

Customer Relationship Management (CRM) Software Category



Customer Relationship Management (CRM) Software Category

Customer relationship management (CRM) software is more than just a simple customer contact management software - it is a powerful tool that allows you to manage marketing, sales, accounting, POS (point-of-sale), vendor and a plethora of other operational data, all in one simplified and easily accessible solution. To define CRM from a growth standpoint, this range of tools is all about people, and allows you to find leads, follow up with potential customers, and even maintain customer loyalty by storing key information in an effort to boost sales by personalizing the whole buying and checkout experience.

The core functionality of CRM software is to keep information from different sources organized so that they are easily accessible when you need them. There are a few small and large-scale businesses that often resort to traditional email, mobile and other address books, and although these methods are great, they fail as long-term sustainable solutions.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ▣ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ▣ Customer reference rating score
- ▣ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ▣ Total # of profile views on FeaturedCustomers platform
- ▣ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ▣ Social media followers including LinkedIn, Twitter, & Facebook
- ▣ Vendor momentum based on web traffic and search trends
- ▣ Organic SEO key term rankings
- ▣ Company presence including # of press mentions

COMPANY SCORE

- ▣ Total # of employees (based on social media and public resources)
- ▣ Year-over-year change in # of employees over past 12 months
- ▣ Glassdoor ranking
- ▣ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

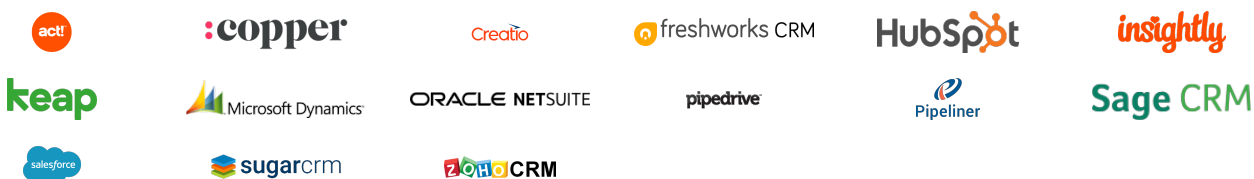


2021 Customer Success Awards

Check out this list of the highest rated Customer Relationship Management (CRM) Software based on the FeaturedCustomers Customer Success Report.



MARKET LEADERS



TOP PERFORMERS



RISING STARS



* Companies listed in alphabetical order





124

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT ACT! CRM



Act! enables small businesses to deliver a personalized customer experience by providing powerful, flexible CRM and marketing tools to manage relationship-building tasks. We understand that small businesses want to focus on leveraging their expertise to achieve steady revenue, not worry about selling or having to manage a variety of tools to deliver a personalized customer experience. Act! delivers essential features for small businesses to manage relationship-building while they concentrate on delivering quality services and products to drive loyalty and advocacy.

Featured Testimonials

“Even though Charter Capital's team is just 20 percent the size it once was, the company's still achieving 75% of its previous sales volumes. That is in large part due to Act!.”



CAREY WILBUR
FOUNDER & PARTNER, CHARTER CAPITAL

“The AMA platform has helped us simplify our marketing communication processes because it's so easy to customize and update.”



GORDON CASE
DIRECTOR OF SALES AND MARKETING, THE SHERMAN SHEET

“If I didn't have it, I'd be lost. I wouldn't know where to turn. My Act! as a resource is worth at least \$500,000 to me.”



HAL HANSTEIN
PRESIDENT, CARDINAL REALTY GROUP

“Act! Marketing Automation has really streamlined the efficiency of how we get new sales. Not only does it save us a lot of time, but it also gives us a much better return on our marketing efforts.”




MARK REID
OWNER AND V.P., SALES & MARKETING, TECHNICAL SYSTEMS

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 The Sherman Sheet



 Mercer Group, Inc.



Reebok
SPORTS CLUB



ABOUT COPPER

:copper

Copper is the CRM that works for you. The #1 CRM recommended by Google, it's the leading CRM for G Suite. Copper puts the productivity of its users first by providing a seamless integration with G Suite, a beautiful user experience, and by helping teams and businesses build long-lasting relationships. Copper services more than 12,000 paid businesses in more than 100 countries. Headquartered in San Francisco, the company has raised \$87M in venture capital financing from leading investors like GV, NextWorld Capital, Norwest Ventures and True Ventures.



152
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We knew that as we grew in size, it would only get harder to transition CRMs. Luckily, we moved to Copper, which was a perfect fit for our use of Google Apps. I love that Copper is fully integrated—we didn't have to spend time learning anything new.”



ROGER MARTIN
VP OF OPERATIONS, ONESUPPORT

“We felt a lot of pain from not being able to see or understand our customers. So that really drove us to a CRM—but it was Copper's ease of use and implementation, and the Chrome extension that made us decide to build the business on this platform. Copper has played a big role in us growing our business and brought us tremendous organization and simplicity.”



YOHANSE MANZANAREZ
EVP OF SALES, EPIC FREIGHT

“Finally! A CRM that feels like it was built from the ground-up to work within Gmail! Loving the simplicity and the intuitiveness.”



JEFF POULTON
FOUNDER & CEO, ROCKETMADE

“Copper is by far the best CRM among the dozens I compared. With a simple and easy-to-use interface and the integration with Gmail, it's hands down the best CRM solution on the market.”



JOSHUA LEE
CUSTOMER SUPPORT MANAGER, BACTRACK

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ABOUT CREATIO



Creatio is a leading low-code, process automation, and CRM company. Today, the company serves thousands of customers worldwide. Creatio's agile CRM platform enables midsize and large enterprises to accelerate sales, marketing, service, and operations. Creatio embraces the "Everyone a Developer" concept for a seamless Business-IT alignment. Creatio has been highly recognized by key industry analysts, receiving multiple awards.



105

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Creatio seems to have pretty much everything our clients have asked for: capabilities in the foundation you can modify because, certainly, things will change over the years – all in a really adaptable platform that gets the job done.”



DICK WOODEN
PRESIDENT AND FOUNDER, SUCCESS WITH CRM CONSULTING

“Having a low-code CRM tool as a salesbook and a single source of data allowed us to provide our salespeople with top-notch solutions to streamline our sales process.”



TIM RYAN
REGIONAL SALES MANAGER, HERSHEY'S ICE CREAM

“We believe accurate data should be at the heart of strategic decision making, and this is why Creatio is our CRM choice.”



ABBY MARTIN
DIRECTOR OF PROCESS MANAGEMENT, HEALTH E(FX)

“A good CRM solution must be capable of creating processes, configuring processes without doing any coding. This is done very well by Creatio.”



ELMAR STENZEL
ASSOCIATE DIRECTOR AND HEAD OF CRM COMMUNITY, SOPRA STERIA

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ABOUT FRESHWORKS CRM

freshworks CRM

Freshworks CRM designed for high-growth, high-velocity sales teams with features such as built-in phone and email, lead scoring, user behavior tracking and automation, along with other CRM-related features on one platform. Freshworks CRM is a part of the Freshworks product family, whose flagship product, Freshdesk, is the leading customer support solution with over 100,000 customers worldwide.

157

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“With [Freshworks CRM], the interface is straightforward, we get deeper visibility into our sales pipeline and we’re able to generate powerful reports—in one hassle-free package.”



ANTONIO PALANCA
CHIEF EXECUTIVE OFFICER & CO-FOUNDER, HIVEXCHANGE

“With the Freshdesk Integration, [Freshworks CRM] has taken the sales side of our business a step forward. My support staff can see a full picture of a customer - deals, customer details and activities. It has both sides of our business talking again!”



CRAIG MCLAUGHLIN
MANAGER, ENTERPRISE SOFTWARE SOLUTIONS, OPEN OFFICE (APAC)

“The overall experience with [Freshworks CRM] has been good. It helps us keep track of the entire sales process in one single platform. The best part is, when a team uses the CRM, we have clear visibility to who is reaching out to which prospect. And, there is no duplication of leads as well. The CRM brings in transparency, thus ensuring no two salespeople reach out to the same prospect/customer at any time.”



ANJAN PATHAK
CO-FOUNDER AND CHIEF TECHNOLOGY OFFICER, VANTAGE CIRCLE

“We love [Freshworks CRM]. It’s fast, easy and intuitive. Workflows specifically eliminate manual work for us, so my team can spend more time calling and onboarding our prospects and clients.”



