

2019 EDITION

TOP 40 CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE REPORT

Comparison of the Leading CRM Vendors

Overview of CRM Software Solutions

Customer Relationship Management (CRM) simplifies company-client relations by providing a centralized repository for collecting information on prospective customers and established clientele. The ideal CRM system synchronizes your various marketing efforts and optimizes your marketing efforts by automating customer communications. Business owners should consider a CRM platform if they find it difficult to maintain regular interactions with clients or lack a comprehensive system for communicating with customers. A company might also find value in transitioning to a new CRM solution if they find an existing ad-hoc platform like a spreadsheet to be time-consuming or inadequate for their existing needs.

The best CRM platforms will enhance client interactions through a number of tools designed to fit your company size and needs. Look for a flexible solution that automates key client transactions and interactions, improves your customer support services and efficiently manages your marketing campaigns. For more information about the variations of CRM solutions available, check out Business-Software.com's range of CRM vendor reports, all of which are available on our Exclusive Reports page.

Read on to browse the leading CRM systems and discover which ones will be the best fit for your company in our Top 40 CRM Software Comparison report.

Features & Deployment Key



Data importing



Mobile accessible



Analytics



Email marketing



Email integrations



Multichannel support



SaaS platform



On-premise platform




























SaaS and on-premise

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We offer exclusive comparison reports for 80+ business software segments, enabling you to efficiently research and review highly rated software products. Download our free reports to discover top business solutions for Accounting, CRM, ERP, CMS, Manufacturing, HR and more.

Top 40 CRM Software Comparison

Salesforce Sales Cloud	NetSuite CRM+	C2CRM	Infor CRM	Sage CRM
				
Ideal for: Businesses looking for a platform that provides forecasting, analytics and real-time updates.	Ideal for: Companies seeking a solution with integrated order management.	Ideal for: Businesses that want a solution with advanced marketing and relationship management functionality.	Ideal for: Any size company looking for a software solution with advanced customization capability.	Ideal for: Smaller companies that would benefit from Outlook and Exchange integration.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> Manage and track campaigns across multiple channels Securely share files Email and calendars Real-time updates on contacts, accounts, and documents 	Additional Features <ul style="list-style-type: none"> Competitor tracking Real-time sales forecasting Quote and order management Commissions management 	Additional Features <ul style="list-style-type: none"> Sales management includes all areas under relationships Sales force automation Customer service tracks post-sales activities Imports text files 	Additional Features <ul style="list-style-type: none"> Standard open APIs & integration options Seamless integration with back office systems Advanced customization capabilities 	Additional Features <ul style="list-style-type: none"> Relationship management graphs Customizable graphical workflow Create accurate quotes Quickly execute marketing campaigns
Select Customers NBCUniversal, Siemens, Dr. Pepper Snapple, HP	Select Customers AMPRO, Oakland Athletics, Document Sciences	Select Customers Verizon Wireless, Dean Foods, Wakefield Thermal Solutions Inc	Select Customers Amica Life Insurance, Uni-First, Meridian Bioscience	Select Customers Panasonic, Armstrong, Caber Sure Fit, NYSE
Deployment 	Deployment 	Deployment 	Deployment 	Deployment 


























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Top 40 CRM Software Comparison

bpm'online CRM	HubSpot CRM	Insightly	Gold-Vision CRM	Zendesk Sell
				
Ideal for: Companies that are looking for a software that provides lead and case management functions.	Ideal for: Companies of any size that need a solution with deep marketing integration.	Ideal for: Any size organization that wants a platform with API capability and social CRM functionality.	Ideal for: Businesses that are looking for a quote management software with social media integration.	Ideal for: Companies that are looking for a solution to increase real-time sales visibility.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> • Opportunity and pipeline management • Orders and invoices • Field sales management • Sales forecasting • Project management • Service catalog 	Additional Features <ul style="list-style-type: none"> • Drag-and-drop communicator • Social media integration • Email templates, tracking and scheduling • Personalizable views and filtering 	Additional Features <ul style="list-style-type: none"> • Task and calendar management • Contact management • Opportunity reports to manage key sales metrics • Project management 	Additional Features <ul style="list-style-type: none"> • Integrated marketing automation and email marketing • Device-independent mobile access • Lead management and scoring capabilities 	Additional Features <ul style="list-style-type: none"> • Real-time visibility into your sales pipeline • Automatically track and share your email communications • Base Document Repository access
Select Customers Heineken, Bayer, Allianz, Heinz, Pelco by Schneider Electric	Select Customers Care.com, PennyMac, PhaseWare, ShoreTel, WeDo Technologies	Select Customers NY State Assembly, Reddit, Centercode, YepRoc Records	Select Customers Ordnance Survey, British Chambers of Commerce, Cosworth, Bridgestone	Select Customers Barnes & Noble, Expensify, Wayfair, Sartorius
Deployment   	Deployment   	Deployment   	Deployment   	Deployment   

























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Top 40 CRM Software Comparison

