



I.B.I.S. Inc.



SOLUTION ASPECT COMPARISON

Microsoft Dynamics® CRM

Salesforce.com

Modern, clean, process-driven.

User Experience

Antiquated, traditional form-based, with scrolling.

Real-time interactive dashboards, report-builder, advanced query tool, integration with Power BI, Power View and Power Pivot.

Analytics

Static dashboards that require refresh, report view and record download limitations, no advanced BI, or data mining.

Social Collaboration tools such as Office365, SharePoint, Skype, Yammer, with screen sharing, click-to-communicate, and conversation archives.

Collaboration & Productivity

Chatter has non presence, audit logs, IM Timestamps, screen sharing, and a CRM license is needed for everyone to see relevant opportunities and cases.

Multiple Deployment Options – On-premise, hybrid, or Cloud. Cloud Pricing is \$200/\$65/\$30/\$15 with mix-and-match licensing. Additional data storage is \$120/GB/Year. On Premise perpetual pricing: \$1,249/\$815/\$434/\$99 plus 16% yearly enhancement.

Deployment Choice & Value

Cloud version only. List Price is \$300/\$125/\$65 with only one SKU per instance (inflexible pricing), plus hidden costs such as data.com for \$125, and data storage is \$3,000/GB/Year.

Industry standard platform and developer choices (.NET, API), no transaction or API governors, interoperable with SQL Server, online and offline environments. Developer resources are ubiquitous and relatively inexpensive (.NET developer resources).

Platform

Forces proprietary Salesforce.com code and components, transaction governors, API call and request limitations. Developer resources are scarce and costly. Offline development environments are unavailable.

Fees apply for premium support, regardless of deployment model. On-premise software buyers should also expect to pay for regular maintenance.

Recurring Costs

Fees apply for premium support.

Additional fees apply for professional implementation services provided through a partner. This could include special integrations, customizations and data migration and de-duplication. These costs vary significantly depending on your needs.

Upfront Costs

Additional fees apply for professional implementation services provided through a partner. This could include special integrations, customizations and data migration and de-duplication. These costs vary significantly depending on your needs.