BRUCE KAMM
CHIEF EVOLUTIONARY OFFICER, VIRTUALBARTER

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ABOUT HUBSPOT



HubSpot is the world's leading inbound marketing and sales platform. Since 2006, HubSpot has been on a mission to make the world more inbound. Today, over 15,000 customers in more than 90 countries use HubSpot's software, services, and support to transform the way they attract, engage, and delight customers. HubSpot's inbound marketing software, ranked #1 in customer satisfaction by VentureBeat, includes social media publishing and monitoring, blogging, SEO, website content management, email marketing, marketing automation, and reporting and analytics, all in one integrated platform. Sidekick, HubSpot's award-winning sales application, enables sales and service teams to have more effective conversations with leads, prospects, and customers.



1145
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“HubSpot is the perfect blend of power and simplicity! We are using the Enterprise Edition, as well as Sidekick and CRM to run both Sales and Marketing, and we are getting fantastic results with almost no seed for support. Since implementing HubSpot, we have significantly increased our conversion of site visitors to contacts and ultimately to paying customers! I can't imagine trying to grow a B2B Software company without HubSpot.”



MATTHEW BROGIE
CHIEF OPERATING OFFICER, REPSLY

“The sales team uses the HubSpot CRM now and that's definitely been very, very valuable. It allows us to be fully aligned in terms of the content that our salespeople use to convert prospects; they can see clearly the effect of all our activities and follow the journey of our visitors in the CRM.”



HILDUR SMÁRADOTTIR
VICE PRESIDENT OF GLOBAL MARKETING, VARNISH SOFTWARE

“With the HubSpot CRM, they can see every interaction that a lead has had with us, which means they have the context to have much warmer conversations. They can also pull up dashboards that track their monthly progress. That's a great motivator; they always want to exceed last month's figures! HubSpot Sales Hub helps with that – for example, a salesperson will get a notification whenever a lead opens an email or clicks on a link they sent, so they can reach out at just the right time.”



NIKBIN ROHANY
CHIEF EXECUTIVE OFFICER, SHORE

“The combination of the HubSpot marketing, CRM and sales software was exactly what we were looking for. With HubSpot Marketing Hub, we would be able to get to know our leads on a deeper level and use those insights to nurture them in a more targeted way. The HubSpot CRM was also a major attraction. For the first time, our sales and marketing teams would be working from the same page, sharing contacts, lead data and reports.”



RONALD SUHNER
MARKETING MANAGER, VIRTAMED

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ABOUT INSIGHTLY



Insightly provides customer relationship management software to small businesses worldwide. Small businesses leverage Insightly's cloud-based application to manage customer interactions, opportunities, proposals and projects over the web and on mobile devices. Insightly continues to grow globally and is available on the web at [Insightly.com](https://insightly.com), for iOS devices in iTunes, and for Android devices on Google Play. Insightly is based in San Francisco.



210

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“For us, Insightly is by far the best, most simple, yet sophisticated CRM solution. I'd recommend Insightly to SMEs that want a streamlined system. The integration with Gmail and Google Apps makes managing the sales process a breeze.”



JUSTINE PERRY
MANAGING DIRECTOR, CARIAD MARKETING

“Our app grew to one of the top apps in the world in just a few months, so it was imperative that we had a CRM solution – one that didn't come with unreasonable costs – to help keep up with new sales activity and manage our customer information. Insightly is that solution. Our sales team began using it immediately without requiring outside training to manage the high volume intake of institutional customers like Ohio State, Angelo State University and others, yet it has scalable features to support our launch overseas.”



PETER CAHILL
FOUNDER, LIFELINE RESPONSE

“The key to CRM is seamless integration. We use Gmail and Google Apps extensively and really enjoy the tight integration provided by the Insightly Gmail gadget. With Insightly, we get an easy-to-use, fully integrated CRM and document management tool that users rely on every day.”



FRANCK SIDON
PRINCIPAL, TAX ASSIST ACCOUNTANTS

“Because Insightly is accessible on the web, via mobile apps and through Gmail, I can always stay up-to-date with my clients. Plus, the interface is pretty, and to me, that makes it more intuitive and easier to use.”



MICKI MCNIE
REAL ESTATE BROKER, GREENSPOT

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ABOUT KEAP



Keap is on a mission to simplify growth for millions of small businesses. For 15 years, Keap has been helping small businesses get organized so they can deliver great service and close more business. Today, the pioneer of CRM and marketing automation software for small businesses serves more than 200,000 users globally with its Infusionsoft and Keap products.



108
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“When I saw Keap, I was only looking for an email program; but when I saw some of the CRM capabilities, tasks and completion scenarios, and follow-up sequences, I realized I could utilize it to manage my employees and their workloads.”



DAMIEN SANCHEZ
FOUNDER, DC MOSQUITO SQUAD

“Keap always has my back and they make sure I look shiny and bright to any potential prospects. If you want to be serious about your business, you need a serious tool to do it, and that's what Keap provides. Keap keeps track of your money, keeps track of your leads, and creates easy-to-use follow-ups for success. I love it!”



VIX REITANO
FOUNDER, AGENCY 6B

“I love the feeling of knowing my customers are being taken care of wherever I am. [Keap] has made my life a whole lot easier. It's one of the best investments I've ever made. [Keap] has amped up my potential in ways that I could never have imagined.”



FOUNDER
PEGGY SEALFON

“[Keap] allows us to provide far better service, measure and track data, and generate more leads and referrals.”



GONZ MEDINA
FOUNDER AND PRESIDENT, BLUE CHIP ATHLETIC

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BEAUTYCOUNTER

EnerBankUSA

Forbes





ABOUT MICROSOFT DYNAMICS



Microsoft Dynamics

Microsoft Dynamics 365 unifies CRM and ERP capabilities into applications that work seamlessly together across sales, customer service, field service, operations, financials, marketing, and project service automation. Start with what you need and add applications as your business grows.



2188

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“With Dynamics CRM Online, we can quickly add a field for new requirements to ensure that people in the system only see what they need to. This control over information visibility is resulting in huge efficiencies across the business.”



GRAHAM RODDAN
PRODUCT DEVELOPMENT MANAGER, EFFECTIVE ENERGY

“Microsoft Dynamics CRM is a solution that is simple, easy to use, implement and maintain. It helps automate and simplify client relationship management processes. It provides employees the access to up-to-date data and enables them to respond quickly to changing information.”



BARTŁOMIEJ JĘDRZEJCZYK
CIO, PROMEDICA24

“Microsoft Dynamics CRM allows us to manage, monitor, and support our sales teams remotely. When we switched to the new system, it boosted the number of calls made by the sales team because the system is integrated and easy to use.”



NICK CASSIDY
MANAGING DIRECTOR, CORE COST MANAGEMENT

“The benefit of Dynamics 365 lies in its ability to be quickly configured to align forms to unique business processes. I was able to use CRM's workflows and business rules to create a tool for our sales team that adds value by making it easier for them to do their job. They are adding more information about their activities, customers and projects, and that is now visible across the organization.”



TOM FAILLACE
SENIOR IT GENERALIST, LUCK STONE

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ABOUT ORACLE NETSUITE

ORACLE NETSUITE

In 1998, NetSuite pioneered the Cloud Computing revolution, establishing the world's first company dedicated to delivering business applications over the Internet. Today, NetSuite provides a suite of cloud-based financials / Enterprise Resource Planning (ERP) and omnichannel commerce software that runs the business of more than 20,000 customers in more than 200 countries and territories.



1539
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The best thing about NetSuite is the integration of ERP and CRM coupled with its SaaS based business model and Cloud-based delivery. NetSuite's customization capabilities allowed it to conform to our business processes while scaling with us as our business grew.”



MARK VOGEL
CO-CEO, SRS ACQUIOM

“We're a lot more precise and productive in our marketing campaigns with NetSuite CRM and have professionalized the way we promote our educational offerings. We can quickly identify target groups by any number of attributes, and the reporting in NetSuite is very useful because we can easily see how many emails bounced, how many were delivered and how many people clicked through.”



FORMATION CONTINUE UNIL-EPFL

“NetSuite integrates ecommerce, inventory control, order processing, CRM, financial reporting and other functions in a way that really fits our business needs.”



JOHN BAKER
CEO, THOS. BAKER

“NetSuite's SuiteCloud solution, from CRM to ERP and the custom developed Network Inventory Management system, affords us a single version of the truth and a 360 degree view of our entire business. Our customers are the direct beneficiary of this integration in the form of more flexible offerings, faster installation timelines, transparency to critical data and quicker responses to questions and troubleshooting.”



