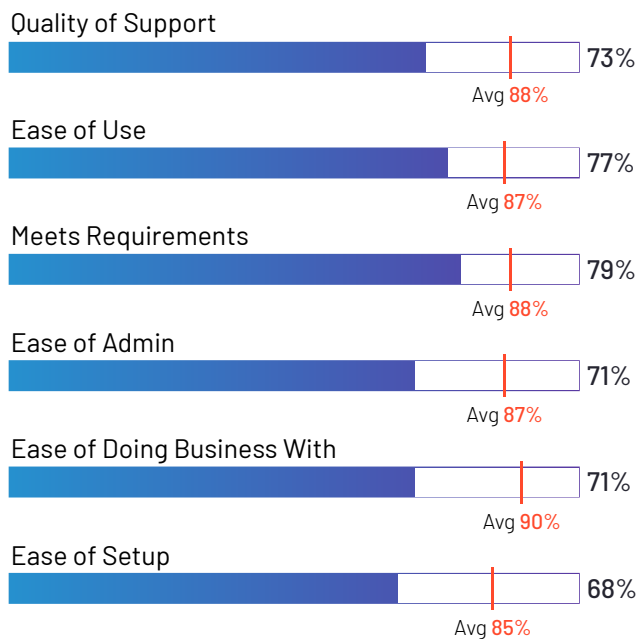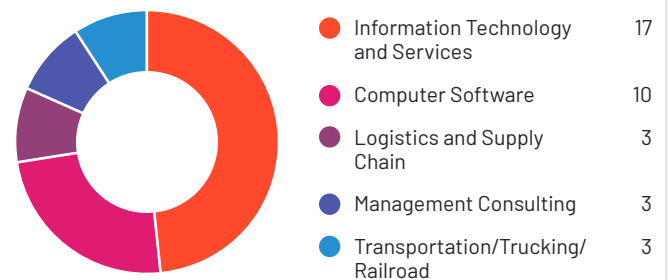
Quality of Support
73%
Avg **88%**

Ease of Use
77%
Avg **87%**

Meets Requirements
79%
Avg **88%**

Ease of Admin
71%
Avg **87%**

Ease of Doing Business With
71%
Avg **90%**

Ease of Setup
68%
Avg **85%**

Top Industries Represented

●	Information Technology and Services	17
●	Computer Software	10
●	Logistics and Supply Chain	3
●	Management Consulting	3
●	Transportation/Trucking/ Railroad	3

Highest-Rated Features

Campaign Management
80%
Avg **84%**

Lead Management
79%
Avg **88%**

Email Marketing
79%
Avg **84%**

Lowest-Rated Features

Breadth of Partner Applications
67%
Avg **79%**

Data Import & Export Tools
67%
Avg **85%**

Integration APIs
67%
Avg **82%**

Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On Linkedin™)
214452

Company Website
www.oracle.com

Outlook Customer Manager

Microsoft

4.1 ★★★★☆ (20)

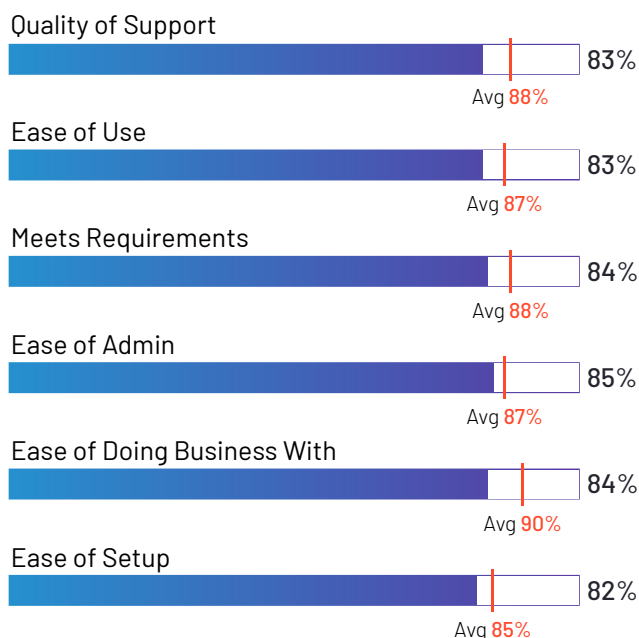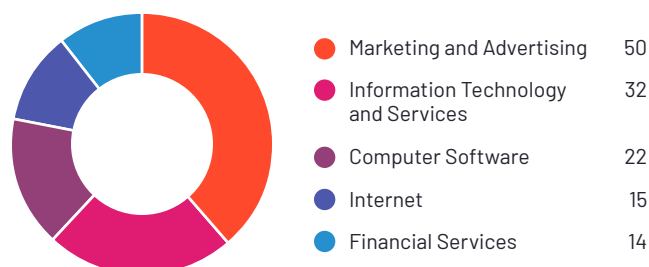Outlook Customer Manager has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 88% of users rated 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 Outlook Customer Manager at a rate of 81%.

Satisfaction Ratings
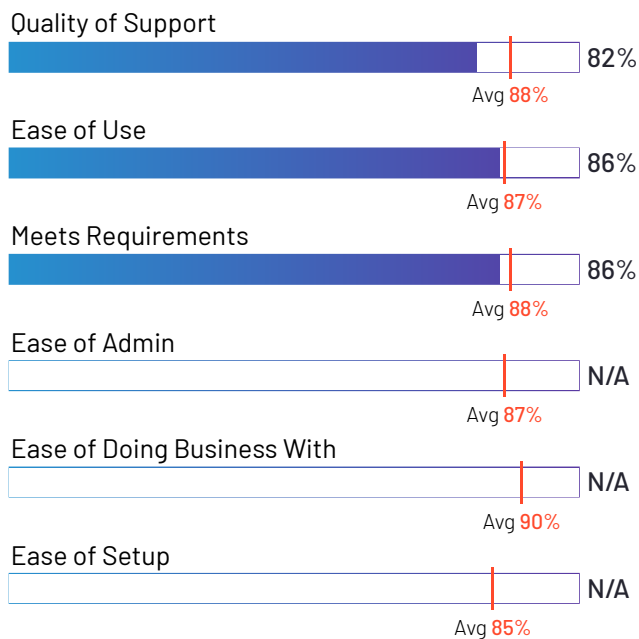
Quality of Support **82%** Avg **88%**

Ease of Use **86%** Avg **87%**

Meets Requirements **86%** Avg **88%**

Ease of Admin **N/A** Avg **87%**

Ease of Doing Business With **N/A** Avg **90%**

Ease of Setup **N/A** Avg **85%**

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

Top Industries Represented

Industry	Count
Automotive	2
Hospital & Health Care	2
Computer Software	1
Consumer Goods	1
Electrical/Electronic Manufacturing	1

Highest-Rated Features

Dashboards **88%** Avg **86%**

Task / Activity Management **81%** Avg **87%**

Forecasting **80%** Avg **84%**

Lowest-Rated Features

Partner Relationship Mgmt. (PRM) **66%** Avg **85%**

Opportunity & Pipeline Mgmt. **74%** Avg **86%**

Customer Contract Management **74%** Avg **86%**
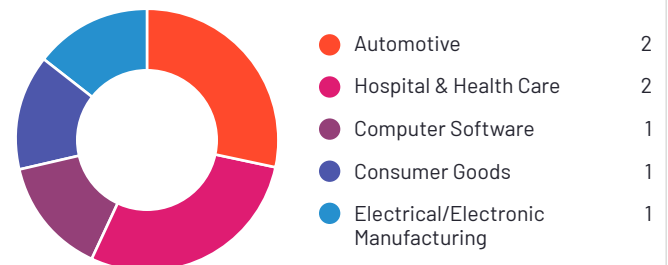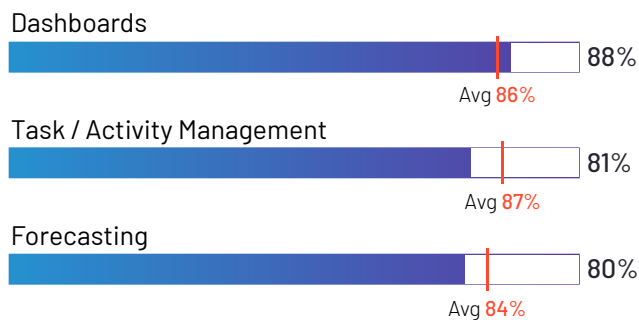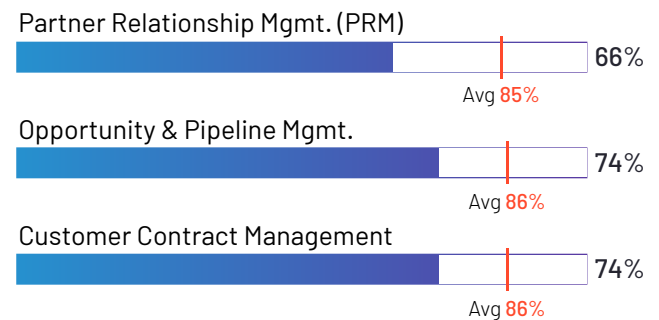
Ownership
Microsoft

HQ Location
Redmond, WA

Year Founded
1975

Total Revenue
$143,015 (USD MM)

Employees (Listed On Linkedin™)
218146

Company Website
clarity.microsoft.com

Marketing 360

3.6 ★★★★☆ (43)

Marketing 360 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. 69% of users rated it 4 or 5 stars, 53% 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 73%. Marketing 360 is also in the Subscription Billing, Payment Processing, Shopping Cart, Local SEO, Social Media Management, Online Reputation Management, Local Listing Management, Digital Audio Advertising, Social Media Advertising, Search Advertising, and Website Builder categories.

Satisfaction Ratings

Quality of Support
75%
Avg **88%**

Ease of Use
70%
Avg **87%**

Meets Requirements
72%
Avg **88%**

Ease of Admin
84%
Avg **87%**

Ease of Doing Business With
89%
Avg **90%**

Ease of Setup
81%
Avg **85%**

Top Industries Represented

Industry	
● Real Estate	4
● Apparel & Fashion	3
● Automotive	2
● Construction	2
● Information Technology and Services	2
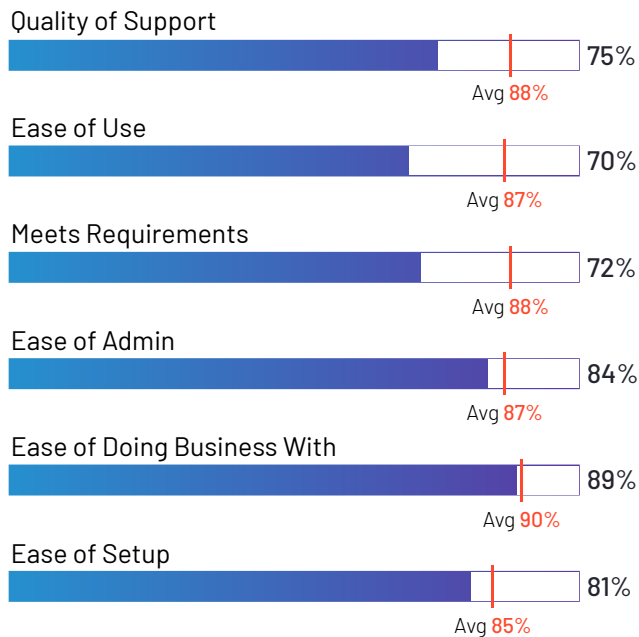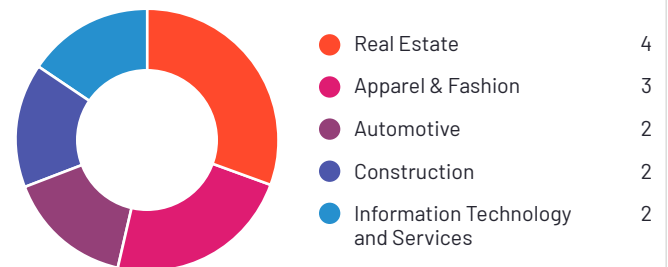
Ownership
Madwire

HQ Location
Fort Collins, Colorado

Year Founded
2009

Employees (Listed On LinkedIn™)
516

Company Website
www.madwire.com

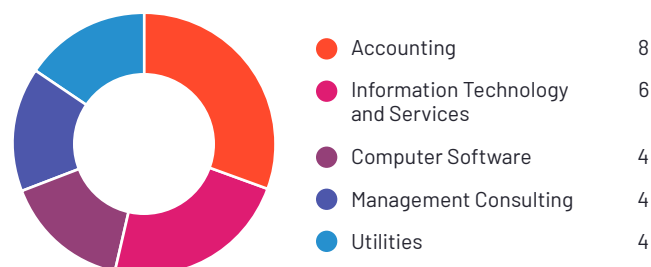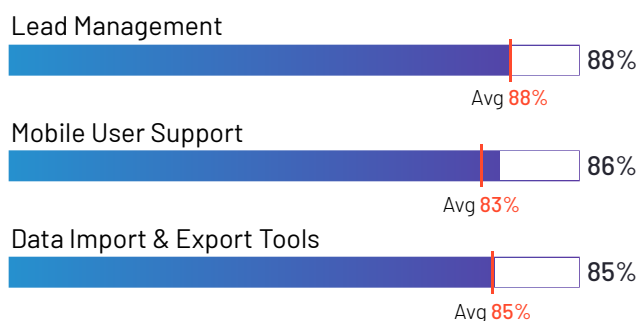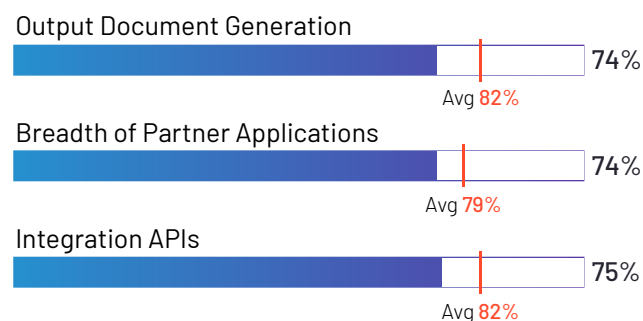## Infor CloudSuite Customer Relationship Management (CRM)

3.0 ★★★☆☆ (66)

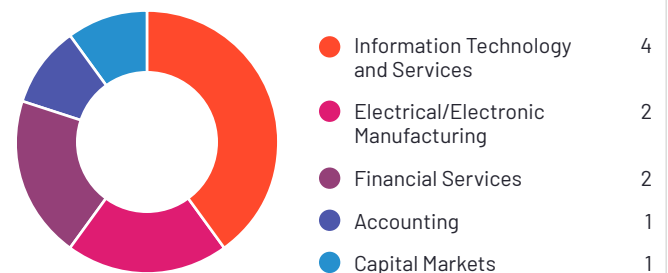Infor CloudSuite Customer Relationship Management (CRM) has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 50% 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 Infor CRM at a rate of 60%.
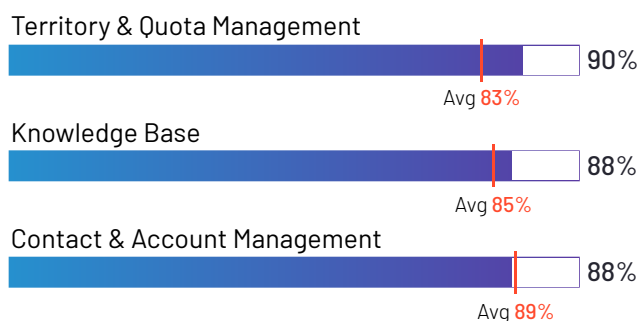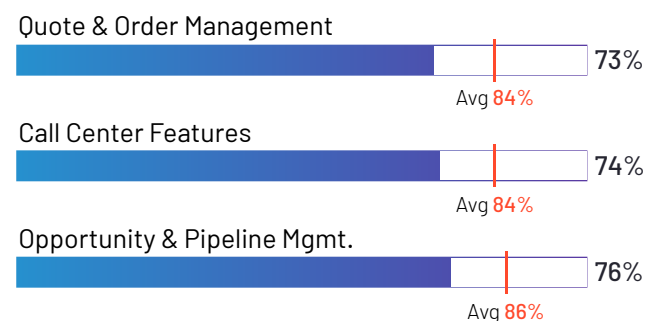
Satisfaction Ratings
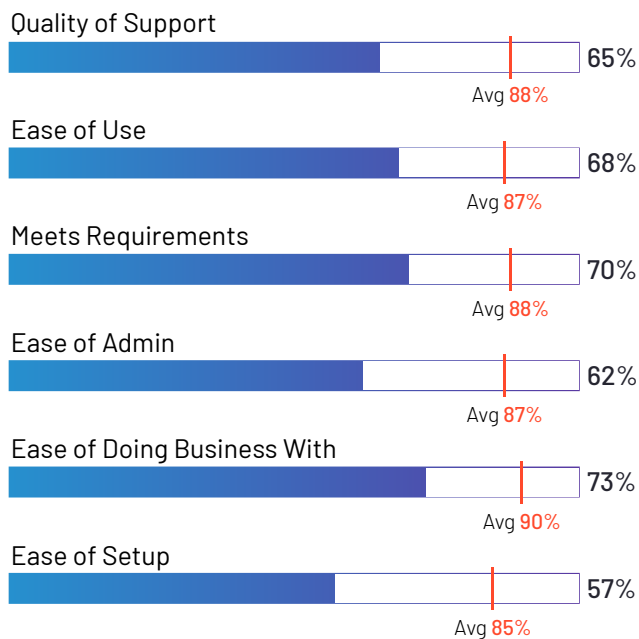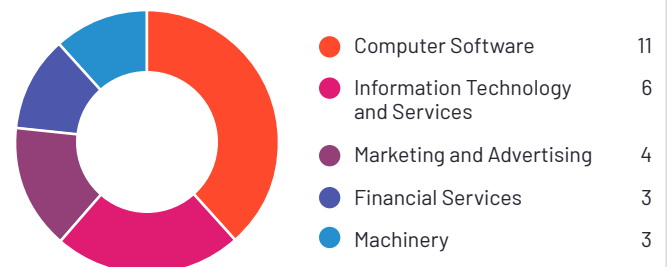
Quality of Support
65%
Avg **88%**

Ease of Use
68%
Avg **87%**

Meets Requirements
70%
Avg **88%**

Ease of Admin
62%
Avg **87%**

Ease of Doing Business With
73%
Avg **90%**

Ease of Setup
57%
Avg **85%**

Top Industries Represented

● Computer Software	11
● Information Technology and Services	6
● Marketing and Advertising	4
● Financial Services	3
● Machinery	3

Highest-Rated Features

User, Role, and Access Management
76%
Avg **88%**

Contact & Account Management
75%
Avg **89%**

Sandbox / Test Environments
73%
Avg **82%**

Lowest-Rated Features

Breadth of Partner Applications
45%
Avg **79%**

Social Collaboration Features
49%
Avg **82%**

Forecasting
50%
Avg **84%**

Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
Infor	New York, NY	2002	18621	www.infor.com

Oracle CRM On Demand

ORACLE
CRM ON DEMAND
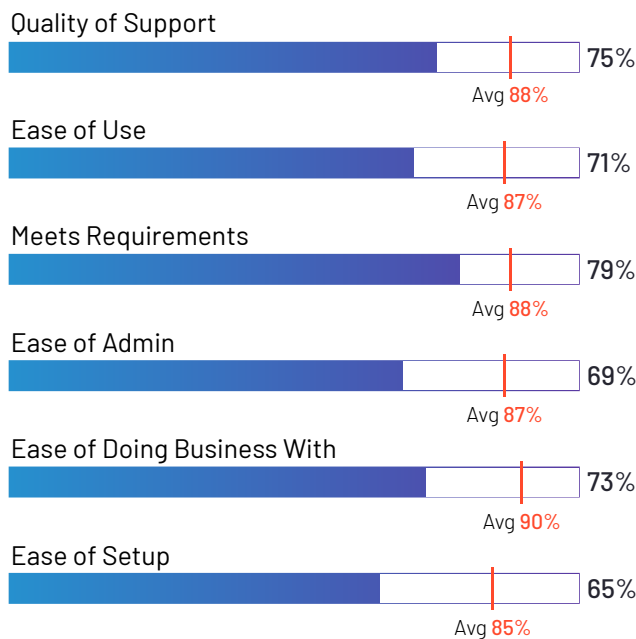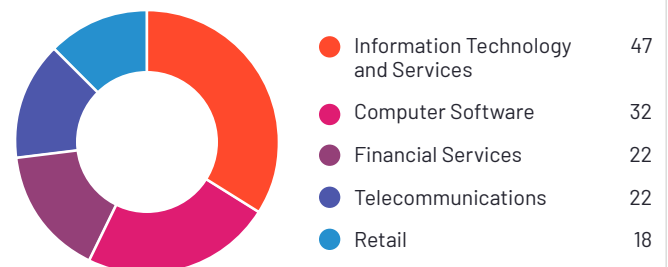
3.5 ★★★½☆ (70)

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. 66% of users rated it 4 or 5 stars, 46% 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 71%.

Satisfaction Ratings
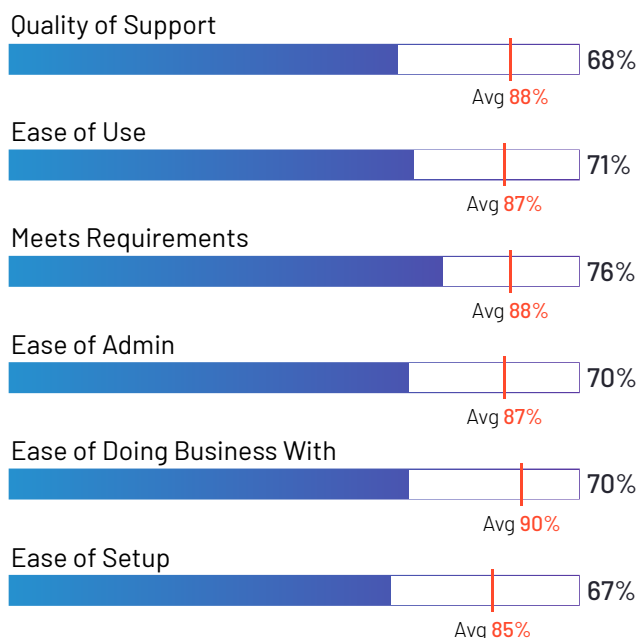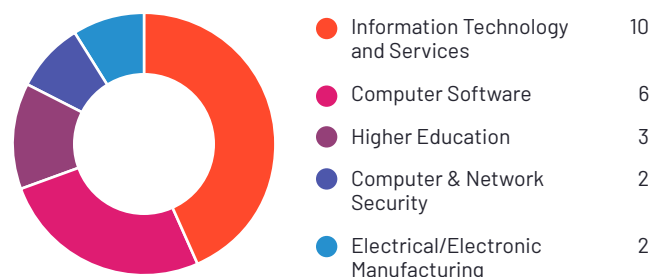
Quality of Support
68%
Avg 88%

Ease of Use
71%
Avg 87%

Meets Requirements
76%
Avg 88%

Ease of Admin
70%
Avg 87%

Ease of Doing Business With
70%
Avg 90%

Ease of Setup
67%
Avg 85%

Top Industries Represented

● Information Technology and Services	10
● Computer Software	6
● Higher Education	3
● Computer & Network Security	2
● Electrical/Electronic Manufacturing	2

Highest-Rated Features

User, Role, and Access Management
88%
Avg 88%

Performance and Reliability
84%
Avg 88%

Data Import & Export Tools
82%
Avg 85%

Lowest-Rated Features

Social Collaboration Features
66%
Avg 82%

Social Network Integration
66%
Avg 81%

Desktop Integration
67%
Avg 85%
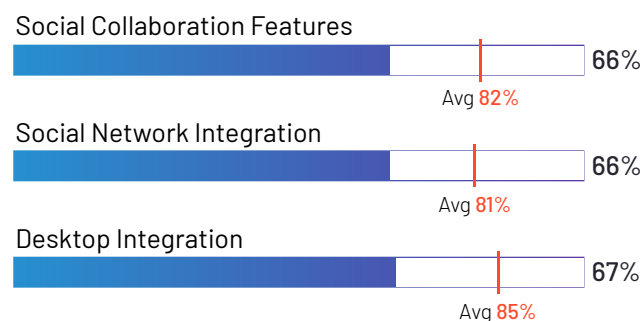
Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On Linkedin™)
214452

Company Website
www.oracle.com

Vtiger Sales

4.1 ★★★★☆ (24)

Vtiger Sales 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, 75% 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 83%.
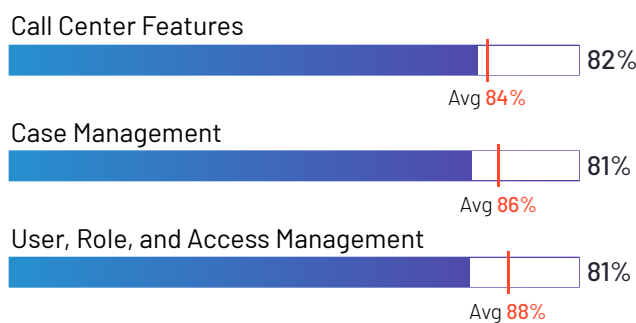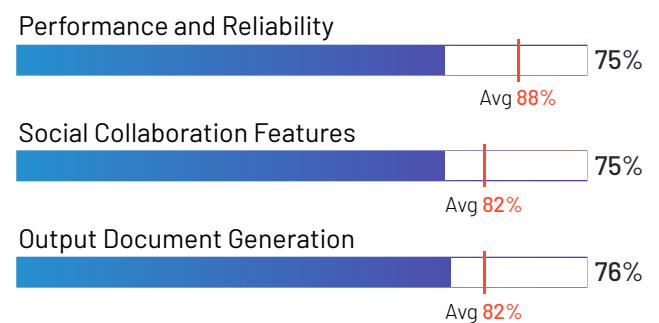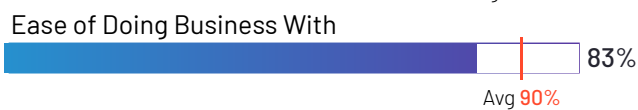
Satisfaction Ratings

Quality of Support
84%
Avg 88%

Ease of Use
87%
Avg 87%

Meets Requirements
87%
Avg 88%

Ease of Admin
94%
Avg 87%

Ease of Doing Business With
90%
Avg 90%

Ease of Setup
90%
Avg 85%

Top Industries Represented

Information Technology and Services	5
Computer Software	3
Health, Wellness and Fitness	3
Alternative Medicine	1
Business Supplies and Equipment	1

Highest-Rated Features

Performance and Reliability
97%
Avg 88%

Document & Content Mgmt.
97%
Avg 82%

User, Role, and Access Management
94%
Avg 88%

Lowest-Rated Features

Mobile User Support
71%
Avg 83%

Email Marketing
77%
Avg 84%

Workflow Capability
80%
Avg 85%

Ownership
Vtiger

HQ Location
Cupertino, California

Year Founded
2004

Employees (Listed On LinkedIn™)
152

Company Website
www.vtiger.com

SalesNexus

| 4.3 | ★★★★½ | (11) |

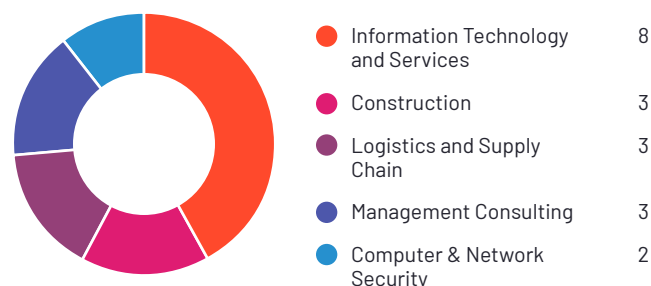SalesNexus has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend SalesNexus at a rate of 86%. SalesNexus is also in the Marketing Automation category.
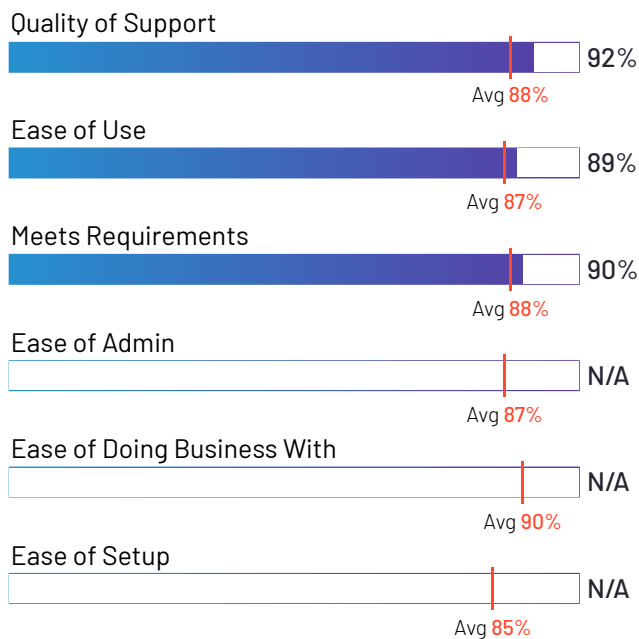
Satisfaction Ratings

Quality of Support
92%
Avg **88%**

Ease of Use
89%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

Marketing and Advertising	3
Automotive	1
Computer Networking	1
Health, Wellness and Fitness	1
Information Technology and Services	1

Ownership
SalesNexus

HQ Location
Houston, TX

Year Founded
2002

Employees (Listed On Linkedin™)
10

Company Website
www.salesnexus.com

Sellf

4.0 ★★★★☆ (16)

Sellf 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, 71% of users believe it is headed in the right direction, and users said they would be likely to recommend Sellf at a rate of 80%.
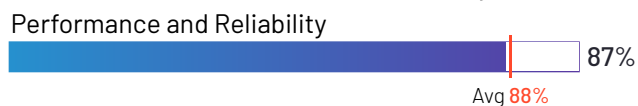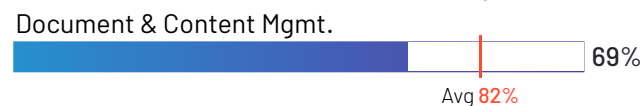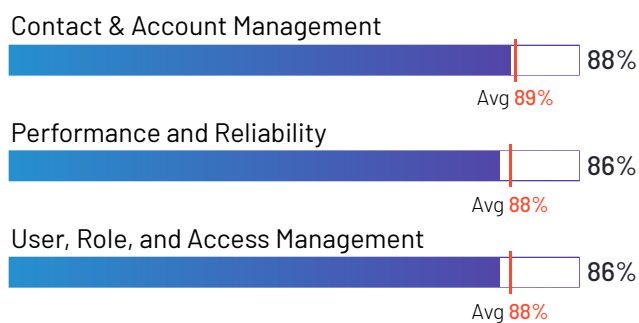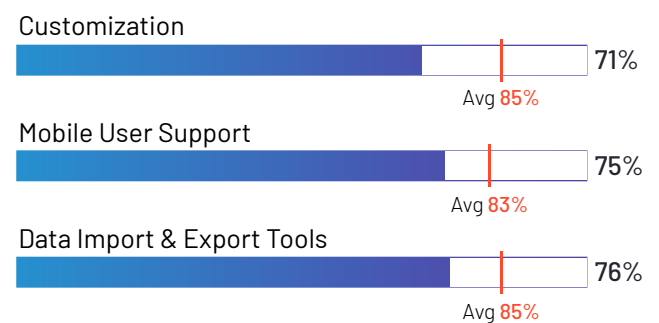
Satisfaction Ratings

Quality of Support
89%
Avg 88%

Ease of Use
85%
Avg 87%

Meets Requirements
91%
Avg 88%

Ease of Admin
89%
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
91%
Avg 85%

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

Top Industries Represented

● Information Technology and Services	3
● Real Estate	3
● Internet	2
● Marketing and Advertising	2
● Accounting	1

Highest-Rated Features

Call Center Features
94%
Avg 84%

Case Management
93%
Avg 86%

Mobile User Support
90%
Avg 83%

Lowest-Rated Features

Task / Activity Management
86%
Avg 87%

Desktop Integration
86%
Avg 85%

Lead Management
88%
Avg 88%
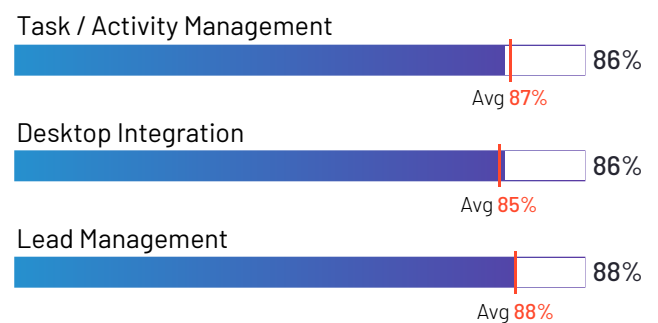
Ownership
Sellf Srl

HQ Location
Roncade, Italy

Year Founded
2013

Employees (Listed On Linkedin™)
120

Company Website
www.sellfapp.com

TeamWave

4.4 ★★★★½ **(14)**

TeamWave 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, 77% of users believe it is headed in the right direction, and users said they would be likely to recommend TeamWave at a rate of 88%. TeamWave is also in the Online Form Builder category.

Satisfaction Ratings

Quality of Support
87%
Avg **88%**

Ease of Use
89%
Avg **87%**

Meets Requirements
90%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Computer Software	2
● Hospitality	2
● Information Technology and Services	2
● Accounting	1
● Alternative Medicine	1

Highest-Rated Features

Mobile User Support
91%
Avg **83%**

Opportunity & Pipeline Mgmt.
90%
Avg **86%**

Dashboards
89%
Avg **86%**

Lowest-Rated Features

Customer Support Portal
71%
Avg **85%**

Case Management
80%
Avg **86%**

Knowledge Base
83%
Avg **85%**
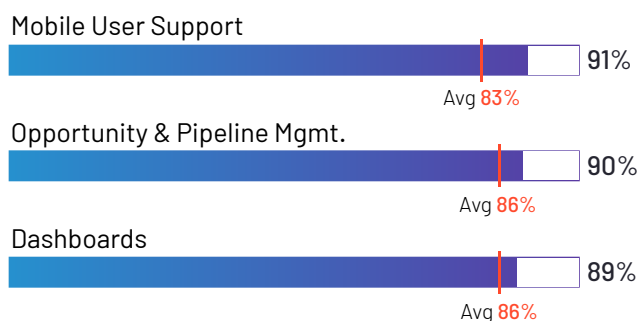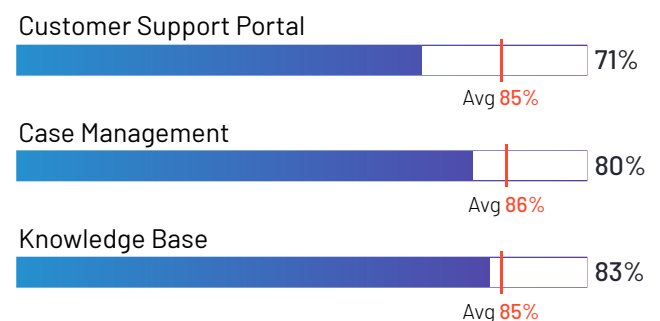
Ownership
TeamWave Inc.

HQ Location
Wilmington, DE

Year Founded
2016

Employees (Listed On LinkedIn™)
14

Company Website
teamwave.com

Aurea CRM

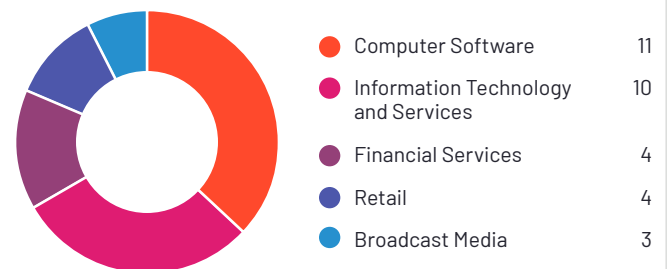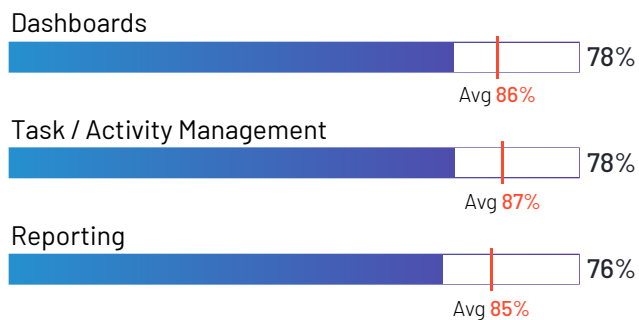**4.2** ★★★★☆ (19)

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. 89% 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 Aurea CRM at a rate of 83%.
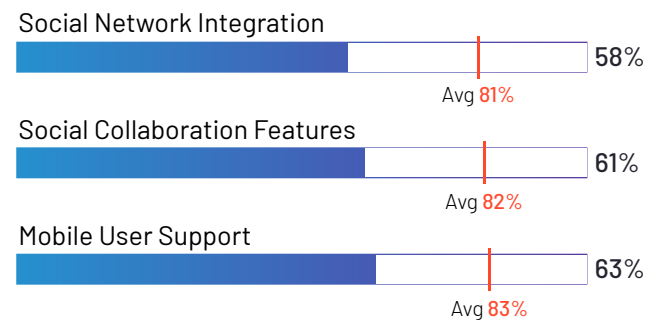
Satisfaction Ratings
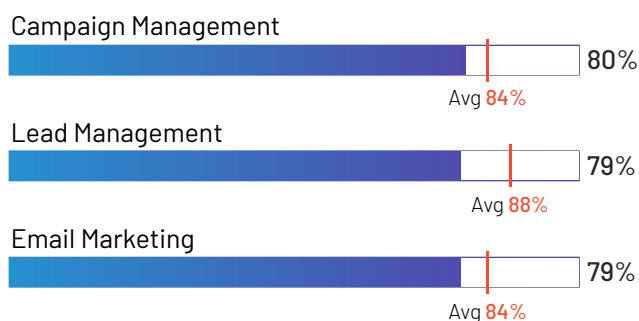
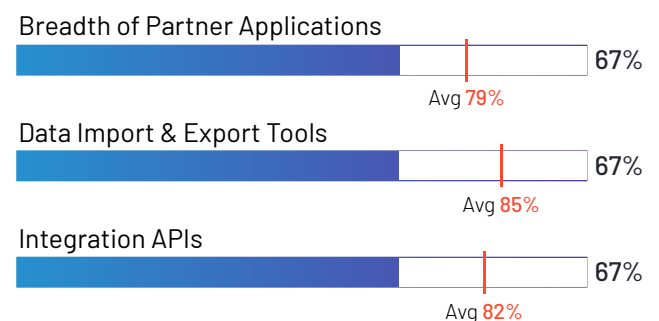Quality of Support — 85% (Avg 88%)
Ease of Use — 90% (Avg 87%)
Meets Requirements — 90% (Avg 88%)
Ease of Admin — 89% (Avg 87%)
Ease of Doing Business With — 95% (Avg 90%)
Ease of Setup — 80% (Avg 85%)

Top Industries Represented

- Information Technology and Services — 3
- Biotechnology — 2
- Animation — 1
- Automotive — 1
- Banking — 1

Highest-Rated Features

User, Role, and Access Management — 97% (Avg 88%)
Internationalization — 95% (Avg 85%)
Social Network Integration — 91% (Avg 81%)

Lowest-Rated Features

Task / Activity Management — 77% (Avg 87%)
Partner Relationship Mgmt. (PRM) — 79% (Avg 85%)
Call Center Features — 79% (Avg 84%)

Ownership Aurea Software
HQ Location Austin, TX
Year Founded 2012
Employees (Listed On Linkedin™) 369
Company Website www.aurea.com

LeadMaster

4.2 ★★★★☆ (14)

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. 86% 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 LeadMaster at a rate of 84%. LeadMaster is also in the Marketing Automation category.

Satisfaction Ratings

Quality of Support
94%
Avg **88%**

Ease of Use
79%
Avg **87%**

Meets Requirements
88%
Avg **88%**

Ease of Admin
95%
Avg **87%**

Ease of Doing Business With
98%
Avg **90%**

Ease of Setup
83%
Avg **85%**

Top Industries Represented

Financial Services		3
Insurance		3
Chemicals		1
Construction		1
Consumer Services		1

Highest-Rated Features

Call Center Features
94%
Avg **84%**

Lead Management
91%
Avg **88%**

Forecasting
89%
Avg **84%**

Lowest-Rated Features

Territory & Quota Management
71%
Avg **83%**

Social Collaboration Features
71%
Avg **82%**

Mobile User Support
76%
Avg **83%**
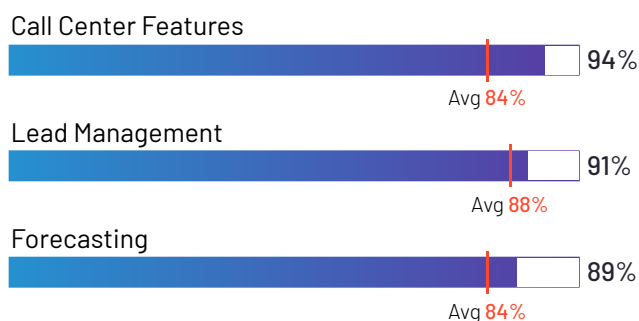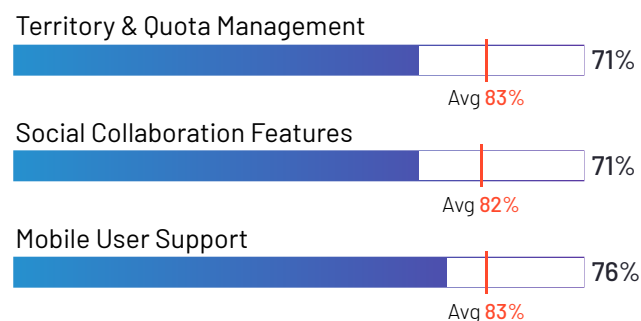
Ownership
LeadMaster

HQ Location
Roswell, GA

Year Founded
1998

Employees (Listed On Linkedin™)
25

Company Website
www.leadmaster.com

SuiteCRM

4.2 ★★★★☆ (80)

SuiteCRM 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, 85% 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

Quality of Support
82%
Avg **88%**

Ease of Use
82%
Avg **87%**

Meets Requirements
88%
Avg **88%**

Ease of Admin
84%
Avg **87%**

Ease of Doing Business With
89%
Avg **90%**

Ease of Setup
83%
Avg **85%**

Top Industries Represented

● Information Technology and Services	11
● Computer Software	6
● Telecommunications	6
● Accounting	4
● Internet	4

Highest-Rated Features

Contact & Account Management
91%
Avg **89%**

Partner Relationship Mgmt. (PRM)
90%
Avg **85%**

User, Role, and Access Management
90%
Avg **88%**

Lowest-Rated Features

Call Center Features
79%
Avg **84%**

Knowledge Base
80%
Avg **85%**

Breadth of Partner Applications
81%
Avg **79%**
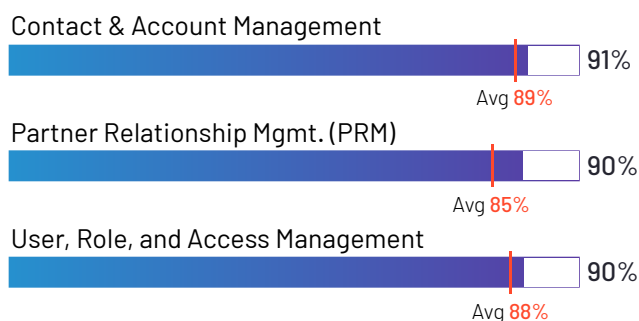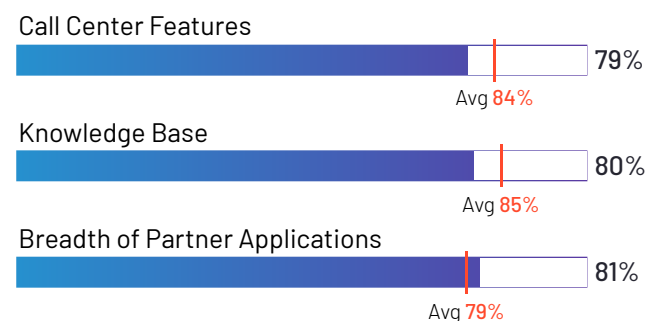
Ownership
SalesAgility

HQ Location
Stirling, United Kingdom

Year Founded
2005

Employees (Listed On Linkedin™)
25

Company Website
www.salesagility.com

FIVE CRM

4.4 ★★★★½ **(10)**

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. 90% 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 FIVE CRM at a rate of 88%.