Commence CRM	ClaritySoft	SAP Cloud for Sales	Microsoft Dynamics CRM	SalesNexus
				
Ideal for: Companies that want a platform with contact and project management functionality.	Ideal for: Small businesses that would benefit from software equipped with free lifetime support.	Ideal for: Enterprises seeking a platform with ecommerce functionality and loyalty management features.	Ideal for: Companies in need of a CRM solution with contract management capability.	Ideal for: Companies and organizations that want a platform with a robust API integrated solution.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> E-mail integration Lead Scoring Pipeline Management Forecast & Reporting Custom Reporting Analytical Reporting Marketing Campaigns 	Additional Features <ul style="list-style-type: none"> Seamless integration with MS Outlook, Gmail and QuickBooks Data is maintained within any private database 	Additional Features <ul style="list-style-type: none"> Marketing resource and brand management Campaign management Segmentation and list management Real-time offer management 	Additional Features <ul style="list-style-type: none"> Audit changes to business data Role-based access Measure performance of organizations, business units, teams and individuals 	Additional Features <ul style="list-style-type: none"> Capture leads from your website Marketing automation Click-to-call using RingCentral or 3CX CRM and email marketing in one system
Select Customers Weight Watchers, NRA, Maryland General Assembly	Select Customers Berkshire Hathaway, Ovation Brands, Clareon	Select Customers Bentley Systems, BOA Group, Proseed, Rieber	Select Customers Delta Air Lines, Hitachi Solutions America, ING Bank, Pandora, PGA Tour	Select Customers Better Business Bureau, Community Coffee, LoanDepot
Deployment 	Deployment 	Deployment 	Deployment 	Deployment 

































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Top 40 CRM Software Comparison

Prophet CRM	GoldMine CRM	Maximizer CRM	Infusionsoft	Act! Premium
				
Ideal for: Any size company looking for a platform with advanced user permissions.	Ideal for: Companies seeking a CRM solution they can 'Own'.	Ideal for: Companies needing a personalized platform that can be easily set up to fit their workflow.	Ideal for: Small businesses that are in need of software that provides customer segmentation features.	Ideal for: Organizations that are seeking solutions with easy-to-use marketing tools.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> Centralize contact management Sales opportunity tracking Prophet SyncAcross and DupeDetector 	Additional Features <ul style="list-style-type: none"> Automated processes for workflow Real-time dashboards Integrates with QuickBooks and Constat Contact 	Additional Features <ul style="list-style-type: none"> Account and contact management Sales force automation Role-based access Integration with Microsoft Office and Outlook 	Additional Features <ul style="list-style-type: none"> Lead qualification and distribution Sales and conversion reports Opportunity and pipeline management Web forms 	Additional Features <ul style="list-style-type: none"> Team calendar view Create, send and track campaigns Easy-to-use marketing tools Ability to design email templates
Select Customers AT&T, Century 21, Cisco, Dell, Fujitsu, Gateway	Select Customers Air Animal Pet Movers, TE Financial, Electrolab, WW Cannon, Wells Fargo	Select Customers Rolex, Radisson, Nestle, BBC, Siemens	Select Customers Hear and Play, Just A Minute LLC, Trainz.com	Select Customers American Health Insurance, Amerifund, Buelow Financial Group
Deployment 	Deployment 	Deployment 	Deployment 	Deployment 


























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Top 40 CRM Software Comparison

InfoFlo	Pipedrive	CampaignerCRM	Highrise CRM	OnContact CRM 7
				
Ideal for: Small to mid-size companies that want a platform with social media integration.	Ideal for: Small sized businesses in need of a software solution with automatic email integration.	Ideal for: Organizations that want a platform that targets specific customers and has advanced reporting.	Ideal for: Companies that are looking for a robust task management system.	Ideal for: Businesses that are seeking a software that has Microsoft Outlook integration capability.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> Relationship management Collaboration and sharing tools Leads and opportunities management 	Additional Features <ul style="list-style-type: none"> Intuitive pipeline view Reporting filters Automatic follow-up functionality Track reasons for winning/losing a sale Role-based permissions 	Additional Features <ul style="list-style-type: none"> Smart email builder Customize entire email Automatically formats content Resize and edit images Tracking and results 	Additional Features <ul style="list-style-type: none"> Easily track deals, proposals and leads Simple permissions tools View and track each contact on his/her own page 	Additional Features <ul style="list-style-type: none"> Improve sales efficiency Marketing automation Streamline customer service Links to social networks Powerful analytics
Select Customers Alliant Capital LLC, FHD Inc, Pinpoint Profiles LLC	Select Customers The Brigade Inc, Subledger, Iterable	Select Customers John Hancock Financial, Northpak Container, Aethon, MSA	Select Customers Cubit Planning, Lead Graffiti, Wood Holmes, Problem, Adverplans Inc	Select Customers Prudential, Protective, CBC, Carfax, Biotech
Deployment   	Deployment   	Deployment   	Deployment   	Deployment   



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Top 40 CRM Software Comparison