COLOGIX

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ABOUT PIPEDRIVE



Founded in 2010, Pipedrive is the first CRM platform developed from the salesperson's point-of-view. Inspired by proven methods of experienced sales people, Pipedrive engineers developed a platform that helps salespeople and teams focus on learning and repeating their most effective process to close deals. By bringing together tools and data, the platform focuses sales professionals on fundamentals to advance deals through their pipelines. Pipedrive helps to provide management and sales teams with more timely, detailed, and accurate sales reporting and revenue projections. Our goal at Pipedrive is to make sales success inevitable - for individual sales people and teams.



183

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Love this program. It is the only CRM that I actually want to use. Having a CRM that you don't want to use leads to your team not using it. What's the point of that. Pipedrive is built by sales people, for sales people.”



RICK FEINEIS
MANAGING PARTNER & SENIOR TRAINER, CAD TRAINING ONLINE

“Best sales-focused CRM I've ever used by a mile. The pipeline views and multiple pipelines are the features that really make it for me. Pipedrive blows all those other bloated junk CRMs out of the water.”



PAUL MURRAY
DIRECTOR, MILLER JACKSON

“We've used multiple CRMs to manage tens of thousands of rental homeowner contacts for rented.cm, but Pipedrive still has our favorite visuals for deal pipeline and conversion rates throughout the funnel. If you are looking for an easy, intuitive, CRM for your company, try Pipedrive.”



MICKEY KROPF
COO, RENTED

“We run a cloud-based business and Pipedrive is by far the best CRM in terms of usability, design and time to implement. Both the iOS and Android apps are great and there is total buy-in from all our users. Great job guys. Try it, you won't be disappointed.”



SEYOUM ABAY
HEAD OF DIGITAL MARKETING & SALES, QUADRANGLE

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66

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT PIPELINER CRM



Pipeliner has revolutionized CRM with its unique visual interface, no-code workflow automation engine, and instant, dynamic insights and reporting. There is no other CRM that provides both salespeople and sales management with so many ways of displaying and analyzing sales data while also delivering intelligent, system-generated insights. Plus, thanks to the no-code automation engine and ease of integration with other systems (such as email, ERP, Marketing), Pipeliner eliminates many of the manual and routine tasks that other systems force on both salespeople and sales managers. The Pipeliner CRM experience is so different from traditional CRM which is why it drives the highest adoption rates, lower Total Cost of Ownership, and rapid Return On Investment. Plus with fast onboarding and how easy it is to learn to use and/or administer the system, there is little to no business ...

Featured Testimonials

“The biggest overall change that Pipeliner has brought to our company is real-time transparency for management. I've already recommended Pipeliner to others. It's a good system that's cost-effective and functionally nimble.”



JAKE JEVRIC
CORPORATE VICE PRESIDENT, LORAMA

“Pipeliner CRM has brought many positive changes to Choice Hotels Asia-Pac - the most significant was a banner year for the company. Ultimately Pipeliner CRM has meant that last year we had our best year in terms of development, for a number of years.”



PAUL BROMLEY
CFO, CHOICE HOTELS ASIA-PAC

“One of my favorite parts as a sales manager is using Pipeliner CRM to run sales campaigns that drive our team to have fun and use the system in a way that drives sales. For example, our January Super Bowl contest resulted in our best January sales results in 5 years and I couldn't have run it without Pipeliner.”



LUKE WITTENBRAKER
SALES AND MARKETING DIRECTOR, MACTECH ON-SITE

“We have found that the ease of use with Pipeliner is orders of magnitude better than Salesforce, the CRM we had before. The clarity of data and how easily visible it is has made a huge difference in our process.”



IMRAN JAFEREY
VP GLOBAL SALES, HEADWORKS INTERNATIONAL

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ABOUT SAGE CRM

Sage CRM

Sage CRM is optimised specifically for small and medium businesses. Easy to use and quick to deploy in the cloud or on-premise, Sage CRM delivers a rapid return on investment so you see a positive impact on your business straight away. Plus, Sage CRM can be easily adapted by you to make it fit how you work, saving you time and money, both now and in the future. In this way, they help you get the most from your CRM investment and accelerate your business growth.



359

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We managed a complete exhibition project within Sage CRM, from attaining prospects, tracking leads and enquiries that arose from the exhibition, to evaluating the return on investment and reporting on the overall success of the exhibition.”



NEIL CURTIS
HEAD OF MARKETING, ITM GROUP

“Sage CRM has enabled us to effectively segment our database according to different criteria. It is the ease and speed of managing all this information that allows us to manage prospect marketing and account management with greater precision and carry out better tracking of activity afterwards.”



MIGUEL ANGEL PASTOR
HEAD OF IT, WMF SPAIN

“Sage CRM enables us to effectively manage process flows and to track the customer's application throughout. The customisation capabilities of the system allows us to adapt it to our specific business needs and the software's ability to integrate with other systems enables us again to scale down on manual work and prevent the duplication of information on other systems.”



GARY LIGHT
OPERATIONS DIRECTOR, IDM

“Sage CRM allows us to contact a huge number of people likely to be interested and offer them a last-minute discount, which is better than having an empty seat. We can also slice and dice our customer data to create targeted marketing campaigns that appeal to different demographics.”



DARRYN SHEWCHUK
DIRECTOR OF SALES AND MARKETING, ISLAND LAKE RESORT GROUP

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ABOUT SALESFORCE



Salesforce is powering innovation in sales, service, marketing, community, analytics, apps, and more. Salesforce also put aside 1% of their equity, 1% of their employee's time, and 1% of their product, and formed the Salesforce Foundation. These two key decisions have fueled their incredible growth, made them the global leader in CRM, defined the era of cloud computing, and inspired a new philanthropic model for all to follow. Thanks to their dedicated employees, partners, and the customers they serve, their industry-leading customer platform has become the world's leading enterprise cloud ecosystem. Industries and companies of all sizes can connect to their customers in a whole new way using the latest innovations in mobile, social, and cloud technology to connect with their customers like never before.



1281
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We wanted a CRM system that would differentiate our customer experience while also integrating all processes on one platform, enabling our teams to perform better. We chose Salesforce because it is the world's No. 1 CRM platform.”



GUNASEKARAN R
HEAD - DIGITAL MARKETING, VIJAY RAJA GROUP

“We chose Salesforce because it was very flexible and easy to customize. That was very important to us — to ensure that this became our CRM, and had our language and processes.”



NICK CLAYTON
SENIOR DIRECTOR OF GLOBAL SALES, HARVARD BUSINESS PUBLISHING

“We chose to go with Salesforce for its intelligence, its scale, and its ability to support our needs beyond just the basic CRM.”



MICHAEL EGGERS
DIRECTOR OF FINANCE, AMAZON WEB SERVICES

“With Salesforce, we don't just get that view, we also get a wealth of insightful reports, real-time analytics, and personalized dashboards.”



TAREK ALEXANDER
HEAD OF CRM, VICTOR

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ABOUT SUGARCRM



SugarCRM enables businesses to create extraordinary customer relationships with the most empowering, adaptable and affordable customer relationship management (CRM) solution on the market. Unlike traditional CRM solutions that focus primarily on management and reporting, Sugar empowers the individual, coordinating the actions of customer-facing employees and equipping them with the right information at the right time to transform the customer experience.



381

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Commercially, Sugar worked well for us: we liked the product fit for our customer, and we were able to work with SugarCRM on our needs as an OEM. We're quite proud of the fact that we are working with Sugar – we like what you are doing with the brand – and we see a brilliant future in working together.”



GREG DENNICK
HEAD OF ACLOUD OPERATIONS, ACCESS GROUP

“Sugar has allowed our staff to work faster. We've been able to set up very efficient automated workflows that make it much easier for our salespeople to convert leads.”



HOLLY HUNT
CRM AND DATA MANAGER, PURE360

“The integration between InsideView and SugarCRM allows Insource to leverage social media and other real time data sources to our advantage, all in a simple to consume automated format. This merging of social and CRM system data gives us a competitive edge.”



CHIP MEYERS
SALES OPERATIONS MANAGER, INSOURCE

“The inclusion of many different departments within the CRM system, from sales to service to product development, offers us an unprecedented overview and complete control over our entire platform. Thanks to the various modules and plug-ins, we can tailor the functions to meet the needs of different users, maximising the efficiency of our processes.”



ALEXANDER VON BERG
HEAD OF TECHNICAL PROCESSES AND INFORMATION, DEUTSCHE TELEFON

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ABOUT ZOHOCRM



Zoho CRM is an On-demand Customer Relationship Management (CRM) software for managing your customer relations in an efficient manner. It is efficient because Zoho CRM helps streamline your organization-wide sales, marketing, customer support, and inventory management functions in a single system. Be it multi-channel communication, sales productivity, CRM insights, product customization, or third-party integration, Zoho CRM offers a host of features to support the requirements of small businesses as well as large enterprises.