Satisfaction Ratings

Quality of Support
88%
Avg 88%

Ease of Use
86%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

● Accounting	2
● Animation	1
● Business Supplies and Equipment	1
● Consumer Goods	1
● Financial Services	1

Highest-Rated Features

Email Marketing
93%
Avg 84%

Quote & Order Management
91%
Avg 84%

Lead Management
90%
Avg 88%

Lowest-Rated Features

Knowledge Base
81%
Avg 85%

Reporting
83%
Avg 85%

Opportunity & Pipeline Mgmt.
83%
Avg 86%
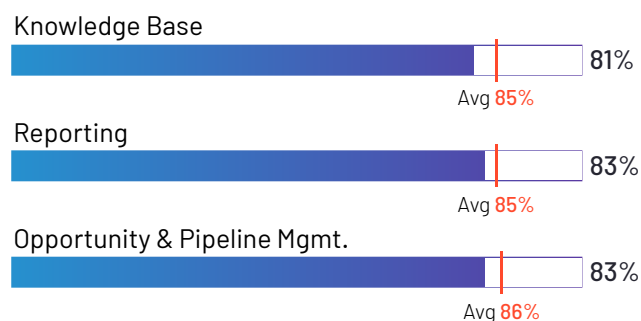
Ownership
FIVE CRM

HQ Location
Chippenham, Wiltshire

Year Founded
1991

Employees (Listed On Linkedin™)
21

Company Website
www.fivecrm.com

Maximizer CRM

3.9 ★★★★☆ **(430)**

Maximizer 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, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend Maximizer at a rate of 78%.
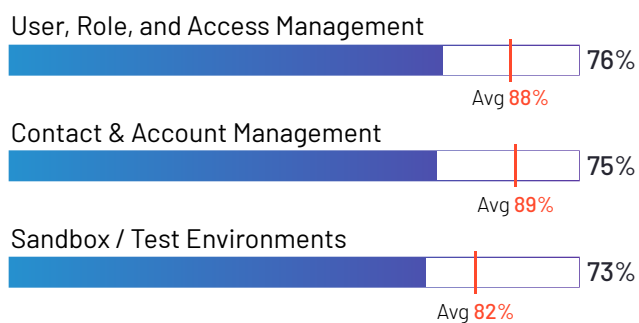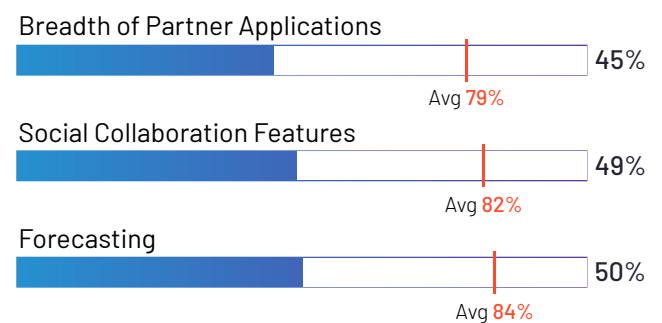
Satisfaction Ratings

Quality of Support 82%
Avg **88%**

Ease of Use 79%
Avg **87%**

Meets Requirements 84%
Avg **88%**

Ease of Admin 80%
Avg **87%**

Ease of Doing Business With 82%
Avg **90%**

Ease of Setup 75%
Avg **85%**

Top Industries Represented

● Financial Services	135
● Investment Management	17
● Insurance	12
● Construction	11
● Information Technology and Services	11

Highest-Rated Features

User, Role, and Access Management 84%
Avg **88%**

Contact & Account Management 84%
Avg **89%**

Performance and Reliability 81%
Avg **88%**

Lowest-Rated Features

Social Network Integration 51%
Avg **81%**

Social Collaboration Features 53%
Avg **82%**

Breadth of Partner Applications 68%
Avg **79%**

Ownership
Aurora Tech Support

HQ Location
Wetherby, West Yorkshire

Year Founded
2003

Employees (Listed On Linkedin™)
6

Company Website
auroratechsupport.co.uk

Signpost

3.7 ★★★★☆ (39)

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. 72% of users rated it 4 or 5 stars, 56% of users believe it is headed in the right direction, and users said 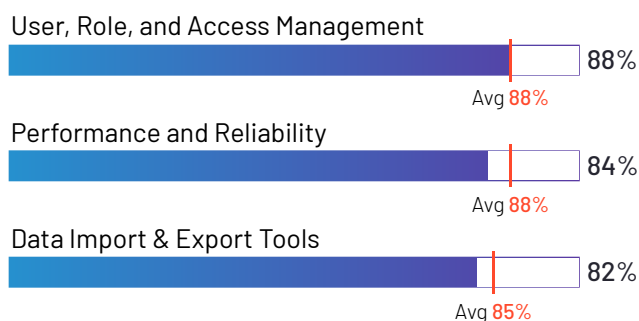they would be likely to recommend Signpost at a rate of 76%. Signpost is also in the SMS Marketing, Live Chat, Marketing Automation, and Online Reputation Management categories.

Satisfaction Ratings

Quality of Support
79%
Avg **88**%

Ease of Use
79%
Avg **87**%

Meets Requirements
78%
Avg **88**%

Ease of Admin
80%
Avg **87**%

Ease of Doing Business With
84%
Avg **90**%

Ease of Setup
79%
Avg **85**%

Top Industries Represented

● Consumer Services	3
● Marketing and Advertising	3
● Health, Wellness and Fitness	2
● Photography	2
● Arts and Crafts	1

Ownership
Signpost

HQ Location
New York, NY

Year Founded
2010

Employees (Listed On Linkedin™)
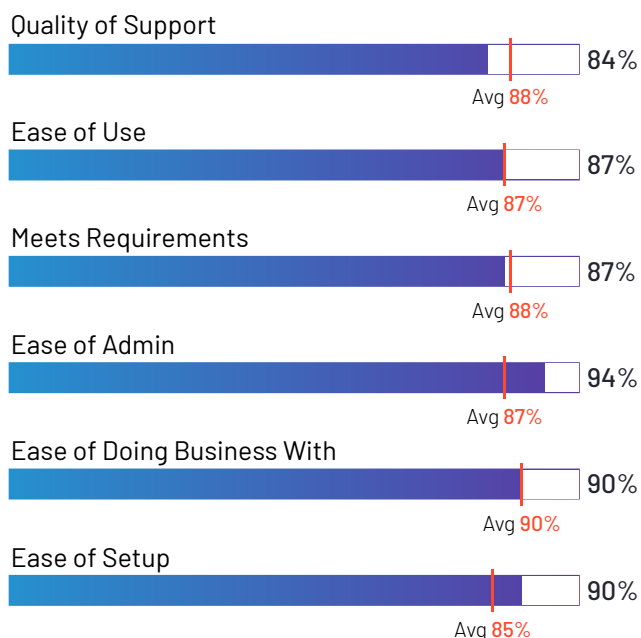137
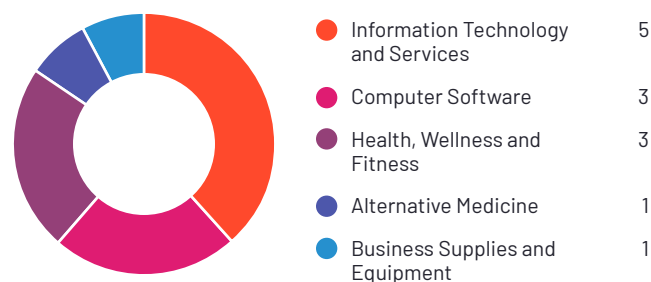
Company Website
www.signpost.com

SalesBabu CRM

4.2 ★★★★☆ (17)

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. 76% 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 SalesBabu CRM at a rate of 85%.
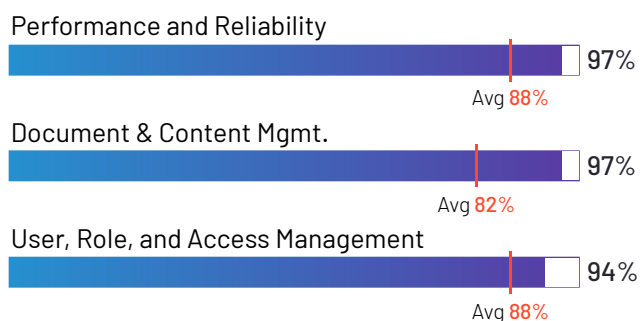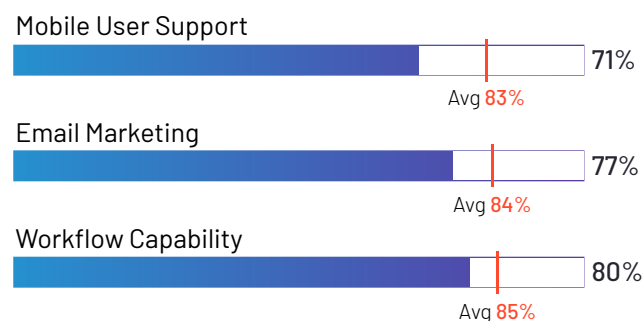
Satisfaction Ratings

Quality of Support
85%
Avg 88%

Ease of Use
88%
Avg 87%

Meets Requirements
89%
Avg 88%

Ease of Admin
86%
Avg 87%

Ease of Doing Business With
94%
Avg 90%

Ease of Setup
89%
Avg 85%

Top Industries Represented

● Computer Software	2
● Apparel & Fashion	1
● Automotive	1
● Biotechnology	1
● Civil Engineering	1

Highest-Rated Features

Marketing ROI Analytics
100%
Avg 83%

Mobile User Support
98%
Avg 83%

Social Collaboration Features
95%
Avg 82%

Lowest-Rated Features

Partner Relationship Mgmt. (PRM)
82%
Avg 85%

Campaign Management
83%
Avg 84%

Product & Price List Management
84%
Avg 84%

Ownership
SalesBabu Business Solutions Pvt Ltd

HQ Location
Karnataka, IN

Year Founded
2006

Employees (Listed On Linkedin™)
27

Company Website
www.salesbabu.com

XPO Online

4.1 ★★★★☆ (14)

XPO Online 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, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend XPO Online at a rate of 82%.

Satisfaction Ratings

Quality of Support
88%
Avg **88%**

Ease of Use
86%
Avg **87%**

Meets Requirements
91%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	4
● Retail	2
● Computer Hardware	1
● Consumer Services	1
● Education Management	1

Highest-Rated Features

Dashboards
89%
Avg **86%**

Support Analytics
89%
Avg **85%**

Knowledge Base
89%
Avg **85%**

Lowest-Rated Features

Quote & Order Management
80%
Avg **84%**

Customer Contract Management
80%
Avg **86%**

Task / Activity Management
82%
Avg **87%**
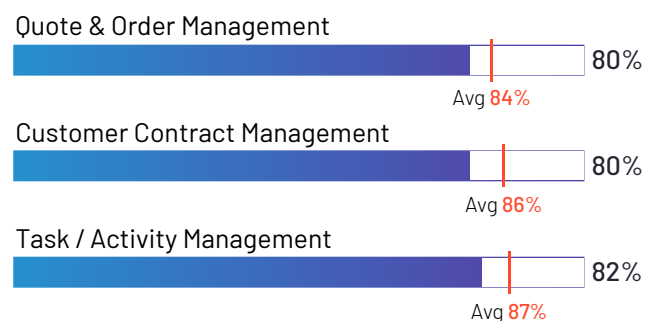
Ownership
Xpo-Online

Year Founded
2016

Employees (Listed On Linkedin™)
25

Company Website
www.xpo-online.com

sales-i

4.3 ⭐⭐⭐⭐⯪ (137)
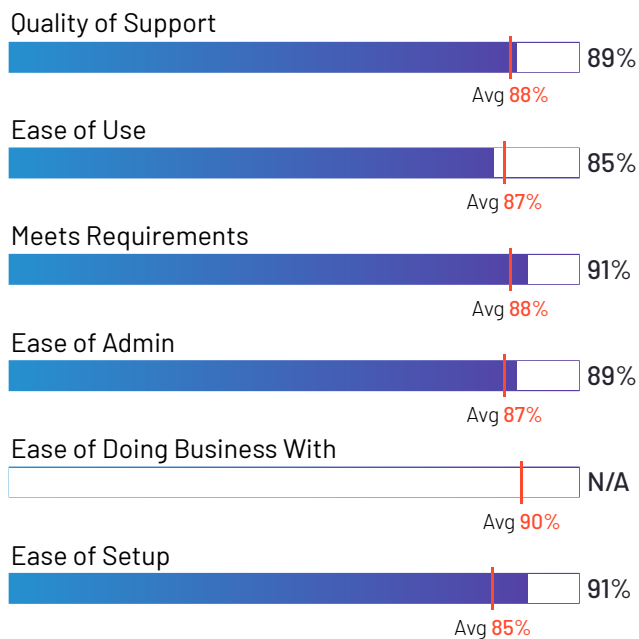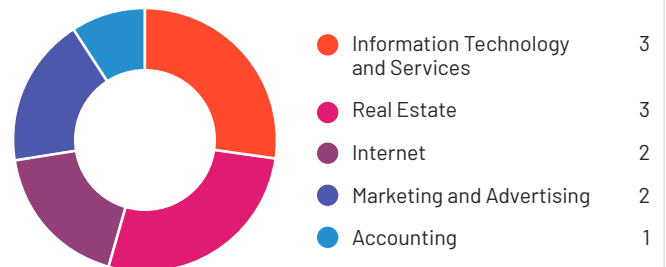
sales-i has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 86% of users rated it 4 or 5 stars, 84% of users believe 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 Platforms and Sales Analytics categories.
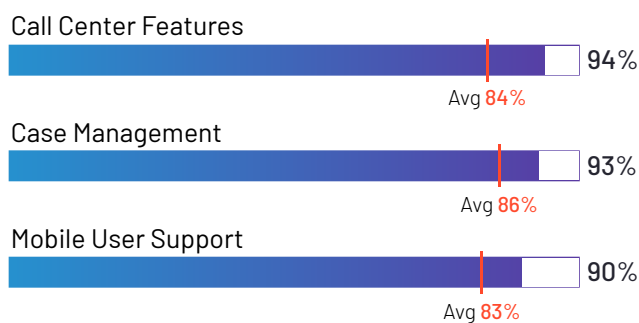
Satisfaction Ratings

Quality of Support 86%
Avg 88%

Ease of Use 79%
Avg 87%

Meets Requirements 84%
Avg 88%

Ease of Admin 87%
Avg 87%

Ease of Doing Business With 90%
Avg 90%

Ease of Setup 82%
Avg 85%

Top Industries Represented

● Business Supplies and Equipment	7
● Automotive	4
● Retail	4
● Building Materials	3
● Apparel & Fashion	2

Highest-Rated Features

Mobile User Support 82%
Avg 83%

Dashboards 79%
Avg 86%

Marketing ROI Analytics 76%
Avg 83%

Lowest-Rated Features

Social Collaboration Features 50%
Avg 82%

Social Network Integration 52%
Avg 81%

Forecasting 69%
Avg 84%
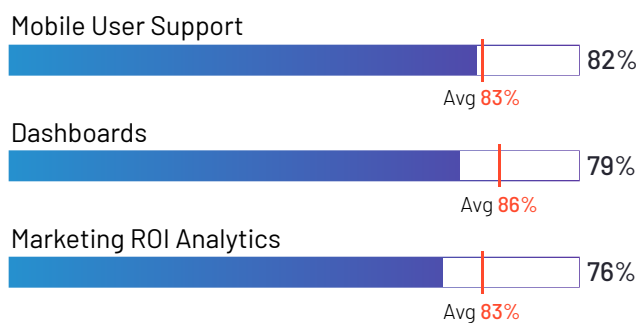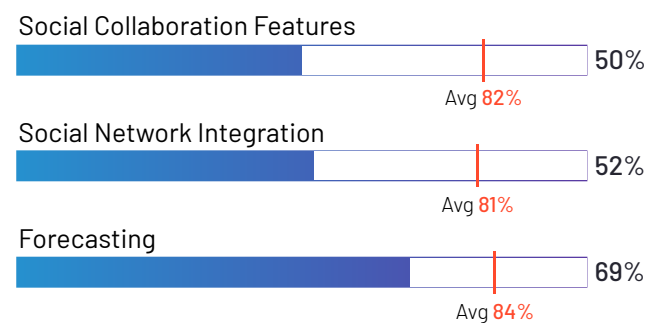
Ownership
sales-i

HQ Location
Solihull, United Kingdom

Year Founded
2008

Employees (Listed On Linkedin™)
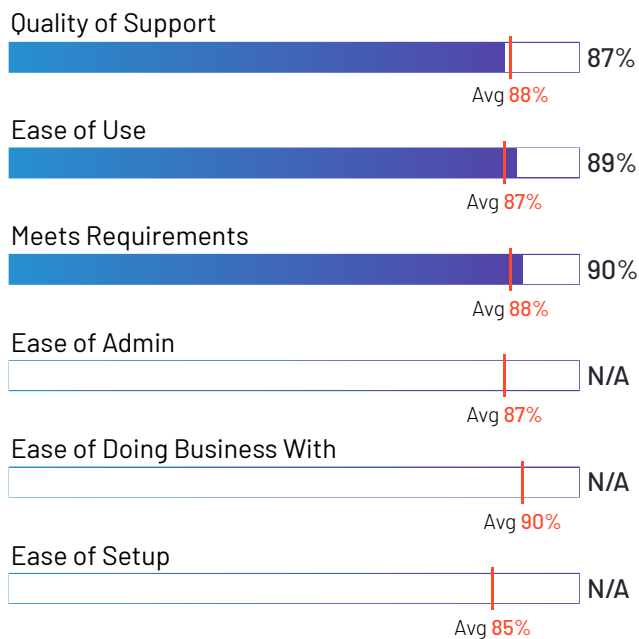111

Company Website
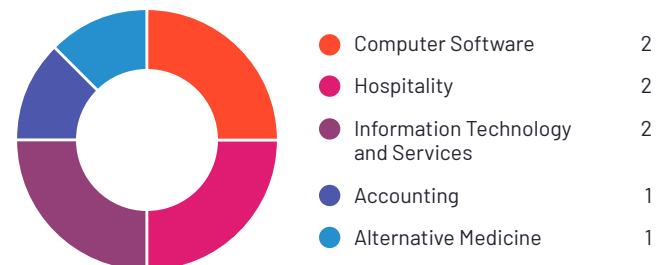www.sales-i.com

amoCRM

4.0 ★★★★☆ **(27)**

amoCRM 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, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend amoCRM at a rate of 80%.

Satisfaction Ratings

Quality of Support
90%
Avg **88%**

Ease of Use
91%
Avg **87%**

Meets Requirements
83%
Avg **88%**

Ease of Admin
89%
Avg **87%**

Ease of Doing Business With
82%
Avg **90%**

Ease of Setup
89%
Avg **85%**

Top Industries Represented

● Information Technology and Services	4
● Marketing and Advertising	3
● Computer Software	2
● Internet	2
● Telecommunications	2

Highest-Rated Features

Internationalization
94%
Avg **85%**

Lead Management
92%
Avg **88%**

Performance and Reliability
90%
Avg **88%**

Lowest-Rated Features

Product & Price List Management
71%
Avg **84%**

Quote & Order Management
75%
Avg **84%**

Social Collaboration Features
77%
Avg **82%**

Ownership
QSOFT LLC

HQ Location
San Francisco, CA

Year Founded
2009

Employees (Listed On Linkedin™)
129

Company Website
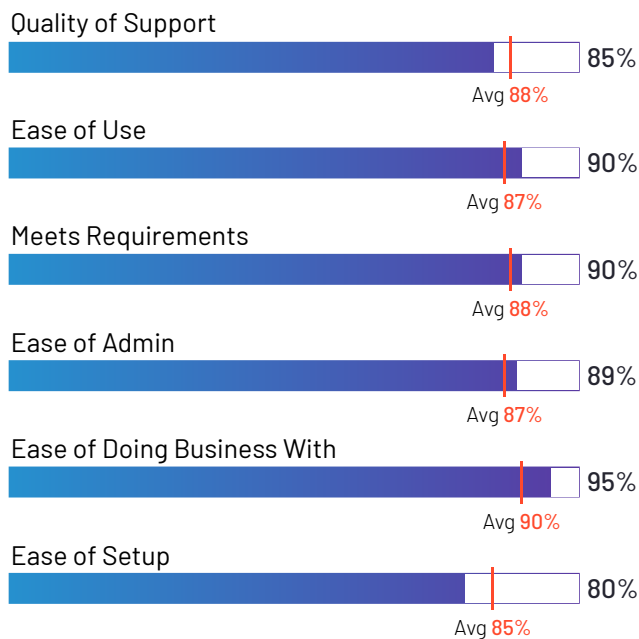www.amoCRM.com
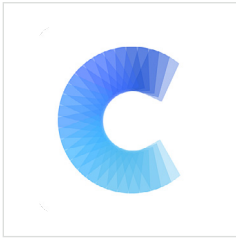
Covve Intelligent Address Book

4.6 ★★★★⯪ (14)

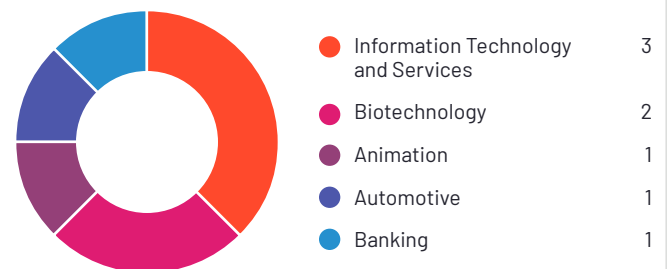Covve Intelligent Address Book has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend Covve Intelligent Address Book at a rate of 94%. Covve Intelligent Address Book is also in the Business Card Scanning category.

Satisfaction Ratings
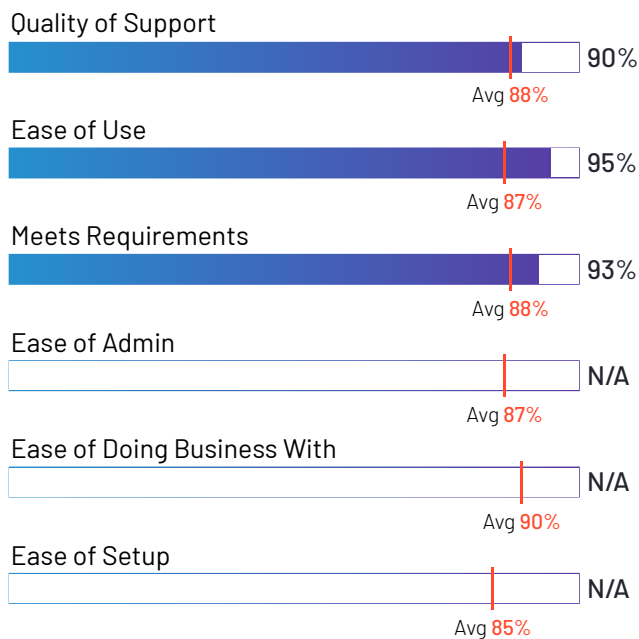
Quality of Support
90%
Avg **88%**

Ease of Use
95%
Avg **87%**

Meets Requirements
93%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Marketing and Advertising		3
● Accounting		2
● Higher Education		2
● Financial Services		1
● Information Technology and Services		1

Ownership
Covve

HQ Location
Edmonton, Alberta

Year Founded
2013

Employees (Listed On LinkedIn™)
15

Company Website
www.covve.com

Womply

3.9 ★★★★☆ (22)

Womply 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 sai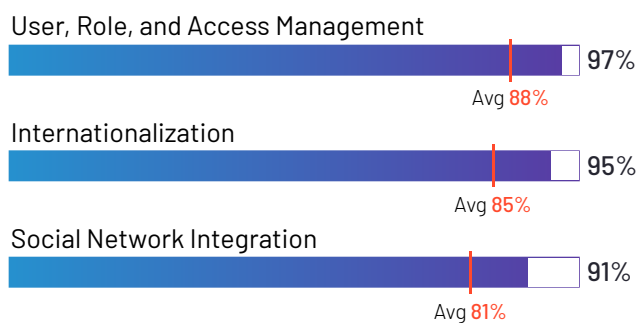d they would be likely to recommend Womply at a rate of 82%. Womply is also in the Marketing Automation and Online Reputation Management categories.
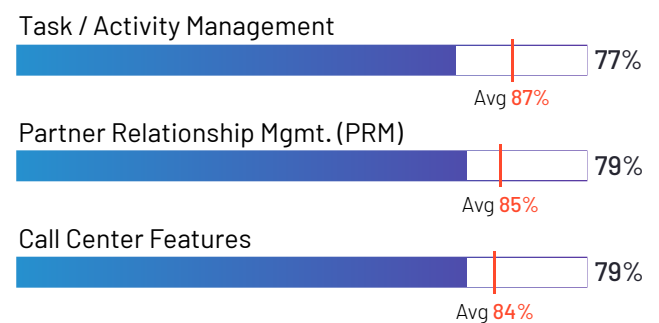
Satisfaction Ratings

Quality of Support
83%
Avg **88%**

Ease of Use
88%
Avg **87%**

Meets Requirements
86%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

Alternative Dispute Resolution	1
Broadcast Media	1
Building Materials	1
Consumer Electronics	1
Financial Services	1

Ownership
Womply

HQ Location
Suffern, New York

Year Founded
2011

Employees (Listed On Linkedin™)
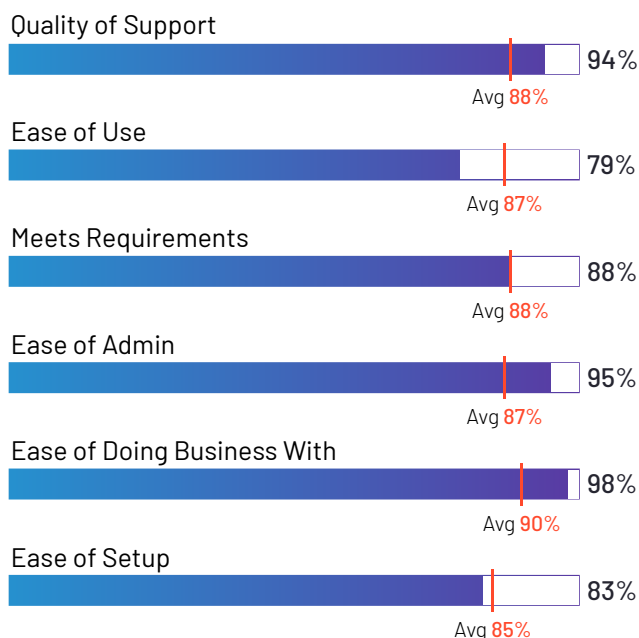160

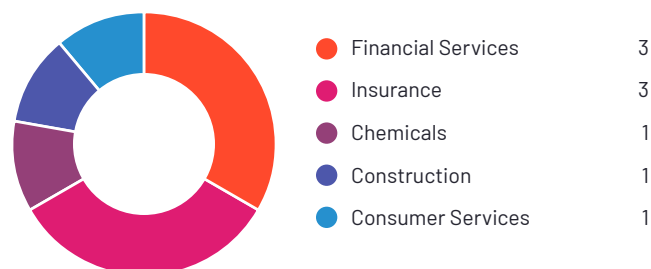**Company Website**
womply.com

Teamwork CRM

4.0 ★★★★☆ **(23)**

Teamwork 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, 73% 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 80%.

Satisfaction Ratings

Quality of Support
86%
Avg **88%**

Ease of Use
83%
Avg **87%**

Meets Requirements
82%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	3
● Marketing and Advertising	3
● Hospital & Health Care	2
● Telecommunications	2
● Accounting	1

Highest-Rated Features

Mobile User Support
91%
Avg **83%**

Task / Activity Management
90%
Avg **87%**

Contact & Account Management
90%
Avg **89%**

Lowest-Rated Features

Lead Management
82%
Avg **88%**

Campaign Management
83%
Avg **84%**

Marketing ROI Analytics
83%
Avg **83%**
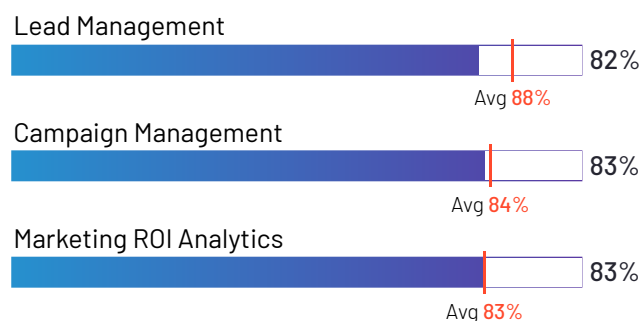
Ownership
Teamwork

HQ Location
Cork, Ireland

Year Founded
2007

Employees (Listed On Linkedin™)
373

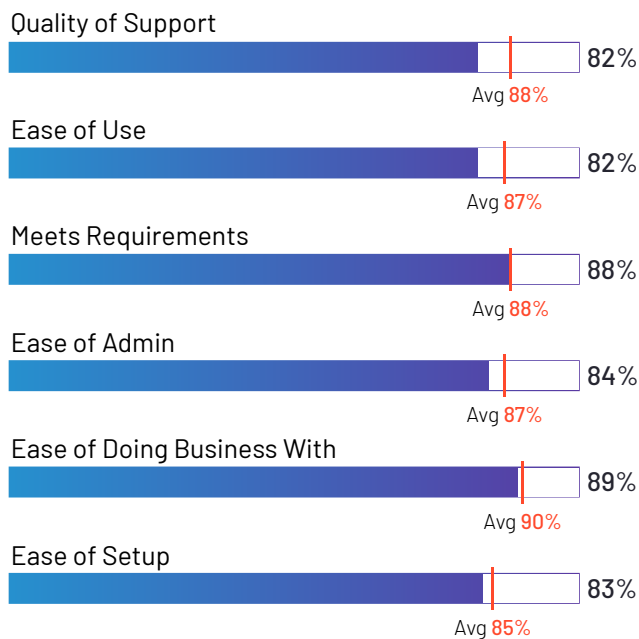**Company Website**
www.teamwork.com

ForceManager CRM

4.6 ★★★★⯪ (13)

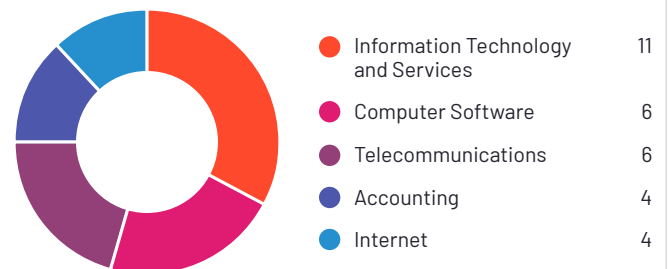ForceManager CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% 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

Quality of Support — 87%
Avg **88%**

Ease of Use — 87%
Avg **87%**

Meets Requirements — 92%
Avg **88%**

Ease of Admin — N/A
Avg **87%**

Ease of Doing Business With — N/A
Avg **90%**

Ease of Setup — N/A
Avg **85%**

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

Top Industries Represented

● Internet	2
● Computer Software	1
● Consumer Goods	1
● Design	1
● Entertainment	1

Highest-Rated Features

Mobile User Support — 90%
Avg **83%**

Support Analytics — 90%
Avg **85%**

Social Collaboration Features — 90%
Avg **82%**

Lowest-Rated Features

Product & Price List Management — 83%
Avg **84%**

Desktop Integration — 84%
Avg **85%**

Forecasting — 84%
Avg **84%**
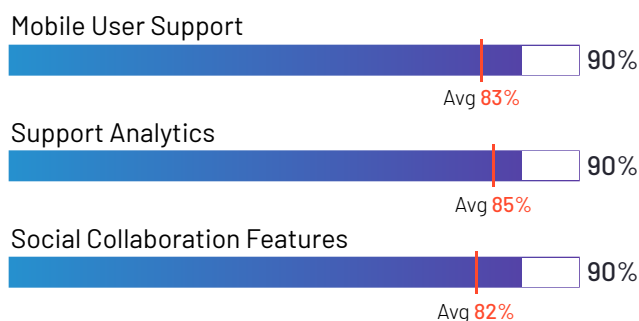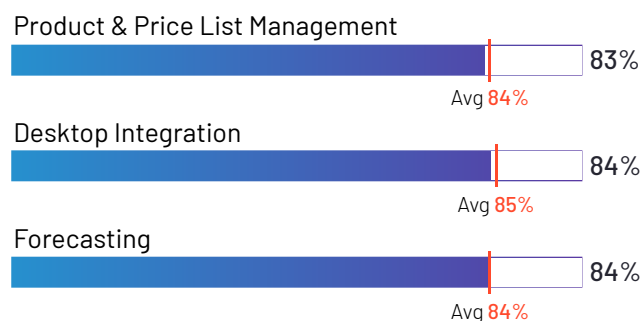
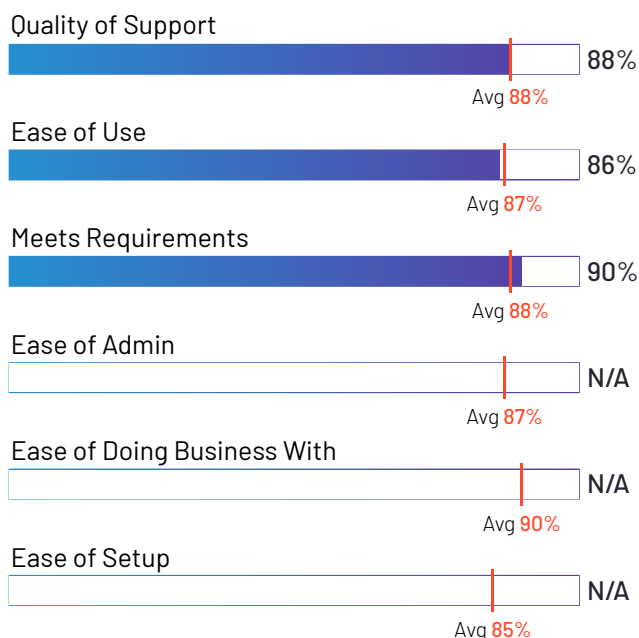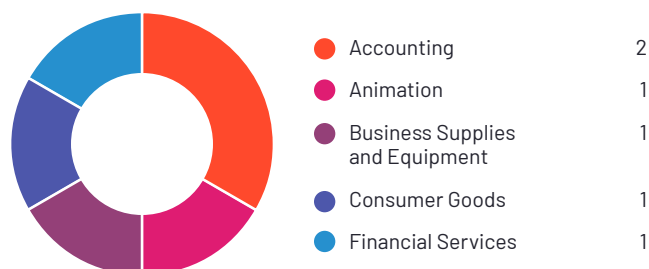| **Ownership**	**HQ Location**	**Year Founded**	**Employees (Listed On LinkedIn™)**	**Company Website**
ForceManager	Barcelona, Spain	2011	117	www.forcemanager.com

Gridle

4.3 ★★★★⯨ (10)

Gridle 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 Gridle at a rate of 86%.
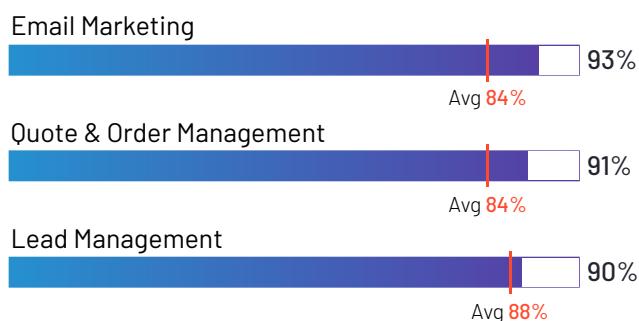
Satisfaction Ratings

Quality of Support
86%
Avg **88%**

Ease of Use
83%
Avg **87%**

Meets Requirements
88%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Marketing and Advertising	2
● Accounting	1
● Animation	1
● Banking	1
● Computer Software	1

Ownership
Pivoting Softwares Pvt. Ltd

HQ Location
Ahmedabad, Gujarat

Year Founded
2019

Employees (Listed On Linkedin™)
32

Company Website
gridle.one

DigitalCRM.com - CRM Software

DigitalCRM

4.4 ★★★★½ (14)

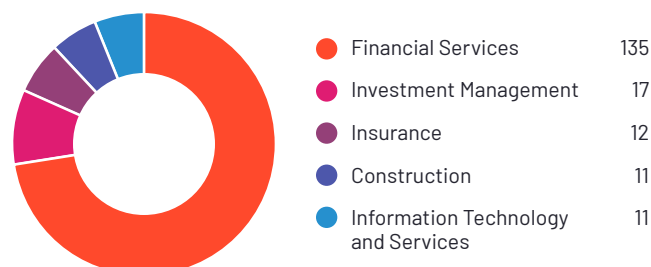DigitalCRM.com - CRM Software has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 83% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend DigitalCRM.com - CRM Software at a rate of 88%.

Satisfaction Ratings
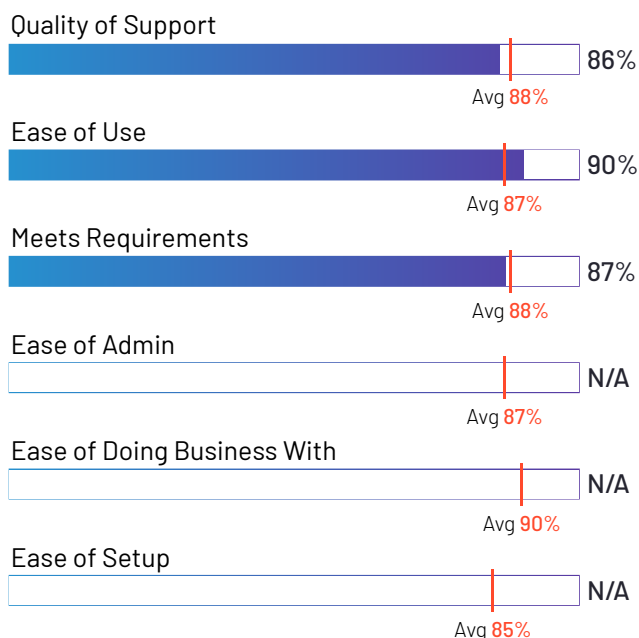
Quality of Support — 86%
Avg **88%**

Ease of Use — 90%
Avg **87%**

Meets Requirements — 87%
Avg **88%**

Ease of Admin — N/A
Avg **87%**

Ease of Doing Business With — N/A
Avg **90%**

Ease of Setup — N/A
Avg **85%**

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

Top Industries Represented

● Information Technology and Services	2
● Real Estate	2
● Environmental Services	1
● Financial Services	1
● Food & Beverages	1

Highest-Rated Features

Campaign Management — 91%
Avg **84%**

Call Center Features — 89%
Avg **84%**

Lead Management — 89%
Avg **88%**

Lowest-Rated Features

Opportunity & Pipeline Mgmt. — 80%
Avg **86%**

Product & Price List Management — 82%
Avg **84%**

Territory & Quota Management — 83%
Avg **83%**
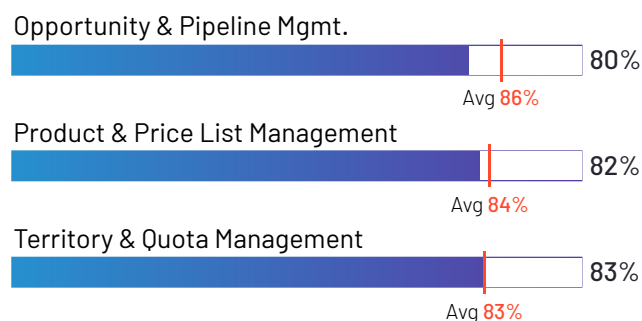
Ownership
DigitalCRM.com

Employees (Listed On Linkedin™)
3

Company Website
www.digitalcrm.com

HighLevel

4.5 ★★★★⯨ (30)

HighLevel 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, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend HighLevel at a rate of 87%.
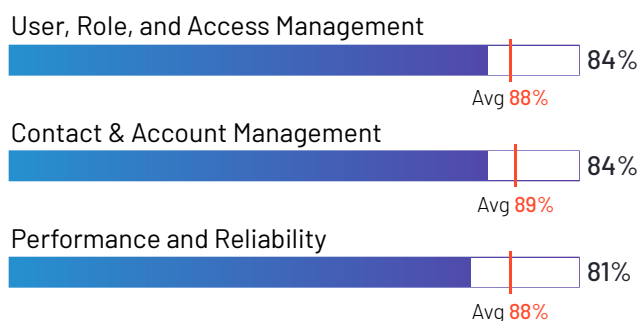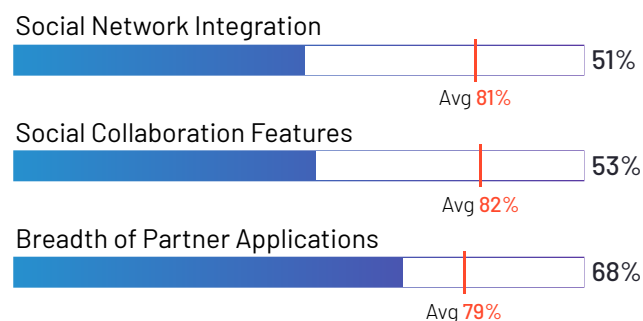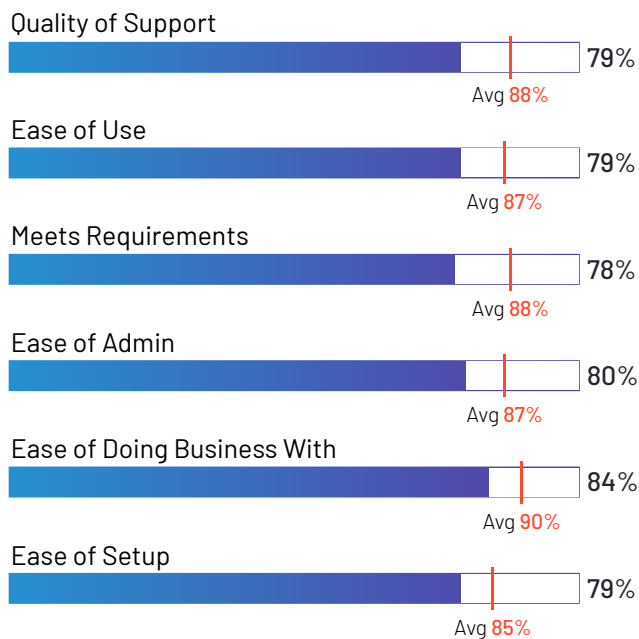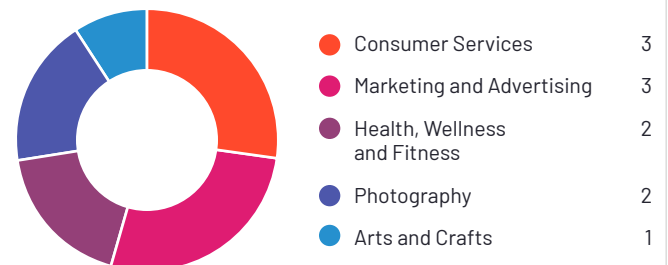
Satisfaction Ratings

Quality of Support
67%
Avg 88%

Ease of Use
79%
Avg 87%

Meets Requirements
86%
Avg 88%

Ease of Admin
76%
Avg 87%

Ease of Doing Business With
79%
Avg 90%

Ease of Setup
67%
Avg 85%

Top Industries Represented

● Marketing and Advertising	13
● Professional Training & Coaching	2
● E-Learning	1
● Financial Services	1
● Health, Wellness and Fitness	1