Oracle CRM On Demand	BlueCamroo	LeadMaster	Pipelinier CRM	Nutshell
				
Ideal for: Companies of any size that are seeking a solution with price management capabilities.	Ideal for: Small to mid-size organizations seeking tools to increase customer relations.	Ideal for: Companies with on-the-go teams that benefit from mobile CRM features.	Ideal for: Organizations that need a solution that integrates with Dropbox, MailChimp, Marketo and more.	Ideal for: Outbound sales teams that need contact and lead management in an easy-to-use package.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> • Agreement management • Audit trail • Billing management • Call center optimization • Credit management • Customer acquisition 	Additional Features <ul style="list-style-type: none"> • Customer and account data • Management tools • Mobile support • Community building • Customer satisfaction measurement 	Additional Features <ul style="list-style-type: none"> • Email and drip marketing • Lead nurturing • Market segmentation • ROI analysis • Analytics and forecasting 	Additional Features <ul style="list-style-type: none"> • Lead generation and management • Opportunity tracking • Calendar integrates with Google and Outlook calendars 	Additional Features <ul style="list-style-type: none"> • Team collaboration tools • Email and mobile notifications • Real-time event feed and detailed reports • Track leads and sales
Select Customers Alphawest, Equifax, NKK Switches, Verigy	Select Customers Contact vendor for case studies	Select Customers BIO-key International, Channel Tools, Nebraska Christian College	Select Customers Hunt Big Sales, Tensator, Quest RMG, Juniper Systems, Tiger Coatings	Select Customers Human Element, Silverbull, Caffe Umbria, Bloomerang, SkySpecs
Deployment 	Deployment 	Deployment 	Deployment 	Deployment 

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Top 40 CRM Software Comparison

Aptean Pivotal CRM	Salesnet CRM	WORK[etc]	Soffront CRM	SugarCRM
				
Ideal for: Organizations that are looking for a platform to integrate with back-office and enterprise systems.	Ideal for: Small sized businesses in search of a platform with a patented process builder.	Ideal for: Small to mid-sized companies in search of a platform with an open API that captures sales leads.	Ideal for: Enabling companies to utilize advanced features without requiring script- or code-writing experience.	Ideal for: Any size company in need of a software solution that forecasts and tracks sales trends.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> • Leverages metadata-driven architecture • Access to a library of industry applications • Stores relevant information in a single database 	Additional Features <ul style="list-style-type: none"> • Marketing Automation to track campaigns and enhance social media strategy • Document library with unlimited storage 	Additional Features <ul style="list-style-type: none"> • Email marketing campaigns • Customer lifecycle management • Lead management and sales pipeline • Contact management 	Additional Features <ul style="list-style-type: none"> • Marketing automation • Employee support • Back-office support • Project management and defect tracking • Sales automation 	Additional Features <ul style="list-style-type: none"> • Campaign wizard • Email marketing • Web-to-lead forms • Lead management • Case management • Inbound email • Knowledge base
Select Customers Canon, SunTrust, Verizon Wireless, VMWare, TD Bank	Select Customers Contact vendor for case studies	Select Customers Contact vendor for case studies	Select Customers Boeing, Genzyme, Minnesota Secretary of State, SAIC	Select Customers Avis, H&R Block, AXA, Coca-Cola Enterprise, BDO Seidman
Deployment 	Deployment 	Deployment 	Deployment 	Deployment 

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Top 40 CRM Software Comparison

PipelineDeals CRM	Salpo CRM	Workbooks CRM	Zoho CRM	Nimble
				
Ideal for: Any size company seeking a solution that has a set of collaboration tools with data filtering.	Ideal for: Businesses needing a customizable platform with third party integrations and an open API.	Ideal for: Small to midsize companies looking for a sales force and marketing automation platform.	Ideal for: Organizations that are in need of a platform that's equipped with permission-based security.	Ideal for: Companies of any size wanting a platform that aims to unify all disparate data.
Business size 	Business size 	Business size 	Business size 	Business size 
				
Key Features 	Key Features 	Key Features 	Key Features 	Key Features 
Additional Features <ul style="list-style-type: none"> Real-time deal status updates Deal management Contact and lead management Customizable activity tracking 	Additional Features <ul style="list-style-type: none"> Account management Sales pipeline and targets Business Rules Engine GDPR compliance tools Office 365 and G-Suite integration 	Additional Features <ul style="list-style-type: none"> Sales order and supplier management Easy integrations and an open API ISO27001-certified UK datacenters 	Additional Features <ul style="list-style-type: none"> Auto-assign leads with custom rules Centralizes accounts, related contacts, and opportunities Follow up on sales activities 	Additional Features <ul style="list-style-type: none"> Contact management Unified communications Activity management Social media monitoring Sales and marketing Third-party integrations
Select Customers The Shearwater Group Inc, Concentra, Cloops, Group ISO	Select Customers The Growth Hub, SBS Insurance, Imperial Brands, Spirax Sarco	Select Customers Wild and Wolf, Soak.com, Russell Finex Ltd, Hit Training, Coeliac UK	Select Customers Affordable Housing Alliance, JetHub, MicroLOGIX, T3 Direct	Select Customers Skyline Boston, Socialink, Viwo Inc
Deployment   	Deployment   	Deployment   	Deployment   	Deployment   

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