272

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Zoho CRM lets us disperse website leads to our team, and we’ve set up some automated processes, alerts and tasks to make sure that we give our customers the best possible service and support.”



KEVIN LIPPERT
PRESIDENT, JETHUB

“From an underlying database standpoint, Zoho CRM is fast. Searches and clicks on the screen as well as interacting with the interface are crisp and efficient.”



SCOTT BROWN
SENIOR EXECUTIVE, ATLANTA WORKING CAPITAL

“Soon after implementing Zoho CRM, we were able to scale our business high since everything we wanted was available. Additionally, the mobile app helped our sales and support team deliver best service to our customers anytime, anywhere.”



JOHN KELLY
CEO, TONARI INC

“I played with Zoho CRM and immediately felt that it did everything that we needed it to do, and did it very easily. It managed our whole sales pipeline, from the leads to potentials, to nurturing the whole deal, and closing the win.”



ALLAN TEREUL
CO-FOUNDER/CTO, JUSCOLLEGE

TRUSTED BY







58

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT AFFINITY



Affinity's patented technology structures and analyzes millions of data points across emails, calendars, and third party sources to offer users the tools they need to automatically manage their most valuable relationships, prioritize important connections, and discover untapped opportunities. Affinity uses artificial intelligence to analyze relationship strength and illuminate the best paths to warm introductions. The platform also offers a holistic view of users' networks in a centralized, automatically updated database without any manual upkeep. Founded in 2014, Affinity is headquartered in San Francisco, California.

Featured Testimonials

“Affinity has completely changed the way we do business, we are now far more organized and streamlined. Grouping advisors and target businesses using various filters and automatic logging of contact details, emails and meetings have saved us so much time in an administrative sense. If we ever have a query, Affinity is quick to respond.”



SHANNON POTTS
PEMBA CAPITAL PARTNERS

“Affinity has helped us centralize our CRM efforts in the most automated way by organizing our pipeline, community, to do's, and distributing our Alliances to portfolio companies.”



MICHAEL TAM
PRINCIPAL, CRAFT VENTURES

“Affinity is a very useful, tailor-made product for such a Venture Capital fund like us. The biggest advantage is having all of our data and communication in one place. We talk to thousands of startups and hundreds of VCs, and Affinity lets us keep track of those relationships over time.”



MARCIN ZABIELSKI
PARTNER, MARKET ONE CAPITAL

“Affinity has changed the way we, the Value Creation team, work with our portfolio companies. The fact that it offers automated capabilities for viewing relationships with executives both inside and outside my organization has been a game-changer. Also, the platform is easy to navigate and personalize, plus my CSM is available within 24 hours if I ever have a question or problem.”



DORIN BANIEL
ASSOCIATE, GLILOT CAPITAL PARTNERS

TRUSTED BY





ABOUT AGILE CRM



Agile CRM is a leading sales, marketing and service CRM for small businesses. Complete with everything from web popups and email templates to telephony integration and advanced sales and marketing automation, Agile is designed to help you sell and market like the Fortune 500, at a fraction of the cost.

68

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We like Agile CRM because it's built for a combination of offline/online business, like a SaaS company that manages enterprise deals. It's full of features, but doesn't feel cluttered as they keep things clean and simple. And we love that they keep adding integrations.”



MEGAN PILLSBURY
OPERATIONS DIRECTOR, APPLIED WINE

“I'm really impressed with the way Agile CRM works. I LOVE the contact timeline!!! This is a killer feature. It means that in one place anyone on the team can see all the communications with a contact, even if an email was sent (IMAP) from outlook or web mail.”



BRENTON O'BRIEN
MANAGING DIRECTOR, MICROBRIC

“Agile CRM is the coolest, easiest and by far the most productive CRM I've ever used. Within 20 minutes we had customized the CRM and sent out a complex outbound email campaign. We're already converting our leads. Insane!”



GARY TRAMER
CEO, LEADCHAT

“Agile CRM is an exciting and powerful system. The capability to create complex workflows is immensely useful and easy - simply a matter of drag and drop.”



RON KAPLAN
SALES AND BUSINESS DEVELOPMENT, ESPRESSO LOGIC

TRUSTED BY





ABOUT CRMNEXT



CRMNEXT is a financial services CRM solution designed specifically with the needs of banks and credit unions in mind. The platform integrates your core and other existing technology under a simple, easy-to-use interface that lets you see all customer and member information and complete tasks in one place. Long gone are the days stuck behind the computer having to cut-and-paste across systems to get work done. CRMNEXT automates the boring stuff so you can focus on real-life relationships instead. More than one million financial institution employees use CRMNEXT on a daily basis to simplify work, drive growth and deliver awesome experiences to over a billion folks around the globe. Gartner recognizes CRMNEXT as a leading player in sales force automation, service management, and lead management. For more information, visit www.crmnext.com

32

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“CRMNEXT has enabled us to build a robust service platform with a unified and flexible interface to manage all our customer touch points for marketing, sales and service management.”



FAIZAL ELEDATH
CHIEF INFORMATION OFFICER & HEAD OF TRANSFORMATION, NATIONAL BANK OF OMAN

“With CRMNEXT we have been able to successfully bring all processes related to customer relationship including sales, services, campaigns, and performance management across all physical and digital channels on a unified agile platform.”



NGUYEN HUU HUNG
HEAD OF STRATEGIC PROJECTS & DATA ANALYTIC, TP BANK

“CRMNEXT has been able to align our thinking and approach in a single execution platform. Automation of processes and smart planning of activities have helped us to increase both wallet share and market share.”



TARUN KATIAL
CHIEF EXECUTIVE OFFICER, 92.7 BIG FM

“We were searching for a CRM system that would provide First Bank associates with the tools to have better conversations and more efficiently handle account opening and customer inquiries. CRMNEXT is the only comprehensive solution that does it all, and we're excited to partner with them. We believe the CRMNEXT solution provides the right tools to help our associates focus on the customer and differentiate our service.”



CATHY DUDLEY
EXECUTIVE VICE PRESIDENT, FIRST BANK

TRUSTED BY





ABOUT COSENTIAL



Cosential has been providing comprehensive CRM and proposal automation solutions for some of the world's largest Architecture, Engineering, and Construction (A/E/C) firms. Unlike any other solution, Cosential was built by A/E/C marketing professionals with a deep understanding of your unique pain points and business processes. From key features to implementation and support, Cosential is tailored to A/E/C best practices in every way.

★★★ 61

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“My favorite part of Cosential is the opportunity database, the way it stores data, especially with value lists. It has changed the way we pursue work. I work directly with all of the marketing coordinators, and we're constantly looking at our hit rates, and the fact that we have all this information directly at our fingertips so quickly, so easily, so accurately—it's very important to us. There's so much data you have, and you need to find a place to put it. Cosential is that for us.”



DEBORAH BOYD
SENIOR ASSOCIATE, CORPORATE MARKETING, KCI TECHNOLOGIES

“1 year after purchase: This has easily been one of the wisest investments our firm has made. The ability to track customer information, their experience, past performance data, and leads/opportunities all from one simple application that speaks the language of my industry is fantastic.”



MILES EVELYN
DIRECTOR OF MARKETING AND IT, BOWMAN, FOSTER AND ASSOCIATES, INC.

“My favorite part of Cosential is the dashboard widgets and reporting. Cosential allows us to ensure all our departments can share and compare data points easily and make it easy for our executives to evaluate our business development and marketing efforts.”



ANTHONY RUSS
RESOURCE COORDINATOR, CONSIGLI CONSTRUCTION

“Cosential is a huge time-saver when all I have to do is make one change to a project on my dashboard and it populates all the associated records within Cosential. It keeps me focused on my pipeline instead of data management.”



CHRIS JACOBS
SENIOR MARKET DATA ANALYST, JE DUNN CONSTRUCTION

TRUSTED BY





ABOUT FREEAGENT CRM



FreeAgent CRM delivers a next-gen work experience. Our cloud-based platform help teams unlock productivity and grow sales effortlessly. Stay in the zone, with AI-guided selling. See only what you need when you need it, with a flow-based feed of personalized and prioritized tasks and key insights. Zoom in and out between high-level overviews and deep-dive activity tracking that all happens automatically. Track and celebrate activities that lead to sales and happy customers.