Highest-Rated Features

Opportunity & Pipeline Mgmt.
95%
Avg 86%

Contact & Account Management
95%
Avg 89%

Lead Management
92%
Avg 88%

Lowest-Rated Features

Social Collaboration Features
57%
Avg 82%

Mobile User Support
59%
Avg 83%

Social Network Integration
69%
Avg 81%

Ownership
HighLevel

HQ Location
Eugene, Oregon

Year Founded
2018

Employees (Listed On Linkedin™)
108

Company Website
gohighlevel.com

ContactEase
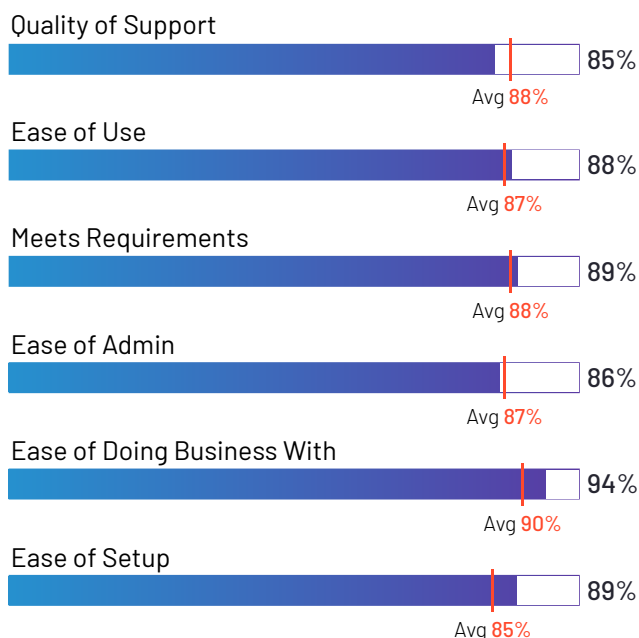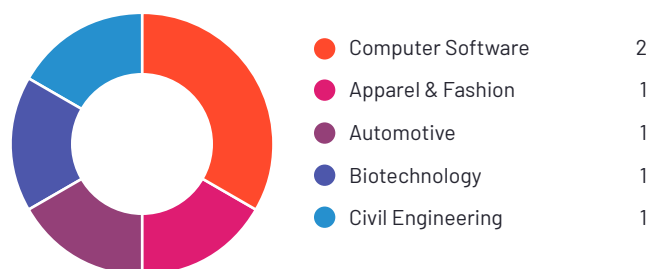
3.9 ★★★★☆ (14)

ContactEase 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, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend ContactEase at a rate of 78%.
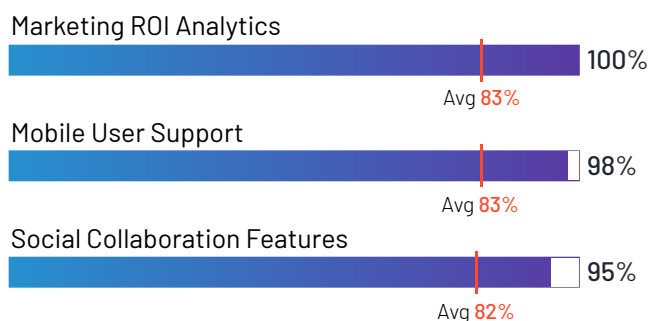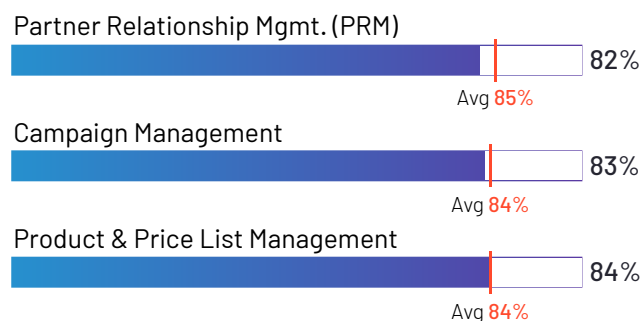
Satisfaction Ratings

Quality of Support
81%
Avg 88%

Ease of Use
86%
Avg 87%

Meets Requirements
81%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

● Legal Services	3
● Arts and Crafts	2
● Non-Profit Organization Management	2
● Accounting	1
● Consumer Services	1

Highest-Rated Features

Mobile User Support
97%
Avg 83%

Social Collaboration Features
95%
Avg 82%

Task / Activity Management
91%
Avg 87%

Lowest-Rated Features

Desktop Integration
80%
Avg 85%

Territory & Quota Management
81%
Avg 83%

Customer Contract Management
81%
Avg 86%
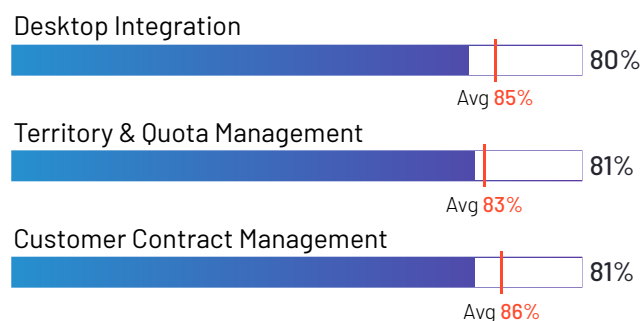
Ownership
Cole Valley Software

HQ Location
Coeur d'Alene, Idaho

Year Founded
1991

Employees (Listed On Linkedin™)
15

Company Website
www.colevalley.com

ludwig test

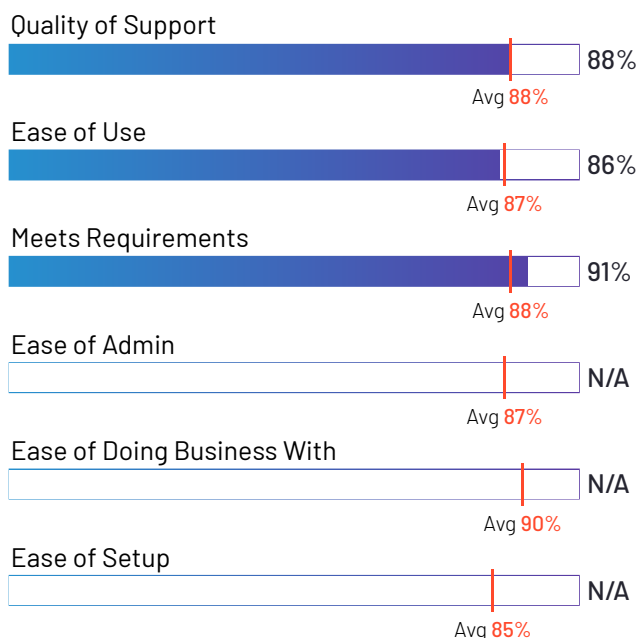**3.7** ★★★☆☆ (11)

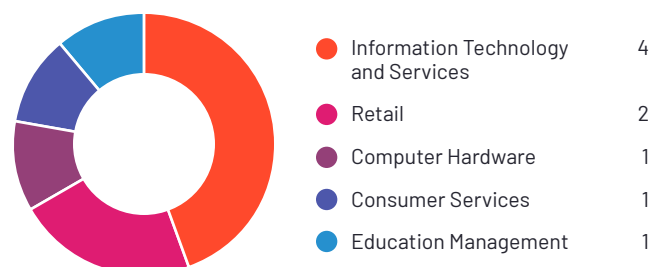ludwig test has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 82% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend LudwigsTestyTesterApp at a rate of 75%.
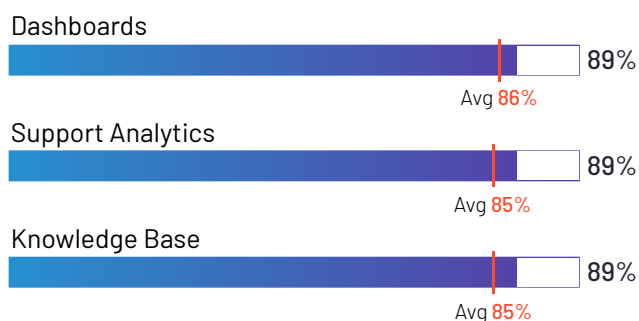
Satisfaction Ratings

Quality of Support
67%
Avg **88%**

Ease of Use
80%
Avg **87%**

Meets Requirements
86%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Marketing and Advertising	2
● Food Production	1
● Furniture	1
● Graphic Design	1
● Hospital & Health Care	1

Highest-Rated Features

Quote & Order Management
86%
Avg **84%**

Opportunity & Pipeline Mgmt.
86%
Avg **86%**

Partner Relationship Mgmt. (PRM)
86%
Avg **85%**

Lowest-Rated Features

Case Management
63%
Avg **86%**

Knowledge Base
74%
Avg **85%**

Support Analytics
74%
Avg **85%**
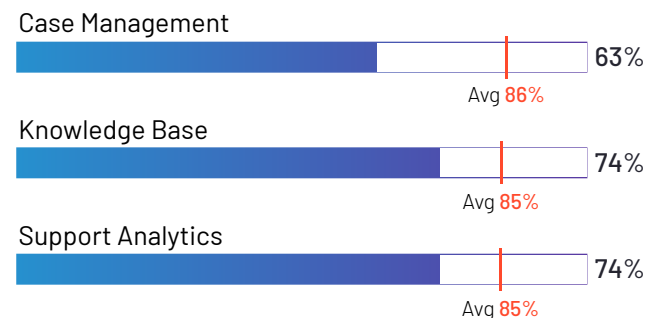
Ownership
Ludwig G's
Amazeinging APPPS

Employees (Listed On Linkedin™)
2

Company Website
www.twitter.com

Prophet CRM

4.1 ★★★★☆ (160)

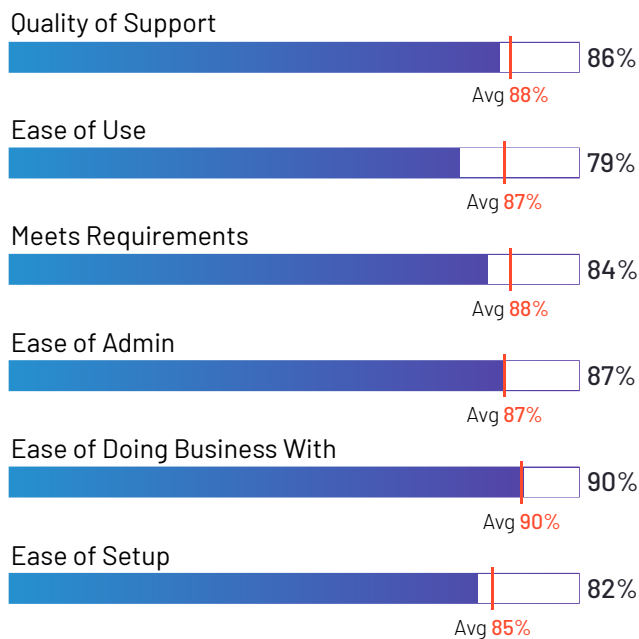Prophet CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 88% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Prophet CRM at a rate of 81%.

Satisfaction Ratings

Quality of Support
89%
Avg 88%

Ease of Use
83%
Avg 87%

Meets Requirements
83%
Avg 88%

Ease of Admin
84%
Avg 87%

Ease of Doing Business With
88%
Avg 90%

Ease of Setup
77%
Avg 85%

Top Industries Represented

Industry	Count
Financial Services	10
Construction	8
Information Technology and Services	7
Machinery	7
Real Estate	7

Highest-Rated Features

Integration APIs
89%
Avg 82%

User, Role, and Access Management
89%
Avg 88%

Contact & Account Management
88%
Avg 89%

Lowest-Rated Features

Social Collaboration Features
68%
Avg 82%

Social Network Integration
71%
Avg 81%

Mobile User Support
71%
Avg 83%

Ownership
Avidian Technologies

HQ Location
Bellevue, Washington

Year Founded
2002

Employees (Listed On Linkedin™)
23

Company Website
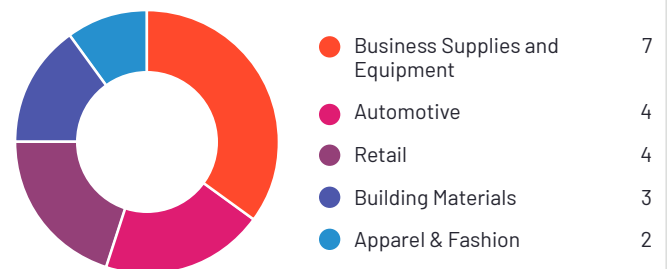www.avidian.com

User.com

4.2 ★★★★☆ (34)

User.com 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, 83% 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 88%. User.com is also in the Push Notification, Visitor Identification, Marketing Automation, and Live Chat categories.

Satisfaction Ratings

Quality of Support — 87%
Avg **88%**

Ease of Use — 89%
Avg **87%**

Meets Requirements — 88%
Avg **88%**

Ease of Admin — 88%
Avg **87%**

Ease of Doing Business With — 78%
Avg **90%**

Ease of Setup — 78%
Avg **85%**

Top Industries Represented

Computer Software	5
Marketing and Advertising	5
Hospitality	2
Airlines/Aviation	1
Animation	1

Highest-Rated Features

Lead Management — 91%
Avg **88%**

Lowest-Rated Features

Opportunity & Pipeline Mgmt. — 83%
Avg **86%**
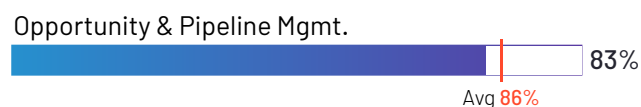
Ownership
User.com

HQ Location
Warszawa, Poland

Year Founded
2015

Employees (Listed On Linkedin™)
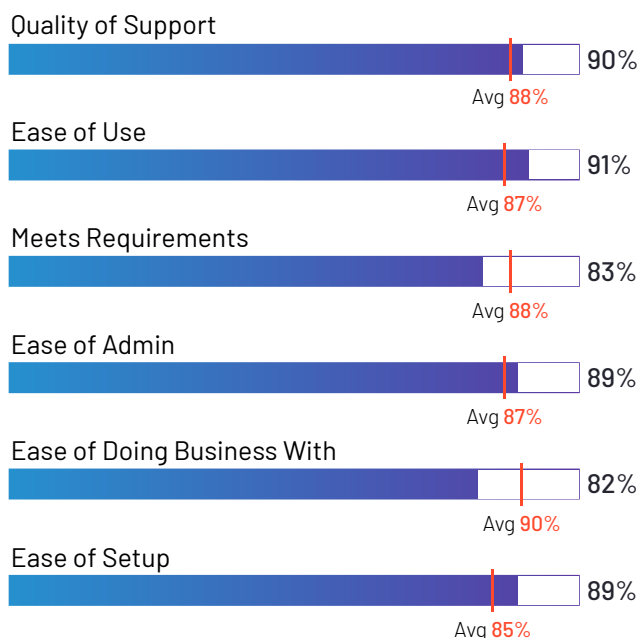43

Company Website
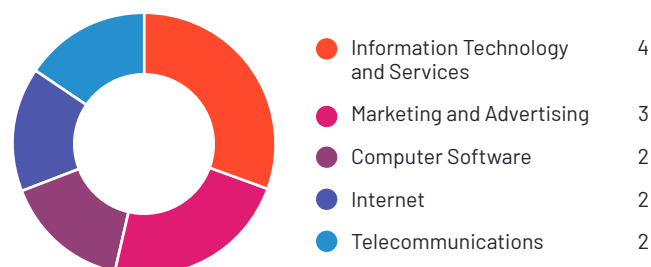user.com

Aptean CRM

3.9 ★★★★☆ (24)

Aptean 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, 74% of users believe it is headed in the right direction, and users said they would be 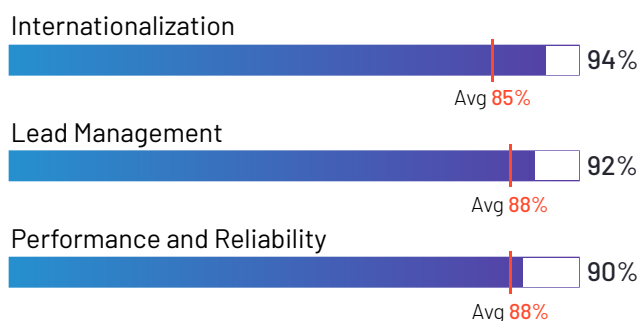li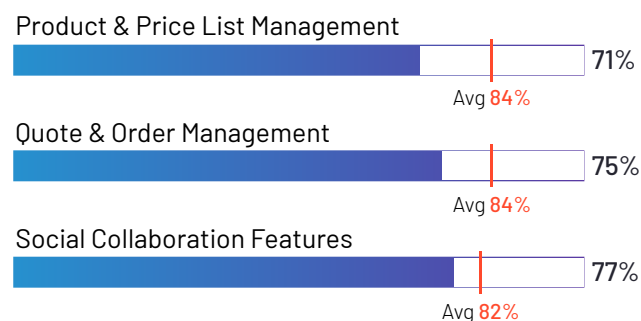kely to recommend Aptean CRM at a rate of 78%. Aptean CRM is also in the Online Form Builder, Help Desk, and Marketing Automation categories.

Satisfaction Ratings

Quality of Support
86%
Avg **88%**

Ease of Use
80%
Avg **87%**

Meets Requirements
84%
Avg **88%**

Ease of Admin
85%
Avg **87%**

Ease of Doing Business With
93%
Avg **90%**

Ease of Setup
73%
Avg **85%**

Top Industries Represented

● Retail		5
● Computer Software		2
● Electrical/Electronic Manufacturing		2
● Financial Services		2
● Machinery		2

Highest-Rated Features

Partner Relationship Mgmt. (PRM)
92%
Avg **85%**

Workflow Capability
91%
Avg **85%**

Customization
91%
Avg **85%**

Lowest-Rated Features

Product & Price List Management
71%
Avg **84%**

Call Center Features
75%
Avg **84%**

Email Marketing
77%
Avg **84%**
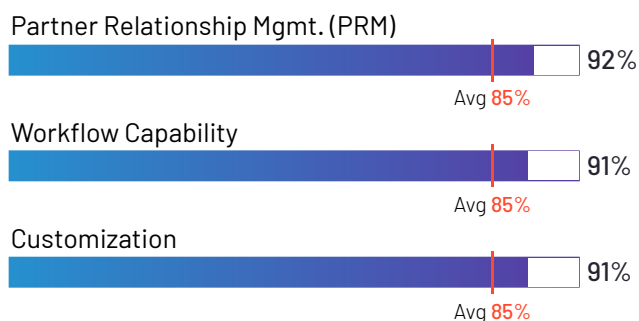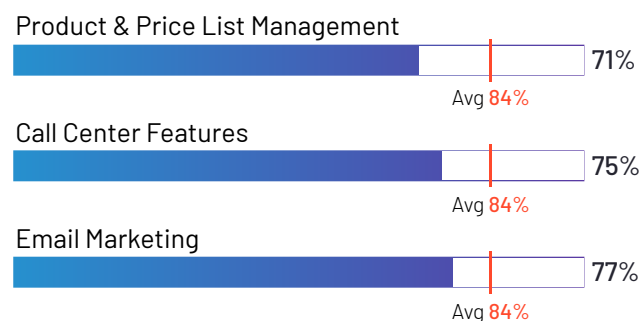
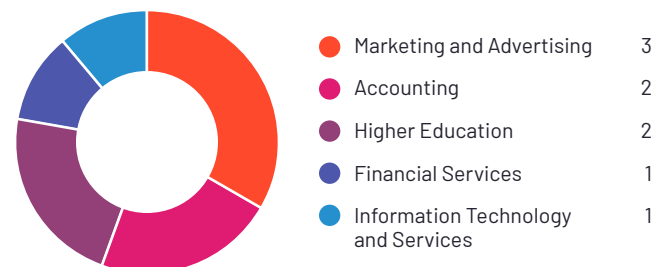| Ownership	HQ Location	Year Founded	Employees (Listed On Linkedin™)	Company Website
Aptean	Alpharetta, Georgia	2012	2213	www.aptean.com

OroCRM

4.3 ★★★★⯪ (13)

OroCRM 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 OroCRM at a rate of 86%.

Satisfaction Ratings

Quality of Support — 84%
Avg **88%**

Ease of Use — 86%
Avg **87%**

Meets Requirements — 87%
Avg **88%**

Ease of Admin — N/A
Avg **87%**

Ease of Doing Business With — N/A
Avg **90%**

Ease of Setup — N/A
Avg **85%**

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

Top Industries Represented

● Education Management	2
● Information Technology and Services	2
● Accounting	1
● Alternative Medicine	1
● Marketing and Advertising	1

Highest-Rated Features

Contact & Account Management — 92%
Avg **89%**

Customer Contract Management — 88%
Avg **86%**

Reporting — 86%
Avg **85%**

Lowest-Rated Features

Territory & Quota Management — 76%
Avg **83%**

Social Collaboration Features — 79%
Avg **82%**

Marketing ROI Analytics — 80%
Avg **83%**
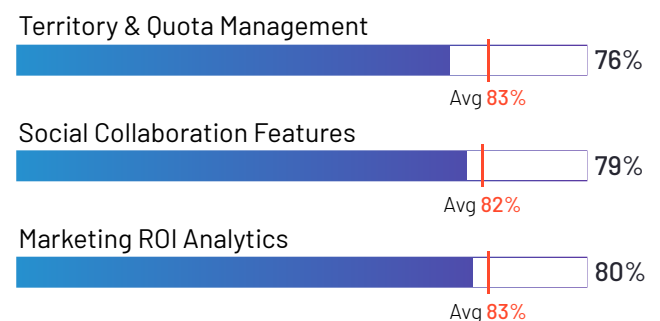
Ownership
Oro, Inc

HQ Location
Los Angeles, CA

Year Founded
2012

Employees (Listed On Linkedin™)
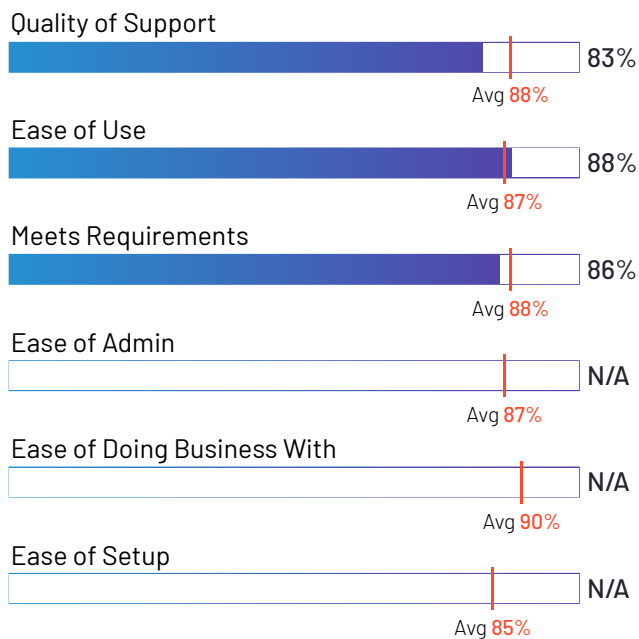88

Company Website
oroinc.com

SalesJunction

3.9 ★★★★☆ (13)

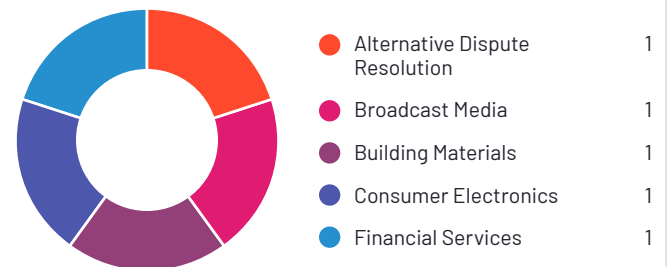SalesJunction has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 64% of users believe it is headed in the right direction, and users said they would be likely to recommend SalesJunction at a rate of 78%.

Satisfaction Ratings

Quality of Support
80%
Avg 88%

Ease of Use
87%
Avg 87%

Meets Requirements
83%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

Computer Software	3
Internet	2
Automotive	1
Banking	1
Business Supplies and Equipment	1

Highest-Rated Features

Reporting
98%
Avg 85%

Mobile User Support
92%
Avg 83%

Dashboards
92%
Avg 86%

Lowest-Rated Features

Product & Price List Management
74%
Avg 84%

Task / Activity Management
76%
Avg 87%

Territory & Quota Management
76%
Avg 83%
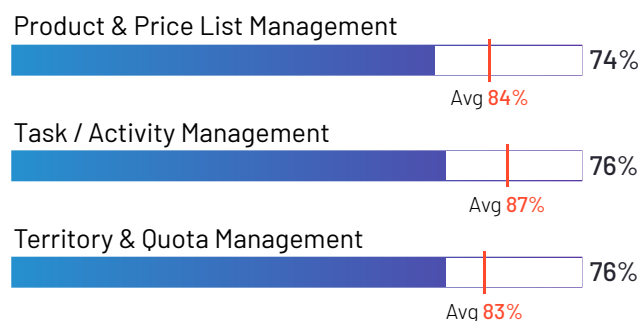
Ownership
SalesJunction

HQ Location
Atlanta, GA

Year Founded
2011

Employees (Listed On Linkedin™)
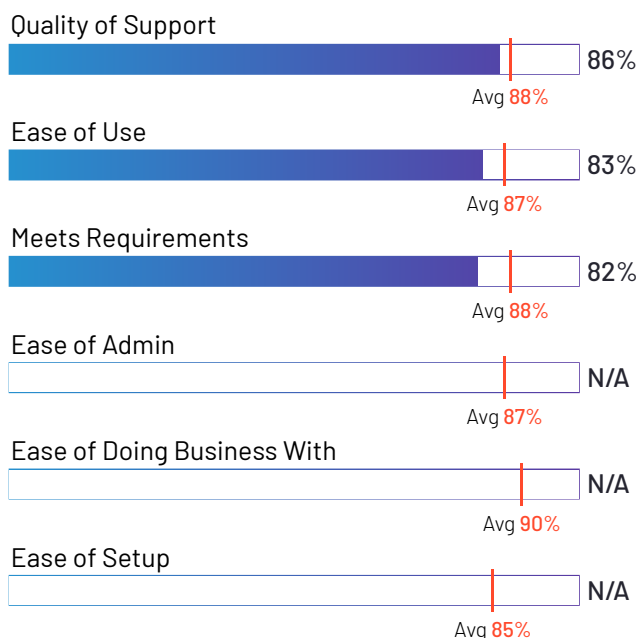1

Company Website
www.SalesJunction.com

Kapture CRM

4.0 ★★★★☆ (15)

Kapture 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, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Kapture CRM at a rate of 80%.
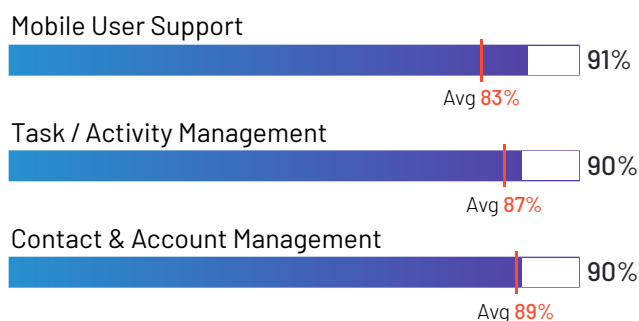
Satisfaction Ratings

Quality of Support
77%
Avg **88%**

Ease of Use
82%
Avg **87%**

Meets Requirements
82%
Avg **88%**

Ease of Admin
83%
Avg **87%**

Ease of Doing Business With
71%
Avg **90%**

Ease of Setup
86%
Avg **85%**

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

Top Industries Represented

● Marketing and Advertising	2
● Computer Software	1
● Consumer Goods	1
● Consumer Services	1
● Education Management	1

Highest-Rated Features

Product & Price List Management
98%
Avg **84%**

Campaign Management
98%
Avg **84%**

Desktop Integration
94%
Avg **85%**

Lowest-Rated Features

Customer Support Portal
82%
Avg **85%**

Social Collaboration Features
84%
Avg **82%**

Social Network Integration
84%
Avg **81%**
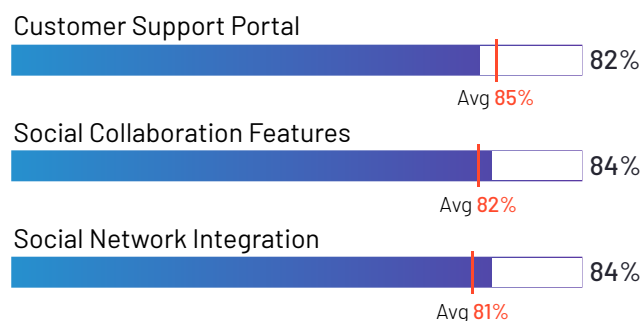
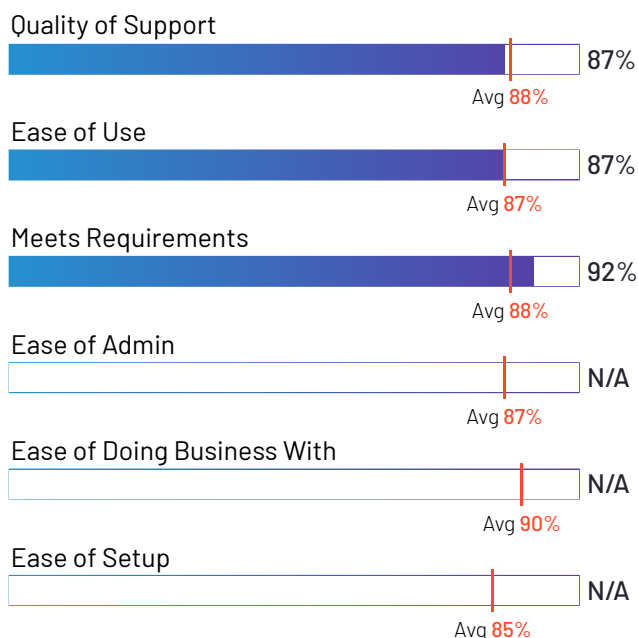| **Ownership**	**HQ Location**	**Year Founded**	**Employees (Listed On LinkedIn™)**	**Company Website**
Adjetter Media	Bangalore, Karnataka	2014	279	www.adjetter.com

Revamp CRM

4.3 ★★★★½ (10)
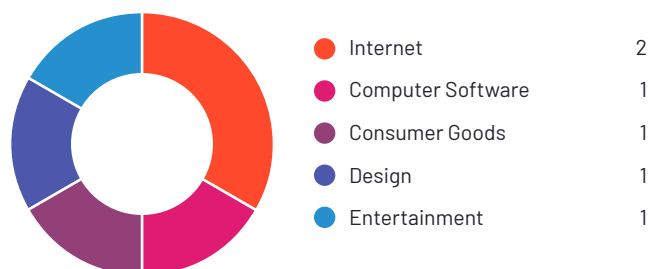
Revamp CRM has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 90% of users rated it 4 or 5 stars, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend Revamp CRM at a rate of 86%. Revamp CRM is also in the Email Marketing category.

Satisfaction Ratings

Quality of Support
89%
Avg 88%

Ease of Use
89%
Avg 87%

Meets Requirements
86%
Avg 88%

Ease of Admin
91%
Avg 87%

Ease of Doing Business With
83%
Avg 90%

Ease of Setup
86%
Avg 85%

Top Industries Represented

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

Highest-Rated Features

Product & Price List Management
93%
Avg 84%

Knowledge Base
88%
Avg 85%

Campaign Management
88%
Avg 84%

Lowest-Rated Features

Reporting
76%
Avg 85%

Dashboards
79%
Avg 86%

Customer Support Portal
80%
Avg 85%

Ownership
Revamp Consulting

HQ Location
Minneapolis, MN

Year Founded
2004

Employees (Listed On Linkedin™)
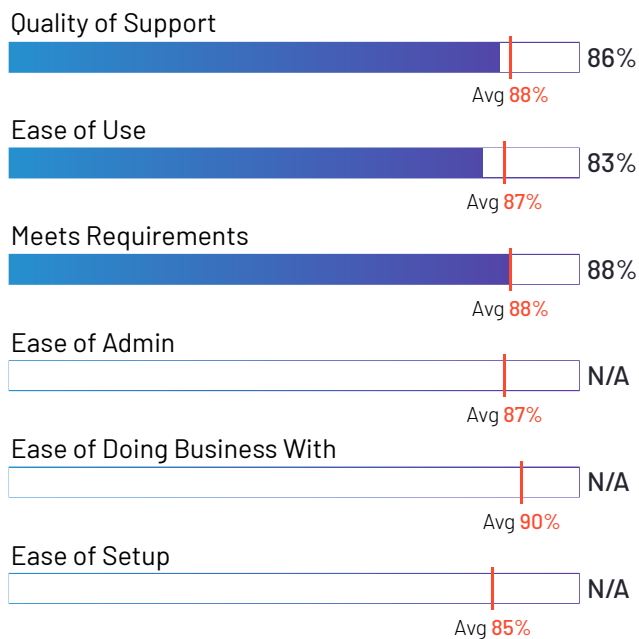32
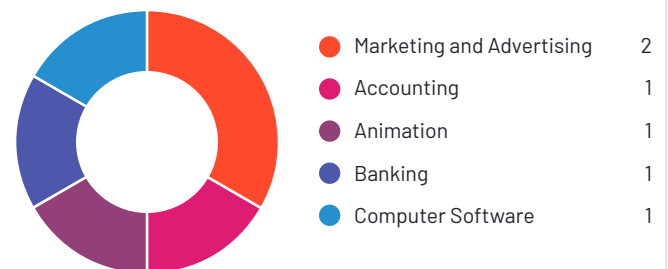
Company Website
www.revampcrm.com
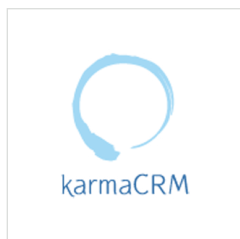
karmaCRM

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

Quality of Support
90%
Avg **88%**

Ease of Use
78%
Avg **87%**

Meets Requirements
81%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Professional Training & Coaching	2
● Computer Hardware	1
● Construction	1
● Consumer Goods	1
● Consumer Services	1

Highest-Rated Features

Knowledge Base
89%
Avg **85%**

Case Management
89%
Avg **86%**

Lead Management
88%
Avg **88%**

Lowest-Rated Features

Dashboards
67%
Avg **86%**

Opportunity & Pipeline Mgmt.
71%
Avg **86%**

Campaign Management
74%
Avg **84%**
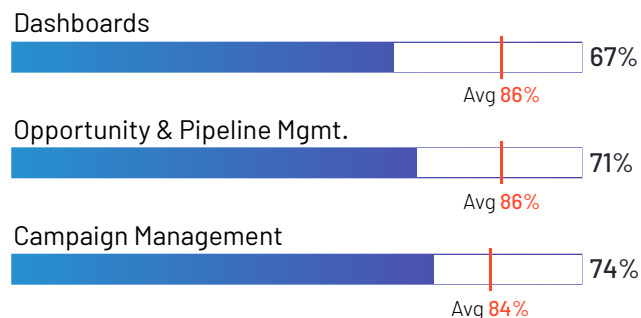
Ownership
karmaCRM

HQ Location
Denver, CO

Year Founded
2010

Employees (Listed On Linkedin™)
5

Company Website
www.karmacrm.com
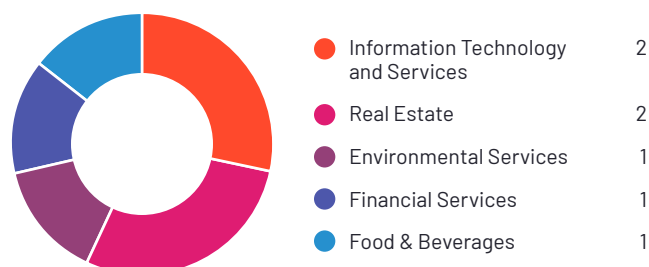
YetiForce CRM

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%.
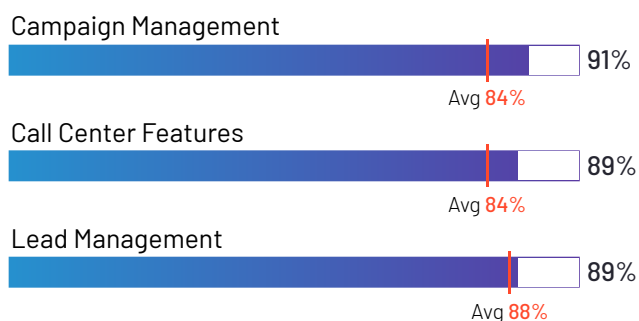
Satisfaction Ratings

Quality of Support
77%
Avg 88%

Ease of Use
82%
Avg 87%

Meets Requirements
87%
Avg 88%

Ease of Admin
76%
Avg 87%

Ease of Doing Business With
83%
Avg 90%

Ease of Setup
73%
Avg 85%

Top Industries Represented

Industry	Count
● Information Technology and Services	10
● Computer Networking	3
● Computer Software	3
● Government Administration	3
● Chemicals	2

Highest-Rated Features

Contact & Account Management
89%
Avg 89%

Task / Activity Management
86%
Avg 87%

User, Role, and Access Management
86%
Avg 88%

Lowest-Rated Features

Mobile User Support
58%
Avg 83%

Social Collaboration Features
61%
Avg 82%

Social Network Integration
64%
Avg 81%

Ownership
YetiForce

HQ Location
Warszawa, Woj. mazowieckie

Year Founded
2014

Employees (Listed On Linkedin™)
13

Company Website
www.yetiforce.com

Simpleview DMS

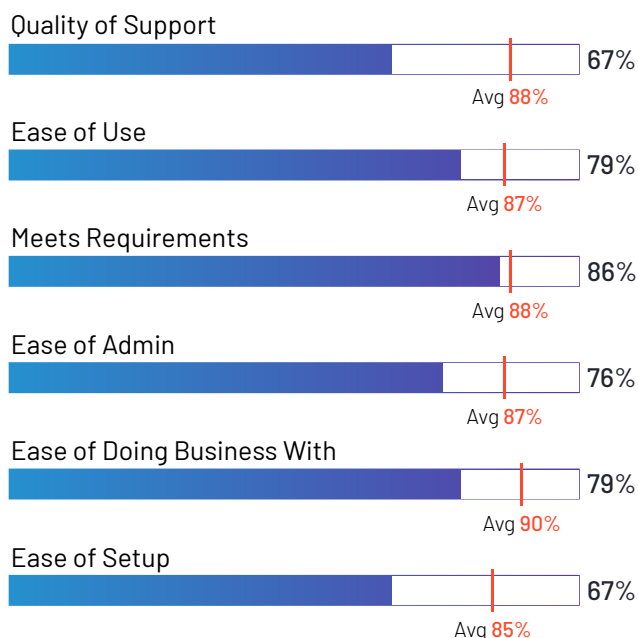3.8 ★★★★☆ (10)

Simpleview DMS 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 Simpleview DMS at a rate of 76%.
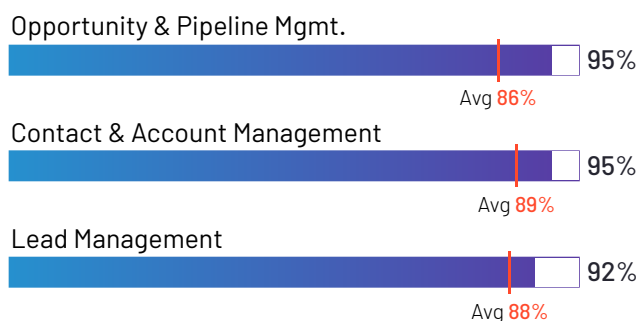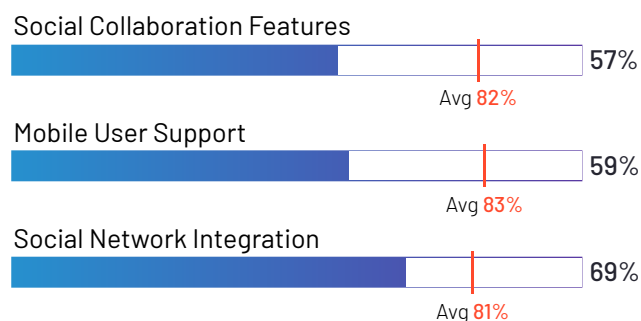
Satisfaction Ratings
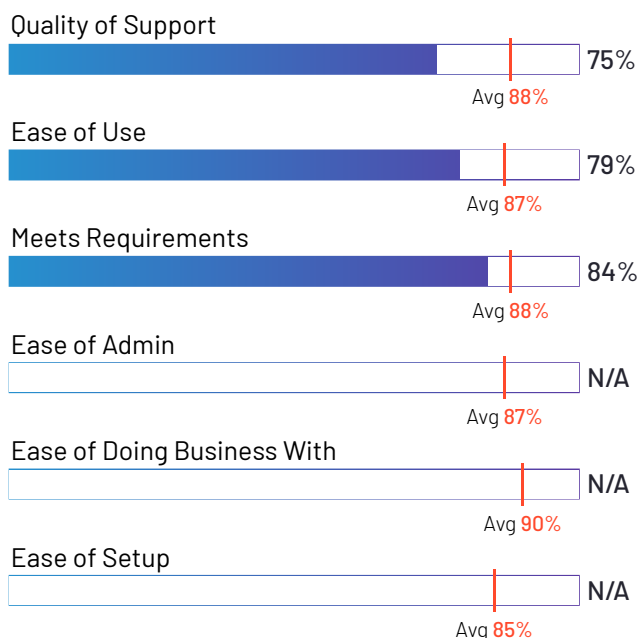
Quality of Support
75%
Avg 88%

Ease of Use
79%
Avg 87%

Meets Requirements
84%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

- Leisure, Travel & Tourism — 5
- Marketing and Advertising — 2
- Airlines/Aviation — 1
- Hospitality — 1
- Information Technology and Services — 1

Highest-Rated Features

Dashboards
86%
Avg 86%

Lead Management
86%
Avg 88%

Customer Contract Management
86%
Avg 86%

Lowest-Rated Features

Reporting
77%
Avg 85%

Contact & Account Management
86%
Avg 89%

Partner Relationship Mgmt. (PRM)
86%
Avg 85%
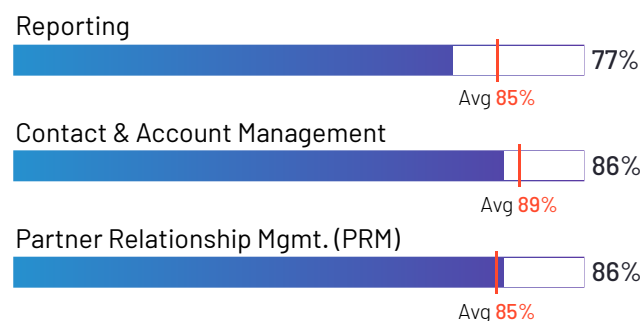
Ownership
Simpleview

HQ Location
New York

Year Founded
1991

Employees (Listed On LinkedIn™)
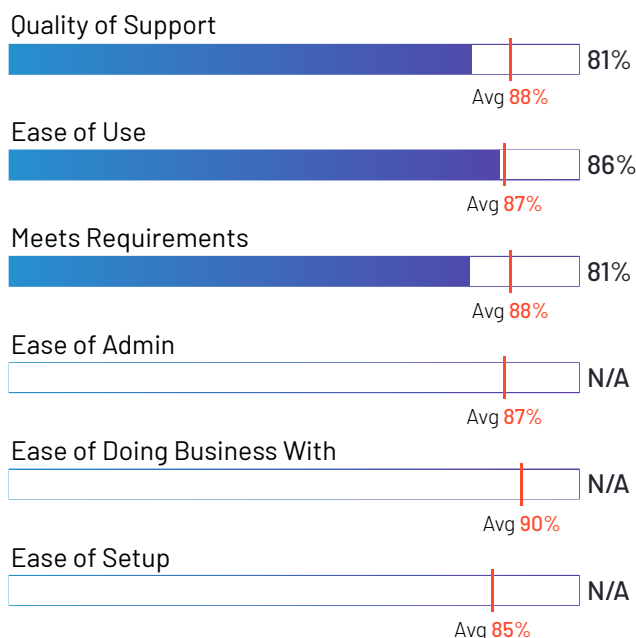329

Company Website
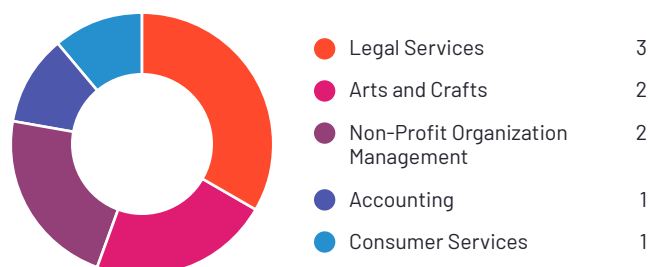simpleviewinc.com

Leadscore.io

3.9 ★★★★☆ (12)