49

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The overall attention we received throughout our shopping for CRM made FreeAgent the obvious choice. The interface is attractive, easy to use, and the incredible support team provides help to import all of the customers, leads, and contact information. Adding and editing contact info is easy, and linking business email addresses and phone numbers takes seconds, so the functionality to make calls and targeted emails within the CRM itself is a great tool.”



CHRIS ASGIAN
INFINIT NUTRITION

“Perfect solution for me. Wonderful to work with. Easy to use, can sync my email and phone, keeps track of customers, activity, pipeline and next steps. It is a great solution and very inexpensive.”



RICH VAN LOAN
SALES CONSULTANT, CUSTOM WINDOW DECORATORS

“FreeAgent CRM is worth it. The product and the people behind it are great. Simplicity is the word I would use to describe it. It will get you started quickly and your team and performance will definitely improve.”



JIM HATHAWAY
CHIEF EXECUTIVE OFFICER, JTEK DATA SOLUTIONS

“I picked FreeAgent CRM because it's not complicated to use. It tracks everything I need including my emails, outbound calls, and meetings so I can keep my business on track.”



JUDD WHITEMAN
CHICAGO TITLE

TRUSTED BY





ABOUT HONEYBOOK



HoneyBook is the leading client experience and financial management platform for service-based small businesses and freelancers. By combining tools like billing, contracts and client communication, HoneyBook helps business owners get organized so they can provide top-tier service at every step. HoneyBook is trusted by service providers across the U.S. and Canada who have booked more than \$3B in business on its platform. Founded in 2013, HoneyBook is based in San Francisco and funded by XX, Citi Ventures, Norwest Venture Partners and Aleph.



189
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“HoneyBook keeps all of my communications with each client in one place, including payments, photos exchanged, previous work done, emails, proposals and invoices saving me hours a day.”



MARISOL MORLEY
OWNER, TINY KITCHEN TREATS

“It is a breath of fresh air to be able to handle everything (client communication, contracts, invoices, questionnaires) in one platform.”



KRISTAL HACKER
HACKER MEDIAS

“I use HoneyBook for everything from inquiry, application, intake, questionnaire, contract, invoice, and communication. It's a one-stop portal for all of my coaching business.”



BECKY MOLLENCAMP
BUSINESS MINDSET COACH, BECKY MOLLENCAMP, LLC

“I like that with HoneyBook, everything is all in one place and easy to refer back to at any time. I also like that my clients can access it any time they want.”



ERIN MAZZEI
OWNER, GUSTO ON THE GO

TRUSTED BY





ABOUT MAXIMIZER CRM



Maximizer CRM has been a leader in CRM software for over 25 years. Maximizer Wealth Management solution helps investment advisors and wealth management firms expand their book of business by effectively managing clients and streamlining complex operations. Maximizer CRM is easy to securely deploy and inexpensive to maintain, yet powerful enough to meet the specific needs of financial services professionals.

161

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“For us, Maximizer CRM is a mission-critical application. We store contacts, correspondence, and we track our people’s activities. Maximizer is like the engine at the back of our rocket.”



JAGAT PANDYA
AGENCY MANAGER, SLATE PERSONNEL

“Maximizer Mobile CRM gives the executive team a tremendous strategic advantage in having near real-time customer information flowing in from the field, which ultimately allows SIGVARIS to remain a proactive customer service organization.”



BYRON MACPHEE
VP OF SALES, SIGVARIS

“Maximizer CRM has helped us optimally map our sales process from lead capture to opportunity level for the most targeted follow-up activities that consistently bring in sale after sale.”



MARC ALLARD
CEO, PROCESSIA SOLUTIONS

“In our business, you need detailed information for your most recent customers at your fingertips. With Maximizer Mobile CRM our sales team remains up to date and knowledgeable about customers, their needs, their inventory and our own inventory. We can send out specification sheets and quotations right from our BlackBerry smartphones.”



DENNIS FANNING
PRESIDENT, PLATINUM EQUIPMENT

TRUSTED BY





161

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT NIMBLE



Nimble is the simple, smart CRM platform that Office 365 and G Suite users trust to find prospects, nurture relationships, and close more deals — all without leaving their inbox. Thousands of people use Nimble to successfully nurture their personal and business relationships across email, social networks, and more than 160 SaaS business applications. Nimble has been named "Market Leading CRM for Customer Satisfaction and Ease of Use" by many experts, including CRM Market Leader by G2 Crowd in Spring 2019 for the seventh consecutive year, CRM Watchlist Winner for three consecutive years, #1 Sales Intelligence Tool for Customer Satisfaction by G2 Crowd for the eighth consecutive time and users' choice award winner by Fit Small Business. Nimble combines the strengths of traditional CRM, classic contact management, social media, sales intelligence, and marketing automation into one powerful ...

Featured Testimonials

“When I came across Nimble, I knew it was a good fit. I didn't need the bloated feature set of enterprise CRM applications. Having a really complete view of my customers and prospects — including a usable view of their social presence — was most important. With that level of intimacy, I could deepen and maintain relationships. I love the way Nimble puts my customer's business social networks at the center of things.”



BOB APOLLO
FOUNDER, INFLEXION-POINT STRATEGY

“Our unique partnership with Nimble enables our UK resellers access to an easy to use, build as you go CRM – perfect for their SMEs, many of whom have never used a CRM system. Its overall simplicity and integration with Office 365 and Outlook means they can generate additional profit alongside those services.”



JONATHAN CONNOR
SALES AND MARKETING DIRECTOR, GIACOM

“I've been involved with a number of high growth tech start-ups and have evaluated many CRM systems. Nimble has proven to be the right tool to achieve our goals of qualifying prospects quickly, increasing sales effectiveness, managing sales activity and tracking, and scaling our business processes. In the last six months alone, we have doubled our sales team. Nimble's ability to automate sales processes, and quickly access background and social information has been key to making this happen.”



OLIVER DENG
CO-FOUNDER, HEADHUNTR.IO

“When searching for a small business CRM, it became evident really quickly that Nimble is unlike other products on the market. It's simple and intelligent. The ease of use, along with robust data enrichment and integration with Office 365 sealed the deal for me. With Nimble, we receive a level of service we've never experienced before. Nimble's support staff responds immediately, identifies the problem, and quickly determines a resolution with no up-charge.”



ERIC BROWN
FOUNDER & CHIEF EXECUTIVE OFFICER, FULFILLTOPIA

TRUSTED BY





ABOUT NUTSHELL CRM

Nutshell

Nutshell is a collaborative customer relationship and sales management tool made for the modern business. It provides companies with fully customizable sales processes, powerful reports, collaboration tools, a refined user experience, email sync, integrations with popular business applications, including Google, MailChimp, Microsoft Exchange, Twitter, Dropbox and many more. Nutshell is stacked with great features that help businesses become more collaborative and grow, intuitive design that eliminates the need for specialized training, and insightful data that helps businesses learn and improve. Nutshell is a beautiful, powerful tool that combines consumer-level design polish with business-scale utility. In a nutshell, they help businesses grow.

 **56**

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“With Nutshell we have been able to better track our contacts, emails, and quotes, and save our employees hours of repetitive data entry!”



CLINTON A.
CHIEF OPERATING OFFICER, FUEL CELLS ETC

“Nutshell allows me to send bulk and personal emails that are received by the recipient as individual emails—so it's not going to end up in their spam folder—and then it also gives me some nice visibility on whose opened it and who hasn't. I can tailor my follow-ups based on just having that intelligence.”



BENNETT MOE
DIRECTOR OF BUSINESS DEVELOPMENT AND CONTRIBUTING EDITOR, THE CYBERWIRE

“The greatest benefit is tracking your leads and where they come from. It's been very beneficial to tag each lead and look at them on the map view to evaluate our marketing efforts.”



APRIL M.
TERRITORY SALES REPRESENTATIVE, LIRA CLINICAL

“Nutshell is simple. It's as user-friendly as it gets and new sales reps pick it up more quickly than any other CRM we've tried.”



CHRIS JOFFE
OWNER, JOFFE EMERGENCY SERVICES

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69

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT PIPELINE



Founded in 2006, Pipeline is the most adopted CRM for small and midsize businesses, empowering sales teams across a breadth of industries to build game changing relationships. Pipeline is built around an easy-to-use and customizable user experience, sales focused features, and leading customer support and service. Today more than 18,000 users in 100 countries use Pipeline to gain visibility into their sales pipeline to accelerate opportunities and close more deals. Headquartered in Seattle, WA, Pipeline has made the annual Inc. 5000 list since 2014, recognized as one of the fastest growing companies in the U.S.