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. 73% 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 Leadscore.io at a rate of 77%.
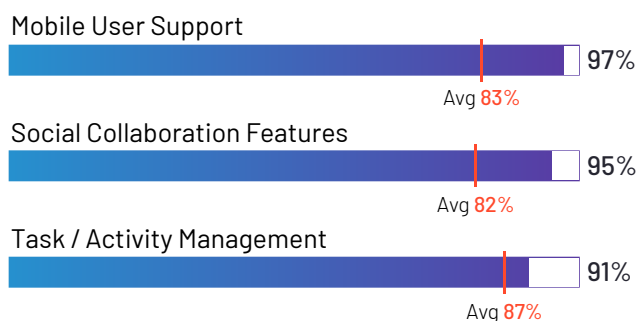
Satisfaction Ratings

Quality of Support
84%
Avg 88%

Ease of Use
88%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

● Sports	2
● Automotive	1
● Computer Software	1
● Financial Services	1
● Food & Beverages	1

Highest-Rated Features

Email Marketing
95%
Avg 84%

Marketing ROI Analytics
91%
Avg 83%

Territory & Quota Management
90%
Avg 83%

Lowest-Rated Features

Support Analytics
74%
Avg 85%

Contact & Account Management
76%
Avg 89%

Knowledge Base
76%
Avg 85%
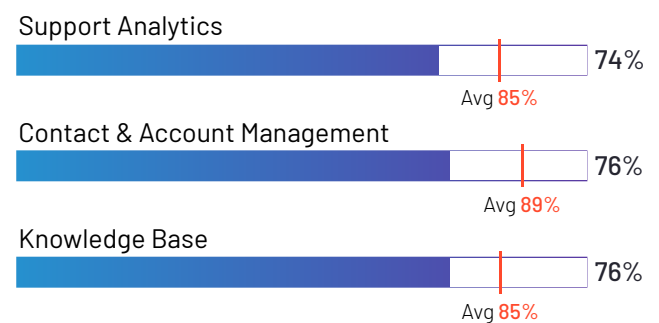
Ownership
Interact.io

Year Founded
2013

Employees (Listed On Linkedin™)
2

Company Website
interact.io
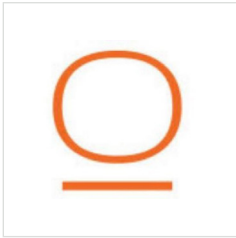
OrangeCRM

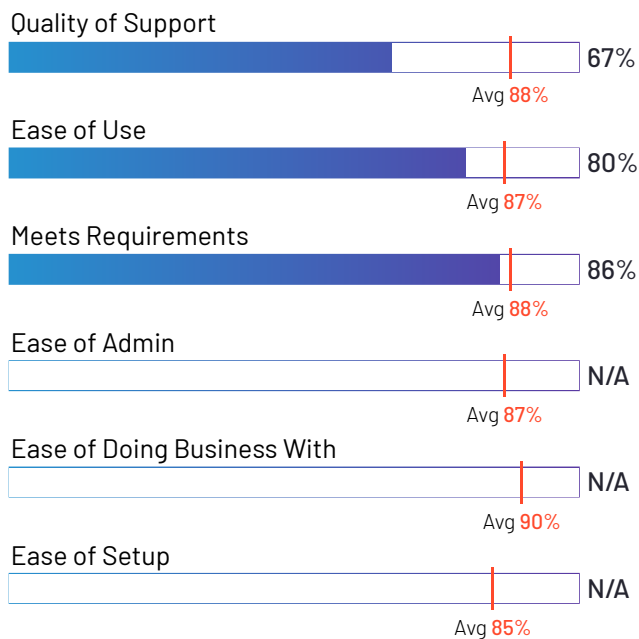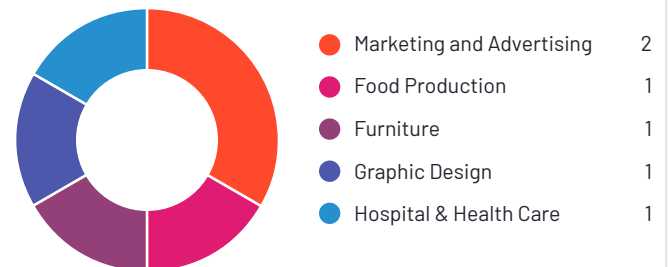**4.3** ★★★★½ (11)

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

Quality of Support
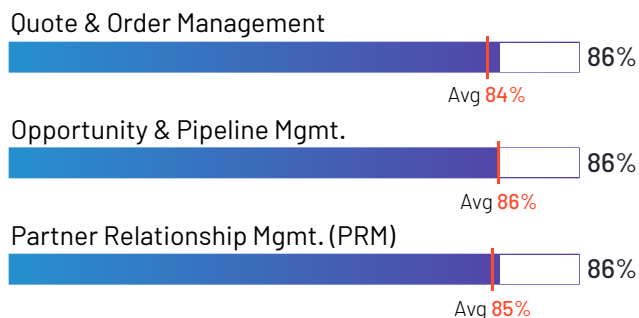**89%**
Avg **88%**

Ease of Use
87%
Avg **87%**

Meets Requirements
91%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

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

Highest-Rated Features

Lead Management
93%
Avg **88%**

Social Collaboration Features
92%
Avg **82%**

Task / Activity Management
91%
Avg **87%**

Lowest-Rated Features

Territory & Quota Management
86%
Avg **83%**

Marketing ROI Analytics
86%
Avg **83%**

Knowledge Base
86%
Avg **85%**
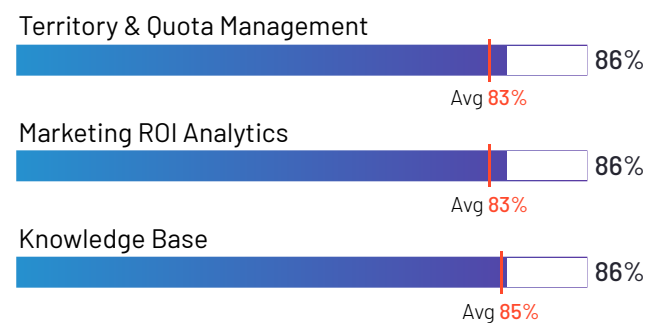
Ownership
OrangeCRM

Employees (Listed On Linkedin™)
2

Company Website
www.orangecrm.com

eSalesTrack

3.9 ★★★★☆ (15)

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, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend eSalesTrack at a rate of 80%. eSalesTrack is also in the Email Marketing category.

Satisfaction Ratings

Quality of Support
90%
Avg **88%**

Ease of Use
71%
Avg **87%**

Meets Requirements
82%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Human Resources	2
● Automotive	1
● Business Supplies and Equipment	1
● Computer Software	1
● Education Management	1

Ownership
Soleran

HQ Location
Overland Park, Kansas

Year Founded
2004

Employees (Listed On Linkedin™)
26

Company Website
www.soleran.com

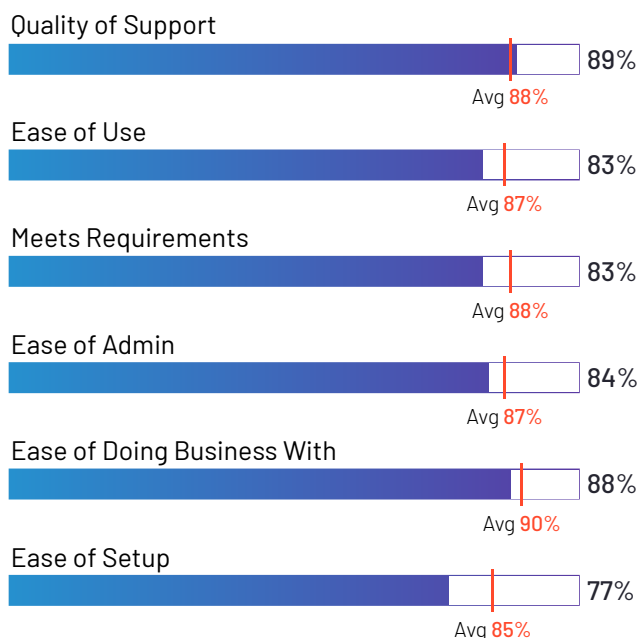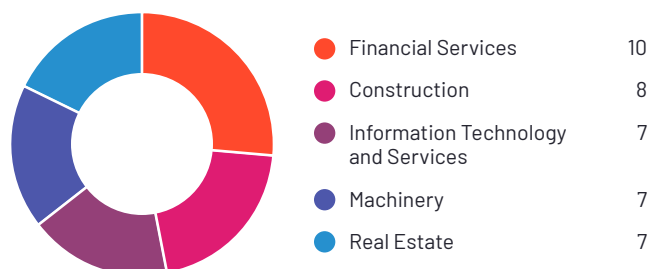# 1CRM

4.2 ★★★★☆ (13)

1CRM 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, 85% of users believe it is headed in the right direction, and users said they would be likely to recommend 1CRM at a rate of 85%. 1CRM is also in the Marketing Automation category.
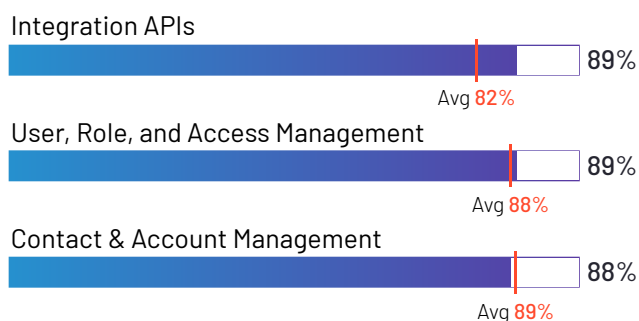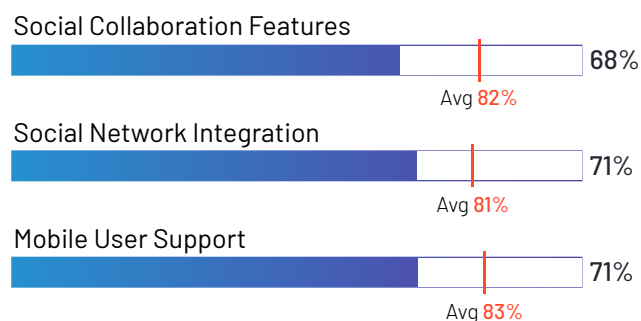
Satisfaction Ratings

Quality of Support
85%
Avg **88%**

Ease of Use
88%
Avg **87%**

Meets Requirements
83%
Avg **88%**

Ease of Admin
91%
Avg **87%**

Ease of Doing Business With
86%
Avg **90%**

Ease of Setup
94%
Avg **85%**

Top Industries Represented

Computer Software	2
Marketing and Advertising	2
Accounting	1
Alternative Medicine	1
Automotive	1

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

Ownership
1CRM Corp.

HQ Location
British Columbia, Canada

Year Founded
1997

Employees (Listed On LinkedIn™)
6

Company Website
www.1crm.com
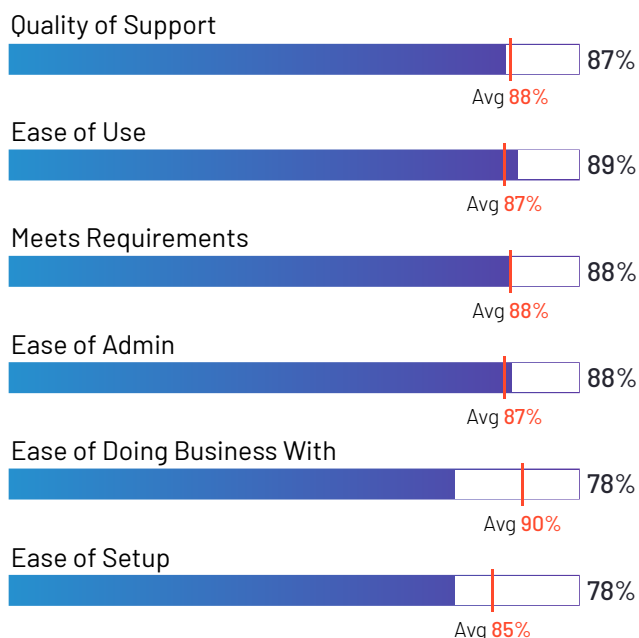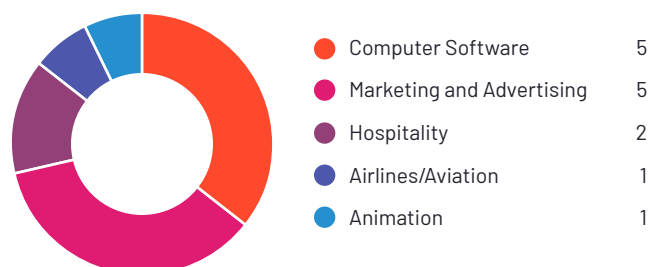
Zurmo

4.5 ★★★★½ (15)

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. 93% 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 Zurmo at a rate of 91%.

Satisfaction Ratings

Quality of Support — 84% — Avg 88%

Ease of Use — 90% — Avg 87%

Meets Requirements — 86% — Avg 88%

Ease of Admin — 83% — Avg 87%

Ease of Doing Business With — 91% — Avg 90%

Ease of Setup — 74% — Avg 85%

Top Industries Represented

Industry	
Information Technology and Services	3
Computer Software	2
Internet	2
Accounting	1
Alternative Medicine	1

Highest-Rated Features

Marketing ROI Analytics — 93% — Avg 83%

Customer Contract Management — 93% — Avg 86%

Dashboards — 91% — Avg 86%

Lowest-Rated Features

Desktop Integration — 79% — Avg 85%

Call Center Features — 82% — Avg 84%

Social Network Integration — 83% — Avg 81%

Ownership
Zurmo, Inc.

Year Founded
2011

Employees (Listed On Linkedin™)
1

Company Website
www.zurmo.com

Soffront

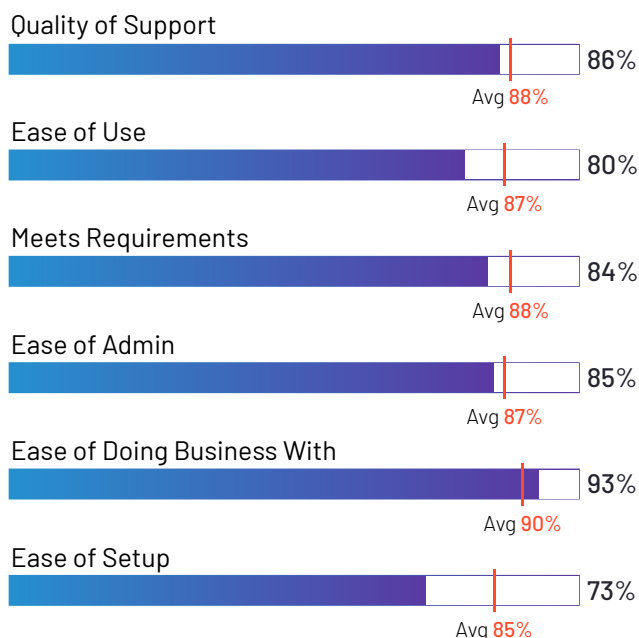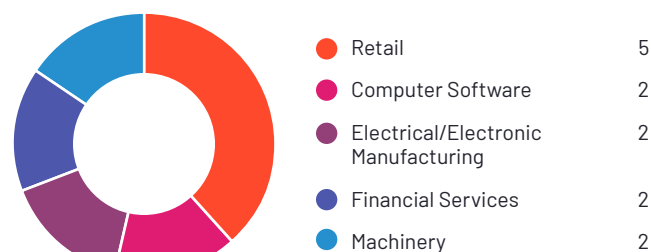**4.0** ★★★★☆ (14)

Soffront 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, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Soffront at a rate of 81%. Soffront is also in the Online Reputation Management category.
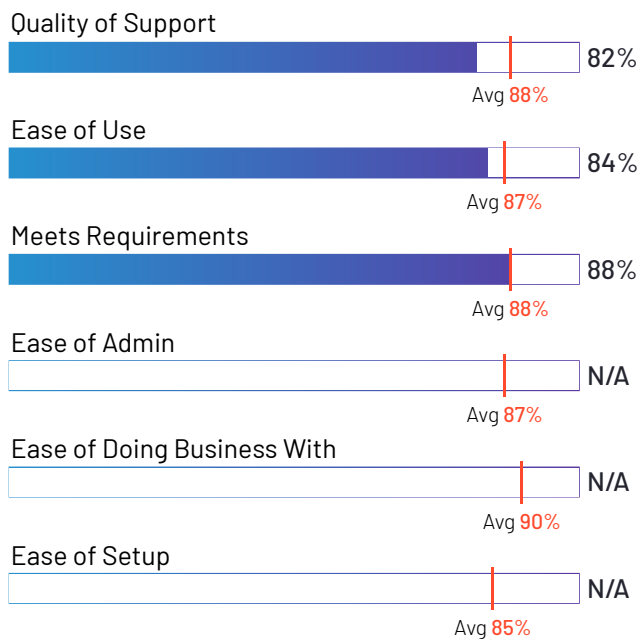
Satisfaction Ratings

Quality of Support — 82%
Avg 88%

Ease of Use — 84%
Avg 87%

Meets Requirements — 88%
Avg 88%

Ease of Admin — N/A
Avg 87%

Ease of Doing Business With — N/A
Avg 90%

Ease of Setup — N/A
Avg 85%

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

Top Industries Represented

● Marketing and Advertising	3
● Apparel & Fashion	2
● Airlines/Aviation	1
● Business Supplies and Equipment	1
● Computer Software	1

Highest-Rated Features

Forecasting — 95%
Avg 84%

Reporting — 92%
Avg 85%

Knowledge Base — 92%
Avg 85%

Lowest-Rated Features

Quote & Order Management — 74%
Avg 84%

Partner Relationship Mgmt. (PRM) — 80%
Avg 85%

Opportunity & Pipeline Mgmt. — 83%
Avg 86%
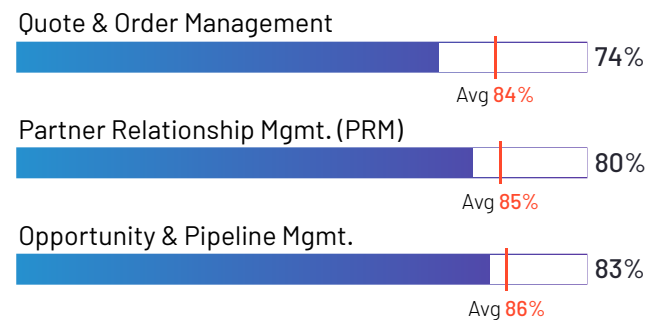
Ownership	HQ Location	Year Founded	Employees (Listed On Linkedin™)	Company Website
Soffront	Las Vegas, NV	1992	55	www.soffront.com

GoldMine

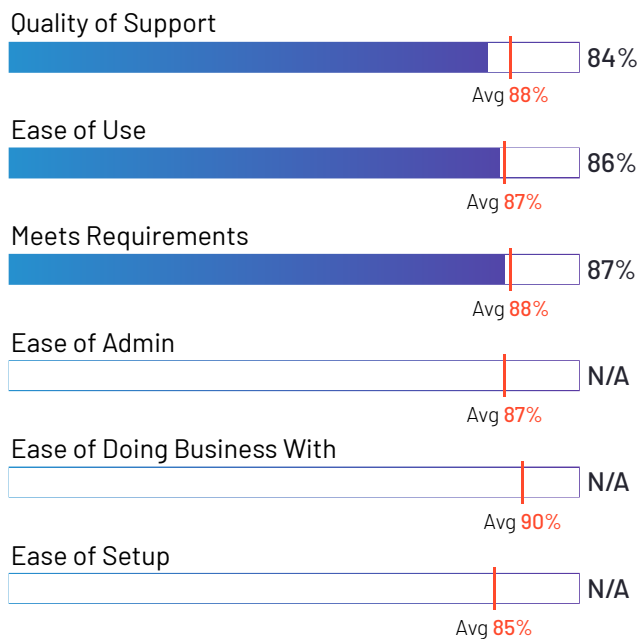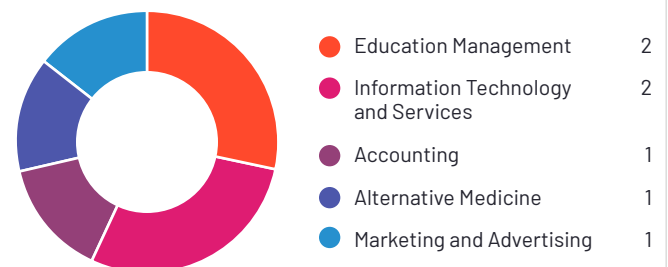**3.7** ★★★⯪☆ (184)

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, 49% 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%.
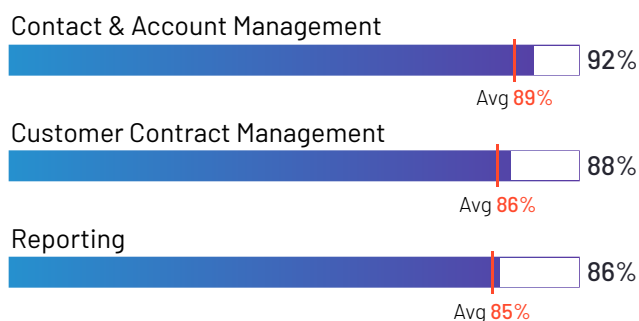
Satisfaction Ratings

Quality of Support — 77% — Avg 88%
Ease of Use — 79% — Avg 87%
Meets Requirements — 81% — Avg 88%
Ease of Admin — 77% — Avg 87%
Ease of Doing Business With — 78% — Avg 90%
Ease of Setup — 71% — Avg 85%

Top Industries Represented

Industry	
Information Technology and Services	17
Financial Services	14
Computer Software	7
Mechanical or Industrial Engineering	7
Wholesale	7

Highest-Rated Features

Internationalization — 86% — Avg 85%
Contact & Account Management — 84% — Avg 89%
Task / Activity Management — 81% — Avg 87%

Lowest-Rated Features

Mobile User Support — 60% — Avg 83%
Marketing ROI Analytics — 63% — Avg 83%
Call Center Features — 64% — Avg 84%

Ownership MacSonik Software
Year Founded 2020
Employees (Listed On LinkedIn™) 1
Company Website www.macsonik.com

NetX360

4.0 ★★★★☆ **(13)**

NetX360 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, 63% of users believe it is headed in the right direction, and users said they would be likely to recommend NetX360 at a rate of 80%.

Satisfaction Ratings
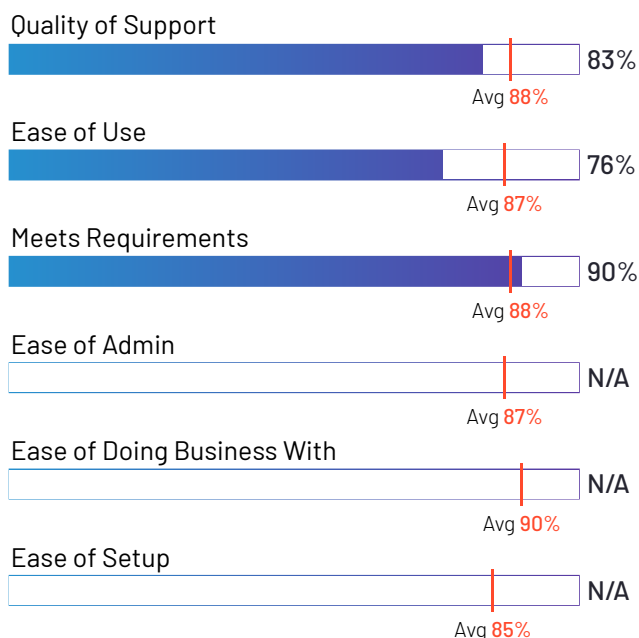
Quality of Support 83% Avg **88%**

Ease of Use 76% Avg **87%**

Meets Requirements 90% Avg **88%**

Ease of Admin N/A Avg **87%**

Ease of Doing Business With N/A Avg **90%**

Ease of Setup N/A Avg **85%**

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

Top Industries Represented

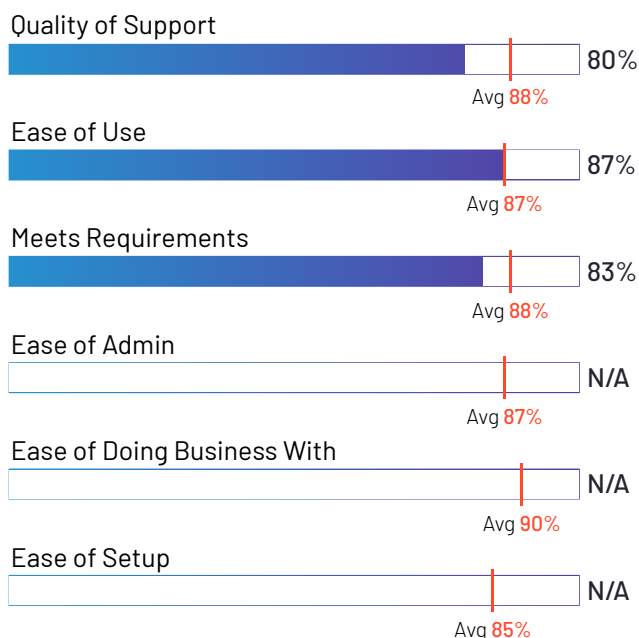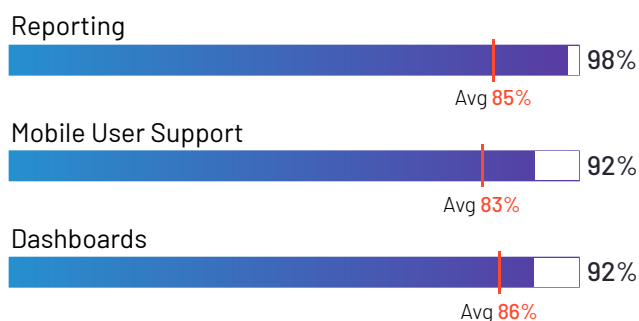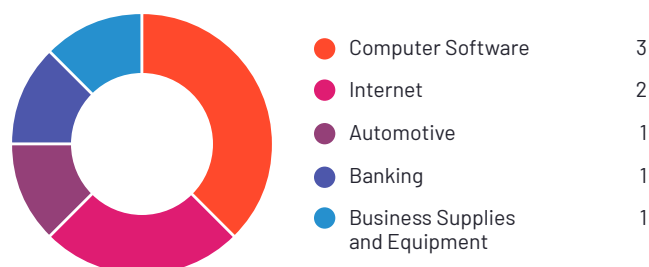- Financial Services — 8
- Investment Management — 2
- Information Technology and Services — 1
- Investment Banking — 1
- Staffing and Recruiting — 1

Highest-Rated Features

Mobile User Support 90% Avg **83%**

Task / Activity Management 90% Avg **87%**

Desktop Integration 90% Avg **85%**

Lowest-Rated Features

Marketing ROI Analytics 74% Avg **83%**

Product & Price List Management 80% Avg **84%**

Campaign Management 80% Avg **84%**
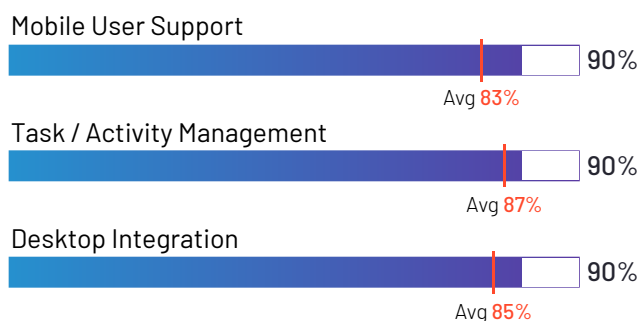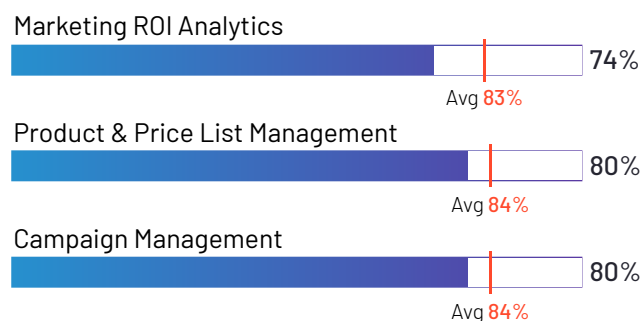
Ownership
Pershing a BNY Mellon

HQ Location
Jersey City, New Jersey

Year Founded
1939

Employees (Listed On Linkedin™)
29

Company Website
pershing.com

Pivotal CRM

3.3 ★★★⯪☆ (48)

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. 59% 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 66%.

Satisfaction Ratings
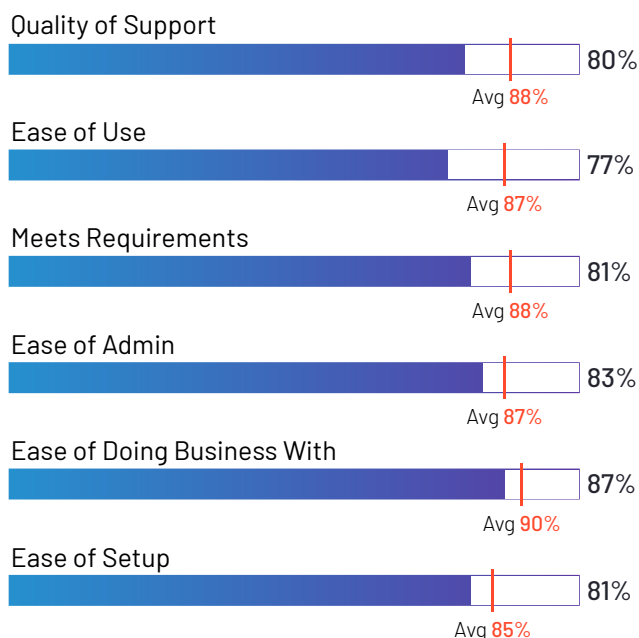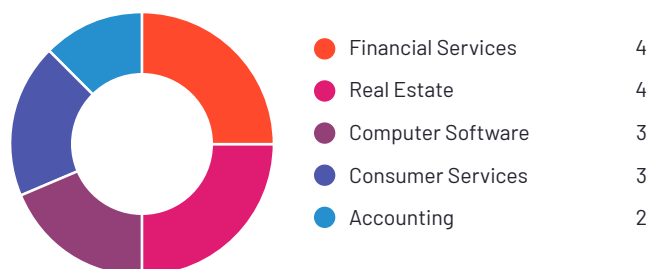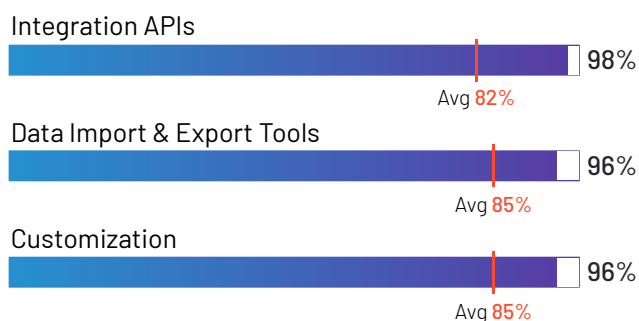
Quality of Support
80%
Avg 88%

Ease of Use
77%
Avg 87%

Meets Requirements
81%
Avg 88%

Ease of Admin
83%
Avg 87%

Ease of Doing Business With
87%
Avg 90%

Ease of Setup
81%
Avg 85%

Top Industries Represented

● Financial Services	4
● Real Estate	4
● Computer Software	3
● Consumer Services	3
● Accounting	2

Highest-Rated Features

Integration APIs
98%
Avg 82%

Data Import & Export Tools
96%
Avg 85%

Customization
96%
Avg 85%

Lowest-Rated Features

Mobile User Support
76%
Avg 83%

Opportunity & Pipeline Mgmt.
80%
Avg 86%

Social Collaboration Features
81%
Avg 82%
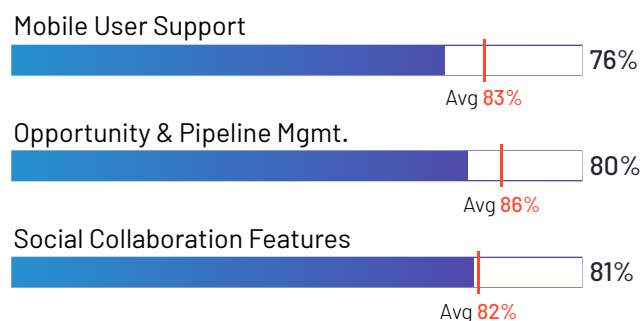
Ownership
Avolin

HQ Location
Austin, TX

Year Founded
2018

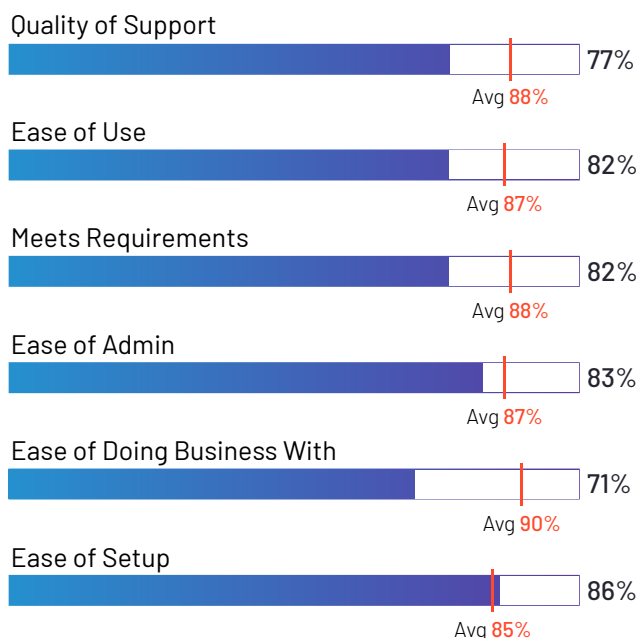**Employees (Listed On Linkedin™)**
58

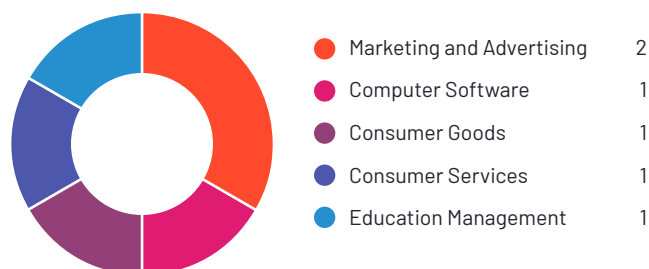**Company Website**
www.avolin.com

solve 360

3.8 ★★★★☆ (16)

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. 75% of users rated it 4 or 5 stars, 69% 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 77%.
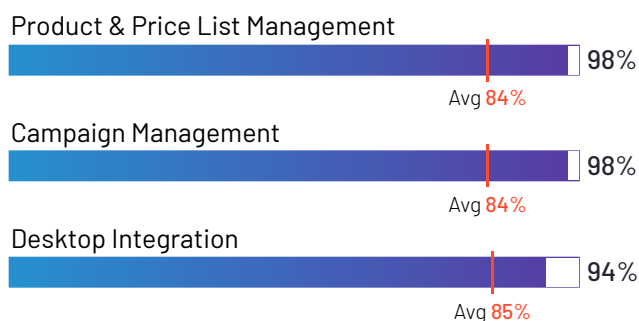
Satisfaction Ratings
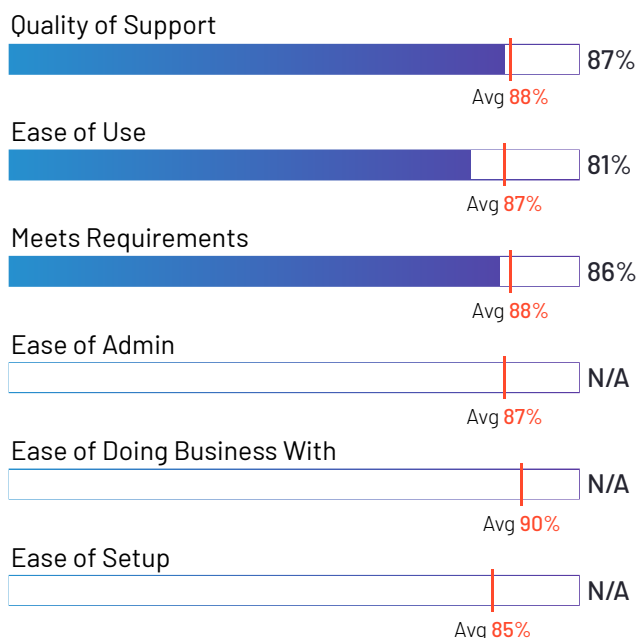
Quality of Support
87%
Avg 88%

Ease of Use
81%
Avg 87%

Meets Requirements
86%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

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

Top Industries Represented

- Alternative Medicine — 1
- Building Materials — 1
- Business Supplies and Equipment — 1
- Commercial Real Estate — 1
- Computer Networking — 1

Highest-Rated Features

Task / Activity Management
91%
Avg 87%

Contact & Account Management
90%
Avg 89%

Product & Price List Management
89%
Avg 84%

Lowest-Rated Features

Social Network Integration
73%
Avg 81%

Support Analytics
76%
Avg 85%

Territory & Quota Management
76%
Avg 83%
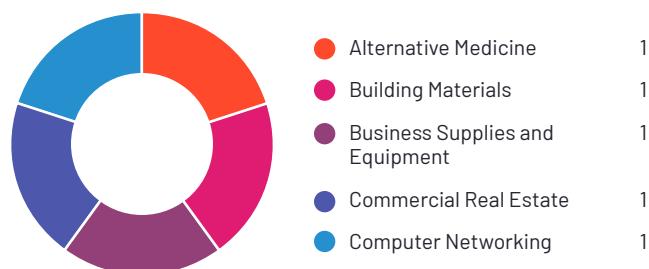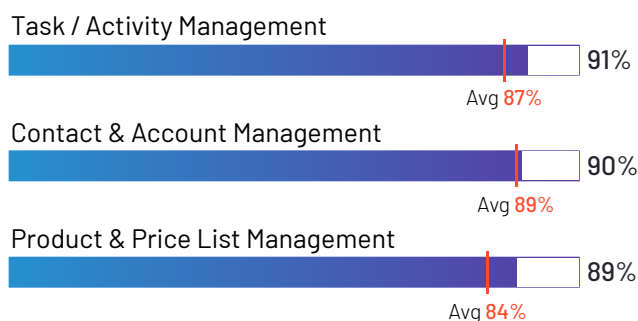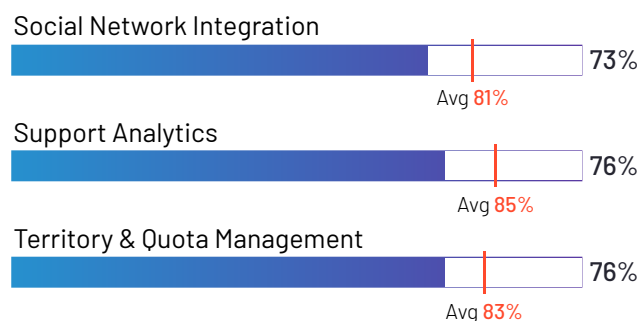
Ownership
Norada Corporation

HQ Location
Calgary, Canada

Year Founded
2001

Employees (Listed On Linkedin™)
8

Company Website
www.norada.com

FreeCRM

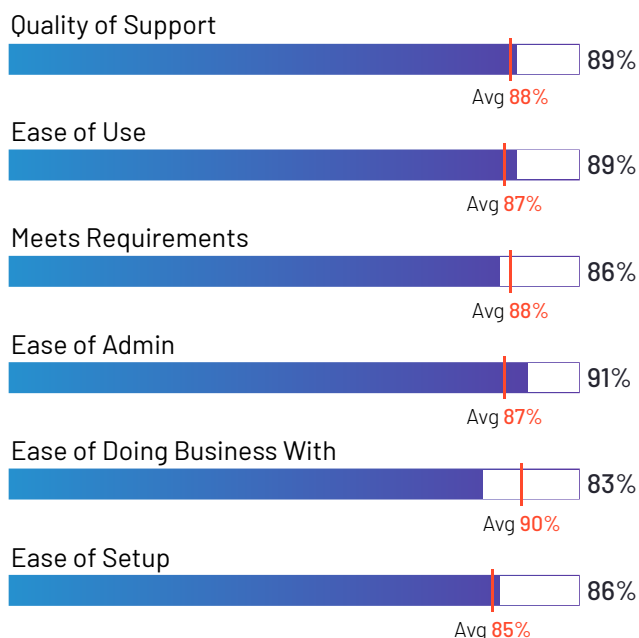*FreeCRM*

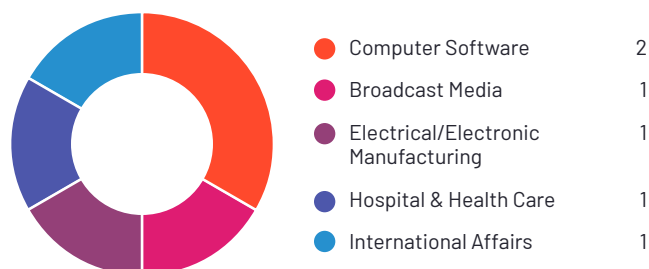4.2 ★★★★☆ (11)

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.
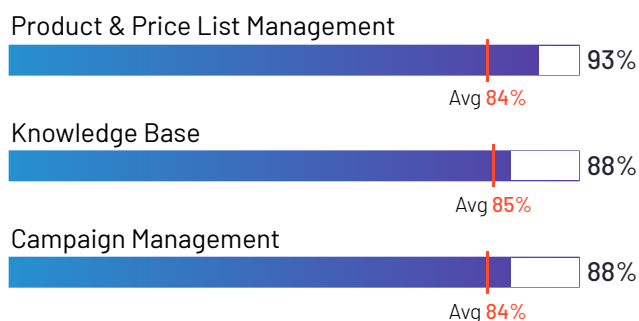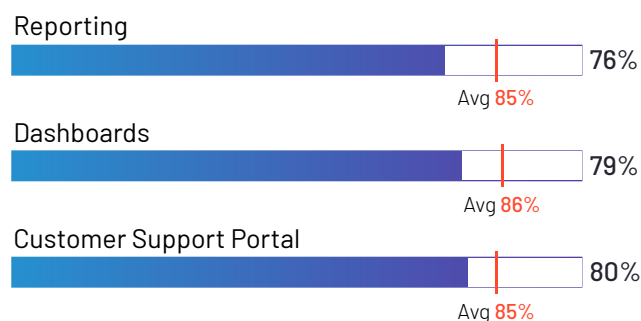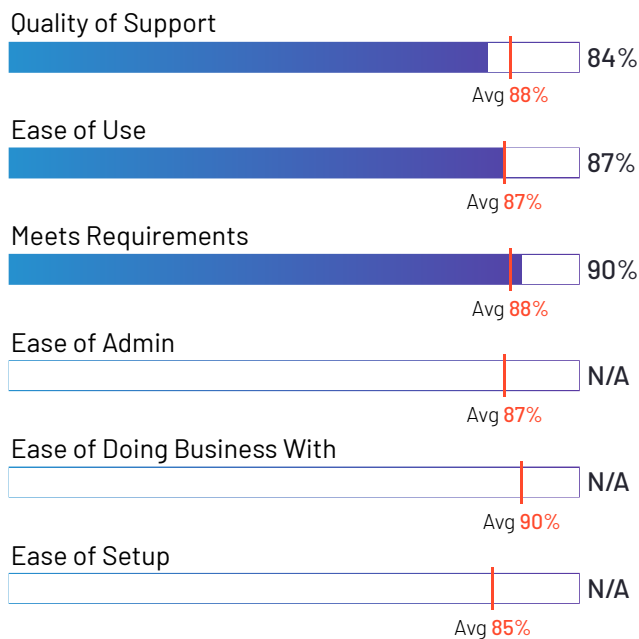
Satisfaction Ratings

Quality of Support
84%
Avg 88%

Ease of Use
87%
Avg 87%

Meets Requirements
90%
Avg 88%

Ease of Admin
N/A
Avg 87%

Ease of Doing Business With
N/A
Avg 90%

Ease of Setup
N/A
Avg 85%

Top Industries Represented

Accounting	2
Marketing and Advertising	2
Broadcast Media	1
Commercial Real Estate	1
Financial Services	1
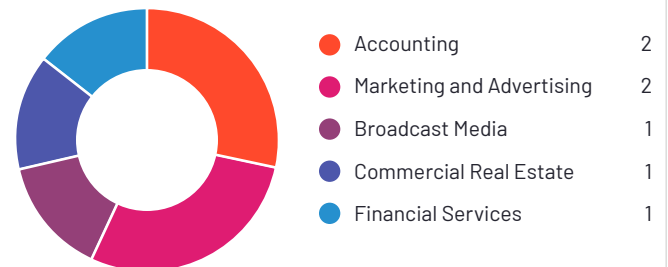
*N/A is displayed when fewer than five responses were received for the question.

Ownership
Free CRM

HQ Location
San Francisco, CA

Year Founded
2003

Employees (Listed On LinkedIn™)
2

Company Website
freecrm.com

crmConnect

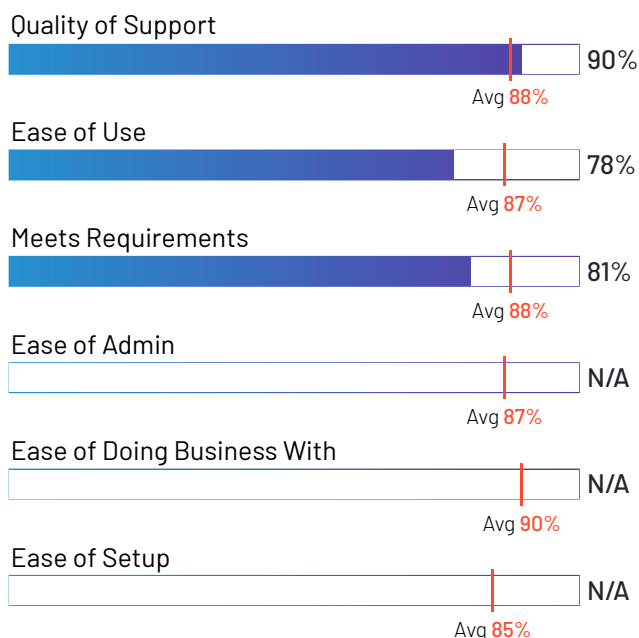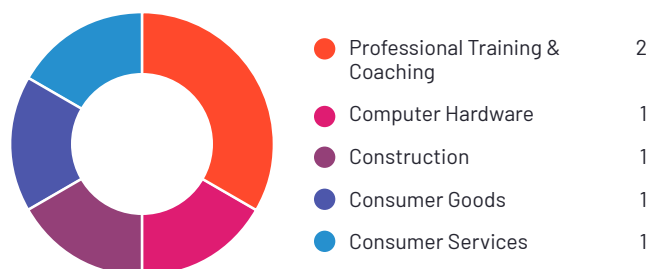**4.1** ★★★★☆ (13)

crmConnect 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, 90% of users believe it is headed in the right direction, and users said they would be likely to recommend crmConnect at a rate of 82%.

Satisfaction Ratings
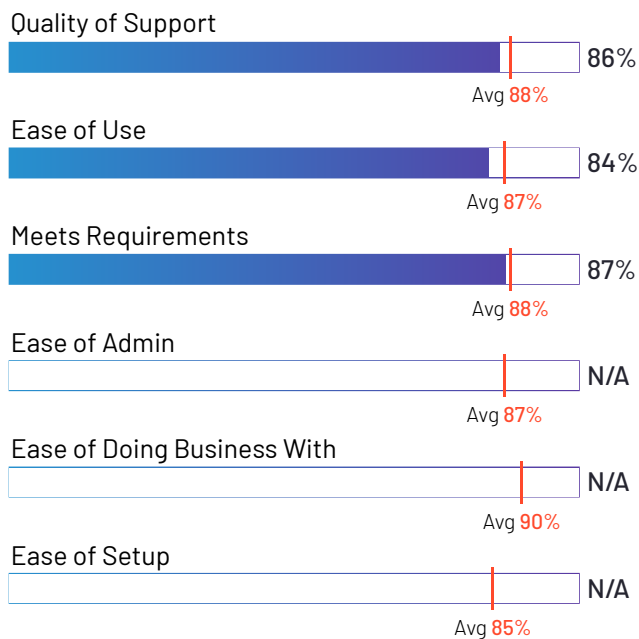
Quality of Support
86%
Avg **88%**

Ease of Use
84%
Avg **87%**

Meets Requirements
87%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Computer & Network Security	2
● Automotive	1
● Computer Software	1
● Financial Services	1
● Higher Education	1

Highest-Rated Features

Mobile User Support
91%
Avg **83%**

Contact & Account Management
90%
Avg **89%**

Support Analytics
89%
Avg **85%**

Lowest-Rated Features

Customer Contract Management
76%
Avg **86%**

Quote & Order Management
80%
Avg **84%**

Desktop Integration
83%
Avg **85%**
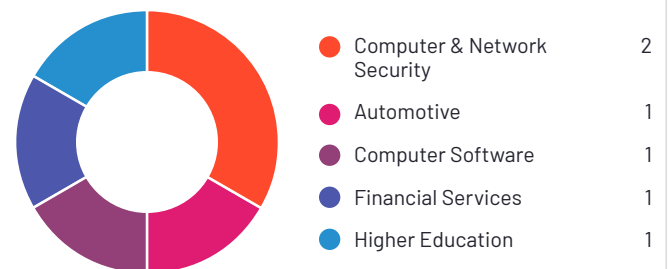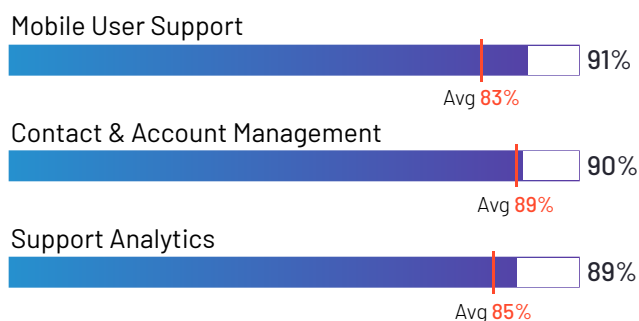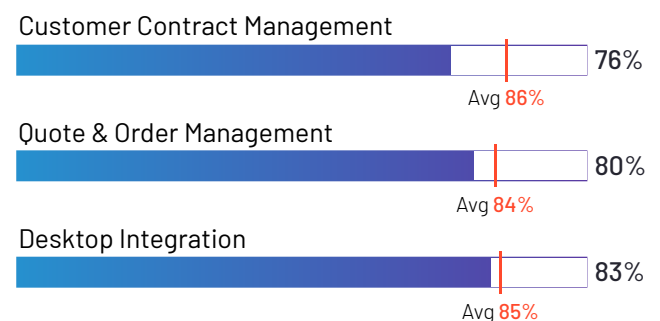
Ownership	HQ Location	Year Founded	Employees (Listed On Linkedin™)	Company Website
CRM Aus	Wettenberg, Hessen	1997	7	www.crm-consults.de

Onyx CRM

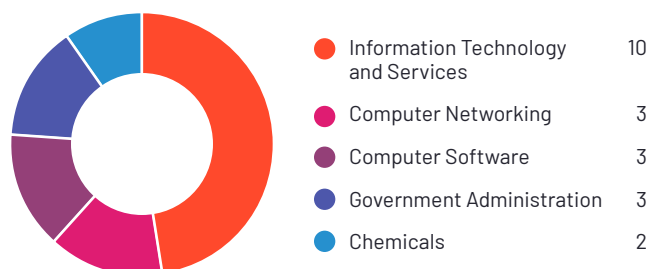**3.7** ★★★☆☆ (17)

Onyx 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, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Onyx CRM at a rate of 74%.

Satisfaction Ratings
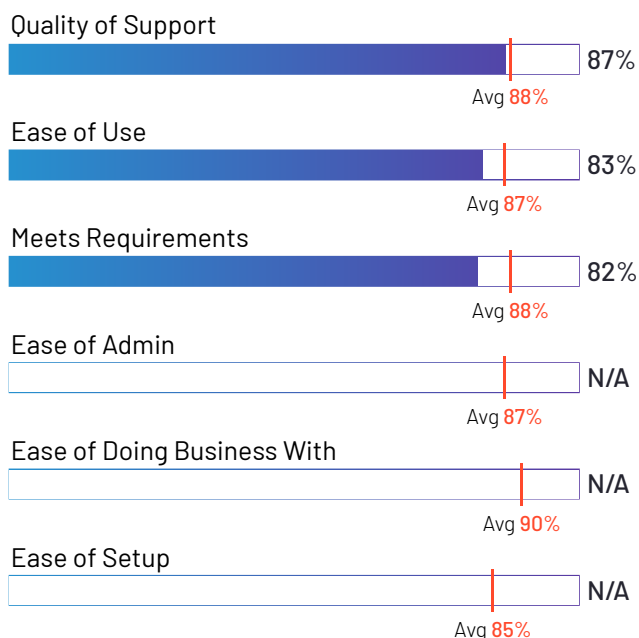
Quality of Support
87%
Avg **88%**

Ease of Use
83%
Avg **87%**

Meets Requirements
82%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

Industry	Count
Information Technology and Services	3
Financial Services	2
Accounting	1
Automotive	1
Banking	1

Highest-Rated Features

Forecasting
90%
Avg **84%**

Mobile User Support
89%
Avg **83%**

Knowledge Base
87%
Avg **85%**

Lowest-Rated Features

Opportunity & Pipeline Mgmt.
77%
Avg **86%**

Customer Contract Management
78%
Avg **86%**

Call Center Features
79%
Avg **84%**
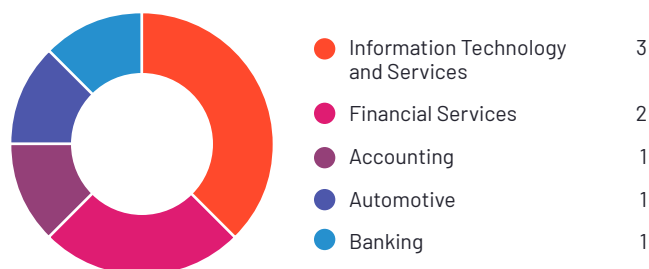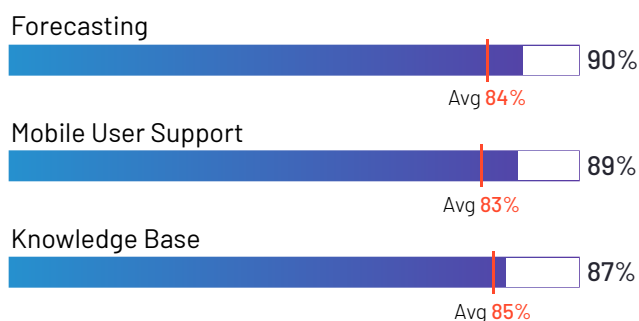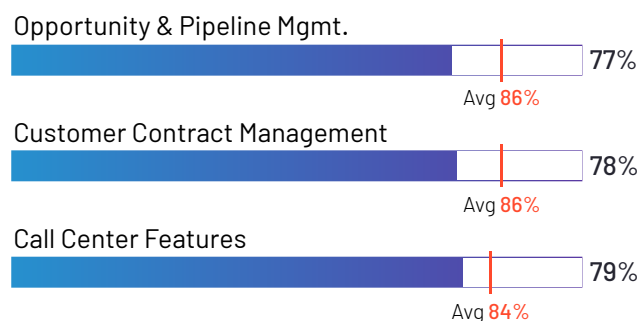
Ownership
Avolin

HQ Location
Austin, TX

Year Founded
2018

Employees (Listed On Linkedin™)
58

Company Website
www.avolin.com

Talisma

3.1 ★★★☆☆ **(24)**

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. 57% of users rated it 4 or 5 stars, 39% of users believe it is headed in the right direction, and users said they would be likely to recommend Talisma at a rate of 61%. Talisma is also in the Alumni Management category.
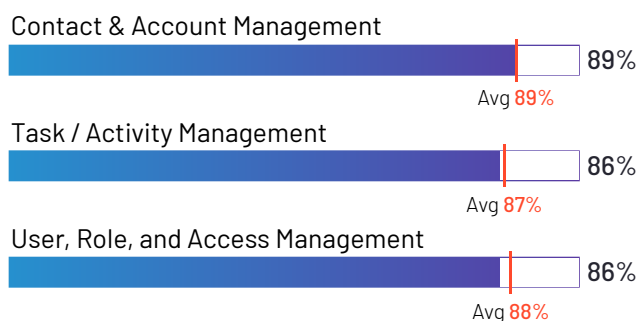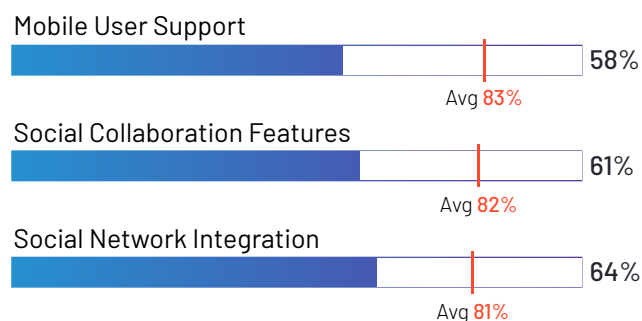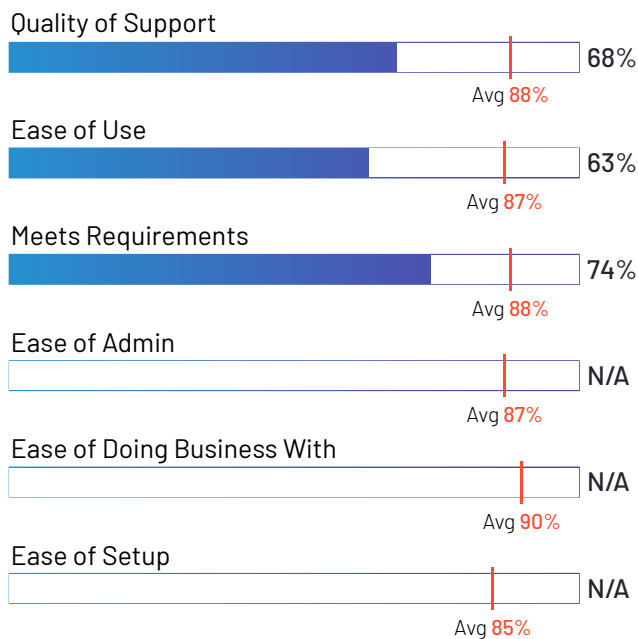
Satisfaction Ratings

Quality of Support
68%
Avg **88%**

Ease of Use
63%
Avg **87%**

Meets Requirements
74%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

Industry	Count
● Higher Education	10
● Education Management	9
● E-Learning	2
● Consumer Electronics	1
● Insurance	1

Highest-Rated Features

Reporting
74%
Avg **85%**

Task / Activity Management
73%
Avg **87%**

Call Center Features
71%
Avg **84%**

Lowest-Rated Features

Desktop Integration
51%
Avg **85%**

Forecasting
54%
Avg **84%**

Lead Management
61%
Avg **88%**
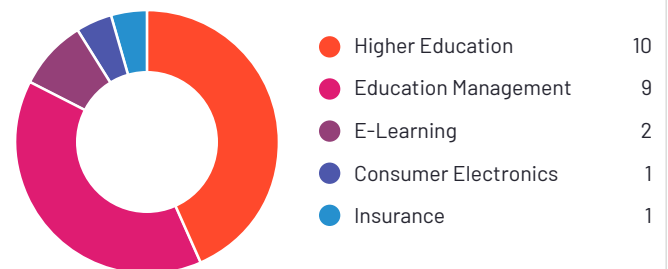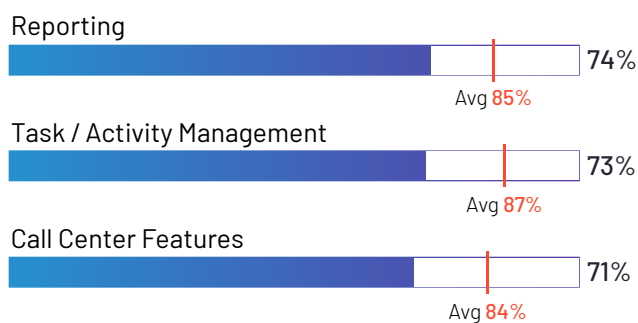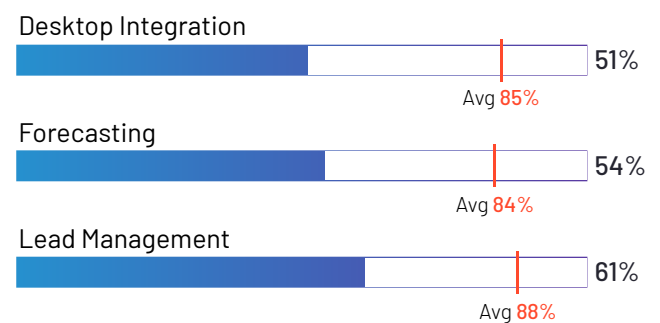
Ownership
Anthology

HQ Location
Boca Raton, FL

Year Founded
1988

Employees (Listed On Linkedin™)
350

Company Website
www.anthology.com

SalesDesk

4.3 ★★★★½ (17)

SalesDesk 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, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend SalesDesk at a rate of 85%.
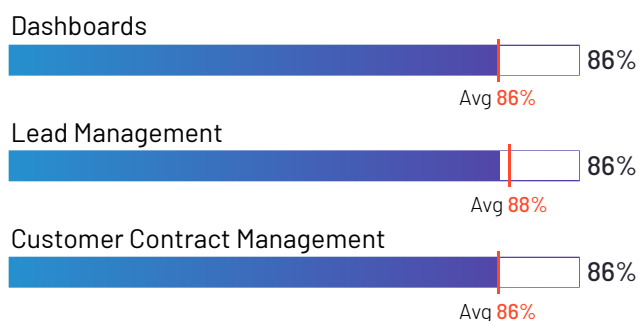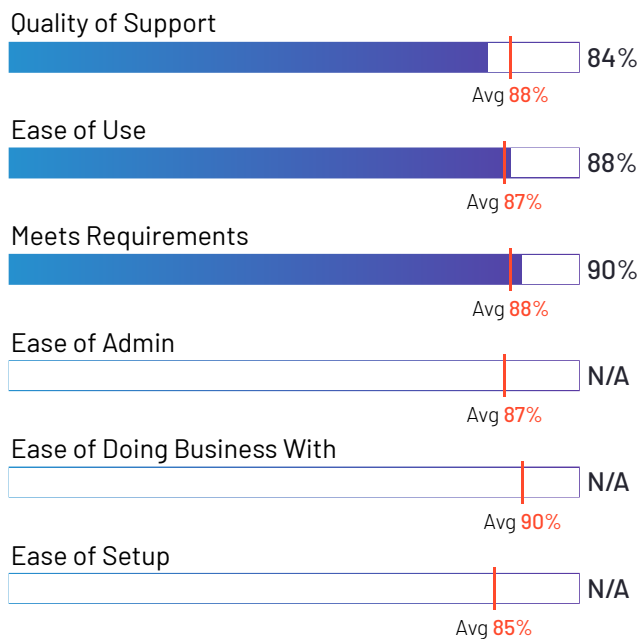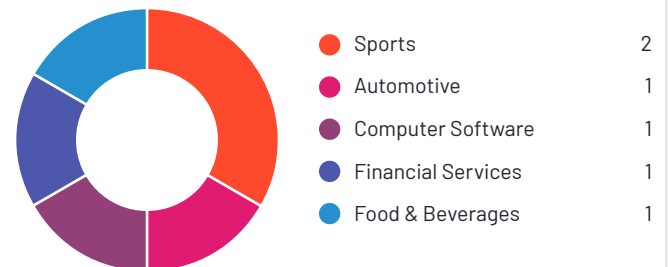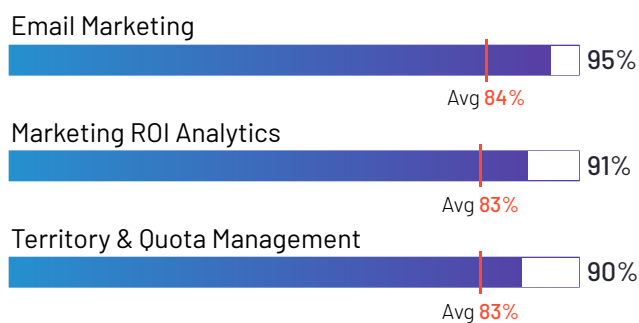
Satisfaction Ratings
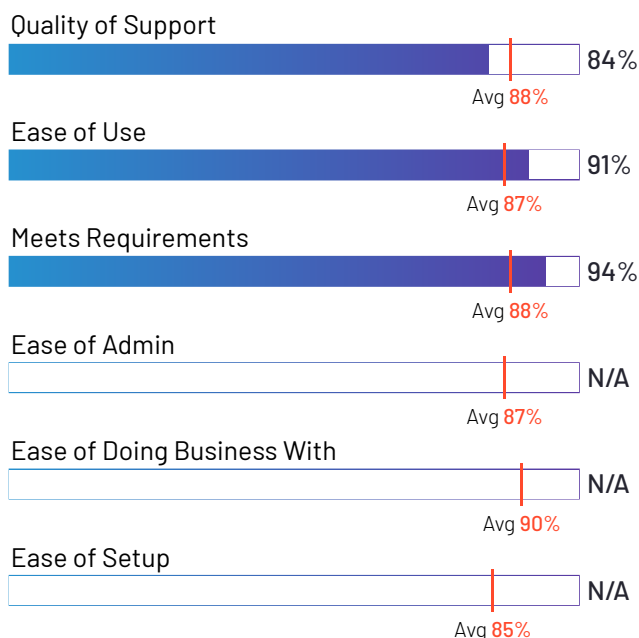
Quality of Support
84%
Avg **88%**

Ease of Use
91%
Avg **87%**

Meets Requirements
94%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Marketing and Advertising	5
● Computer Software	3
● Real Estate	2
● Information Technology and Services	1
● Insurance	1

Highest-Rated Features

Social Network Integration
94%
Avg **81%**

Reporting
94%
Avg **85%**

Contact & Account Management
93%
Avg **89%**

Lowest-Rated Features

Case Management
80%
Avg **86%**

Support Analytics
80%
Avg **85%**

Partner Relationship Mgmt. (PRM)
82%
Avg **85%**
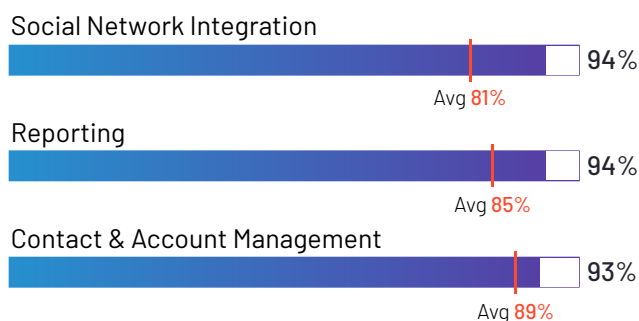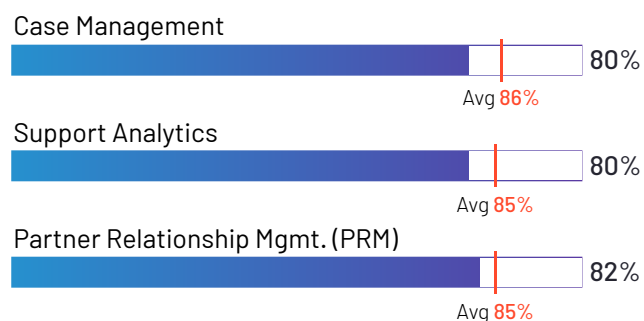
Ownership
SPRINT Middle East LLC

HQ Location
Dubai, United Arab Emirates

Employees (Listed On Linkedin™)
2

Company Website
www.sprintexpo.com

Tour de Force CRM

3.9 ★★★★☆ (46)

Tour de Force 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 Tour de Force at a rate of 78%.

Satisfaction Ratings
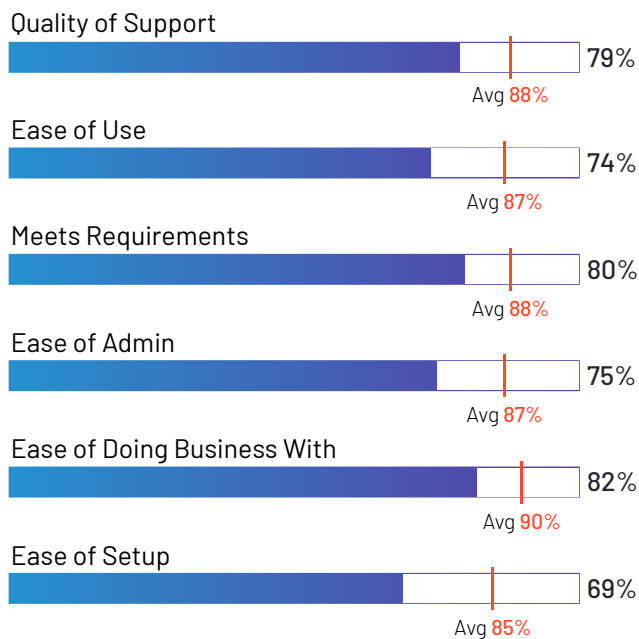
Quality of Support
79%
Avg **88**%

Ease of Use
74%
Avg **87**%

Meets Requirements
80%
Avg **88**%

Ease of Admin
75%
Avg **87**%

Ease of Doing Business With
82%
Avg **90**%

Ease of Setup
69%
Avg **85**%

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

Top Industries Represented

●	Wholesale	16
●	Industrial Automation	7
●	Construction	2
●	Logistics and Supply Chain	2
●	Mechanical or Industrial Engineering	2

Highest-Rated Features

Integration APIs
85%
Avg **82**%

Contact & Account Management
84%
Avg **89**%

Task / Activity Management
83%
Avg **87**%

Lowest-Rated Features

Social Network Integration
54%
Avg **81**%

Output Document Generation
62%
Avg **82**%

Social Collaboration Features
63%
Avg **82**%
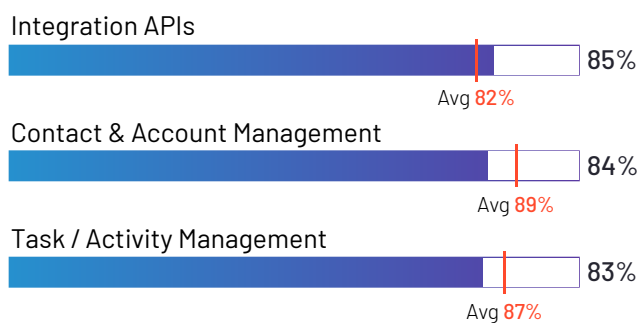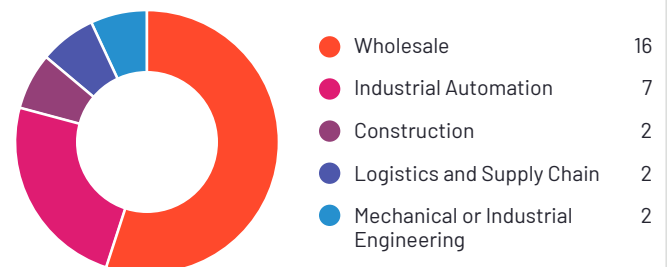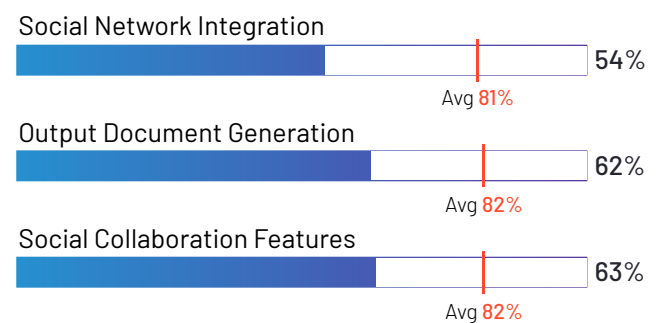
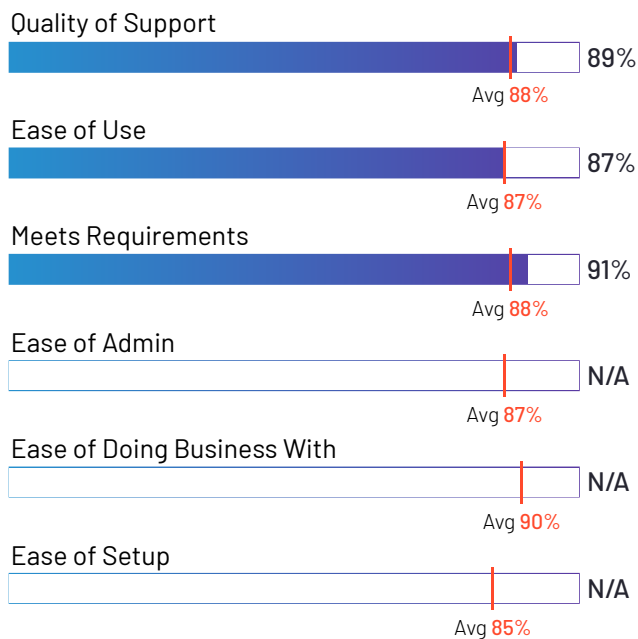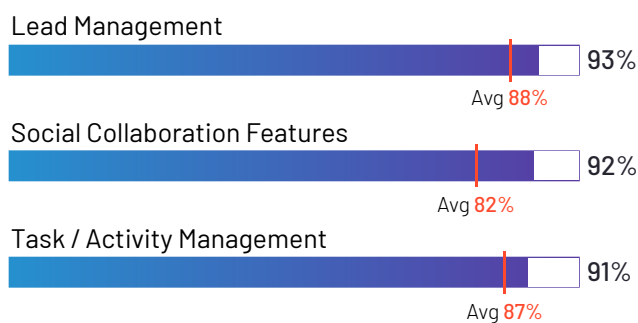| **Ownership**	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin™)**	**Company Website**
Tour de Force, Inc.	Findlay, OH	2001	58	www.tourdeforceinc.com

WeMine (WeChat CRM Platform)

4.3 ★★★★⯪ (11)

WeMine (WeChat CRM 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. 90% 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 WeMine (WeChat CRM Platform) at a rate of 85%.

Satisfaction Ratings
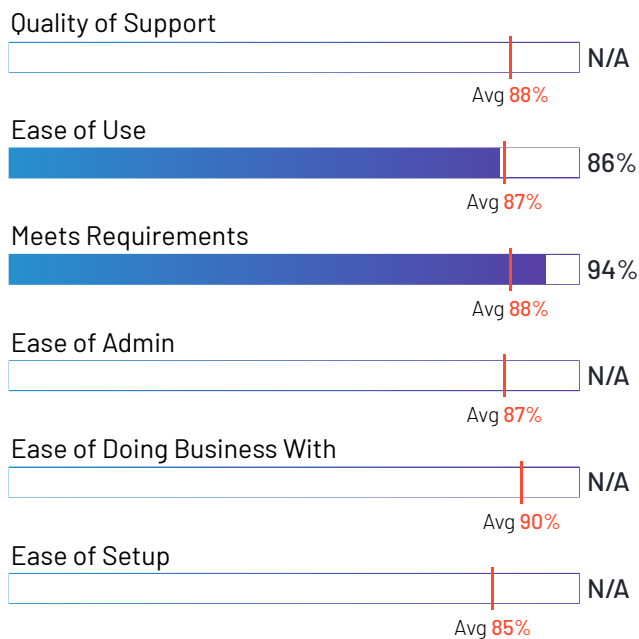
Quality of Support
N/A
Avg **88**%

Ease of Use
86%
Avg **87**%

Meets Requirements
94%
Avg **88**%

Ease of Admin
N/A
Avg **87**%

Ease of Doing Business With
N/A
Avg **90**%

Ease of Setup
N/A
Avg **85**%

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

Top Industries Represented

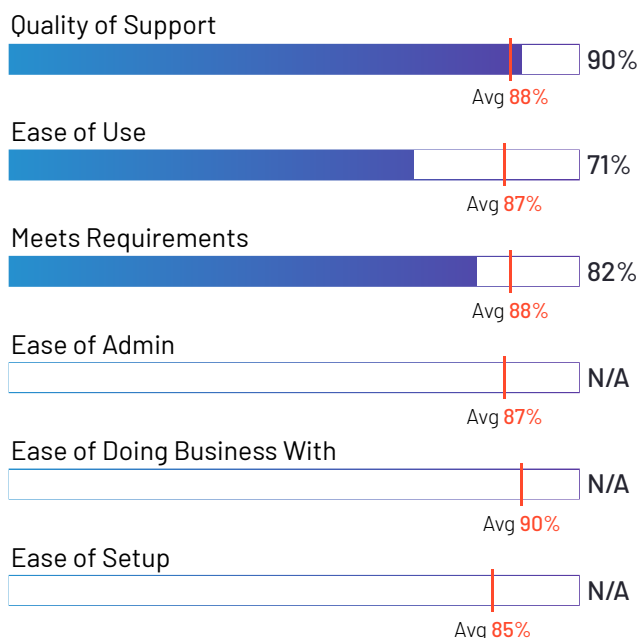|	
● Higher Education	2
● Accounting	1
● Airlines/Aviation	1
● Architecture & Planning	1
● Computer Software	1

Highest-Rated Features

Mobile User Support
97%
Avg **83**%

Social Network Integration
94%
Avg **81**%

Lowest-Rated Features

Contact & Account Management
77%
Avg **89**%

Partner Relationship Mgmt. (PRM)
83%
Avg **85**%
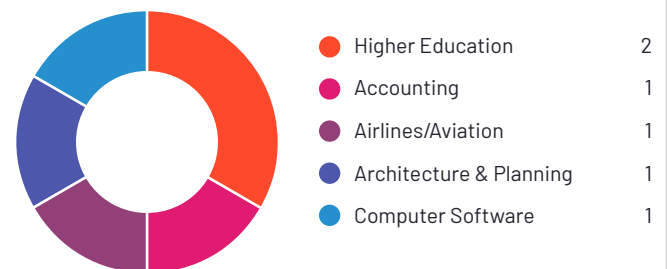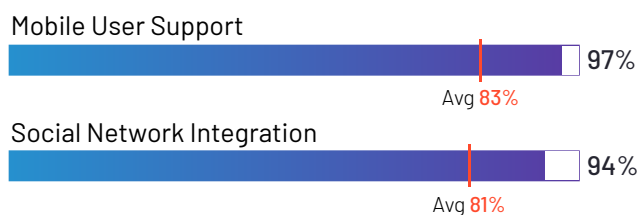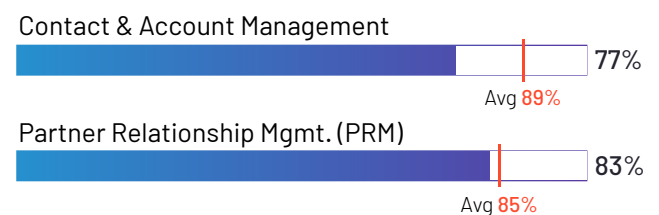
Ownership
WeMine

HQ Location
Kwun Tong, HK

Year Founded
2015

Employees (Listed On Linkedin™)
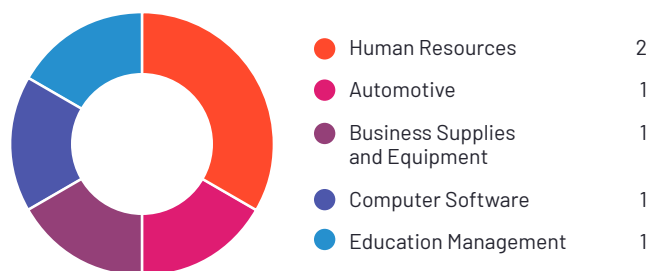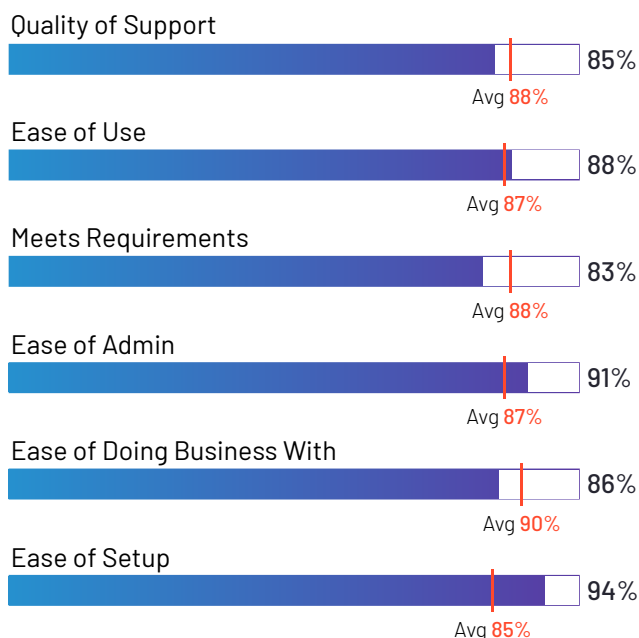18

Company Website
en.wemine.hk

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 Online Form Builder and Marketing Automation categories.

Satisfaction Ratings

Quality of Support
85%
Avg **88%**

Ease of Use
77%
Avg **87%**

Meets Requirements
81%
Avg **88%**

Ease of Admin
77%
Avg **87%**

Ease of Doing Business With
92%
Avg **90%**

Ease of Setup
84%
Avg **85%**

Top Industries Represented

Industry	Count
Computer Software	2
Construction	2
Investment Management	2
Alternative Dispute Resolution	1
Computer Networking	1
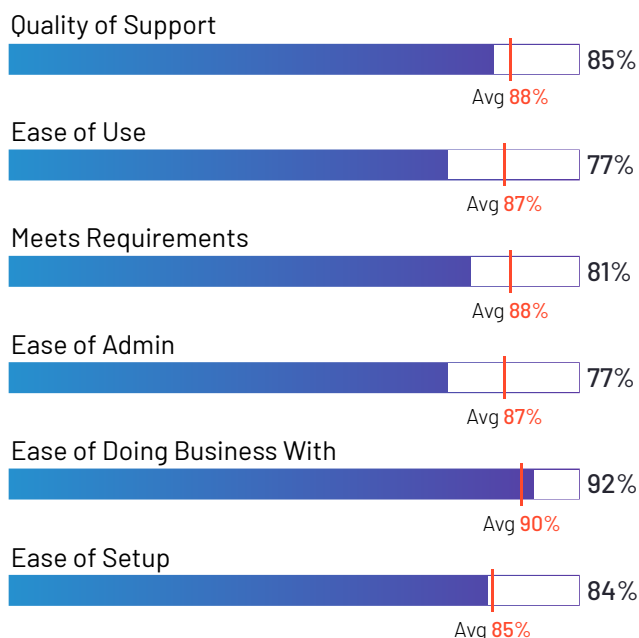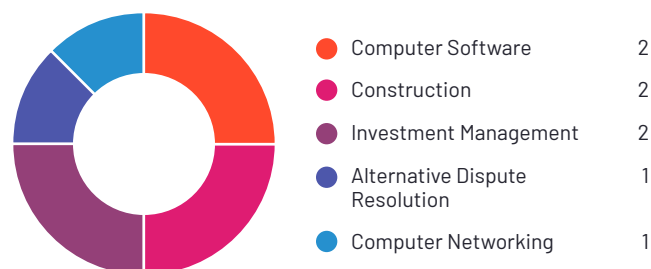
Ownership
Commence Corporation

HQ Location
Eatontown, NJ

Year Founded
1988

Employees (Listed On Linkedin™)
27

Company Website
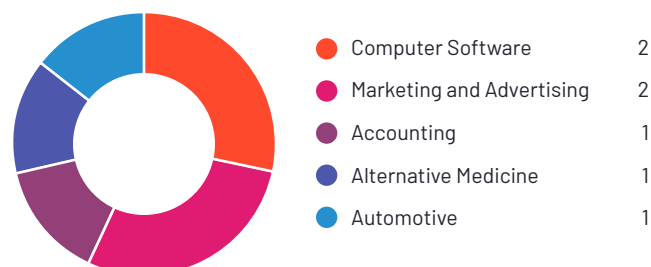www.commence.com

Item8

item⁸

4.0 ★★★★☆ (12)

Item8 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 Item8 at a rate of 84%. Item8 is also in the Billing category.