Featured Testimonials

“After reviewing many other CRM solutions, I made the decision to implement Pipeline. For our simple sales cycle, it's absolutely perfect. We have an in-house production management product, so this is really only needed for the front end of the sales cycle and does the job to perfection. It helps me stay on track with current deals and neglected customers, plus they don't require an implementation up-front cost like other solutions.”



KEVIN ZERBE
VICE PRESIDENT, WHITNEY PRINTING COMPANY

“Pipeline has provided our company with a CRM that is flexible and yet robust enough for our needs. Their customer service group has been very supportive in not only training, but helping us to tailor our Pipeline so that fit our sales team's needs. As they have grown, they have listened to the needs of their users and have strategically improved the CRM and aggressively stay connected to the Pipeline community.”



PAT HALLETT
DIRECTOR OF SALES & MARKETING, SABAH INTERNATIONAL

“With Pipeline, we're communicating better and closing deals much faster. The best thing is the reporting. All the information we need to accelerate our business is right at our fingertips.”



KIM HICKS
SALES ADMINISTRATOR, CORNERSTONE FLOORING

“We've been using PipelineDeals for well over a year now and have found it to be a simple yet highly effective tool for managing our sales process. It's an ideal CRM for service-based businesses that focus on fixed-cost 'deals' and low volume transaction-to-client sales ratios.”



ROSS BEYELER
FOUNDER, GROWTH SPARK

TRUSTED BY





ABOUT SUPEROFFICE



SuperOffice is one of Europe's leading suppliers of CRM solutions to the business-to-business market. SuperOffice makes CRM software for companies that want to stay ahead of the competition. This new version further improves upon last year's release of SuperOffice 7 which encompassed the whole customer lifecycle, from sales to marketing to customer service, and also included dramatic improvements in usability, enabling businesses to improve competitiveness and easier achieve their goals. Their software supports the individual user in achieving stronger sales, marketing and customer service productivity.

159

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“SuperOffice CRM Online provides top functionality in a user-friendly interface. This makes it fun to use SuperOffice every day.”



THOR FONGAARD
MANAGING DIRECTOR AND PARTNER, BEDRE RESULTATER AS

“SuperOffice CRM Online helps us be more efficient every day. Its great interface and functionality makes it easy to use and fun to work with.”



HEIDI MYRHOLT
CEO, HM MARKETING AS

“SuperOffice CRM Online is a safe choice for anyone who wants a good customer management tool and emphasizes flexibility and low costs.”



BJORN ERLING HUSA
MANAGER, FINANSRINGEN AS

“SuperOffice CRM covers our needs in an excellent way. Ease of use and flexibility makes this system a useful tool for our entire company.”



BENT COLLERT LARSEN
SALES MANAGER, SKANNEX AS

TRUSTED BY





ABOUT THRYV



Thryv supports more than 400,000 local businesses across the U.S. with marketing services and small business software, Thryv and Thryv Leads. The company's cutting-edge technologies connect small businesses with their target consumers and help them manage their day-to-day work. Thryv helps businesses manage their work easier and get found fast, wherever consumers are searching.

94

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Thryv's CRM feature helps me stay organized and engaged with my clients.”



PAULA BLAIR
OWNER, SOAR CO-WORKING

“With Thryv everything is in one place. It has helped us streamline everything from setting appointments and communicating with our clients to sending out invoices for our payments and allowing our clients to make payments.”



MATT WHITSON
OWNER, AT WHITS END DOG TRAINING

“I purchased Thryv because it had all the aspects I need to move forward, and I don't have time to post and do all that - Thryv now does it for me! It's just a couple of steps to collect your information and do what you want to do as far as sending emails and texts.”



JOE NOVAK
CO-OWNER, A FLORAL DYNASTY

“Using Thryv has really helped me expand my business and build new clientele. It's so easy to use and allows me to reach all of my clients and even prospective clients at a touch of a button.”



NATALIA MARTIN
ART OF RIDING

TRUSTED BY





ABOUT VTIGER



Vtiger is a CRM software company on a mission to help customer facing teams at small and medium sized businesses work more effectively to build lasting relationships with customers through easy-to-use and customize CRM software. Supported by an active community of users and developers, Vtiger CRM is available in more than 10 languages and receives input from businesses and partner networks in more than 100 countries around the world.

48

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Vtiger is the most integrated CRM system and has helped us accomplish all of our sales, customer support, and accounting goals.”



CHRISTIAN HAYES
CEO, LABSTATS

“Vtiger CRM serves as a hub for organizing and making sense of valuable business data and insights needed to manage information about our customers.”



MARCO OLIVOTTO
SENIOR INNOVATION MANAGER, POLO TECNOLOGICO

“With Vtiger we implemented an effective ticketing system which was not possible with other CRMs. We set up custom workflows in Vtiger with minimum efforts. We built new modules to track reseller interactions and order information with Vtiger's Module Builder to capture extra information that was previously not possible.”



PURVA
PROIMAGEEXPERTS

“Our sales and support teams are very appreciative for the tools that Vtiger provides them as the manual processes were a time killer. The quoting process alone has likely saved numerous hours per week for each sales associate.”



TOM HUTCHINSON
CRM ADMINISTRATOR, DH WIRELESS SOLUTIONS

TRUSTED BY

BAIRES



Lenovo





ABOUT ZENDESK SELL



zendesk sell

Zendesk Sell is simple and designed to keep reps selling. Sell eliminates the friction from deal updates so reps and management are always able to access, analyze, and collaborate on relevant deal data.

101

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Without a doubt, the Sell and Zendesk integration has improved our customer experience by aligning sales and support and providing them with the context they need to close more deals and delight our customers.”



MARTIN CALZADA
TECHNICAL SUPPORT LEAD, KONTAKT.IO

“Sell came in and tackled a very tough customization and implementation and the results are stunning. And, even better, our sales and operations people in the field actually like using it! Sell is our flashlight. I don't know how we would have made it this far without the tools that Sell built for us.”



TYSON PESCHKE
CO-FOUNDER & VP OF STRATEGY, BLUE RAVEN SOLAR

“Not only does Sell's email integration allow us to automatically monitor email sends and outcomes, but it also saves us time by enabling us to send and personalize emails in bulk.”



JOHN ERICSON
SALES AND MARKETING COORDINATOR, ADVENT

“Sell has effectively centralized our sales processes, activities and information. It has totally transformed our pipeline visibility and makes sales easier for everyone at our company, from reps, to managers, to execs.”



KRISTEN DEFILIPPE
MARKETING COORDINATOR, TURNER SURETY AND INSURANCE BROKERAGE

TRUSTED BY







ABOUT CLOSE CRM



Close is a sales engagement CRM designed to help SMBs turn more leads into revenue. A multichannel platform, Close lets users email, call, and text leads from the desktop — without add-ons. Every touchpoint with a lead is automatically tracked in a visual timeline so teams can skip the CRM busywork and focus on the deal. The vendor states that with its productivity tools like the task reminders and the Power Dialer, users will reach more leads, follow up more often, and close more deals.

57

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“What sets Close.io apart from other CRMs is the quality of its data. It automates the collection of sales interaction data and compiles it in seconds.”



MICHAEL CARNEY
EDITOR, PANDODAILY

“After testing other CRMs, I was blown away by Close.io's clean, easy-to-use interface, communication tracking, and detailed reporting features. Tracking communication with Close.io has made what was a very time-consuming process extremely efficient.”



JACQUELINE DAVIS
PROGRAM MANAGER, LOYALTY RESEARCH CENTER

“The email sequences on Close have been invaluable. They have enabled us to streamline our workflows and have allowed me to improve my productivity by at least 50%.”



CONAL MAGUIRE
HEAD OF BUSINESS OPERATIONS, TALENTPOOL

“We've been using SMS from our personal phones for a long time, so by adding SMS directly into the Close.io workflow we've definitely saved time. We've seen an increased use in SMS from our team.”



ROLAND LIGTENBERG
HOUSECALL PRO

TRUSTED BY

ChartMogul

FOURSQUARE

Five9

paddle

plivo



ABOUT COMMENCE



Commence is a leading provider of Customer Relationship Management Software serving small to mid-size enterprises. Commence is a comprehensive CRM offering that automates the front office business processes that directly impact sales execution and customer service. Applications are available for account and contact management, activity management, lead and sales opportunity management, customer service, and project management. Commence may be deployed online via a cloud computing environment on on-premise as a desktop solution. Mobile connectivity and integration with social media are also components of this top-rated CRM solution.