Satisfaction Ratings
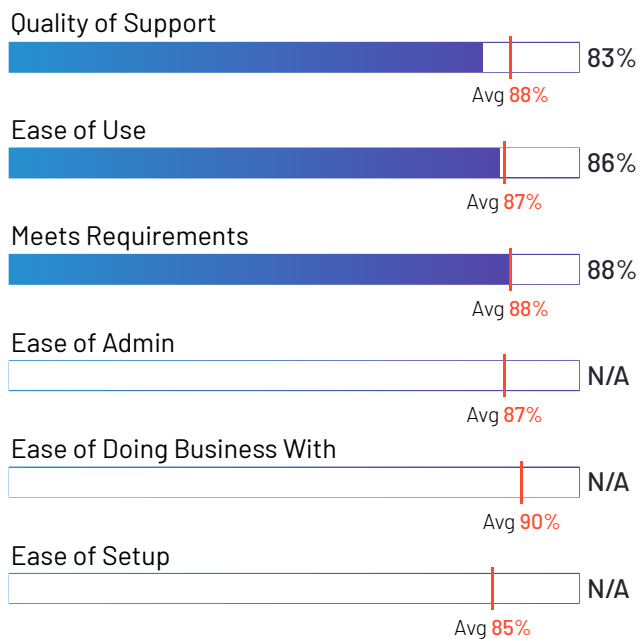
Quality of Support — 83% — Avg **88%**

Ease of Use — 86% — Avg **87%**

Meets Requirements — 88% — Avg **88%**

Ease of Admin — N/A — Avg **87%**

Ease of Doing Business With — N/A — Avg **90%**

Ease of Setup — N/A — Avg **85%**

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

Top Industries Represented

Industry	
Computer Software	3
Government Relations	1
Hospital & Health Care	1
Information Technology and Services	1
Internet	1

Highest-Rated Features

Product & Price List Management — 89% — Avg **84%**

Desktop Integration — 89% — Avg **85%**

Partner Relationship Mgmt. (PRM) — 89% — Avg **85%**

Lowest-Rated Features

Quote & Order Management — 82% — Avg **84%**

Customer Contract Management — 82% — Avg **86%**

Reporting — 82% — Avg **85%**
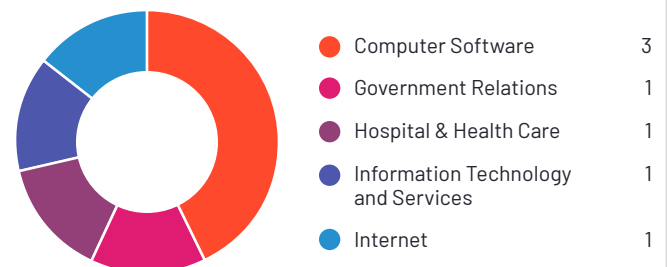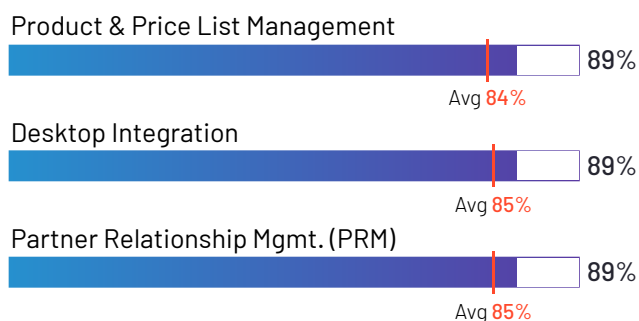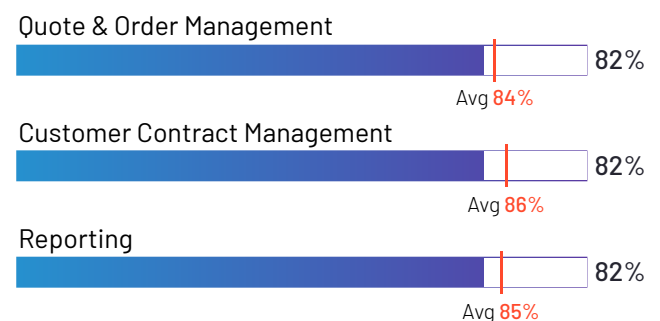
Ownership
Item8

HQ Location
Nicosia, Cyprus

Year Founded
2017

Employees (Listed On Linkedin™)
2

Company Website
item8.io

Tigerpaw One

3.3 ★★★⯪☆ (37)

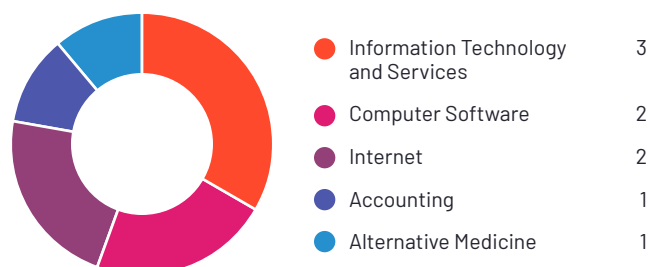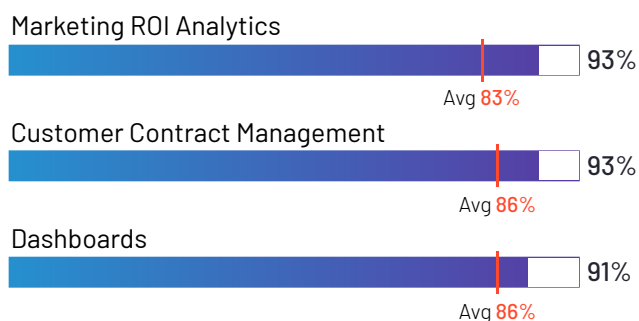Tigerpaw One has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 47% of users rated it 4 or 5 stars, 46% of users believe it is headed in the right direction, and users said they would be likely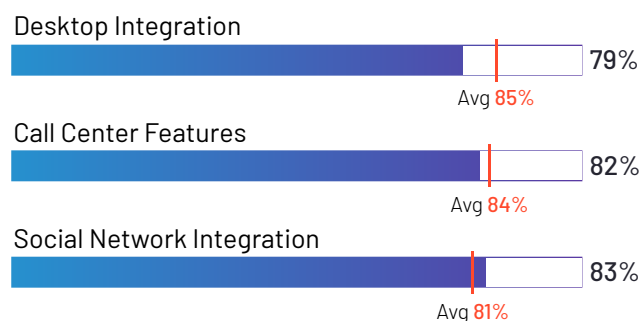 to recommend Tigerpaw One at a rate of 57%. Tigerpaw One is also in the Online Form Builder, Other Vertical Industry, Work Management, and Help Desk categories.
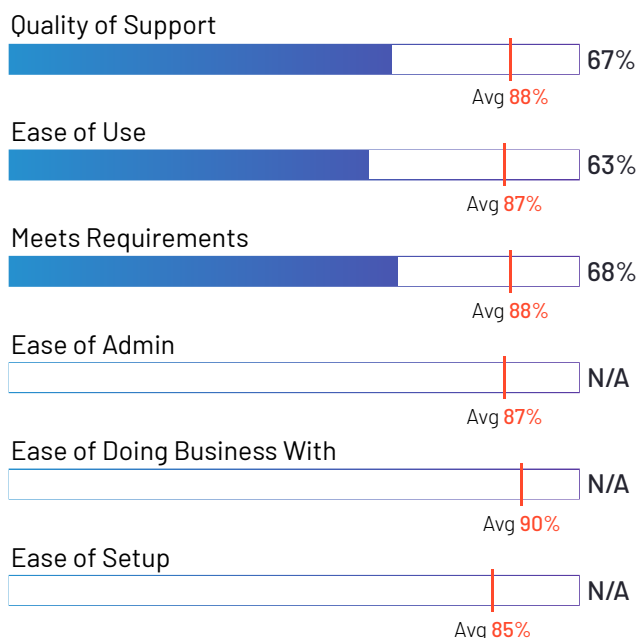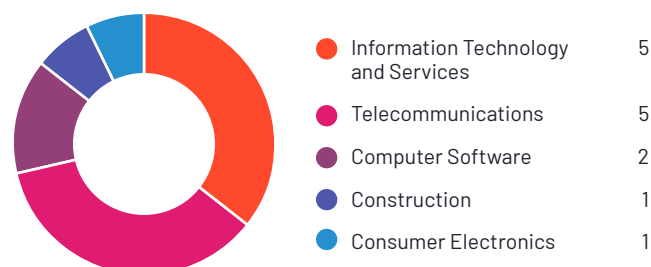
Satisfaction Ratings

Quality of Support
67%
Avg **88%**

Ease of Use
63%
Avg **87%**

Meets Requirements
68%
Avg **88%**

Ease of Admin
N/A
Avg **87%**

Ease of Doing Business With
N/A
Avg **90%**

Ease of Setup
N/A
Avg **85%**

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

Top Industries Represented

● Information Technology and Services		5
● Telecommunications		5
● Computer Software		2
● Construction		1
● Consumer Electronics		1

Ownership
Tigerpaw

HQ Location
Bellevue, NE

Year Founded
1984

Employees (Listed On Linkedin™)
59

Company Website
www.tigerpawsoftware.com

Launchpad CRM

4.1 ★★★★☆ (19)

Launchpad 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, 90% 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
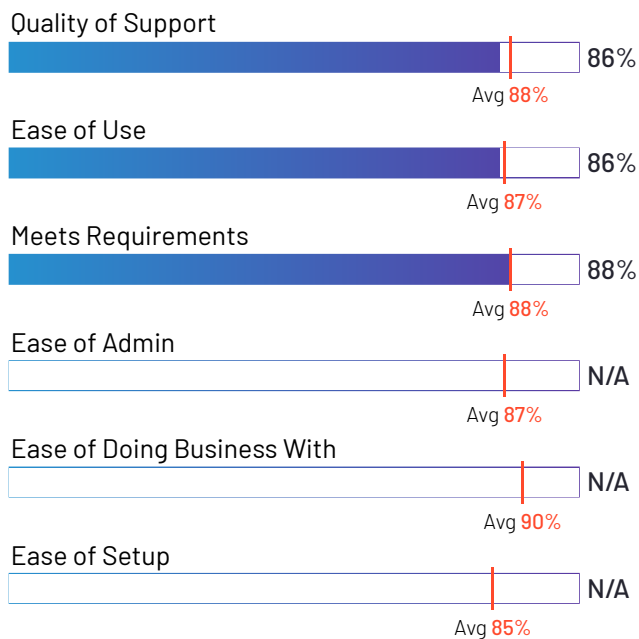
Quality of Support — 86%
Avg **88%**

Ease of Use — 86%
Avg **87%**

Meets Requirements — 88%
Avg **88%**

Ease of Admin — N/A
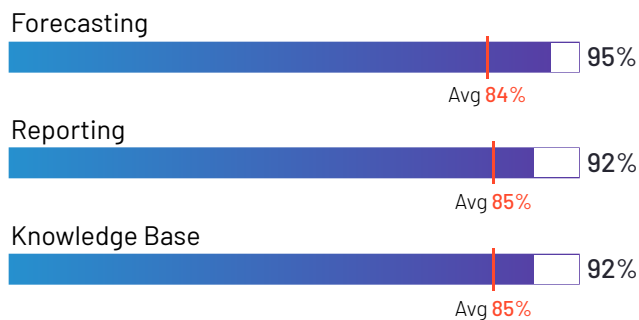Avg **87%**

Ease of Doing Business With — N/A
Avg **90%**

Ease of Setup — N/A
Avg **85%**

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

Top Industries Represented

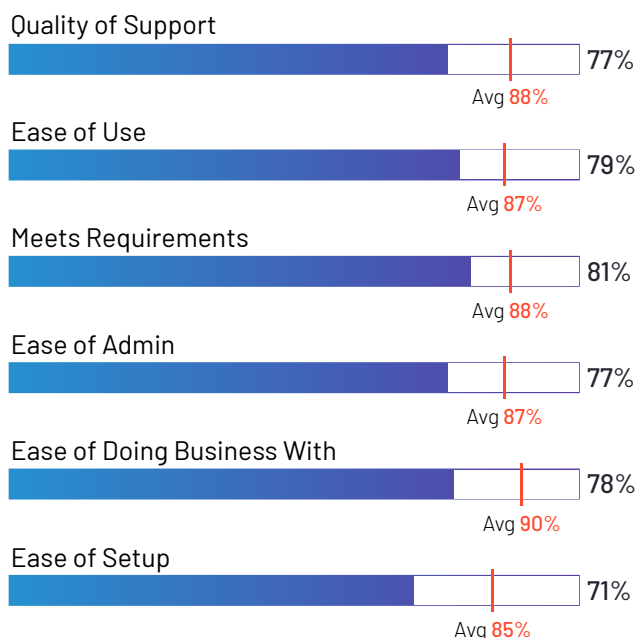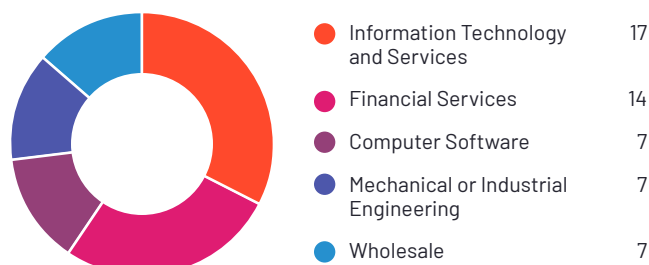|	
● Accounting	2
● Consumer Goods	2
● Automotive	1
● Computer Networking	1
● Consumer Electronics	1

Highest-Rated Features

Quote & Order Management — 95%
Avg **84%**

Reporting — 93%
Avg **85%**

Email Marketing — 92%
Avg **84%**

Lowest-Rated Features

Social Network Integration — 80%
Avg **81%**

Dashboards — 82%
Avg **86%**

Mobile User Support — 82%
Avg **83%**
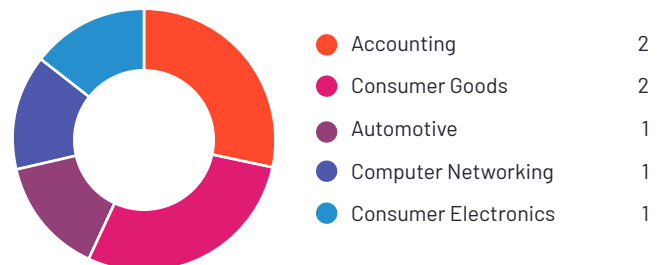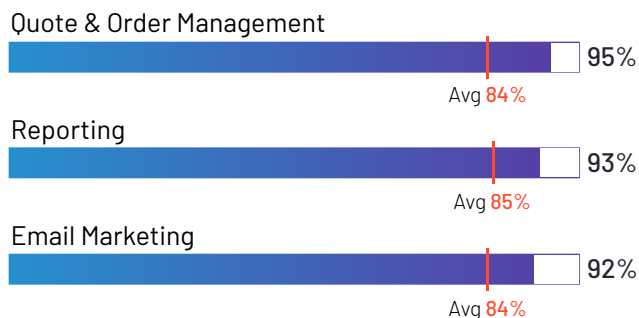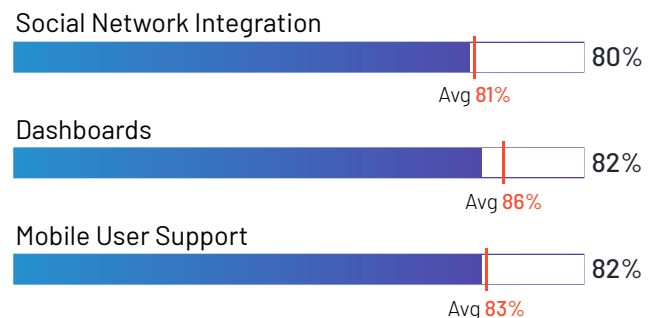
Ownership
Launchpad CRM

HQ Location
Twickenham

Employees (Listed On Linkedin™)
2

Company Website
www.launchpadcrm.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	Net Promoter Score (NPS) (Range from –100 to +100)
HubSpot Sales Hub	87%	88%	88%	88%	89%	88%	86%	88%	55
Salesforce	85%	83%	89%	80%	83%	82%	76%	81%	46
ActiveCampaign	92%	88%	91%	88%	93%	91%	86%	87%	76
Zoho	80%	79%	85%	81%	82%	78%	80%	83%	28
monday.com	95%	96%	93%	93%	94%	92%	91%	93%	88
Pipedrive	85%	87%	86%	88%	89%	86%	89%	90%	49
Freshsales	92%	95%	90%	92%	92%	91%	90%	92%	78
SharpSpring	93%	95%	90%	91%	94%	93%	87%	89%	78
Keap	85%	81%	86%	78%	86%	86%	72%	76%	52
Copper	91%	93%	90%	92%	93%	89%	90%	93%	71
Thryv	94%	90%	93%	96%	96%	95%	93%	96%	81
Pipeliner	93%	95%	93%	93%	94%	93%	92%	94%	78
Zendesk Sell	85%	88%	85%	90%	91%	88%	90%	89%	47
Nimble	90%	93%	87%	91%	92%	90%	92%	91%	69
Vendasta	94%	93%	92%	89%	94%	97%	87%	89%	80
Microsoft Dynamics 365 Sales	75%	68%	83%	79%	81%	78%	76%	78%	10
Nutshell	84%	85%	85%	88%	89%	88%	87%	89%	40
Pipeline CRM	87%	87%	88%	91%	92%	91%	90%	90%	54

*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	Net Promoter Score (NPS) (Range from -100 to +100)
Insightly CRM	84%	82%	85%	87%	87%	82%	85%	86%	44
Wrike	89%	95%	90%	86%	89%	92%	87%	88%	72
ClickUp	93%	93%	90%	90%	93%	93%	87%	90%	80
Close	91%	89%	89%	87%	92%	91%	89%	92%	75
Nextiva	87%	92%	90%	85%	91%	90%	82%	89%	57
edrone	97%	97%	95%	95%	98%	99%	92%	93%	94
Creatio	93%	91%	92%	87%	92%	93%	84%	92%	82
Accelo	90%	93%	91%	82%	94%	92%	75%	86%	71
Salesforce Essentials	84%	78%	85%	74%	81%	78%	72%	79%	44
Deskera CRM	91%	90%	89%	91%	92%	94%	92%	92%	72
SAP CRM	77%	73%	83%	77%	84%	81%	74%	74%	20
Vtiger All-In-One CRM	86%	91%	88%	86%	88%	88%	82%	85%	52
Streak	90%	93%	90%	94%	94%	88%	93%	89%	66
Bigin by Zoho CRM	87%	100%	84%	93%	96%	80%	91%	94%	56
Sugar Sell (formerly SugarCRM)	75%	72%	82%	79%	80%	79%	75%	79%	15
Scoro	90%	100%	87%	86%	92%	89%	73%	91%	77
Oracle EBS	77%	67%	87%	85%	87%	82%	81%	82%	15

(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	Net Promoter Score (NPS) (Range from -100 to +100)
LeadSquared Sales + Mobile CRM	90%	93%	87%	88%	95%	94%	88%	90%	72
Workbooks	85%	88%	86%	84%	88%	88%	82%	86%	45
Bitrix24	85%	88%	87%	83%	83%	81%	79%	84%	51
Ontraport	89%	87%	87%	85%	93%	92%	83%	84%	62
Apptivo	88%	97%	88%	83%	88%	91%	79%	86%	60
HoneyBook	92%	69%	89%	94%	96%	92%	92%	92%	73
Method CRM	85%	85%	86%	83%	88%	89%	80%	84%	58
Teamleader	83%	83%	82%	85%	87%	90%	82%	83%	48
SuperOffice CRM	90%	87%	87%	82%	95%	91%	78%	89%	67
Less Annoying CRM	97%	96%	94%	97%	99%	99%	97%	98%	94
Salesflare	95%	95%	92%	94%	98%	96%	95%	93%	85
NetHunt CRM	94%	98%	93%	92%	94%	95%	92%	94%	83
EngageBay All-in-One Suite	93%	100%	96%	94%	99%	96%	92%	94%	79
Flowlu	95%	93%	92%	89%	97%	95%	89%	91%	87
ePROMIS ERP	99%	100%	100%	N/A	N/A	100%	N/A	100%	100
Shape Software	95%	100%	94%	92%	100%	96%	94%	97%	88
Spiro	92%	97%	93%	94%	98%	95%	88%	94%	73

(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	Net Promoter Score (NPS) (Range from -100 to +100)
Solid Performers CRM	98%	92%	98%	100%	100%	96%	100%	96%	98
Prospect CRM	95%	96%	91%	91%	94%	94%	84%	93%	85
Daylite	91%	86%	89%	85%	92%	92%	87%	89%	73
SalezShark	96%	93%	98%	N/A	N/A	93%	N/A	95%	93
Membrain	92%	96%	90%	91%	97%	93%	87%	92%	73
BenchmarkONE	90%	89%	88%	91%	94%	94%	88%	89%	69
VBOUT	95%	100%	96%	98%	100%	100%	92%	94%	89
Salesmate	92%	89%	91%	96%	93%	88%	92%	92%	77
C2CRM	92%	100%	95%	96%	98%	95%	92%	93%	75
Lime CRM	91%	89%	89%	90%	90%	95%	93%	99%	66
Upsales	97%	94%	93%	91%	94%	92%	88%	95%	93
OnePageCRM	94%	94%	91%	94%	97%	95%	96%	94%	76
Really Simple Systems	89%	88%	86%	92%	93%	91%	92%	91%	58
Capsule	86%	75%	85%	93%	90%	88%	91%	89%	49
vcita	86%	100%	84%	N/A	N/A	88%	N/A	96%	45
OneHash CRM	91%	100%	96%	N/A	N/A	96%	N/A	92%	69
Referrizer	96%	91%	90%	93%	97%	94%	89%	90%	92
FreeAgent CRM	84%	92%	86%	89%	98%	96%	91%	92%	54

(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	Net Promoter Score (NPS) (Range from –100 to +100)
IRIS CRM	93%	91%	90%	88%	96%	93%	81%	87%	75
BigContacts	89%	93%	88%	92%	89%	87%	93%	91%	60
Simply CRM	91%	94%	96%	N/A	N/A	99%	N/A	99%	76
Claritysoft	86%	82%	88%	90%	93%	90%	85%	89%	51
ConvergeHub	95%	96%	90%	92%	94%	92%	92%	93%	88
Snovio	94%	93%	93%	94%	100%	91%	100%	90%	77
Kizen	92%	100%	96%	100%	100%	96%	95%	93%	78
Interspire	88%	90%	93%	93%	95%	86%	93%	90%	69
CompanyHub CRM	94%	95%	92%	93%	97%	97%	90%	95%	81
Salesboom	90%	86%	91%	93%	97%	93%	89%	89%	63
AllClients	87%	82%	84%	89%	91%	90%	89%	94%	53
edge CRM	91%	100%	94%	97%	94%	95%	89%	92%	73
Jarvis CRM	97%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	90
OfficeClip Contact Manager	96%	83%	95%	N/A	N/A	100%	N/A	98%	90
GreenRope	87%	90%	87%	80%	91%	92%	74%	76%	53
Efficy CRM	85%	91%	90%	90%	94%	91%	86%	90%	53
AllProWebTools	96%	95%	92%	93%	99%	97%	93%	90%	91
20NINE	97%	100%	95%	98%	98%	93%	93%	94%	91

(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	Net Promoter Score (NPS) (Range from -100 to +100)
InStream	85%	92%	89%	88%	91%	91%	86%	90%	43
VipeCloud	96%	92%	94%	96%	99%	98%	98%	91%	89
ELMA365	87%	100%	97%	N/A	N/A	89%	N/A	95%	45
Kylas CRM	92%	100%	89%	90%	94%	99%	92%	96%	80
Mothernode	90%	98%	90%	93%	98%	96%	90%	94%	70
OpenCRM	87%	100%	87%	86%	93%	95%	85%	91%	44
Funnel CRM	93%	89%	95%	N/A	N/A	92%	N/A	97%	72
InfoFlo	91%	91%	90%	88%	90%	91%	88%	92%	77
Knack	86%	70%	90%	N/A	N/A	95%	N/A	86%	46
Propeller CRM	89%	93%	91%	93%	100%	90%	93%	91%	80
AddressTwo	94%	93%	91%	90%	96%	98%	90%	92%	82
arkflux	95%	100%	96%	N/A	N/A	100%	N/A	98%	83
WORKetc	92%	98%	90%	88%	94%	96%	81%	86%	72
CRM.me	87%	92%	93%	N/A	N/A	88%	N/A	89%	64
Tapdesk	97%	N/A	93%	N/A	N/A	94%	N/A	95%	100
Platformly	93%	100%	93%	92%	96%	94%	93%	92%	78
OutreachCRM	91%	92%	95%	N/A	N/A	88%	N/A	92%	63
Ringy (formerly iSales)	94%	96%	88%	N/A	N/A	89%	N/A	91%	86

*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	Net Promoter Score (NPS) (Range from -100 to +100)
EspoCRM	91%	91%	90%	86%	89%	86%	88%	87%	76
PlanPlus	94%	97%	90%	88%	98%	98%	79%	84%	77
GleanView	94%	100%	90%	90%	96%	97%	89%	93%	90
ClientTether.com	94%	100%	91%	83%	100%	96%	66%	91%	70
RAYNET CRM	87%	90%	93%	91%	91%	89%	94%	94%	50
Client Book CRM	85%	100%	94%	N/A	N/A	88%	N/A	88%	45
noCRM.io	91%	81%	91%	93%	87%	91%	94%	97%	72
Promys CRM, Help Desk & PSA Software	94%	100%	87%	90%	98%	98%	83%	88%	83
Relenta CRM	98%	89%	92%	94%	100%	96%	95%	95%	95
Clevertim CRM	82%	100%	90%	N/A	N/A	88%	N/A	90%	40
InTouch CRM	88%	86%	94%	N/A	N/A	88%	N/A	86%	50
Pulse Technology	95%	100%	96%	N/A	N/A	96%	N/A	95%	90
NetSuite	72%	66%	78%	74%	71%	71%	65%	69%	8
Zendesk Sunshine	76%	63%	87%	89%	86%	87%	82%	91%	13
Act!	77%	62%	84%	78%	77%	78%	75%	81%	26
Agile CRM	79%	80%	84%	85%	84%	83%	82%	83%	40
SAP Cloud	83%	89%	83%	83%	82%	79%	80%	82%	37
Zoho CRM Plus	84%	87%	88%	81%	76%	87%	73%	87%	50

(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	Net Promoter Score (NPS) (Range from –100 to +100)
Siebel	69%	56%	79%	69%	73%	75%	65%	71%	–5
Odoo CRM	79%	84%	83%	80%	83%	75%	74%	84%	34
Zoho ContactManager	85%	81%	86%	80%	82%	83%	80%	82%	41
Sage CRM	72%	57%	76%	72%	69%	70%	68%	74%	0
Oracle Fusion Cloud CX / CRM	73%	77%	79%	71%	71%	73%	68%	77%	0
Outlook Customer Manager	81%	78%	86%	N/A	N/A	82%	N/A	86%	23
Marketing 360	73%	53%	72%	84%	89%	75%	81%	70%	31
Infor CRM	60%	42%	70%	62%	73%	65%	57%	68%	–30
Oracle On Demand	71%	46%	76%	70%	70%	68%	67%	71%	–8
Vtiger Sales	83%	75%	87%	94%	90%	84%	90%	87%	40
SalesNexus	86%	89%	90%	N/A	N/A	92%	N/A	89%	45
Sellf	80%	71%	91%	89%	N/A	89%	91%	85%	25
TeamWave	88%	77%	90%	N/A	N/A	87%	N/A	89%	57
Aurea CRM	83%	87%	90%	89%	95%	85%	80%	90%	33
LeadMaster	84%	75%	88%	95%	98%	94%	83%	79%	42
SuiteCRM	84%	85%	88%	84%	89%	82%	83%	82%	44
FIVE CRM	88%	89%	90%	N/A	N/A	88%	N/A	86%	50
Maximizer	78%	79%	84%	80%	82%	82%	75%	79%	18

(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	Net Promoter Score (NPS) (Range from −100 to +100)
Signpost	76%	56%	78%	80%	84%	79%	79%	79%	31
SalesBabu CRM	85%	90%	89%	86%	94%	85%	89%	88%	35
XPO Online	82%	90%	91%	N/A	N/A	88%	N/A	86%	46
sales-i	83%	84%	84%	87%	90%	86%	82%	79%	41
amoCRM	80%	89%	83%	89%	82%	90%	89%	91%	29
Covve Intelligent Address Book	94%	N/A	93%	N/A	N/A	90%	N/A	95%	81
Womply	82%	71%	86%	N/A	N/A	83%	N/A	88%	40
Teamwork CRM	80%	73%	82%	N/A	N/A	86%	N/A	83%	30
ForceManager CRM	93%	100%	92%	N/A	N/A	87%	N/A	87%	66
Gridle	86%	100%	88%	N/A	N/A	86%	N/A	83%	40
DigitalCRM.com – CRM Software	88%	90%	87%	N/A	N/A	86%	N/A	90%	58
HighLevel	87%	91%	86%	76%	79%	67%	67%	79%	73
ContactEase	78%	78%	81%	N/A	N/A	81%	N/A	86%	30
LudwigsTesty-TesterApp	75%	67%	86%	N/A	N/A	67%	N/A	80%	9
Prophet CRM	81%	82%	83%	84%	88%	89%	77%	83%	38
User.com	88%	83%	88%	88%	78%	87%	78%	89%	58
Aptean CRM	78%	74%	84%	85%	93%	86%	73%	80%	13
OroCRM	86%	75%	87%	N/A	N/A	84%	N/A	86%	50

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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	Net Promoter Score (NPS) (Range from -100 to +100)
SalesJunction	78%	64%	83%	N/A	N/A	80%	N/A	87%	33
Kapture CRM	80%	82%	82%	83%	71%	77%	86%	82%	50
Revamp CRM	86%	90%	86%	91%	83%	89%	86%	89%	60
karmaCRM	76%	91%	81%	N/A	N/A	90%	N/A	78%	0
YetiForce CRM	88%	89%	87%	76%	83%	77%	73%	82%	60
Simpleview DMS	76%	83%	84%	N/A	N/A	75%	N/A	79%	10
Leadscore.io	77%	71%	90%	N/A	N/A	84%	N/A	88%	9
OrangeCRM	85%	80%	91%	N/A	N/A	89%	N/A	87%	45
eSalesTrack	80%	80%	82%	N/A	N/A	90%	N/A	71%	50
1CRM	85%	85%	83%	91%	86%	85%	94%	88%	38
Zurmo	91%	75%	86%	83%	91%	84%	74%	90%	66
Soffront	81%	80%	88%	N/A	N/A	82%	N/A	84%	27
GoldMine	73%	49%	81%	77%	78%	77%	71%	79%	7
NetX360	80%	63%	90%	N/A	N/A	83%	N/A	76%	23
Pivotal	66%	66%	81%	83%	87%	80%	81%	77%	-25
solve 360	77%	69%	86%	N/A	N/A	87%	N/A	81%	25
FreeCRM	84%	64%	90%	N/A	N/A	84%	N/A	87%	36
crmConnect	82%	90%	87%	N/A	N/A	86%	N/A	84%	33

*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	Net Promoter Score (NPS) (Range from -100 to +100)
Onyx CRM	74%	82%	82%	N/A	N/A	87%	N/A	83%	12
Talisma	61%	39%	74%	N/A	N/A	68%	N/A	63%	-34
SalesDesk	85%	89%	94%	N/A	N/A	84%	N/A	91%	33
Tour de Force	78%	79%	80%	75%	82%	79%	69%	74%	15
WeMine (WeChat CRM Platform)	85%	80%	94%	N/A	N/A	N/A	N/A	86%	40
Commence CRM	81%	79%	81%	77%	92%	85%	84%	77%	40
Item8	84%	100%	88%	N/A	N/A	83%	N/A	86%	40
Tigerpaw One	57%	46%	68%	N/A	N/A	67%	N/A	63%	-40
Launchpad CRM	84%	90%	88%	N/A	N/A	86%	N/A	86%	50
Average	86%	86%	88%	87%	90%	88%	85%	87%	54

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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
HubSpot Sales Hub	89%		87%	87%	81%	87%	81%	81%	85%
Salesforce	89%	85%	88%	85%	83%	84%	82%	83%	85%
ActiveCampaign	89%		87%	87%	85%	87%	85%	84%	87%
Zoho	86%	84%	83%	83%	80%	84%	81%	81%	84%
monday.com	89%	90%	89%	93%	87%	90%	90%	88%	90%
Pipedrive	87%		90%	87%	79%	82%	79%	80%	81%
Freshsales	91%		89%	87%	87%	90%	85%	85%	88%
SharpSpring	96%		95%	92%		93%	93%		
Keap	88%		84%	86%	77%	82%	84%	83%	82%
Copper	92%		91%	88%	80%	91%	85%	80%	86%
Thryv	92%		91%	91%	89%	92%	94%	92%	93%
Pipeliner	92%	91%	93%	92%	90%	93%	90%	89%	90%
Zendesk Sell	87%		88%	85%	79%	85%	81%	81%	83%
Nimble	90%		85%	85%	82%	86%	83%	83%	87%
Vendasta	90%		93%	95%	94%		90%	90%	
Microsoft Dynamics 365 Sales	84%	82%	82%	81%	79%	82%	79%	81%	83%
Nutshell	87%		85%	82%	79%	83%	77%	76%	79%
Pipeline CRM	89%		89%	86%	80%	83%	79%	80%	84%

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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.

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
Insightly CRM	87%		84%	83%	79%	83%	78%	80%	83%
Wrike	89%	89%	87%	91%	86%	91%	90%	91%	91%
ClickUp	81%	N/A	86%	88%	80%	81%	N/A	N/A	80%
Close	91%		89%	89%	84%	91%	85%	81%	85%
Nextiva	84%	83%	82%	85%	81%	86%	80%	81%	83%
edrone	94%					91%			
Creatio	91%	92%	90%	89%	88%	89%	86%	89%	90%
Accelo	91%	88%	89%	89%	82%	90%	85%	86%	89%
Salesforce Essentials	89%	81%	87%	85%	79%	83%	81%	79%	84%
Deskera CRM	89%		91%	89%		77%	88%	88%	
SAP CRM	81%		80%	82%	81%	79%	80%	82%	81%
Vtiger All-In-One CRM	89%		83%	82%	78%	81%	82%	85%	86%
Streak	93%	96%	95%	96%	91%	95%	94%	97%	94%
Bigin by Zoho CRM	89%		90%	84%		79%	85%		
Sugar Sell (formerly SugarCRM)	84%	80%	81%	80%	76%	77%	77%	78%	81%
Scoro	87%	89%	86%	89%	86%	86%	87%	86%	82%
Oracle EBS	86%	84%	83%	85%	86%	84%	82%	84%	86%

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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
LeadSquared Sales + Mobile CRM	87%		88%	89%	83%	90%	81%	90%	85%
Workbooks	87%	83%	84%	85%	82%	83%	81%	84%	84%
Bitrix24	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ontraport	90%	93%	80%	81%	71%	73%	73%	71%	100%
Apptivo	86%	78%	85%	87%	79%	84%	81%	83%	82%
HoneyBook	92%	88%	90%	93%	N/A	91%	93%	89%	91%
Method CRM	88%		85%	85%	83%	84%	86%	86%	87%
Teamleader	89%	N/A	80%	84%	62%	76%	84%	88%	88%
SuperOffice CRM	94%	88%	86%	86%	83%	84%	75%	80%	85%
Less Annoying CRM	96%		92%	94%	73%	94%	68%	73%	84%
Salesflare	94%		94%	87%	83%	89%	82%	85%	88%
NetHunt CRM	95%		92%	92%	87%	95%	90%	89%	92%
EngageBay All-in-One Suite	94%	92%	89%	92%	92%	90%	93%	95%	93%
Flowlu	97%	89%	95%	96%	88%	91%	90%	90%	92%
ePROMIS ERP	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shape Software	95%	98%	98%	98%	98%	94%	94%	96%	96%
Spiro	96%		90%	86%	86%	84%	87%	88%	90%

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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
Solid Performers CRM	99%	N/A	94%	96%	90%	N/A	84%	90%	86%
Prospect CRM	91%	89%	92%	94%	88%	91%	91%	92%	91%
Daylite	93%		89%	91%		91%	87%	84%	88%
SalezShark	98%	95%	98%	93%	95%		95%	95%	95%
Membrain	88%	79%	92%	92%	83%	86%	78%	78%	78%
BenchmarkONE	93%		89%	86%	89%	90%	N/A	N/A	N/A
VBOUT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Salesmate	90%		92%	88%	85%	92%	88%	92%	90%
C2CRM	92%	84%	84%	90%	81%	87%	84%	91%	86%
Lime CRM	90%	89%	89%	90%	N/A	86%	93%	N/A	86%
Upsales	92%	86%	94%	92%	84%	85%	84%	87%	88%
OnePageCRM	93%	N/A	88%	94%	87%	90%	N/A	88%	88%
Really Simple Systems	90%	91%	86%	87%	83%	79%	83%	84%	88%
Capsule	92%		85%	85%	77%	86%	71%	77%	85%
vcita	97%		86%	N/A	N/A	N/A	N/A	N/A	N/A
OneHash CRM	97%	N/A	91%	88%	91%	N/A	93%	90%	90%
Referrizer	96%	N/A	91%			N/A		N/A	
FreeAgent CRM	87%		84%	78%	86%	93%	86%	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.

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
IRIS CRM	93%	94%	95%	89%	N/A	86%	N/A	N/A	89%
BigContacts	91%		85%	91%	N/A	88%	N/A	N/A	N/A
Simply CRM	95%	93%	98%	99%	96%	95%	96%	95%	99%
Claritysoft	87%		85%	87%	83%	86%	78%	82%	86%
ConvergeHub	92%	90%	89%	92%	89%		91%	92%	91%
Snovio	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Kizen	92%	90%	90%	90%	94%	91%	91%	86%	89%
Interspire	92%		92%	92%	89%	88%	92%	87%	95%
CompanyHub CRM	96%		96%	95%	83%	95%	87%	88%	90%
Salesboom	95%		90%	86%	90%	86%	87%	92%	96%
AllClients	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
edge CRM	91%	90%	93%	90%	83%		87%	88%	90%
Jarvis CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OfficeClip Contact Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GreenRope	86%	83%	83%	83%	82%	82%	77%	80%	76%
Efficy CRM	88%	84%	84%	83%	80%	89%	80%	87%	85%
AllProWebTools	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
20NINE	92%	92%	96%	95%	93%	92%	92%	94%	95%

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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
InStream	90%		86%	88%	86%	86%	86%	86%	88%
VipeCloud	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
ELMA365	100%	91%	86%	91%	89%	89%	89%	83%	83%
Kylas CRM	89%		97%	95%		N/A	80%	63%	
Mothernode	90%	82%	86%	86%	86%	88%	75%	93%	82%
OpenCRM	93%	80%	86%	88%	90%	87%	91%	86%	94%
Funnel CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
InfoFlo	91%		83%	85%	82%	91%	80%	81%	88%
Knack	94%	98%	91%	95%	N/A	N/A	94%	95%	94%
Propeller CRM	92%		90%	85%	82%	84%	79%	82%	78%
AddressTwo	97%		95%	97%	N/A	N/A	N/A	N/A	N/A
arkflux	N/A	N/A	91%	94%	N/A	N/A	N/A	N/A	N/A
WORKetc	93%		87%	89%	84%	83%	85%	86%	87%
CRM.me	89%	86%	87%	89%	84%	90%	83%	90%	89%
Tapdesk	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Platformly	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
OutreachCRM	93%		91%	94%	87%	94%	79%	86%	89%
Ringy (formerly iSales)	93%		89%	90%		94%			

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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
EspoCRM	92%		88%	92%				80%	
PlanPlus	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GleanView	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
ClientTether.com	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A
RAYNET CRM	97%	91%	92%	90%	89%	93%	89%	92%	94%
Client Book CRM	94%	91%	91%	94%	94%	94%	94%	94%	91%
noCRM.io	88%		89%	88%	71%	87%	77%	77%	83%
Promys CRM, Help Desk & PSA Software	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
Relenta CRM	96%		84%	90%	76%	88%	88%	86%	90%
Clevertim CRM	90%	90%	92%	90%	80%	88%	84%	79%	88%
InTouch CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pulse Technology	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NetSuite	76%	73%	73%	71%	67%	72%	76%	76%	76%
Zendesk Sunshine	86%	89%	80%	79%	74%	86%	81%	84%	86%
Act!	86%		78%	82%	72%	79%	73%	72%	83%
Agile CRM	78%	74%	71%	76%	68%	70%	69%	70%	74%
SAP Cloud	84%		84%	85%	77%	85%	84%	78%	77%
Zoho CRM Plus	88%	80%	76%	82%	90%	79%	81%	73%	84%

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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.

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
Siebel	78%	76%	76%	78%	77%	77%	76%	78%	78%
Odoo CRM	79%	77%	85%	76%	73%	69%	73%	79%	75%
Zoho ContactManager	88%		81%	81%	80%	86%	80%	83%	83%
Sage CRM	76%		76%	78%	70%	70%	73%	73%	74%
Oracle Fusion Cloud CX / CRM	78%	77%	77%	77%	73%	75%	75%	76%	77%
Outlook Customer Manager	76%	66%	74%	81%	N/A	N/A	N/A	N/A	74%
Marketing 360	N/A		N/A	N/A				N/A	
Infor CRM	75%	67%	68%	65%	59%	64%	64%	60%	60%
Oracle On Demand	77%	73%	78%	73%	69%	67%	69%	69%	77%
Vtiger Sales	89%		88%	89%	86%	87%	88%	87%	88%
SalesNexus	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sellf	89%	N/A	90%	86%	90%	86%	N/A	N/A	N/A
TeamWave	87%	86%	90%	87%	87%	N/A	N/A	N/A	N/A
Aurea CRM	85%	79%	85%	77%	81%	87%	82%	83%	80%
LeadMaster	84%		79%	83%	71%	79%	86%	81%	78%
SuiteCRM	91%		87%	85%	85%	85%	84%	85%	84%
FIVE CRM	88%	N/A	83%	86%	89%	86%	89%	91%	83%
Maximizer	84%	74%	77%	80%	69%	79%	69%	71%	80%

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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
Signpost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SalesBabu CRM	90%		92%	90%	89%	86%	84%	92%	89%
XPO Online	86%	84%	84%	82%	84%	86%	82%	80%	80%
sales-i	75%		71%	75%		76%			
amoCRM	85%		86%	82%	81%	87%	71%	75%	87%
Covve Intelligent Address Book	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Womply	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Teamwork CRM	90%	88%	87%	90%	86%	90%	87%	88%	88%
ForceManager CRM	89%		88%	89%	88%	84%	83%	86%	87%
Gridle	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DigitalCRM.com – CRM Software	88%	84%	80%	84%	83%	88%	82%	88%	88%
HighLevel	95%		95%	86%	N/A	86%	N/A	N/A	N/A
ContactEase	82%	86%	86%	91%	81%	80%	86%	86%	81%
LudwigsTesty-TesterApp	76%	86%	86%	81%	83%	81%	83%	86%	79%
Prophet CRM	88%		88%	86%	84%	86%	80%	84%	87%
User.com	N/A		83%	83%	N/A	N/A	N/A	N/A	N/A
Aptean CRM	82%	92%	83%	83%	80%	87%	71%	79%	88%
OroCRM	92%	81%	86%	86%	76%	84%	84%	86%	88%

*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.

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
SalesJunction	80%	86%	78%	76%	76%	82%	74%	82%	86%
Kapture CRM	93%	93%	89%	93%	92%	94%	98%	91%	93%
Revamp CRM	88%		88%	88%	86%		93%		
karmaCRM	81%		71%	76%	N/A	N/A	83%	N/A	N/A
YetiForce CRM	89%	82%	77%	86%	79%	78%	79%	82%	83%
Simpleview DMS	86%	86%	N/A	N/A	N/A	N/A	N/A	N/A	86%
Leadscore.io	76%	N/A	88%	86%	90%	81%	83%	N/A	N/A
OrangeCRM	87%		87%	91%	86%	90%	89%	87%	89%
eSalesTrack	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Zurmo	84%	87%	89%	86%	84%	79%	86%	87%	93%
Soffront	90%		83%	90%	89%	88%	86%	74%	88%
GoldMine	84%		74%	81%	70%	74%	70%	71%	81%
NetX360	83%	83%	86%	90%	83%	90%	80%	86%	86%
Pivotal	84%		80%	84%	88%	85%	87%	88%	88%
solve 360	90%		80%	91%	76%	83%	89%	78%	86%
FreeCRM	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
crmConnect	90%	88%	89%	84%	87%	83%	83%	80%	76%

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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
Onyx CRM	81%		77%	81%	81%	84%	81%	82%	78%
Talisma	67%	N/A	64%	73%	71%	51%	N/A	N/A	N/A
SalesDesk	93%	82%	90%	82%	82%		86%	82%	88%
Tour de Force	84%	77%	81%	83%	75%	81%	72%	65%	71%
WeMine (WeChat CRM Platform)	77%	83%	N/A	91%	N/A	N/A	N/A	N/A	N/A
Commence CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Item8	86%	89%	84%	N/A	84%	89%	89%	82%	82%
Tigerpaw One	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Launchpad CRM	88%	86%	86%	88%	90%	86%	90%	95%	91%
Average	89%	85%	86%	87%	83%	85%	84%	84%	86%

*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
HubSpot Sales Hub	89%	88%	89%	84%
Salesforce	82%	83%	86%	
ActiveCampaign	93%	92%	91%	88%
Zoho	82%	81%	85%	81%
monday.com	88%	90%	91%	90%
Pipedrive	77%	77%	86%	78%
Freshsales				
SharpSpring	95%	94%	94%	91%
Keap	91%	92%	90%	85%
Copper	82%		89%	
Thryv	94%	94%	93%	92%
Pipeliner	91%	90%	94%	
Zendesk Sell	79%	80%	85%	79%
Nimble	84%	83%	87%	83%
Vendasta	91%	94%	91%	92%
Microsoft Dynamics 365 Sales	79%	79%	81%	79%
Nutshell	76%	78%	86%	75%
Pipeline CRM	78%	79%	88%	78%

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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
Insightly CRM	79%		83%	79%
Wrike	88%	88%	86%	86%
ClickUp	N/A	N/A	N/A	N/A
Close	87%	82%	90%	77%
Nextiva	83%	87%	84%	85%
edrone	95%	94%	93%	93%
Creatio	90%	90%	92%	90%
Accelo	84%	84%	86%	84%
Salesforce Essentials	75%	78%	86%	81%
Deskera CRM	84%	85%	89%	83%
SAP CRM	77%		81%	78%
Vtiger All-In-One CRM	81%	81%	86%	80%
Streak	96%		96%	96%
Bigin by Zoho CRM	68%	68%	87%	57%
Sugar Sell (formerly SugarCRM)	76%	76%	81%	75%
Scoro	84%	88%	86%	88%
Oracle EBS	84%	82%	83%	84%

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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
LeadSquared Sales + Mobile CRM	88%	84%	92%	84%
Workbooks	82%	81%	83%	83%
Bitrix24	N/A	N/A	N/A	N/A
Ontraport	87%	87%	90%	84%
Apptivo	81%	77%	86%	80%
HoneyBook	81%		87%	
Method CRM	84%	80%	88%	
Teamleader	66%	N/A	89%	N/A
SuperOffice CRM	84%	87%	84%	63%
Less Annoying CRM	81%		93%	
Salesflare	84%		90%	
NetHunt CRM	94%	90%	93%	92%
EngageBay All-in-One Suite	97%	98%	97%	90%
Flowlu	82%	81%	94%	79%
ePROMIS ERP	100%	100%	100%	100%
Shape Software	98%	96%	98%	100%
Spiro	81%	78%	92%	82%

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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
Solid Performers CRM	89%	89%	99%	86%
Prospect CRM	86%	86%	94%	87%
Daylite	81%	82%	91%	86%
SalezShark	98%	97%	96%	97%
Membrain	75%		87%	
BenchmarkONE	92%	91%	90%	82%
VBOUT	N/A	N/A	N/A	N/A
Salesmate	86%	93%	89%	92%
C2CRM	91%	92%	92%	86%
Lime CRM	88%	91%	N/A	N/A
Upsales	86%	82%	88%	85%
OnePageCRM	92%		91%	
Really Simple Systems	80%	79%	87%	80%
Capsule	72%		87%	
vcita	89%	N/A	83%	N/A
OneHash CRM	N/A	89%	91%	N/A
Referrizer	100%	100%	100%	97%
FreeAgent CRM	90%	94%	90%	89%

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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
IRIS CRM	N/A		90%	N/A
BigContacts	83%	88%	87%	82%
Simply CRM	98%	99%	99%	99%
Claritysoft	83%	81%	88%	78%
ConvergeHub	90%	92%	93%	90%
Snovio	N/A	N/A	N/A	N/A
Kizen	94%	91%	92%	N/A
Interspire	97%	97%	95%	93%
CompanyHub CRM	86%		95%	
Salesboom	95%	92%	90%	94%
AllClients	N/A	N/A	N/A	N/A
edge CRM	83%	86%	93%	87%
Jarvis CRM	N/A	N/A	N/A	N/A
OfficeClip Contact Manager	N/A	N/A	N/A	N/A
GreenRope	88%	88%	87%	87%
Efficy CRM	90%	86%	88%	85%
AllProWebTools	N/A	N/A	N/A	N/A
20NINE	91%		94%	

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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
InStream	89%		87%	
VipeCloud	N/A	N/A	N/A	N/A
ELMA365	N/A	N/A	N/A	N/A
Kylas CRM	74%	74%	95%	86%
Mothernode	67%	79%	87%	69%
OpenCRM	75%	78%	86%	82%
Funnel CRM	N/A	N/A	N/A	N/A
InfoFlo	83%	82%	85%	
Knack	N/A		92%	
Propeller CRM	83%	86%	84%	
AddressTwo	90%	89%	95%	94%
arkflux	100%	97%	N/A	N/A
WORKetc	83%	83%	92%	84%
CRM.me	93%	95%	90%	91%
Tapdesk	N/A	N/A	N/A	N/A
Platformly	N/A	N/A	N/A	N/A
OutreachCRM	90%	91%	91%	90%
Ringy (formerly iSales)	91%	92%	92%	83%

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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
EspoCRM	74%	74%	92%	91%
PlanPlus	N/A	N/A	N/A	N/A
GleanView	N/A		N/A	
ClientTether.com	N/A	N/A	N/A	N/A
RAYNET CRM	86%		96%	
Client Book CRM	94%	91%	86%	94%
noCRM.io	75%		91%	
Promys CRM, Help Desk & PSA Software	N/A	N/A	N/A	N/A
Relenta CRM	88%		84%	
Clevertim CRM	93%	88%	92%	84%
InTouch CRM	N/A	N/A	N/A	N/A
Pulse Technology	N/A	N/A	N/A	N/A
NetSuite	70%	68%	73%	71%
Zendesk Sunshine	75%	78%	84%	84%
Act!	75%	75%	79%	71%
Agile CRM	74%	78%	71%	65%
SAP Cloud	83%	83%	88%	
Zoho CRM Plus	80%	80%	86%	79%

*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.

Marketing Automation

	Email Marketing	Campaign Management	Lead Management	Marketing ROI Analytics
Siebel	76%	78%	77%	79%
Odoo CRM	80%	74%	81%	85%
Zoho ContactManager	79%		83%	
Sage CRM	69%	74%	74%	71%
Oracle Fusion Cloud CX / CRM	79%		79%	
Outlook Customer Manager	74%	N/A	N/A	N/A
Marketing 360	N/A	N/A	N/A	N/A
Infor CRM	58%	61%	67%	61%
Oracle On Demand	72%	70%	72%	72%
Vtiger Sales	77%	84%	90%	
SalesNexus	N/A	N/A	N/A	N/A
Sellf	N/A		88%	
TeamWave	87%	87%	87%	86%
Aurea CRM	80%	87%	86%	89%
LeadMaster	N/A	89%	91%	N/A
SuiteCRM	85%	82%	90%	
FIVE CRM	93%	90%	90%	N/A
Maximizer	73%	73%	76%	69%

(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
Signpost	77%	N/A	N/A	N/A
SalesBabu CRM	89%	83%	89%	100%
XPO Online	87%	88%	87%	84%
sales-i		71%		76%
amoCRM	84%	85%	92%	
Covve Intelligent Address Book	N/A	N/A	N/A	N/A
Womply	N/A	N/A	N/A	N/A
Teamwork CRM	90%	83%	82%	83%
ForceManager CRM	87%		86%	
Gridle	N/A	N/A	N/A	N/A
DigitalCRM.com – CRM Software	88%	91%	89%	88%
HighLevel	88%	88%	92%	90%
ContactEase	86%	86%	82%	84%
LudwigsTestyTesterApp	81%	79%	81%	80%
Prophet CRM	85%	86%	87%	83%
User.com	N/A	N/A	91%	N/A
Aptean CRM	77%	86%	89%	N/A
OroCRM	86%	84%	86%	80%

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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
SalesJunction	88%	91%	90%	N/A
Kapture CRM	90%	98%	92%	88%
Revamp CRM	83%	88%	83%	
karmaCRM	76%		88%	
YetiForce CRM	75%	83%	85%	
Simpleview DMS	N/A	N/A	86%	N/A
Leadscore.io	95%	86%	86%	91%
OrangeCRM	87%	87%	93%	86%
eSalesTrack	N/A	N/A	N/A	N/A
1CRM	N/A	N/A	N/A	N/A
Zurmo	84%	87%	86%	93%
Soffront	88%	88%	88%	
GoldMine	72%		76%	
NetX360	N/A	80%	80%	74%
Pivotal	87%		86%	
solve 360	81%		83%	
FreeCRM	N/A	N/A	N/A	N/A
crmConnect	83%	89%	86%	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
Onyx CRM	80%	86%	83%	86%
Talisma	67%	65%	61%	N/A
SalesDesk	86%	88%		86%
Tour de Force	70%	69%	69%	70%
WeMine (WeChat CRM Platform)	N/A	N/A	N/A	N/A
Commence CRM	N/A	N/A	N/A	N/A
Item8	N/A	N/A	84%	N/A
Tigerpaw One	N/A	N/A	N/A	N/A
Launchpad CRM	92%		86%	
Average	84%	85%	88%	84%

*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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
HubSpot Sales Hub	86%	85%	88%	85%	86%
Salesforce	85%	83%	84%	83%	84%
ActiveCampaign	87%	88%	89%	87%	88%
Zoho	82%	81%	81%	79%	82%
monday.com	91%	91%	92%		91%
Pipedrive	85%	82%	80%	81%	86%
Freshsales	89%	89%	89%	86%	87%
SharpSpring	95%	95%	95%	94%	
Keap	86%	85%	85%	85%	85%
Copper	86%	85%	87%	83%	85%
Thryv	93%	94%	95%	95%	96%
Pipeliner	91%	92%	92%	90%	92%
Zendesk Sell	83%	83%	85%	83%	83%
Nimble	86%	87%	87%	85%	85%
Vendasta		97%	96%		
Microsoft Dynamics 365 Sales	82%	81%	82%	80%	82%
Nutshell	84%	82%	83%	83%	81%
Pipeline CRM	86%	87%	86%	85%	85%

(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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
Insightly CRM	81%	80%	82%	79%	81%
Wrike	92%	88%	91%	90%	89%
ClickUp	N/A	N/A	N/A	91%	94%
Close	90%	89%	89%	91%	89%
Nextiva	81%	85%	86%	84%	85%
edrone	94%			94%	95%
Creatio	92%	89%	89%	90%	92%
Accelo	88%	87%	88%	82%	89%
Salesforce Essentials	79%	76%	78%	73%	80%
Deskera CRM	89%		81%		82%
SAP CRM	84%	82%	82%	79%	81%
Vtiger All-In-One CRM	86%	83%	83%	83%	84%
Streak	92%	94%	97%	95%	98%
Bigin by Zoho CRM	61%	70%	73%	71%	80%
Sugar Sell (formerly SugarCRM)	82%	81%	81%	79%	81%
Scoro	87%	88%	91%	87%	86%
Oracle EBS	82%	83%	84%	84%	84%

*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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
LeadSquared Sales + Mobile CRM	83%	86%	83%	82%	82%
Workbooks	86%	83%	84%	84%	85%
Bitrix24	N/A	N/A	N/A	N/A	N/A
Ontraport	86%	84%	87%	88%	76%
Apptivo	86%	90%	84%	86%	90%
HoneyBook	78%	79%	84%	74%	79%
Method CRM	86%	90%	87%	87%	89%
Teamleader	71%	69%	69%	79%	71%
SuperOffice CRM	84%	84%	81%	88%	76%
Less Annoying CRM	88%	95%	95%	78%	80%
Salesflare	88%	87%	86%	78%	85%
NetHunt CRM	92%			92%	91%
EngageBay All-in-One Suite	92%	94%	95%	97%	91%
Flowlu	94%	90%	95%		79%
ePROMIS ERP	100%	100%	100%	100%	100%
Shape Software	98%	96%	96%	96%	96%
Spiro	N/A	N/A	N/A	N/A	N/A

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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
Solid Performers CRM	88%	91%	95%	91%	90%
Prospect CRM	93%	95%	93%	86%	90%
Daylite				93%	
SalezShark					
Membrain	81%	82%	80%	83%	84%
BenchmarkONE	91%	95%	90%	N/A	N/A
VBOUT	N/A	N/A	N/A	N/A	N/A
Salesmate	83%	89%	86%	88%	90%
C2CRM	87%	93%	88%	85%	88%
Lime CRM	N/A	N/A	88%	89%	N/A
Upsales	85%			81%	
OnePageCRM	94%	N/A	93%	92%	93%
Really Simple Systems	89%	89%	89%	86%	87%
Capsule	85%	85%	82%	86%	82%
vcita	N/A	91%	N/A	N/A	N/A
OneHash CRM	89%	91%	N/A	86%	89%
Referrizer			97%	N/A	
FreeAgent CRM	88%	91%	88%	86%	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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
IRIS CRM	94%	97%	90%	94%	94%
BigContacts	N/A	N/A	N/A	N/A	N/A
Simply CRM	96%	98%	95%	98%	99%
Claritysoft	89%	93%	89%	N/A	89%
ConvergeHub	96%	95%	95%	88%	90%
Snovio	N/A	N/A		N/A	N/A
Kizen	89%	88%	86%	95%	89%
Interspire	90%	87%	90%	77%	93%
CompanyHub CRM	93%	91%	90%	95%	95%
Salesboom	87%	84%	90%	87%	91%
AllClients	N/A	N/A	N/A	N/A	N/A
edge CRM	87%	89%		84%	88%
Jarvis CRM	N/A	N/A	N/A	N/A	N/A
OfficeClip Contact Manager	N/A	N/A	N/A	N/A	N/A
GreenRope	89%	90%	88%	88%	89%
Efficy CRM	87%	87%	84%	88%	86%
AllProWebTools	N/A	N/A	N/A	N/A	N/A
20NINE	N/A	N/A	N/A	N/A	N/A

*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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
InStream	86%	85%	86%	84%	86%
VipeCloud	N/A	N/A	N/A	N/A	N/A
ELMA365	N/A	N/A	N/A	N/A	N/A
Kylas CRM	N/A	N/A	N/A	78%	N/A
Mothernode	88%	84%	89%	N/A	89%
OpenCRM	89%	90%	86%	91%	84%
Funnel CRM	N/A	N/A	N/A	N/A	N/A
InfoFlo	86%	86%	85%	85%	83%
Knack	86%	94%	N/A	N/A	86%
Propeller CRM	86%	88%	83%	83%	N/A
AddressTwo	N/A	N/A	98%	N/A	98%
arkflux	N/A	N/A	N/A	N/A	N/A
WORKetc	92%	89%	85%	89%	90%
CRM.me	86%	92%	84%	95%	84%
Tapdesk	N/A	N/A	N/A	N/A	N/A
Platformly	N/A	N/A	N/A	N/A	N/A
OutreachCRM	87%	86%	92%	89%	91%
Ringy (formerly iSales)	89%	N/A	87%	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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
EspoCRM	83%			N/A	
PlanPlus	N/A	N/A	N/A	N/A	N/A
GleanView	N/A	N/A	N/A	N/A	N/A
ClientTether.com	N/A	N/A	N/A	N/A	N/A
RAYNET CRM	89%	95%	88%	91%	91%
Client Book CRM	94%	86%	91%	89%	91%
noCRM.io	N/A			N/A	
Promys CRM, Help Desk & PSA Software	N/A	N/A	N/A	N/A	N/A
Relenta CRM	87%	86%	85%	75%	76%
Clevertim CRM	90%	88%	78%	78%	
InTouch CRM	N/A	N/A	N/A	N/A	N/A
Pulse Technology	N/A	N/A	N/A	N/A	N/A
NetSuite	78%	74%	72%	74%	76%
Zendesk Sunshine	82%	89%	80%	84%	86%
Act!	78%	74%	80%	74%	81%
Agile CRM	71%	61%	62%	62%	69%
SAP Cloud	84%	76%	77%	76%	80%
Zoho CRM Plus	83%	82%	88%	74%	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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
Siebel	81%	78%	79%	82%	81%
Odoo CRM	80%	79%	72%	76%	77%
Zoho ContactManager	84%	76%	82%	79%	83%
Sage CRM	73%	71%	73%	72%	67%
Oracle Fusion Cloud CX / CRM	75%	74%	74%	74%	73%
Outlook Customer Manager	N/A	80%	80%	N/A	N/A
Marketing 360			N/A		
Infor CRM	69%	63%	63%	57%	64%
Oracle On Demand	75%	77%	76%	72%	75%
Vtiger Sales	N/A	N/A	N/A	N/A	N/A
SalesNexus	N/A	N/A	N/A	N/A	N/A
Sellf	93%	N/A	90%	94%	N/A
TeamWave	80%	71%	83%	83%	87%
Aurea CRM	88%	83%	82%	79%	83%
LeadMaster	86%	83%	88%	94%	86%
SuiteCRM	84%	81%	80%	79%	82%
FIVE CRM	89%	86%	81%	89%	N/A
Maximizer	80%	75%	74%	75%	76%

*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.

Customer Support

	Case Management	Customer Support Portal	Knowledge Base	Call Center Features	Support Analytics
Signpost	N/A	N/A	N/A	N/A	N/A
SalesBabu CRM	89%	90%	89%	89%	84%
XPO Online	89%	87%	89%	84%	89%
sales-i	71%				
amoCRM	84%	86%	86%	84%	84%
Covve Intelligent Address Book	N/A	N/A	N/A	N/A	N/A
Womply	N/A	N/A	N/A	N/A	N/A
Teamwork CRM	87%	87%	87%	87%	83%
ForceManager CRM	90%	88%	89%	88%	90%
Gridle	N/A	N/A	N/A	N/A	N/A
DigitalCRM.com – CRM Software	86%	88%	88%	89%	88%
HighLevel	77%	N/A	N/A	N/A	N/A
ContactEase	89%	88%	82%	88%	86%
LudwigsTestyTesterApp	63%	81%	74%	76%	74%
Prophet CRM	86%	85%	87%	84%	86%
User.com	N/A	N/A	N/A	N/A	N/A
Aptean CRM	87%	82%	80%	75%	84%
OroCRM	81%	83%	83%		82%

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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
SalesJunction	90%	88%	84%	86%	88%
Kapture CRM	91%	82%	91%	88%	89%
Revamp CRM	86%	80%	88%		
karmaCRM	89%	80%	89%	N/A	N/A
YetiForce CRM	77%	76%	80%	74%	76%
Simpleview DMS	N/A	N/A	N/A	N/A	N/A
Leadscore.io	N/A	N/A	76%	77%	74%
OrangeCRM	89%	89%	86%	86%	88%
eSalesTrack	N/A	N/A	N/A	N/A	N/A
1CRM	N/A	N/A	N/A	N/A	N/A
Zurmo	84%	88%	84%	82%	88%
Soffront	90%	83%	92%	86%	84%
GoldMine	73%	74%	74%	65%	69%
NetX360	86%	88%	86%	83%	86%
Pivotal	83%	83%	89%	88%	93%
solve 360	83%	83%	83%	78%	76%
FreeCRM	N/A	N/A	N/A	N/A	N/A
crmConnect	86%	84%	86%	87%	89%

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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
Onyx CRM	87%	86%	87%	79%	83%
Talisma	N/A	N/A	62%	71%	69%
SalesDesk	80%	90%	92%	90%	80%
Tour de Force	73%	73%	71%	68%	66%
WeMine (WeChat CRM Platform)	N/A	N/A	N/A	N/A	N/A
Commence CRM	N/A	N/A	N/A	N/A	N/A
Item8	N/A	N/A	N/A	N/A	N/A
Tigerpaw One	N/A	N/A	N/A	N/A	N/A
Launchpad CRM	83%	90%	84%	86%	88%
Average	86%	85%	85%	84%	85%

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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
HubSpot Sales Hub	84%	86%	82%
Salesforce	87%	87%	84%
ActiveCampaign	86%	87%	86%
Zoho	83%	83%	82%
monday.com	90%	91%	88%
Pipedrive	81%	84%	80%
Freshsales	87%	88%	87%
SharpSpring	94%	94%	91%
Keap	85%	85%	79%
Copper	84%	86%	85%
Thryv	94%	96%	95%
Pipeliner	92%	94%	93%
Zendesk Sell	84%	85%	83%
Nimble	82%	86%	84%
Vendasta	96%	97%	93%
Microsoft Dynamics 365 Sales	82%	82%	80%
Nutshell	81%	83%	78%
Pipeline CRM	84%	85%	81%

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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
Insightly CRM	81%	81%	79%
Wrike	89%	91%	88%
ClickUp	90%	81%	89%
Close	81%	82%	76%
Nextiva	86%	87%	80%
edrone	92%	92%	
Creatio	88%	92%	87%
Accelo	86%	87%	85%
Salesforce Essentials	83%	82%	82%
Deskera CRM	81%	85%	64%
SAP CRM	81%	81%	82%
Vtiger All-In-One CRM	84%	83%	82%
Streak	93%	93%	97%
Bigin by Zoho CRM		80%	
Sugar Sell (formerly SugarCRM)	80%	82%	78%
Scoro	88%	89%	85%
Oracle EBS	84%	84%	85%

*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.

Reporting & Analytics

	Reporting	Dashboards	Forecasting
LeadSquared Sales + Mobile CRM	85%	88%	77%
Workbooks	84%	83%	83%
Bitrix24	N/A	N/A	N/A
Ontraport	76%	76%	66%
Apptivo	81%	84%	79%
HoneyBook	82%	89%	82%
Method CRM	83%	84%	81%
Teamleader	78%	86%	N/A
SuperOffice CRM	79%	79%	80%
Less Annoying CRM	92%	92%	76%
Salesflare	87%	88%	85%
NetHunt CRM	90%	90%	90%
EngageBay All-in-One Suite	86%	91%	90%
Flowlu	93%	95%	87%
ePROMIS ERP	100%	100%	100%
Shape Software	98%	97%	96%
Spiro	90%	93%	80%

*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.

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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
Solid Performers CRM	90%	97%	87%
Prospect CRM	92%	93%	92%
Daylite	82%	86%	85%
SalezShark	96%	93%	94%
Membrain	86%	87%	84%
BenchmarkONE	82%	88%	82%
VBOUT	N/A	N/A	N/A
Salesmate	85%	90%	90%
C2CRM	87%	93%	90%
Lime CRM	N/A	N/A	N/A
Upsales	90%	92%	85%
OnePageCRM	81%	85%	86%
Really Simple Systems	84%	89%	86%
Capsule	77%	81%	79%
vcita	N/A	83%	N/A
OneHash CRM	94%	90%	90%
Referrizer	82%	95%	
FreeAgent CRM	86%	86%	86%

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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
IRIS CRM	94%	95%	94%
BigContacts	83%	83%	84%
Simply CRM	99%	98%	94%
Claritysoft	85%	84%	88%
ConvergeHub	91%	91%	
Snovio	N/A	N/A	N/A
Kizen	90%	98%	N/A
Interspire	99%	93%	88%
CompanyHub CRM	89%	90%	81%
Salesboom	90%	86%	93%
AllClients	N/A	N/A	N/A
edge CRM	86%	89%	87%
Jarvis CRM	N/A	N/A	N/A
OfficeClip Contact Manager	N/A	N/A	N/A
GreenRope	84%	84%	82%
Efficy CRM	88%	83%	81%
AllProWebTools	N/A	N/A	N/A
20NINE	95%	96%	93%

*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.

Reporting & Analytics

	Reporting	Dashboards	Forecasting
InStream	86%	87%	86%
VipeCloud	N/A	N/A	N/A
ELMA365	N/A	N/A	N/A
Kylas CRM	87%	87%	86%
Mothernode	89%	88%	75%
OpenCRM	82%	91%	N/A
Funnel CRM	N/A	N/A	N/A
InfoFlo	83%	83%	78%
Knack	91%	84%	90%
Propeller CRM	81%	80%	73%
AddressTwo	93%	97%	97%
arkflux	97%	94%	N/A
WORKetc	90%	87%	87%
CRM.me	90%	93%	87%
Tapdesk	N/A	N/A	N/A
Platformly	N/A	N/A	N/A
OutreachCRM	95%	91%	88%
Ringy (formerly iSales)	93%	90%	

*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.

Reporting & Analytics

	Reporting	Dashboards	Forecasting
EspoCRM	91%	93%	N/A
PlanPlus	N/A	N/A	N/A
GleanView	N/A	N/A	N/A
ClientTether.com	N/A	N/A	N/A
RAYNET CRM	95%	92%	95%
Client Book CRM	97%	97%	91%
noCRM.io	78%	88%	86%
Promys CRM, Help Desk & PSA Software	N/A	N/A	N/A
Relenta CRM	81%	95%	82%
Clevertim CRM	88%	84%	
InTouch CRM	N/A	N/A	N/A
Pulse Technology	N/A	N/A	N/A
NetSuite	77%	76%	73%
Zendesk Sunshine	86%	88%	86%
Act!	77%	77%	75%
Agile CRM	72%	68%	68%
SAP Cloud	81%	79%	82%
Zoho CRM Plus	84%	86%	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.

Reporting & Analytics

	Reporting	Dashboards	Forecasting
Siebel	80%	78%	78%
Odoo CRM	74%	76%	75%
Zoho ContactManager	79%	86%	77%
Sage CRM	76%	78%	70%
Oracle Fusion Cloud CX / CRM	78%	76%	78%
Outlook Customer Manager	77%	88%	80%
Marketing 360	N/A	N/A	
Infor CRM	60%	64%	50%
Oracle On Demand	79%	80%	75%
Vtiger Sales	87%	91%	81%
SalesNexus	N/A	N/A	N/A
Sellf	N/A	90%	N/A
TeamWave	89%	89%	85%
Aurea CRM	84%	86%	83%
LeadMaster	79%	86%	89%
SuiteCRM	86%	85%	81%
FIVE CRM	83%	88%	N/A
Maximizer	75%	76%	73%

*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.

Reporting & Analytics

	Reporting	Dashboards	Forecasting
Signpost	N/A	N/A	N/A
SalesBabu CRM	90%	86%	87%
XPO Online	88%	89%	86%
sales-i	75%	79%	69%
amoCRM	79%	84%	83%
Covve Intelligent Address Book	N/A	N/A	N/A
Womply	N/A	N/A	N/A
Teamwork CRM	89%	89%	90%
ForceManager CRM	86%	88%	84%
Gridle	N/A	N/A	N/A
DigitalCRM.com - CRM Software	84%	84%	88%
HighLevel	76%	86%	N/A
ContactEase	86%	82%	88%
LudwigsTestyTesterApp	74%	74%	81%
Prophet CRM	84%	85%	87%
User.com	N/A	N/A	N/A
Aptean CRM	80%	86%	N/A
OroCRM	86%	80%	84%

(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
SalesJunction	98%	92%	90%
Kapture CRM	88%	88%	87%
Revamp CRM	76%	79%	
karmaCRM	N/A	67%	N/A
YetiForce CRM	76%	81%	73%
Simpleview DMS	77%	86%	N/A
Leadscore.io	86%	86%	N/A
OrangeCRM	89%	89%	86%
eSalesTrack	N/A	N/A	N/A
1CRM	N/A	N/A	N/A
Zurmo	90%	91%	89%
Soffront	92%	88%	95%
GoldMine	73%	76%	70%
NetX360	86%	86%	83%
Pivotal	83%	86%	85%
solve 360	89%	86%	84%
FreeCRM	N/A	N/A	N/A
crmConnect	86%	84%	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
Onyx CRM	84%	79%	90%
Talisma	74%	63%	54%
SalesDesk	94%	90%	90%
Tour de Force	73%	71%	68%
WeMine (WeChat CRM Platform)	N/A	N/A	N/A
Commence CRM	N/A	N/A	N/A
Item8	82%	88%	84%
Tigerpaw One	N/A	N/A	N/A
Launchpad CRM	93%	82%	90%
Average	85%	86%	84%

*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
HubSpot Sales Hub	83%	86%	80%
Salesforce	81%	81%	80%
ActiveCampaign	86%	86%	82%
Zoho	82%	82%	82%
monday.com	91%		88%
Pipedrive	80%	79%	84%
Freshsales		85%	86%
SharpSpring		88%	87%
Keap			81%
Copper	87%	86%	88%
Thryv	96%	95%	96%
Pipeliner	91%	92%	92%
Zendesk Sell			85%
Nimble	90%	91%	83%
Vendasta	90%	90%	87%
Microsoft Dynamics 365 Sales	78%	79%	78%
Nutshell	78%	76%	78%
Pipeline CRM	78%	77%	79%

(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
Insightly CRM	82%	82%	81%
Wrike	89%	90%	90%
ClickUp	90%	83%	83%
Close	79%	74%	68%
Nextiva	83%	80%	85%
edrone	95%	94%	90%
Creatio	87%	87%	86%
Accelo	85%	85%	84%
Salesforce Essentials	80%	78%	80%
Deskera CRM	86%	89%	94%
SAP CRM			77%
Vtiger All-In-One CRM	77%	75%	73%
Streak	97%	97%	94%
Bigin by Zoho CRM	81%	64%	83%
Sugar Sell (formerly SugarCRM)	78%	77%	79%
Scoro	84%	91%	79%
Oracle EBS	85%		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.

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
LeadSquared Sales + Mobile CRM		83%	85%
Workbooks	82%	81%	79%
Bitrix24	N/A	N/A	N/A
Ontraport	N/A	80%	64%
Apptivo	78%	79%	83%
HoneyBook	90%	89%	89%
Method CRM	86%		85%
Teamleader	N/A	N/A	88%
SuperOffice CRM	69%	70%	67%
Less Annoying CRM	83%	75%	88%
Salesflare	86%	82%	92%
NetHunt CRM		92%	90%
EngageBay All-in-One Suite	92%	90%	87%
Flowlu	92%	83%	84%
ePROMIS ERP	100%	100%	100%
Shape Software	94%	98%	98%
Spiro			87%

*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.

Mobile & Social

	Social Collaboration Features	Social Network Integration	Mobile User Support
Solid Performers CRM	N/A	N/A	86%
Prospect CRM			86%
Daylite			90%
SalezShark	93%	90%	93%
Membrain	81%	77%	77%
BenchmarkONE			N/A
VBOUT	N/A	N/A	N/A
Salesmate	86%		89%
C2CRM	88%		87%
Lime CRM	N/A	N/A	N/A
Upsales			85%
OnePageCRM	91%	90%	91%
Really Simple Systems	80%	80%	83%
Capsule	86%		87%
vcita	N/A	N/A	N/A
OneHash CRM	N/A	N/A	N/A
Referrizer		90%	97%
FreeAgent CRM	89%	N/A	82%

*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.

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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
IRIS CRM			94%
BigContacts	81%	86%	83%
Simply CRM	95%	96%	95%
Claritysoft	77%		83%
ConvergeHub	94%		88%
Snovio	N/A	N/A	N/A
Kizen	N/A	N/A	N/A
Interspire			97%
CompanyHub CRM			87%
Salesboom	79%	76%	73%
AllClients	N/A	N/A	N/A
edge CRM	90%	87%	90%
Jarvis CRM	N/A	N/A	N/A
OfficeClip Contact Manager	N/A	N/A	N/A
GreenRope	80%	74%	73%
Efficy CRM	83%	78%	84%
AllProWebTools	N/A	N/A	N/A
20NINE	90%	N/A	96%

*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.

Mobile & Social

	Social Collaboration Features	Social Network Integration	Mobile User Support
InStream	86%	87%	85%
VipeCloud	N/A	N/A	N/A
ELMA365	N/A	N/A	N/A
Kylas CRM	N/A	N/A	89%
Mothernode	78%	69%	73%
OpenCRM		N/A	88%
Funnel CRM	N/A	N/A	N/A
InfoFlo	73%		67%
Knack	97%		N/A
Propeller CRM			74%
AddressTwo			N/A
arkflux	N/A	N/A	N/A
WORKetc	76%	74%	75%
CRM.me	86%	87%	78%
Tapdesk	N/A	N/A	
Platformly	N/A	N/A	N/A
OutreachCRM	91%		84%
Ringy (formerly iSales)	87%	79%	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
EspoCRM	77%		N/A
PlanPlus	N/A	N/A	N/A
GleanView			N/A
ClientTether.com			N/A
RAYNET CRM		91%	88%
Client Book CRM	94%	89%	94%
noCRM.io	63%	61%	71%
Promys CRM, Help Desk & PSA Software			N/A
Relenta CRM			74%
Clevertim CRM		83%	80%
InTouch CRM	N/A	N/A	N/A
Pulse Technology	N/A	N/A	100%
NetSuite			68%
Zendesk Sunshine	80%	79%	61%
Act!			70%
Agile CRM	76%	86%	76%
SAP Cloud	81%		86%
Zoho CRM Plus	83%	83%	86%

*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.

Mobile & Social

	Social Collaboration Features	Social Network Integration	Mobile User Support
Siebel	75%	76%	77%
Odoo CRM	76%	79%	76%
Zoho ContactManager		83%	75%
Sage CRM			63%
Oracle Fusion Cloud CX / CRM	77%		76%
Outlook Customer Manager	N/A	N/A	N/A
Marketing 360	N/A	N/A	N/A
Infor CRM	49%	50%	57%
Oracle On Demand			70%
Vtiger Sales	N/A		71%
SalesNexus	N/A		N/A
Sellf	89%		90%
TeamWave	89%		91%
Aurea CRM	86%		89%
LeadMaster	71%	79%	76%
SuiteCRM		84%	84%
FIVE CRM	N/A	N/A	N/A
Maximizer			70%

(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
Signpost	N/A	N/A	N/A
SalesBabu CRM	95%	88%	98%
XPO Online	84%	86%	88%
sales-i	50%	52%	82%
amoCRM	77%	78%	80%
Covve Intelligent Address Book	N/A	N/A	N/A
Womply	N/A	N/A	N/A
Teamwork CRM	88%	90%	91%
ForceManager CRM			90%
Gridle	N/A	N/A	N/A
DigitalCRM.com - CRM Software	88%	86%	86%
HighLevel	57%	69%	59%
ContactEase	95%	83%	97%
LudwigsTestyTesterApp	79%	79%	77%
Prophet CRM			71%
User.com	N/A	N/A	N/A
Aptean CRM	N/A	80%	80%
OroCRM	79%	81%	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.

Mobile & Social

	Social Collaboration Features	Social Network Integration	Mobile User Support
SalesJunction	83%	86%	92%
Kapture CRM	84%	84%	87%
Revamp CRM			N/A
karmaCRM	N/A	N/A	74%
YetiForce CRM			58%
Simpleview DMS	N/A	N/A	N/A
Leadscore.io	N/A	N/A	N/A
OrangeCRM			87%
eSalesTrack	N/A	N/A	N/A
1CRM	N/A	N/A	N/A
Zurmo	89%	83%	83%
Soffront	N/A	N/A	N/A
GoldMine			60%
NetX360	N/A	N/A	90%
Pivotal			76%
solve 360	81%		81%
FreeCRM	N/A	N/A	N/A
crmConnect	87%	84%	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.

Mobile & Social

	Social Collaboration Features	Social Network Integration	Mobile User Support
Onyx CRM	86%	86%	89%
Talisma	N/A	N/A	N/A
SalesDesk	88%	94%	92%
Tour de Force	63%		67%
WeMine (WeChat CRM Platform)	N/A	94%	97%
Commence CRM	N/A	N/A	N/A
Item8	88%	N/A	82%
Tigerpaw One	N/A	N/A	N/A
Launchpad CRM			82%
Average	83%	83%	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.

Platform

	User, Role, and Access Management	Performance and Reliability
HubSpot Sales Hub	88%	88%
Salesforce	87%	89%
ActiveCampaign	89%	89%
Zoho	85%	85%
monday.com	93%	92%
Pipedrive	86%	89%
Freshsales	90%	91%
SharpSpring	93%	95%
Keap	90%	88%
Copper	89%	91%
Thryv	95%	98%
Pipeliner	93%	94%
Zendesk Sell	88%	91%
Nimble	85%	90%
Vendasta	94%	93%
Microsoft Dynamics 365 Sales	84%	80%
Nutshell	85%	87%
Pipeline CRM	86%	91%

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
Insightly CRM	86%	86%
Wrike	92%	96%
ClickUp	N/A	N/A
Close	91%	90%
Nextiva	86%	81%
edrone	95%	92%
Creatio	88%	87%
Accelo	88%	90%
Salesforce Essentials	81%	90%
Deskera CRM	92%	91%
SAP CRM	83%	81%
Vtiger All-In-One CRM	89%	88%
Streak	93%	86%
Bigin by Zoho CRM	N/A	N/A
Sugar Sell (formerly SugarCRM)	83%	79%
Scoro	91%	91%
Oracle EBS	84%	86%

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
LeadSquared Sales + Mobile CRM	87%	90%
Workbooks	87%	87%
Bitrix24	N/A	N/A
Ontraport	93%	84%
Apptivo	86%	84%
HoneyBook	95%	96%
Method CRM	87%	88%
Teamleader	N/A	N/A
SuperOffice CRM	83%	86%
Less Annoying CRM	94%	100%
Salesflare	87%	93%
NetHunt CRM	91%	98%
EngageBay All-in-One Suite	89%	94%
Flowlu	97%	97%
ePROMIS ERP	N/A	N/A
Shape Software	N/A	N/A
Spiro	91%	94%

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
Solid Performers CRM	N/A	N/A
Prospect CRM	94%	N/A
Daylite	89%	89%
SalezShark	N/A	N/A
Membrain	91%	93%
BenchmarkONE	N/A	92%
VBOUT	N/A	N/A
Salesmate	91%	87%
C2CRM	93%	93%
Lime CRM	86%	80%
Upsales	95%	95%
OnePageCRM	98%	94%
Really Simple Systems	89%	94%
Capsule	79%	96%
vcita	N/A	N/A
OneHash CRM	N/A	N/A
Referrizer	N/A	N/A
FreeAgent CRM	91%	N/A

*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.

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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

	User, Role, and Access Management	Performance and Reliability
IRIS CRM	95%	88%
BigContacts	89%	86%
Simply CRM	N/A	N/A
Claritysoft	88%	88%
ConvergeHub	94%	92%
Snovio	N/A	N/A
Kizen	N/A	N/A
Interspire	94%	91%
CompanyHub CRM	98%	94%
Salesboom	N/A	N/A
AllClients	N/A	N/A
edge CRM	N/A	N/A
Jarvis CRM	N/A	N/A
OfficeClip Contact Manager	N/A	N/A
GreenRope	84%	85%
Efficy CRM	86%	94%
AllProWebTools	N/A	N/A
20NINE	93%	90%

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
InStream	82%	85%
VipeCloud	N/A	N/A
ELMA365	N/A	N/A
Kylas CRM	98%	95%
Mothernode	N/A	N/A
OpenCRM	76%	94%
Funnel CRM	N/A	N/A
InfoFlo	81%	83%
Knack	N/A	N/A
Propeller CRM	N/A	91%
AddressTwo	98%	100%
arkflux	N/A	N/A
WORKetc	93%	92%
CRM.me	N/A	N/A
Tapdesk	N/A	N/A
Platformly	N/A	N/A
OutreachCRM	N/A	N/A
Ringy (formerly iSales)	N/A	N/A

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
EspoCRM	N/A	N/A
PlanPlus	N/A	N/A
GleanView	N/A	N/A
ClientTether.com	N/A	N/A
RAYNET CRM	N/A	N/A
Client Book CRM	N/A	N/A
noCRM.io	86%	88%
Promys CRM, Help Desk & PSA Software	N/A	N/A
Relenta CRM	81%	95%
Clevertim CRM	N/A	N/A
InTouch CRM	N/A	N/A
Pulse Technology	N/A	N/A
NetSuite	76%	77%
Zendesk Sunshine	N/A	N/A
Act!	80%	76%
Agile CRM	N/A	69%
SAP Cloud	82%	77%
Zoho CRM Plus	N/A	N/A

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
Siebel	81%	75%
Odoo CRM	82%	87%
Zoho ContactManager	86%	86%
Sage CRM	76%	73%
Oracle Fusion Cloud CX / CRM	71%	69%
Outlook Customer Manager	N/A	N/A
Marketing 360	N/A	N/A
Infor CRM	76%	63%
Oracle On Demand	88%	84%
Vtiger Sales	94%	97%
SalesNexus	N/A	N/A
Sellf	N/A	N/A
TeamWave	N/A	N/A
Aurea CRM	97%	86%
LeadMaster	N/A	N/A
SuiteCRM	90%	87%
FIVE CRM	N/A	N/A
Maximizer	84%	81%

*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.

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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

	User, Role, and Access Management	Performance and Reliability
Signpost	N/A	N/A
SalesBabu CRM	N/A	N/A
XPO Online	N/A	N/A
sales-i	N/A	N/A
amoCRM	82%	90%
Covve Intelligent Address Book	N/A	N/A
Womply	N/A	N/A
Teamwork CRM	N/A	N/A
ForceManager CRM	N/A	N/A
Gridle	N/A	N/A
DigitalCRM.com - CRM Software	N/A	N/A
HighLevel	71%	78%
ContactEase	N/A	N/A
LudwigsTestyTesterApp	N/A	N/A
Prophet CRM	89%	84%
User.com	N/A	N/A
Aptean CRM	89%	86%
OroCRM	N/A	N/A

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
SalesJunction	N/A	N/A
Kapture CRM	N/A	N/A
Revamp CRM	N/A	N/A
karmaCRM	N/A	N/A
YetiForce CRM	86%	82%
Simpleview DMS	N/A	N/A
Leadscore.io	N/A	N/A
OrangeCRM	N/A	N/A
eSalesTrack	N/A	N/A
1CRM	N/A	N/A
Zurmo	N/A	N/A
Soffront	N/A	N/A
GoldMine	78%	78%
NetX360	N/A	N/A
Pivotal	89%	88%
solve 360	N/A	N/A
FreeCRM	N/A	N/A
crmConnect	N/A	N/A

*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.