37

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“What we liked about Commence CRM was how robust and customizable it was as compared to similarly priced products. Commence is a powerful tool that integrates marketing, sales and lead management seamlessly. Commence support has been amazing with a friendly knowledgeable staff eager to help.”



MARY NICOLAZZO
CANADA EAST EQUIPMENT DEALERS' ASSOCIATION

“We had three specific requirements for the selection of a CRM system. First, a quality product from a company with a track record for successful implementations of their product and a return on investment. Next a trusted hosting service so that our data was protected. Lastly, a company that you could call and get assistance when required. Commence has met all three expectations. The product is much more robust than similar offerings, the hosting service is best in class and the customer support has been excellent. I highly recommend Commence CRM.”



HANS WEGMAN
MEMOCOM

“We selected Commence CRM because the product offered a robust set of functionality and the flexibility to address our unique business requirements. The customer support and on-boarding services Commence provided was top shelf. It has been an easy transition because of this and afforded us a rapid return on our investment. Commence has become a true partner of SRI.”



JUSTIN GECEWICZ
SRI FIRE SPRINKLER, LLC

“We use Commence CRM to pretty much run our entire business operations including Customer Management, Sales and Opportunity Management, Sales History, Forecasts, Lead Management, Reporting and more. What we really appreciate is the flexibility of the product where we can make changes as our business requirements grow. This would be extremely costly with other systems. In addition, Commence has delivered top notch customer support in several instances where we ran into some glitches caused by user error.”



DAVE MARCHANT
OPERATIONS MANAGER, MAX TECHNICAL SALES

TRUSTED BY





ABOUT GOLD-VISION CRM

gold-vision

Gold-Vision is a fully featured CRM solution that unifies Sales & Marketing. Their team background is based on extensive business and systems experience, matched by expert technical knowledge. Gold-Vision supports the full business lifecycle including customer management, sales automation, marketing automation, project and event management. Gold-Vision stands out from the crowd with interactive dashboard reporting and device independent mobile access. Power lies behind the simplicity, including a unique tracking facility which automatically assigns emails and appointments to the right account records. Use Gold-Vision either cloud or on-premises and implement with the software authors and experts.

44

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The software is incredibly intuitive and has offered our business features that we have waited a very long time for! Incredibly easy to use and configure.”



SAMANTHA RIDGELY
STRATEGIC PROJECT SPECIALIST, 5G COMMUNICATIONS

“A truly integrated approach to managing customer and supplier communications, leads and opportunities, projects, support tickets, and more - highly recommended.”



ANDY SMERDON
MANAGING DIRECTOR, AQUATEC

“Our experience with Gold-Vision has been exceptional. They really took the time to understand our process and what we needed out of a CRM and ultimately designed something that exceeded our expectations.”



LINDA MALMSTADT
VP OF SALES & MARKETING, PORTCO PACKAGING

“Everything is centralised, giving us increased visibility. We have peace of mind knowing that all customer communications are being logged.”



PHIL DAVIES
IT MANAGER, ABCUL

TRUSTED BY





ABOUT LESS ANNOYING CRM



Less Annoying CRM is a simple, easy to use, and affordable CRM built from the ground up for small businesses. Thousands of companies use LACRM to manage their contacts, track leads, and stay on top of follow ups. In addition to a thirty day free trial with no credit cards or contracts up front, LACRM offers free unlimited phone and email support, including training and importing help.

34

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Less Annoying CRM provided free easy demo videos, and impressively fast email responses to our questions. Any sales team can figure this one out without lengthy training. Pipelines can be built within minutes. LACRM will 'force' any other CRMs to go out of business. Pricing is competitive and customer service is without question - the best in the industry!”



MIKE BARCLAY
DIRECTOR OF BUSINESS DEVELOPMENT, SHIPHAUS

“We chose LACRM because our previous program was becoming too tedious for the salesmen and they spent more time dealing with admin stuff rather than selling. I found LACRM to be more user-friendly, salesmen picked it up within a short training and by the next day we were up and running with no problem. Tracking customers, orders and database with LACRM has made my job as Director of Sales easier and more efficient.”



PAT MASINO
DNE NEURACEUTICALS

“I love the simple \$10 per month per user, cancel anytime policy. It gives me great, no hassle, flexibility. This CRM is very versatile and has rich functionality. I love it, my team loves it, and I highly recommend it to all. Customer service has always been prompt and helpful (very important in today's cloud world), and the software itself is intuitive and user friendly. You will be up and running the same day you start your free trial!”



KIRK BARRY
VERDANTIS ADVISORS

“Less Annoying CRM is fabulous, easy, effective, efficient, and affordable. I wish I had found it sooner! This is my 4th CRM, and I feel I have wasted time and money before I discovered LACRM. Now I'm home! The videos were so helpful as well as fun, the assistance has been spot on, and the CRM has everything I need for a small and growing business. I seldom write reviews, if ever, so that should say something about how pleased I am.”



T. MARNI VOS
T. MARNI VOS KEYNOTE SPEAKING

TRUSTED BY





ABOUT METHOD:CRM

method:CRM

Method:CRM gives you a better way to run your business so nothing slips through the cracks and everyone can get more done. As a small business themselves, they've felt the pain of using out-of-the-box software that didn't adapt to their needs. And they know every small business has its own unique workflows. They believe you should have enterprise benefits at small business prices and that's why they built Method. Their award-winning software is fully customizable, so you can run your business your way.

33

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Method is one of the best tools made specifically for QuickBooks users. If you're already using QuickBooks, it's a no-brainer to also use Method.”



KAYLA PRUSINSKI
SAVVY BIRD CONSULTING

“Method is central to our success as a client accounting services firm. Only Method provides the customization functionality and QuickBooks sync that both power our firm's internal processes and enable unique automation in our client engagement.”



LAURA REDMOND
TRAINER, CLOUD CONSULTANCY LLC

“Method has streamlined just about every process that we have in our business, from writing orders to sending POs and many other functions. The next step is fully integrating all of our operations so we're a well-oiled machine from start to finish!”



NICK ROBINSON
FUJI MATS

“Right off the bat, the compatibility with QuickBooks impressed us greatly. Tracking cases, quotations, and customer follow-ups is also effortless through the use of activities and opportunities. Would highly recommend!”



DYLAN HANNA
GRAVITY SOFTWARE

TRUSTED BY





ABOUT ONCONTACT CRM



OnContact CRM by WorkWise is a full-featured, flexible and customizable Customer Relationship Management (CRM) application that provides the competitive edge your company needs. Offered as a cloud or on-premise deployment, this browser-based CRM application automates the sales, marketing and customer service areas of your company, delivering the power to create, cultivate and grow outstanding relationships.

39

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Our favorite function of OnContact CRM is the ability to track the entire sales pipeline in order to see what we have coming in in terms of prospects and leads. In the past, we never had that – we didn't have a decent sales pipeline regarding what potential sales opportunities we had.”



MIKE PALECEK
BUSINESS SYSTEMS MANAGER, QUICKCABLE

“OnContact CRM provides a higher level of information to our sales team, but it also provides additional information to the management team. OnContact helps us plan our sales forecast and identify any existing sales opportunities—We can now develop sales strategies based on all the data we're collecting. CRM also gives us visibility on how prospects are progressing, how everything is moving. We didn't have that prior to implementing OnContact. Overall, I think it improves the focus in on what you're trying to do as a business.”



WALTER HEINE
DIRECTOR OF SALES, CONCORDE BATTERY CORPORATION

“We looked at other big-name competitors in the CRM market, and OnContact CRM seemed like a better fit without having to do all the heavy lifting—it does everything we need it to do. One of the reasons why we selected OnContact CRM over other vendors is so we can pass data from CRM to ERP and quotations. In that, we really liked the features and functionality and flexibility in the software. We're currently beta testing the CRM 10 version of the product—that shows what kind of commitment WorkWise has to us.”



MATT HOWELL
MANAGER OF INFORMATION SYSTEMS, NERCON

“OnContact CRM has made my life easier in monitoring sales activities and it has made the sales team's lives easier by more efficiently tracking activity and scheduling follow ups. Our goal at Olympus Group is to be the most responsive company out there. I believe that having a CRM like OnContact does make us more responsive.”



RYAN HOLZHAUER
VICE PRESIDENT OF SALES, OLYMPUS GROUP

TRUSTED BY





ABOUT OPENCRM



OpenCRM is fully featured CRM software is easy to use and intuitive with a familiar interface and powerful features. They also offer a flexible and bespoke Consultancy, Training and Support service which can be tailored to suit your needs by all clever team of professionals. OpenCRM is a fully featured Customer Relationship Management (CRM) 'Cloud' solution. Its accessed through the web, all you need is an internet connected computer with a web browser (like the one you are using right now), making it a truly Anytime, Anywhere, Always ON solution.