Platform

	User, Role, and Access Management	Performance and Reliability
Onyx CRM	N/A	N/A
Talisma	N/A	N/A
SalesDesk	N/A	N/A
Tour de Force	79%	77%
WeMine (WeChat CRM Platform)	N/A	N/A
Commence CRM	N/A	N/A
Item8	N/A	N/A
Tigerpaw One	N/A	N/A
Launchpad CRM	N/A	N/A
Average	88%	88%

*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
HubSpot Sales Hub	87%
Salesforce	86%
ActiveCampaign	89%
Zoho	85%
monday.com	89%
Pipedrive	84%
Freshsales	86%
SharpSpring	95%
Keap	85%
Copper	90%
Thryv	92%
Pipeliner	92%
Zendesk Sell	89%
Nimble	87%
Vendasta	88%
Microsoft Dynamics 365 Sales	81%
Nutshell	81%
Pipeline CRM	86%

*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
Insightly CRM	81%
Wrike	95%
ClickUp	N/A
Close	85%
Nextiva	80%
edrone	91%
Creatio	89%
Accelo	84%
Salesforce Essentials	81%
Deskera CRM	89%
SAP CRM	79%
Vtiger All-In-One CRM	82%
Streak	N/A
Bigin by Zoho CRM	N/A
Sugar Sell (formerly SugarCRM)	79%
Scoro	80%
Oracle EBS	86%

*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
LeadSquared Sales + Mobile CRM	85%
Workbooks	85%
Bitrix24	N/A
Ontraport	90%
Apptivo	83%
HoneyBook	N/A
Method CRM	81%
Teamleader	N/A
SuperOffice CRM	79%
Less Annoying CRM	92%
Salesflare	94%
NetHunt CRM	94%
EngageBay All-in-One Suite	91%
Flowlu	92%
ePROMIS ERP	N/A
Shape Software	N/A
Spiro	89%

*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
Solid Performers CRM	N/A
Prospect CRM	N/A
Daylite	71%
SalezShark	N/A
Membrain	87%
BenchmarkONE	93%
VBOUT	N/A
Salesmate	84%
C2CRM	97%
Lime CRM	N/A
Upsales	90%
OnePageCRM	90%
Really Simple Systems	84%
Capsule	80%
vcita	N/A
OneHash CRM	N/A
Referrizer	N/A
FreeAgent CRM	N/A

*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
IRIS CRM	94%
BigContacts	78%
Simply CRM	N/A
Claritysoft	89%
ConvergeHub	95%
Snovio	N/A
Kizen	N/A
Interspire	95%
CompanyHub CRM	95%
Salesboom	N/A
AllClients	N/A
edge CRM	N/A
Jarvis CRM	N/A
OfficeClip Contact Manager	N/A
GreenRope	84%
Efficy CRM	94%
AllProWebTools	N/A
20NINE	91%

*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
InStream	78%
VipeCloud	N/A
ELMA365	N/A
Kylas CRM	88%
Mothernode	N/A
OpenCRM	82%
Funnel CRM	N/A
InfoFlo	78%
Knack	N/A
Propeller CRM	100%
AddressTwo	95%
arkflux	N/A
WORKetc	86%
CRM.me	N/A
Tapdesk	N/A
Platformly	N/A
OutreachCRM	N/A
Ringy (formerly iSales)	N/A

*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
EspoCRM	N/A
PlanPlus	N/A
GleanView	N/A
ClientTether.com	N/A
RAYNET CRM	N/A
Client Book CRM	N/A
noCRM.io	90%
Promys CRM, Help Desk & PSA Software	N/A
Relenta CRM	90%
Clevertim CRM	N/A
InTouch CRM	N/A
Pulse Technology	N/A
NetSuite	74%
Zendesk Sunshine	91%
Act!	79%
Agile CRM	77%
SAP Cloud	85%
Zoho CRM Plus	N/A

*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
Siebel	77%
Odoo CRM	80%
Zoho ContactManager	76%
Sage CRM	73%
Oracle Fusion Cloud CX / CRM	67%
Outlook Customer Manager	N/A
Marketing 360	N/A
Infor CRM	57%
Oracle On Demand	82%
Vtiger Sales	N/A
SalesNexus	N/A
Sellf	N/A
TeamWave	N/A
Aurea CRM	81%
LeadMaster	N/A
SuiteCRM	86%
FIVE CRM	N/A
Maximizer	78%

*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
Signpost	N/A
SalesBabu CRM	N/A
XPO Online	N/A
sales-i	N/A
amoCRM	86%
Covve Intelligent Address Book	N/A
Womply	N/A
Teamwork CRM	N/A
ForceManager CRM	N/A
Gridle	N/A
DigitalCRM.com - CRM Software	N/A
HighLevel	77%
ContactEase	N/A
LudwigsTestyTesterApp	N/A
Prophet CRM	83%
User.com	N/A
Aptean CRM	86%
OroCRM	N/A

(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
SalesJunction	N/A
Kapture CRM	N/A
Revamp CRM	N/A
karmaCRM	N/A
YetiForce CRM	82%
Simpleview DMS	N/A
Leadscore.io	N/A
OrangeCRM	N/A
eSalesTrack	N/A
1CRM	N/A
Zurmo	N/A
Soffront	N/A
GoldMine	74%
NetX360	N/A
Pivotal	96%
solve 360	N/A
FreeCRM	N/A
crmConnect	N/A

(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
Onyx CRM	N/A
Talisma	N/A
SalesDesk	N/A
Tour de Force	74%
WeMine (WeChat CRM Platform)	N/A
Commence CRM	N/A
Item8	N/A
Tigerpaw One	N/A
Launchpad CRM	N/A
Average	85%

*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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
HubSpot Sales Hub	64%	32%	4%
Salesforce	24%	46%	30%
ActiveCampaign	94%	5%	1%
Zoho	66%	27%	7%
monday.com	75%	21%	3%
Pipedrive	68%	25%	7%
Freshsales	69%	26%	5%
SharpSpring	84%	16%	1%
Keap	90%	9%	2%
Copper	80%	16%	4%
Thryv	97%	3%	0%
Pipeliner	74%	18%	8%
Zendesk Sell	66%	28%	6%
Nimble	75%	16%	9%
Vendasta	95%	5%	0%
Microsoft Dynamics 365 Sales	31%	39%	30%
Nutshell	77%	20%	3%
Pipeline CRM	68%	26%	6%

(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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Insightly CRM	77%	16%	7%
Wrike	46%	37%	17%
ClickUp	95%	5%	0%
Close	75%	23%	2%
Nextiva	69%	28%	3%
edrone	73%	27%	0%
Creatio	46%	41%	13%
Accelo	72%	20%	8%
Salesforce Essentials	73%	20%	7%
Deskera CRM	95%	1%	4%
SAP CRM	12%	27%	61%
Vtiger All-In-One CRM	67%	30%	4%
Streak	78%	14%	8%
Bigin by Zoho CRM	90%	10%	0%
Sugar Sell (formerly SugarCRM)	34%	50%	16%
Scoro	64%	20%	16%
Oracle EBS	22%	30%	48%

*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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
LeadSquared Sales + Mobile CRM	23%	30%	47%
Workbooks	63%	31%	6%
Bitrix24	49%	34%	18%
Ontraport	91%	7%	1%
Apptivo	78%	15%	6%
HoneyBook	100%	0%	0%
Method CRM	90%	10%	1%
Teamleader	88%	12%	0%
SuperOffice CRM	58%	35%	6%
Less Annoying CRM	88%	8%	4%
Salesflare	77%	15%	8%
NetHunt CRM	73%	21%	6%
EngageBay All-in-One Suite	90%	10%	0%
Flowlu	92%	7%	1%
ePROMIS ERP	0%	58%	42%
Shape Software	56%	41%	3%
Spiro	55%	37%	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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Solid Performers CRM	70%	26%	4%
Prospect CRM	79%	17%	4%
Daylite	84%	7%	9%
SalezShark	27%	53%	20%
Membrain	62%	37%	2%
BenchmarkONE	81%	17%	2%
VBOUT	82%	18%	0%
Salesmate	81%	15%	4%
C2CRM	23%	61%	16%
Lime CRM	42%	58%	0%
Upsales	66%	32%	2%
OnePageCRM	73%	19%	8%
Really Simple Systems	89%	10%	1%
Capsule	94%	6%	0%
vcita	82%	18%	0%
OneHash CRM	92%	8%	0%
Referrizer	100%	0%	0%
FreeAgent CRM	81%	19%	0%

*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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
IRIS CRM	66%	29%	5%
BigContacts	79%	21%	0%
Simply CRM	77%	19%	4%
Claritysoft	64%	24%	12%
ConvergeHub	100%	0%	0%
Snovio	59%	27%	14%
Kizen	64%	21%	14%
Interspire	74%	22%	4%
CompanyHub CRM	88%	2%	9%
Salesboom	62%	24%	14%
AllClients	73%	20%	7%
edge CRM	52%	36%	12%
Jarvis CRM	82%	18%	0%
OfficeClip Contact Manager	80%	20%	0%
GreenRope	83%	15%	3%
Efficy CRM	50%	35%	15%
AllProWebTools	89%	6%	6%
20NINE	50%	33%	17%

(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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
InStream	41%	25%	35%
VipeCloud	97%	3%	0%
ELMA365	9%	91%	0%
Kylas CRM	87%	13%	0%
Mothernode	50%	48%	3%
OpenCRM	72%	21%	7%
Funnel CRM	55%	36%	9%
InfoFlo	81%	12%	7%
Knack	54%	38%	8%
Propeller CRM	87%	13%	0%
AddressTwo	81%	11%	9%
arkflux	83%	17%	0%
WORKetc	87%	9%	4%
CRM.me	21%	43%	36%
Tapdesk	80%	20%	0%
Platformly	96%	4%	0%
OutreachCRM	26%	42%	32%
Ringy (formerly iSales)	53%	22%	25%

*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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
EspoCRM	67%	25%	8%
PlanPlus	71%	19%	10%
GleanView	67%	24%	10%
ClientTether.com	80%	20%	0%
RAYNET CRM	33%	17%	50%
Client Book CRM	55%	36%	9%
noCRM.io	92%	8%	0%
Promys CRM, Help Desk & PSA Software	58%	42%	0%
Relenta CRM	90%	10%	0%
Clevertim CRM	44%	44%	11%
InTouch CRM	42%	25%	33%
Pulse Technology	60%	30%	10%
NetSuite	31%	59%	10%
Zendesk Sunshine	59%	36%	5%
Act!	76%	18%	5%
Agile CRM	85%	12%	3%
SAP Cloud	16%	35%	49%
Zoho CRM Plus	61%	33%	6%

*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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Siebel	12%	24%	64%
Odoo CRM	67%	29%	4%
Zoho ContactManager	85%	6%	9%
Sage CRM	42%	46%	13%
Oracle Fusion Cloud CX / CRM	14%	27%	59%
Outlook Customer Manager	76%	12%	12%
Marketing 360	83%	14%	3%
Infor CRM	29%	53%	17%
Oracle On Demand	9%	35%	56%
Vtiger Sales	65%	30%	5%
SalesNexus	64%	36%	0%
Sellf	69%	31%	0%
TeamWave	57%	29%	14%
Aurea CRM	43%	50%	7%
LeadMaster	21%	79%	0%
SuiteCRM	71%	18%	11%
FIVE CRM	60%	20%	20%
Maximizer	72%	20%	7%

*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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Signpost	84%	0%	16%
SalesBabu CRM	41%	41%	18%
XPO Online	31%	23%	46%
sales-i	53%	39%	8%
amoCRM	74%	13%	13%
Covve Intelligent Address Book	82%	18%	0%
Womply	40%	20%	40%
Teamwork CRM	45%	40%	15%
ForceManager CRM	25%	42%	33%
Gridle	70%	20%	10%
DigitalCRM.com - CRM Software	67%	33%	0%
HighLevel	95%	5%	0%
ContactEase	54%	46%	0%
LudwigsTestyTesterApp	55%	27%	18%
Prophet CRM	63%	29%	8%
User.com	94%	0%	6%
Aptean CRM	35%	52%	13%
OroCRM	30%	60%	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 includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
SalesJunction	58%	42%	0%
Kapture CRM	64%	29%	7%
Revamp CRM	80%	10%	10%
karmaCRM	73%	9%	18%
YetiForce CRM	79%	13%	8%
Simpleview DMS	60%	40%	0%
Leadscore.io	36%	45%	18%
OrangeCRM	45%	27%	27%
eSalesTrack	33%	25%	42%
1CRM	54%	46%	0%
Zurmo	60%	20%	20%
Soffront	64%	9%	27%
GoldMine	72%	24%	4%
NetX360	46%	54%	0%
Pivotal	12%	49%	40%
solve 360	50%	25%	25%
FreeCRM	73%	18%	9%
crmConnect	42%	42%	17%

*N/A is displayed when data is not publicly available.

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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 (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
Onyx CRM	56%	31%	13%
Talisma	0%	35%	65%
SalesDesk	57%	29%	14%
Tour de Force	35%	63%	2%
WeMine (WeChat CRM Platform)	20%	60%	20%
Commence CRM	67%	25%	8%
Item8	50%	50%	0%
Tigerpaw One	67%	33%	0%
Launchpad CRM	33%	33%	33%
Average	63%	26%	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 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	Avg. Contract Term (Months)
HubSpot Sales Hub	100%	0%	1.4	76%	6%	3%	8
Salesforce	100%	0%	3.5	62%	13%	16%	17
ActiveCampaign	100%	0%	1.2	89%	4%	3%	5
Zoho	100%	0%	1.4	87%	6%	4%	5
monday.com	100%	0%	1.9	91%	2%	0%	7
Pipedrive	100%	0%	0.8	83%	14%	1%	5
Freshsales	100%	0%	0.8	90%	6%	1%	5
SharpSpring	100%	0%	1.1	81%	15%	1%	3
Keap	100%	0%	1.7	71%	12%	15%	4
Copper	76%	24%	0.8	86%	10%	1%	8
Thryv	41%	59%	0.5	64%	18%	4%	5
Pipeliner	100%	0%	2.5	72%	12%	1%	6
Zendesk Sell	100%	0%	0.8	86%	11%	0%	5
Nimble	100%	0%	0.7	95%	5%	0%	3
Vendasta	49%	51%	1.7	74%	17%	0%	9
Microsoft Dynamics 365 Sales	56%	44%	3.5	60%	18%	16%	10
Nutshell	100%	0%	0.8	94%	5%	1%	3
Pipeline CRM	100%	0%	1.0	93%	5%	1%	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	Avg. Contract Term (Months)
Insightly CRM	100%	0%	1.2	92%	5%	1%	5
Wrike	100%	0%	1.7	63%	26%	5%	15
ClickUp	58%	42%	0.7	90%	0%	2%	5
Close	100%	0%	1.1	83%	11%	2%	3
Nextiva	100%	0%	1.8	73%	10%	2%	14
edrone	24%	76%	2.9	74%	21%	0%	3
Creatio	81%	19%	3.4	62%	26%	11%	15
Accelo	100%	0%	2.3	71%	23%	3%	6
Salesforce Essentials	66%	34%	1.6	86%	4%	5%	10
Deskera CRM	45%	55%	3.2	88%	0%	0%	9
SAP CRM	31%	69%	6.7	58%	20%	10%	20
Vtiger All-In-One CRM	81%	19%	1.4	85%	9%	5%	5
Streak	100%	0%	0.5	100%	0%	0%	2
Bigin by Zoho CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sugar Sell (formerly SugarCRM)	64%	36%	2.6	63%	15%	19%	13
Scoro	82%	18%	1.6	54%	33%	8%	4
Oracle EBS	43%	57%	5.8	70%	19%	4%	18

*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	Avg. Contract Term (Months)
LeadSquared Sales + Mobile CRM	74%	26%	0.7	72%	19%	0%	13
Workbooks	100%	0%	2.8	69%	24%	4%	11
Bitrix24	75%	25%	1.3	91%	6%	3%	2
Ontraport	100%	0%	0.7	92%	0%	8%	2
Apptivo	100%	0%	1.5	88%	3%	3%	6
HoneyBook	18%	82%	0.6	83%	0%	8%	4
Method CRM	70%	30%	2.9	78%	15%	2%	3
Teamleader	64%	36%	0.6	83%	17%	0%	8
SuperOffice CRM	50%	50%	1.4	60%	27%	13%	9
Less Annoying CRM	69%	31%	0.7	92%	5%	0%	1
Salesflare	81%	19%	0.2	98%	0%	2%	10
NetHunt CRM	77%	23%	0.4	91%	5%	0%	7
EngageBay All-in-One Suite	79%	21%	0.3	86%	14%	0%	12
Flowlu	67%	33%	0.3	97%	3%	0%	6
ePROMIS ERP	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Shape Software	80%	20%	3.1	67%	33%	0%	N/A
Spiro	64%	36%	2.3	83%	8%	0%	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 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	Avg. Contract Term (Months)
Solid Performers CRM	100%	0%	0.0	20%	80%	0%	14
Prospect CRM	43%	57%	3.3	56%	11%	0%	N/A
Daylite	90%	10%	0.8	69%	8%	17%	9
SalezShark	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Membrain	100%	0%	1.4	74%	13%	5%	13
BenchmarkONE	100%	0%	0.9	88%	5%	5%	4
VBOUT	75%	25%	1.1	85%	15%	0%	4
Salesmate	56%	44%	1.3	100%	0%	0%	6
C2CRM	60%	40%	3.0	79%	14%	7%	7
Lime CRM	N/A	N/A	2.0	86%	0%	0%	10
Upsales	64%	36%	0.4	67%	33%	0%	10
OnePageCRM	87%	13%	0.5	100%	0%	0%	2
Really Simple Systems	100%	0%	1.0	88%	7%	2%	3
Capsule	88%	12%	0.8	100%	0%	0%	1
vcita	67%	33%	N/A	50%	17%	17%	N/A
OneHash CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Referrizer	56%	44%	0.6	71%	14%	0%	N/A
FreeAgent CRM	50%	50%	1.8	75%	13%	0%	12

*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	Avg. Contract Term (Months)
IRIS CRM	46%	54%	2.2	88%	6%	0%	11
BigContacts	100%	0%	1.3	96%	0%	0%	4
Simply CRM	N/A	N/A	N/A	100%	0%	0%	N/A
Claritysoft	62%	38%	3.7	87%	10%	0%	8
ConvergeHub	64%	36%	3.4	86%	7%	7%	22
Snovio	83%	17%	0.1	100%	0%	0%	5
Kizen	N/A	N/A	N/A	100%	0%	0%	N/A
Interspire	58%	42%	0.6	85%	8%	0%	4
CompanyHub CRM	71%	29%	0.4	78%	17%	0%	21
Salesboom	78%	22%	1.2	86%	0%	0%	3
AllClients	N/A	N/A	0.9	N/A	N/A	N/A	N/A
edge CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Jarvis CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OfficeClip Contact Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GreenRope	100%	0%	1.6	89%	9%	3%	1
Efficy CRM	86%	14%	3.9	100%	0%	0%	12
AllProWebTools	100%	0%	0.8	72%	22%	6%	1
20NINE	100%	0%	N/A	N/A	N/A	N/A	N/A

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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	Avg. Contract Term (Months)
InStream	67%	33%	2.2	53%	43%	0%	12
VipeCloud	100%	0%	0.4	75%	25%	0%	4
ELMA365	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Kylas CRM	100%	0%	0.3	29%	57%	0%	7
Mothernode	100%	0%	2.9	65%	26%	4%	19
OpenCRM	67%	33%	1.1	64%	7%	0%	0
Funnel CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
InfoFlo	18%	82%	2.0	90%	10%	0%	1
Knack	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Propeller CRM	88%	13%	0.1	100%	0%	0%	4
AddressTwo	100%	0%	2.1	90%	0%	10%	8
arkflux	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WORKetc	100%	0%	1.5	100%	0%	0%	4
CRM.me	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tapdesk	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Platformly	56%	44%	0.1	94%	0%	0%	0
OutreachCRM	N/A	N/A	N/A	38%	13%	0%	N/A
Ringy (formerly iSales)	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	Avg. Contract Term (Months)
EspoCRM	63%	38%	3.5	67%	17%	0%	3
PlanPlus	58%	42%	0.5	63%	38%	0%	9
GleanView	100%	0%	1.5	55%	45%	0%	4
ClientTether.com	N/A	N/A	N/A	N/A	N/A	N/A	N/A
RAYNET CRM	80%	20%	N/A	100%	0%	0%	N/A
Client Book CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
noCRM.io	100%	0%	0.3	75%	13%	0%	1
Promys CRM, Help Desk & PSA Software	100%	0%	1.6	63%	38%	0%	N/A
Relenta CRM	100%	0%	0.1	100%	0%	0%	4
Clevertim CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
InTouch CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pulse Technology	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NetSuite	86%	14%	4.4	48%	25%	26%	21
Zendesk Sunshine	67%	33%	1.7	77%	0%	0%	4
Act!	28%	72%	1.8	77%	9%	13%	8
Agile CRM	100%	0%	0.9	91%	4%	2%	6
SAP Cloud	77%	23%	3.5	40%	28%	24%	14
Zoho CRM Plus	78%	22%	1.5	89%	0%	11%	7

(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	Avg. Contract Term (Months)
Siebel	35%	65%	6.2	69%	11%	15%	18
Odoo CRM	45%	55%	3.2	55%	27%	18%	12
Zoho ContactManager	65%	35%	0.8	79%	21%	0%	4
Sage CRM	21%	79%	3.6	56%	25%	16%	9
Oracle Fusion Cloud CX / CRM	100%	0%	8.3	48%	24%	24%	31
Outlook Customer Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Marketing 360	80%	20%	N/A	67%	22%	11%	3
Infor CRM	23%	77%	5.0	48%	11%	41%	11
Oracle On Demand	100%	0%	6.2	50%	9%	41%	21
Vtiger Sales	63%	38%	3.3	90%	10%	0%	N/A
SalesNexus	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sellf	40%	60%	N/A	71%	29%	0%	N/A
TeamWave	N/A	N/A	N/A	100%	0%	0%	N/A
Aurea CRM	50%	50%	3.3	40%	40%	10%	N/A
LeadMaster	67%	33%	N/A	N/A	N/A	N/A	N/A
SuiteCRM	69%	31%	1.8	85%	12%	4%	3
FIVE CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Maximizer	61%	39%	2.1	61%	32%	7%	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	Avg. Contract Term (Months)
Signpost	38%	63%	0.8	88%	13%	0%	10
SalesBabu CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
XPO Online	N/A	N/A	N/A	67%	17%	0%	N/A
sales-i	80%	20%	1.5	67%	27%	7%	17
amoCRM	75%	25%	0.9	78%	22%	0%	10
Covve Intelligent Address Book	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Womply	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Teamwork CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ForceManager CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Gridle	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DigitalCRM.com – CRM Software	N/A	N/A	N/A	N/A	N/A	N/A	N/A
HighLevel	25%	75%	1.0	88%	0%	13%	3
ContactEase	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LudwigsTestyTesterApp	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Prophet CRM	72%	28%	1.6	80%	18%	2%	13
User.com	60%	40%	0.4	80%	20%	0%	N/A
Aptean CRM	33%	67%	2.1	85%	8%	8%	9
OroCRM	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	Avg. Contract Term (Months)
SalesJunction	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Kapture CRM	N/A	N/A	3.7	83%	17%	0%	10
Revamp CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
karmaCRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
YetiForce CRM	53%	47%	1.7	91%	9%	0%	3
Simpleview DMS	N/A	N/A	N/A	100%	0%	0%	N/A
Leadscore.io	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OrangeCRM	N/A	N/A	N/A	83%	17%	0%	N/A
eSalesTrack	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1CRM	60%	40%	N/A	N/A	N/A	N/A	N/A
Zurmo	40%	60%	N/A	78%	0%	0%	N/A
Soffront	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GoldMine	7%	93%	1.4	35%	23%	40%	8
NetX360	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pivotal	30%	70%	7.3	78%	11%	0%	14
solve 360	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FreeCRM	N/A	N/A	N/A	67%	33%	0%	N/A
crmConnect	N/A	N/A	N/A	N/A	N/A	N/A	N/A

*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	Avg. Contract Term (Months)
Onyx CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Talisma	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SalesDesk	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tour de Force	14%	86%	3.6	58%	42%	0%	17
WeMine (WeChat CRM Platform)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Commence CRM	100%	0%	1.3	83%	17%	0%	N/A
Item8	N/A	N/A	N/A	88%	13%	0%	N/A
Tigerpaw One	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Launchpad CRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A

*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 (payback period in months)
HubSpot Sales Hub	71%	13
Salesforce	73%	19
ActiveCampaign	73%	11
Zoho	71%	11
monday.com	77%	12
Pipedrive	73%	9
Freshsales	69%	7
SharpSpring	64%	8
Keap	72%	14
Copper	80%	8
Thryv	73%	12
Pipeliner	58%	14
Zendesk Sell	85%	10
Nimble	74%	7
Vendasta	61%	8
Microsoft Dynamics 365 Sales	58%	18
Nutshell	79%	10
Pipeline CRM	82%	9

*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 (payback period in months)
Insightly CRM	66%	9
Wrike	64%	23
ClickUp	73%	11
Close	95%	4
Nextiva	79%	17
edrone	68%	9
Creatio	77%	13
Accelo	90%	9
Salesforce Essentials	70%	18
Deskera CRM	69%	20
SAP CRM	59%	29
Vtiger All-In-One CRM	76%	11
Streak	84%	7
Bigin by Zoho CRM	N/A	N/A
Sugar Sell (formerly SugarCRM)	69%	18
Scoro	84%	19
Oracle EBS	58%	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 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 (payback period in months)
LeadSquared Sales + Mobile CRM	70%	6
Workbooks	76%	13
Bitrix24	56%	10
Ontraport	82%	11
Apptivo	62%	11
HoneyBook	89%	11
Method CRM	73%	16
Teamleader	71%	8
SuperOffice CRM	84%	31
Less Annoying CRM	84%	5
Salesflare	82%	5
NetHunt CRM	87%	7
EngageBay All-in-One Suite	69%	6
Flowlu	69%	4
ePROMIS ERP	N/A	N/A
Shape Software	68%	N/A
Spiro	85%	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 (payback period in months)
Solid Performers CRM	99%	N/A
Prospect CRM	87%	N/A
Daylite	82%	11
SalezShark	N/A	N/A
Membrain	81%	13
BenchmarkONE	79%	9
VBOUT	87%	9
Salesmate	71%	10
C2CRM	82%	16
Lime CRM	72%	N/A
Upsales	90%	5
OnePageCRM	80%	3
Really Simple Systems	76%	11
Capsule	92%	7
vcita	N/A	N/A
OneHash CRM	N/A	N/A
Referrizer	44%	N/A
FreeAgent CRM	59%	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 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 (payback period in months)
IRIS CRM	84%	12
BigContacts	88%	7
Simply CRM	N/A	N/A
Claritysoft	72%	23
ConvergeHub	67%	8
Snovio	N/A	3
Kizen	N/A	N/A
Interspire	69%	14
CompanyHub CRM	65%	6
Salesboom	54%	11
AllClients	N/A	N/A
edge CRM	N/A	N/A
Jarvis CRM	N/A	N/A
OfficeClip Contact Manager	N/A	N/A
GreenRope	69%	11
Efficy CRM	88%	22
AllProWebTools	90%	5
20NINE	N/A	N/A

*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 (payback period in months)
InStream	38%	16
VipeCloud	81%	12
ELMA365	N/A	N/A
Kylas CRM	76%	5
Mothernode	86%	17
OpenCRM	83%	5
Funnel CRM	N/A	N/A
InfoFlo	87%	9
Knack	N/A	N/A
Propeller CRM	90%	3
AddressTwo	86%	7
arkflux	N/A	N/A
WORKetc	80%	5
CRM.me	N/A	N/A
Tapdesk	N/A	N/A
Platformly	63%	5
OutreachCRM	N/A	N/A
Ringy (formerly iSales)	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 (payback period in months)
EspoCRM	80%	N/A
PlanPlus	84%	7
GleanView	61%	6
ClientTether.com	N/A	N/A
RAYNET CRM	N/A	N/A
Client Book CRM	N/A	N/A
noCRM.io	79%	3
Promys CRM, Help Desk & PSA Software	82%	N/A
Relenta CRM	99%	3
Clevertim CRM	N/A	N/A
InTouch CRM	N/A	N/A
Pulse Technology	N/A	N/A
NetSuite	81%	27
Zendesk Sunshine	54%	23
Act!	77%	16
Agile CRM	74%	8
SAP Cloud	66%	15
Zoho CRM Plus	86%	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 (payback period in months)
Siebel	64%	27
Odoo CRM	70%	14
Zoho ContactManager	43%	15
Sage CRM	67%	24
Oracle Fusion Cloud CX / CRM	51%	25
Outlook Customer Manager	N/A	N/A
Marketing 360	57%	N/A
Infor CRM	63%	26
Oracle On Demand	70%	31
Vtiger Sales	57%	N/A
SalesNexus	N/A	N/A
Sellf	N/A	N/A
TeamWave	N/A	N/A
Aurea CRM	57%	N/A
LeadMaster	N/A	N/A
SuiteCRM	65%	4
FIVE CRM	N/A	N/A
Maximizer	76%	20

(Additional Data for CRM continues on next page)

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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 (payback period in months)
Signpost	68%	21
SalesBabu CRM	N/A	N/A
XPO Online	N/A	N/A
sales-i	65%	21
amoCRM	63%	7
Covve Intelligent Address Book	N/A	N/A
Womply	N/A	N/A
Teamwork CRM	N/A	N/A
ForceManager CRM	N/A	N/A
Gridle	N/A	N/A
DigitalCRM.com - CRM Software	N/A	N/A
HighLevel	75%	4
ContactEase	N/A	N/A
LudwigsTestyTesterApp	N/A	N/A
Prophet CRM	71%	15
User.com	N/A	N/A
Aptean CRM	72%	N/A
OroCRM	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 (payback period in months)
SalesJunction	N/A	N/A
Kapture CRM	54%	14
Revamp CRM	N/A	N/A
karmaCRM	N/A	N/A
YetiForce CRM	62%	11
Simpleview DMS	N/A	N/A
Leadscore.io	N/A	N/A
OrangeCRM	N/A	N/A
eSalesTrack	N/A	N/A
1CRM	N/A	N/A
Zurmo	N/A	N/A
Soffront	N/A	N/A
GoldMine	80%	16
NetX360	N/A	N/A
Pivotal	66%	20
solve 360	N/A	N/A
FreeCRM	N/A	N/A
crmConnect	N/A	N/A

*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 (payback period in months)
Onyx CRM	N/A	N/A
Talisma	N/A	N/A
SalesDesk	N/A	N/A
Tour de Force	54%	27
WeMine (WeChat CRM Platform)	N/A	N/A
Commence CRM	92%	N/A
Item8	N/A	N/A
Tigerpaw One	N/A	N/A
Launchpad CRM	N/A	N/A
Average	73%	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 third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
HubSpot Sales Hub	HubSpot	2006	$883	7,082	694,415	823,972	4.6	322
Salesforce	Salesforce	1999	$21,252	67,676	3,473,388	567,646	4.5	7,487,334
ActiveCampaign	ActiveCampaign	2003	N/A	996	38,358	12,223	4.3	2,882
Zoho	Zoho Corporation Pvt. Ltd.		N/A	11,105	592,419	83,382	4.5	142
monday.com	monday.com	2012	N/A	1,212	92,003	15,582	4.6	1,720
Pipedrive	Pipedrive	2010	N/A	946	54,124	12,553	4.7	2,044
Freshsales	Freshworks	2010	N/A	5,228	438,288	16,974	4.3	3,804
SharpSpring	Constant Contact		N/A	1,207	27,870	72,890	3.7	546
Keap	Keap	2001	N/A	398	31,152	36,011	3.6	10,885
Copper	Copper	2013	N/A	145	9,185	2,356	4.2	7,076
Thryv	Thryv	2012	N/A	2,295	32,941	8,408	3.6	18,890
Pipeliner	Pipelinersales Inc.	2007	N/A	147	30,160	9,236	3.8	273,990
Zendesk Sell	Zendesk	2007	$1,030	6,244	273,175	95,885	4.4	151
Nimble	Nimble	2008	N/A	50	7,109	17,286	4.3	26,197
Vendasta	Vendasta	2008	N/A	556	13,559	3,824	4.1	15,111
Microsoft Dynamics 365 Sales	Microsoft	1975	$143,015	218,146	16,270,045	10,373,082	4.4	24
Nutshell	Nutshell	2009	N/A	58	3,456	2,809	4.2	18,187
Pipeline CRM	PipelineDeals	2006	N/A	41	2,182	3,116	3.3	N/A

(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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
Insightly CRM	Insightly	2012	N/A	126	9,498	7,206	3.5	18,503
Wrike	Wrike, Inc.	2006	N/A	985	43,713	14,452	4.0	1,355
ClickUp	ClickUp	2016	N/A	794	35,944	51,824	4.2	1,826
Close	Close	2013	N/A	63	8,464	6,160	4.8	8,891
Nextiva	Nextiva		N/A	1,238	49,921	22,029	3.9	18,540
edrone	edrone	2015	N/A	156	3,098	1,682	4.0	382,690
Creatio	Creatio	2013	N/A	473	23,280	82	4.8	33,804
Accelo	Accelo	2011	N/A	125	5,216	3,239	3.8	39,252
Salesforce Essentials	Salesforce	1999	$21,252	67,676	3,473,388	567,646	4.5	7,487,334
Deskera CRM	Deskera	2008	N/A	166	16,309	5,919	4.1	41,834
SAP CRM	SAP	1972	$27,338	119,647	2,784,581	293,667	4.5	194,984
Vtiger All-In-One CRM	Vtiger	2004	N/A	152	5,804	2,749	4.0	19,991
Streak	Streak	2011	N/A	26	2,418	4,557	4.4	25,954
Bigin by Zoho CRM	Zoho Corporation Pvt. Ltd.		N/A	11,105	592,419	83,382	4.5	142
Sugar Sell (formerly SugarCRM)	SugarCRM	2004	N/A	542	33,967	22,125	3.9	48,712
Scoro	Scoro	2013	N/A	125	4,585	9,021	4.6	36,704
Oracle EBS	Oracle	1977	$39,068	214,452	7,751,786	795,510	3.8	431

*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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
LeadSquared Sales + Mobile CRM	LeadSquared	2011	N/A	958	96,213	1,222	4.2	5,260
Workbooks	Workbooks	2009	N/A	61	2,323	2,773	4.3	593,898
Bitrix24	Bitrix24	1998	N/A	124	5,912	4,706	4.7	2,897
Ontraport	Ontraport	2008	N/A	130	3,626	13,457	4.5	9,565
Apptivo	Apptivo	2009	N/A	284	5,882	6,095	4.0	36,211
HoneyBook	HoneyBook	2013	N/A	178	8,726	3,958	4.6	7,590
Method CRM	Method Integration Inc.	2010	N/A	67	1,302	2,091	4.2	65,365
Teamleader	Teamleader	2012	N/A	223	12,967	1,116	4.4	101,065
SuperOffice CRM	SuperOffice AS	1990	N/A	110	2,866	0	N/A	47,481
Less Annoying CRM	Less Annoying Software	2009	N/A	18	1,141	1,119	4.6	32,830
Salesflare	Salesflare	2014	N/A	8	1,171	8,002	N/A	45,830
NetHunt CRM	NetHunt CRM	2015	N/A	27	711	2,881	N/A	54,266
EngageBay All-in-One Suite	EngageBay Inc	2018	N/A	32	5,270	17,955	4.8	12,511
Flowlu	Flowlu	2016	N/A	7	101	109	N/A	36,640
ePROMIS ERP	ePROMIS Solutions	1981	N/A	92	35,262	1,376	4.7	1,059,224
Shape Software	Shape Software		N/A	26	826	2,609	5.0	155,444
Spiro	Spiro Technologies, Inc.	2014	N/A	35	4,658	20,443	4.8	293,136

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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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
Solid Performers CRM	Solid Performers Pvt. Ltd	2015	N/A	7	50	0	N/A	77,034
Prospect CRM	ProspectSoft	2000	N/A	53	1,482	778	4.2	1,058,041
Daylite	Marketcircle	1999	N/A	41	1,789	3,230	3.4	100,972
SalezShark	SalezShark	2014	N/A	61	4,731	1,509	3.0	155,606
Membrain	Upstream	1998	N/A	18	580	116	4.3	2,225,949
BenchmarkONE	BenchmarkONE	2011	N/A	17	1,674	31,179	5.0	82,227
VBOUT	Vbout Inc.	2013	N/A	36	764	1,900	N/A	44,556
Salesmate	Salesmate	2016	N/A	14	1,559	2,096	5.0	23,965
C2CRM	Clear C2, Inc.	1993	N/A	41	336	739	5.0	1,465,648
Lime CRM	Lime Technologies		N/A	322	8,621	448	N/A	1,449,734
Upsales	Upsales	2003	N/A	89	8,096	239	4.6	1,881,165
OnePageCRM	OnePage	2010	N/A	23	2,129	4,170	4.0	101,829
Really Simple Systems	Really Simple Systems	2006	N/A	20	641	1,342	3.2	139,579
Capsule	Zestia Ltd	2007	N/A	40	765	5,573	N/A	38,960
vcita	vcita	2010	N/A	178	4,707	1,858	4.4	32,311
OneHash CRM	OneHash	2020	N/A	9	1,046	0	N/A	213,619
Referrizer	Referrizer	2013	N/A	122	1,025	1,083	4.2	304,649
FreeAgent CRM	FreeAgent CRM	2016	N/A	60	2,236	0	3.9	357,922

(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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
IRIS CRM	Integrated Reporting is Simple LLC	2010	N/A	31	1,740	536	5.0	136,210
BigContacts	BigContacts	2007	N/A	2	10	2	4.5	120,085
Simply CRM	Simply CRM	2011	N/A	8	178	0	N/A	3,961,842
Claritysoft	Claritysoft	2006	N/A	19	288	407	3.3	871,901
ConvergeHub	ConvergeHub	2016	N/A	8	223	1,994	N/A	143,685
Snovio	Snovio	2017	N/A	96	2,800	2,419	N/A	6,843
Kizen	KIZEN	2018	N/A	55	2,576	33	4.8	427,926
Interspire	Interspire	2013	N/A	1	1	1,598	N/A	111,956
CompanyHub CRM	CompanyHub	2015	N/A	19	633	148	N/A	86,598
Salesboom	Salesboom.com	2002	N/A	31	509	2,883	3.6	977,976
AllClients	AllClients	2004	N/A	2	14	332	N/A	365,231
edge CRM	Tantragyan Technologies Pvt Ltd	2014	N/A	13	187	69	3.5	1,021,881
Jarvis CRM	The Scarpetta Group	2008	N/A	5	335	1,074	N/A	5,804,215
OfficeClip Contact Manager	OfficeClip LLC	2003	N/A	9	68	579	4.0	744,298
GreenRope	GreenRope	2008	N/A	16	1,230	5,557	4.5	164,624
Efficy CRM	Efficy	2005	N/A	253	16,427	1,144	4.5	140,879
AllProWebTools	AllProWebTools	2009	N/A	10	150	715	4.7	1,363,154
20NINE	20NINE	2014	N/A	9	628	1,011	5.0	1,477,600

(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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
InStream	InStream	2015	N/A	3	206	946	N/A	1,542,741
VipeCloud	VipeCloud	2011	N/A	7	216	236	N/A	344,992
ELMA365	ELMA EUROPE sarl		N/A	4	51	0	N/A	792,033
Kylas CRM	Kylas Growth Engine	2020	N/A	13	296	0	N/A	61,277
Mothernode	Mothernode	2009	N/A	7	131	281	N/A	1,979,394
OpenCRM	OpenCRM	2005	N/A	15	447	1,851	5.0	2,325,185
Funnel CRM	Funnel CRM	2018	N/A	2	65	76	N/A	3,555,480
InfoFlo	Carmel Vision	2002	N/A	5	119	1,301	4.0	N/A
Knack	Theoretical Inc	2010	N/A	45	2,736	0	N/A	N/A
Propeller CRM	Propeller CRM	2014	N/A	1	68	221	N/A	394,073
AddressTwo	AddressTwo	2005	N/A	3	228	1,859	0.0	1,988,992
arkflux	360Freedom		N/A	1	4	82	N/A	N/A
WORKetc	WORK[etc]	2016	N/A	10	2,292	540	5.0	432,739
CRM.me	RedLotus	2019	N/A	47	4,176	1,740	4.0	2,544,396
Tapdesk	Ayulla Inc		N/A	2	140	0	N/A	2,016,458
Platformly	Platformly	2017	N/A	9	241	254	N/A	1,141,051
OutreachCRM	Outreach Software Limited	2002	N/A	5	30	105	N/A	6,684,271
Ringy (formerly iSales)	Kovacs Systems, LLC	2013	N/A	12	170	0	N/A	1,411,194

(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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
EspoCRM	EspoCRM Inc.	2014	N/A	2	97	641	N/A	128,173
PlanPlus	Complete XRM	2003	N/A	10	401	1,279	4.7	1,022,701
GleanView	GleanView	2015	N/A	5	407	59	3.9	691,501
ClientTether.com	ClientTether	2014	N/A	14	188	77	5.0	874,359
RAYNET CRM	RAYNETCRM, LLC	2013	N/A	1	82	106	N/A	1,240,744
Client Book CRM	Diamond Profile LLC	2012	N/A	1	13	0	N/A	N/A
noCRM.io	You Don't Need a CRM	2008	N/A	5	152	5,426	N/A	3,466,706
Promys CRM, Help Desk & PSA Software	PROMYS	2003	N/A	14	158	140	N/A	1,908,451
Relenta CRM	Relenta CRM		N/A	1	1	444	N/A	1,762,769
Clevertim CRM	Clevertim	2012	N/A	1	23	351	5.0	N/A
InTouch CRM	Figstack	2021	N/A	2	215	0	N/A	582,148
Pulse Technology	Pulse Technology	2019	N/A	3	64	0	3.5	2,919,741
NetSuite	Oracle	1977	$39,068	214,452	7,751,786	795,510	3.8	431
Zendesk Sunshine	Zendesk	2007	$1,030	6,244	273,175	95,885	4.4	151
Act!	Act!	2001	N/A	704	6,524	5,795	3.4	68,038
Agile CRM	Agile CRM	2013	N/A	174	8,276	7,591	3.0	20,983
SAP Cloud	SAP	1972	$27,338	119,647	2,784,581	293,667	4.5	194,984
Zoho CRM Plus	Zoho Corporation Pvt. Ltd.		N/A	11,105	592,419	83,382	4.5	142

(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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
Siebel	Oracle	1977	$39,068	214,452	7,751,786	795,510	3.8	431
Odoo CRM	Odoo	2005	N/A	2,030	100,242	43,628	3.9	1,446
Zoho ContactManager	Zoho Corporation Pvt. Ltd.		N/A	11,105	592,419	83,382	4.5	142
Sage CRM	Sage Software	1981	$1,903	14,863	396,497	49,306	4.1	5,036
Oracle Fusion Cloud CX / CRM	Oracle	1977	$39,068	214,452	7,751,786	795,510	3.8	431
Outlook Customer Manager	Microsoft	1975	$143,015	218,146	16,270,045	10,373,082	4.4	24
Marketing 360	Madwire	2009	N/A	516	7,805	132	4.0	223,672
Infor CRM	Infor	2002	N/A	18,621	699,173	19,449	4.0	22,835
Oracle On Demand	Oracle	1977	$39,068	214,452	7,751,786	795,510	3.8	431
Vtiger Sales	Vtiger	2004	N/A	152	5,804	2,749	4.0	19,991
SalesNexus	SalesNexus	2002	N/A	10	456	4,648	4.0	152,807
Sellf	Sellf Srl	2013	N/A	120	1,296	1,139	N/A	3,255,282
TeamWave	TeamWave Inc.	2016	N/A	14	4,495	301	4.0	107,171
Aurea CRM	Aurea Software	2012	N/A	369	107,575	337	3.3	199,946
LeadMaster	LeadMaster	1998	N/A	25	364	656	3.2	1,294,850
SuiteCRM	SalesAgility	2005	N/A	25	853	4,109	4.4	2,599,087
FIVE CRM	FIVE CRM	1991	N/A	21	1,233	5,978	2.1	1,569,841
Maximizer	Aurora Tech Support	2003	N/A	6	55	0	N/A	N/A

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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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
Signpost	Signpost	2010	N/A	137	7,196	2,527	3.7	60,168
SalesBabu CRM	SalesBabu Business Solutions Pvt Ltd	2006	N/A	27	239	232	N/A	378,228
XPO Online	Xpo-Online	2016	N/A	25	128	575	0.0	6,250,821
sales-i	sales-i	2008	N/A	111	5,798	3,448	3.6	649,898
amoCRM	QSOFT LLC	2009	N/A	129	2,167	1,165	0.0	15,212
Covve Intelligent Address Book	Covve	2013	N/A	15	1,006	1,941	5.0	181,758
Womply	Womply	2011	N/A	160	12,600	8,291	3.5	36,713
Teamwork CRM	Teamwork	2007	N/A	373	18,599	12,501	3.7	1,816
ForceManager CRM	ForceManager	2011	N/A	117	12,606	3,087	4.0	262,142
Gridle	Pivoting Softwares Pvt. Ltd	2019	N/A	32	1,958	0	N/A	N/A
DigitalCRM.com – CRM Software	DigitalCRM.com		N/A	3	23	3,310	N/A	954,909
HighLevel	HighLevel	2018	N/A	108	2,345	0	4.5	3,413
ContactEase	Cole Valley Software	1991	N/A	15	319	278	3.4	3,176,328
LudwigsTesty-TesterApp	Ludwig G's Amazeinging APPPS		N/A	1	1	0	N/A	27
Prophet CRM	Avidian Technologies	2002	N/A	23	512	712	3.6	2,175,788
User.com	User.com	2015	N/A	43	1,561	6,889	N/A	62,140
Aptean CRM	Aptean	2012	N/A	2,213	33,900	1,480	3.6	145,468
OroCRM	Oro, Inc	2012	N/A	88	3,245	3,245	N/A	83,486

(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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
SalesJunction	SalesJunction	2011	N/A	1	63	172	5.0	6,021,856
Kapture CRM	Adjetter Media	2014	N/A	279	35,647	110	4.0	3,784,902
Revamp CRM	Revamp Consulting	2004	N/A	32	1,548	333	4.4	2,342,933
karmaCRM	karmaCRM	2010	N/A	5	234	2,754	0.0	698,718
YetiForce CRM	YetiForce	2014	N/A	13	340	793	N/A	402,801
Simpleview DMS	Simpleview	1991	N/A	329	6,130	2,822	3.1	85,245
Leadscore.io	Interact.io	2013	N/A	2	382	236	3.7	4,160,918
OrangeCRM	OrangeCRM		N/A	1	1	248	N/A	325,942
eSalesTrack	Soleran	2004	N/A	26	1,225	54	N/A	8,518,641
1CRM	1CRM Corp.	1997	N/A	6	143	2,296	N/A	496,620
Zurmo	Zurmo, Inc.	2011	N/A	1	404	0	N/A	7,478,955
Soffront	Soffront	1992	N/A	55	1,610	1,252	3.7	242,456
GoldMine	MacSonik Software	2020	N/A	1	2	0	N/A	1,213,613
NetX360	Pershing a BNY Mellon	1939	N/A	29	18	0	3.2	105,998
Pivotal	Avolin	2018	N/A	58	32,137	61	2.3	641,839
solve 360	Norada Corporation	2001	N/A	8	541	1,271	0.0	2,925,375
FreeCRM	Free CRM	2003	N/A	1	19	787	3.9	365,437
crmConnect	CRM Aus	1997	N/A	7	140	0	N/A	N/A

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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 product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
Onyx CRM	Avolin	2018	N/A	58	32,137	61	2.3	641,839
Talisma	Anthology	1988	N/A	350	11,968	916	3.4	254,715
SalesDesk	SPRINT Middle East LLC		N/A	1	1	0	N/A	6,050,164
Tour de Force	Tour de Force, Inc.	2001	N/A	58	863	409	2.4	N/A
WeMine (WeChat CRM Platform)	WeMine	2015	N/A	18	1,048	0	5.0	N/A
Commence CRM	Commence Corporation	1988	N/A	27	164	483	4.3	434,586
Item8	Item8	2017	N/A	2	19	1	N/A	N/A
Tigerpaw One	Tigerpaw	1984	N/A	59	2,440	1,196	4.1	731,304
Launchpad CRM	Launchpad CRM		N/A	1	1	2	N/A	N/A

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