36

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“OpenCRM has taken the sting out of Project Management and has streamlined our reporting processes to just the click of a button. The best part for us, is that we can customise it and change it when we want, without losing any functionality.”



VEE MAPUNDE
NIHR CLINICAL RESEARCH NETWORK

“OpenCRM are friendly, professional, and a pleasure to work with. I would highly recommend; the team are available round the clock and offer amazing one to one support during working hours, so you are never alone if you have any question or need to amend something.”



OLIVER MURRAY
BIKE FOR GOOD

“It was reassuring knowing that we had a designated contact at OpenCRM to help with any queries that we had with the new system, and this support still continues today.”



PAULA BLAKE-PEAD
ERGO GROUP LTD

“We now have a CRM that is tailored to exactly what our organisation needs but at a reasonable price. On top of this, OpenCRM is easy to use, intuitive and the customer support team is always available to help.”



LAURENCE GEORGIN
UNIVERSITY OF SOUTHAMPTON

TRUSTED BY





ABOUT SOFFRONT SOFTWARE



Soffront Software was founded in 1992, a pioneer in the CRM software industry, delivering one of the first cloud CRM solutions in the industry. They launched their first customer service software in 1993, an innovation at the time when CRM was not known. Soffront continued to evolve in the early 2000's, introducing one of the first cloud CRM solutions in the market and developed a fully automated CRM solution for sales marketing, and customer service, help desk and project management that has gone on to win several industry awards.

59

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We are impressed with Soffront's flexibility, which allows us to tailor the software to meet our specific needs. Soffront's robust workflow features will dramatically improve the efficiency in our sales, marketing and customer support processes.”



CALEB OLTHOFF
PROJECT LEADER, ABSOLUTE PERFORMANCE, INC.

“Soffront Online CRM saves me a lot of time. I work with multiple customer records simultaneously, review my pending activities and drill down to the details in one click. Prospecting is very efficient and it is easy to manage my pipeline. I capture leads from the website and snap business cards directly into the CRM. I use Soffront's built-in email and social marketing to nurture and qualify my leads. Soffront is affordable and I can use my mobile phone or computer to use the CRM. I recommend anyone in business to use Soffront.”



MARK PORTER
OWNER, EXPRESS EMPLOYMENT PROFESSIONALS

“Soffront CRM allows us to improve in numerous areas. We can now better manage our sales cycle, produce superior sales reports, and more thoroughly track and report on congressionally mandated outreach requirements.”



WAYNE GARDELLA
VP, EXPORT-IMPORT BANK OF THE UNITED STATES

“Our biggest requirement was that the CRM system we chose had both contact center and sales functions, of which Soffront has both. Soffront's speed and ease of implementation, combined with their integrated suite of products and highly competitive pricing led us to choose them over other CRM systems such as Zoho, Salesforce.com, and Maximize. We also found Soffront very simple to use.”



DEBBY WEBSTER
OWNER AND CONSULTANT, TRISKEL CONSULTING

TRUSTED BY





ABOUT SPINOFFICE CRM



SpinOffice CRM

With SpinOffice, you create a central spot for your mail, business contacts, appointments, tasks, projects, folders, documents, files and notes. No matter what you're working on, how big or small the task may be, SpinOffice makes it super easy to get stuff done. And best of all, you share all information in the database with your colleagues. That makes SpinOffice CRM the ultimate team application for any small and medium-size business.



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Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“When I began shopping for a CRM, simplicity and stability were the most important factors for me. Too many CRMs have far too many bells and whistles, most of which go unused once the program is set up and running. SpinOffice is simple, yet robust, and I have had exactly ZERO hours of downtime since I began using the product. Customer support is second to none, and the company is always probing for ways to improve functionality while still maintaining the elegance and simplicity that I find so appealing.”



MIKE NONELLE

V.P. & SENIOR FRANCHISE CONSULTANT, THE YOU NETWORK

“SpinOffice CRM has simplified our relationship management. Since 2008, we use SpinOffice with much pleasure. Now we have a better insight of all our business relationships, internal and external communication, agreements that are made, scanned contracts, relations of our clients, standard documents and email templates.”



TOPCAPITAL

“A perfect integration with my email client. We work with SpinOffice CRM on a daily basis since 2013. We experience the application as very user friendly and easy to use. It provides proper insight into our client's files. Additionally, it provides a perfect integration with my email and the most important data is in sync with my mobile devices.”



NEW FINANCE

“A clear overview of our client data. SpinOffice CRM is an ideal solution for our company because it automatically organizes all our e-mail and client files. And besides that, the application works fast and very easy. Every employee now has good overview of our client data. A big difference with how we worked in the past!”



FOUNTAIN CAPITAL

TRUSTED BY





ABOUT WORKETC



With integrated CRM, projects, billing, help desk, reporting and collaboration, WORK[etc] is the all-in-one cloud-based software solution to manage your growing business. WORK[etc] gives users complete control over the data they enter and the data they want to see. Custom fields, projects, and processes keep the system customizable and adaptable to handle its users' evolving needs. It grows alongside your company, letting you do what you want and how you want it done. The system goes beyond what the average CRM can do by letting you manage and track all aspects of the entire customer lifecycle. WORK[etc] is there every step of the way -- from the initial sale through to quotes, projects, product delivery, invoicing, customer support, and that all-important followup sale. WORK[etc] captures everything you do with your contacts, be it correspondence, amendments, or new projects and sales. Through its extensive activity history ...

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Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“WORK[etc] allowed us to access all the project information online. We could manage resources and proactively predict any potential delays in production. It also provided our clients with an easy-to-follow way of tracking the project's progress.”



STAN ZASLAVSKY
OWNER, EAGLE VISION PROPERTY

“WORK[etc] has helped us drive growth by providing a single platform to handle our ticketing, project management and invoicing. The more we can streamline our back-office processes, the more value we can deliver to our clients.”



JOSHUA PESKAY
VICE PRESIDENT, ROUNDTABLE TECHNOLOGY

“WORK[etc] allowed us to monitor current customer activity in order to be proactive to customer issues which resulted in high adoption and positive reviews. These reviews and high adoption ensured our client was more than happy to give us more of their business.”



CORY MAYER
TIRE WIZARD

“WORK[etc] helped us keep everything in one place and allowed us to look bigger and more professional through the use of a client login on our homepage and that resulted in increased sales. I've finally been able to buy a new car!”



SCOTT MOORE
PRESIDENT, MOORE ENGINEERING SERVICES

TRUSTED BY



SocialWeber





ABOUT WORKBOOKS



Workbooks delivers cloud-based CRM and Marketing Automation applications to the mid-market, at an affordable price. Workbooks extends beyond sales, marketing and customer support to include order management and fulfilment, invoicing and supplier management. Workbooks joins up the entire organisation around data and processes, promoting teamwork and collaboration. It provides a single 360 view of customers and the information is accessible anytime, anywhere. Productivity is increased, operations are streamlined, insightful decisions are made and the business is better equipped to differentiate against the competition.

114

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“I've always found the Workbooks's support team to be fantastic: very helpful, very accommodating, very quick to answer questions. We had a lot of good trainings. The knowledge base is fantastic, with videos and documentation online. I think the customer services side of Workbooks has been exemplary.”



FRAN KIDD
MARKETING AND BUSINESS DEVELOPMENT MANAGER, SHAW GIBBS

“We've created a joint platform for sales and marketing on Workbooks. All our marketing data is on there, all our campaigns are run through it, “ and we have that single, clear view of the customer journey.”



ANDREW GIBBENS
GLOBAL DIRECTOR OF BUSINESS DEVELOPMENT, SECUREWEST

“We chose Workbooks as it was able to provide the CRM best suited to our needs – and we're very glad we did. It's a highly customisable product and the Workbooks team provide excellent support when it's required. It's made a real difference to our sales and marketing, and our reporting. It has generated significant revenue and enabled us to run our business more efficiently.”



CHARLOTTE WEST
XPS PENSIONS

“Workbooks CRM gives us the ability to see all of our customers and prospects in one place. Because we have multiple brands that work in different streams, events or paid content or subscriptions, we now have visibility of everyone in CRM and each department can actually make full use of the data.”



MATTHEW MORTIMER
SENIOR LEAD GENERATION MANAGER, LAW BUSINESS RESEARCH

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