

## SaaS-based CRM Application Comparison

Odoo	Dynamics 365 (+ Office 365 Business Premium HK97/user/month with 1-year subscription)			Capsule CRM	
US\$12/user/month + US\$16/app/month	Customer Engagement Plan US\$115/user/month Team Members US\$8/month	Unified Operations Plan US\$190/user/month Team Members US\$8/month	Dynamics 365 Plan US\$210/user/month Team Members US\$8/month	Professional: US\$18/user/month	Team: US\$36/user/month
<ul style="list-style-type: none"> <li>- Sell Faster</li> <li>- Leads</li> <li>- Opportunities</li> <li>- Customers</li> <li>- Efficient Communication</li> <li>- Reporting</li> <li>- Integrations</li> </ul>	<ul style="list-style-type: none"> <li>- Sales</li> <li>- Customer Service</li> <li>- Project Service Automation</li> <li>- Field Service</li> <li>- Marketing</li> <li>- PowerApps for Dynamics 365</li> <li>- Flow</li> </ul>	<ul style="list-style-type: none"> <li>- Finance and Operations</li> <li>- Retail</li> <li>- Talent</li> <li>- PowerApps for Dynamics 365</li> <li>- Flow</li> </ul>	<ul style="list-style-type: none"> <li>- Finance and Operations</li> <li>- Retail</li> <li>- Talent</li> <li>- Sales</li> <li>- Customer Service</li> <li>- Project Service Automation</li> <li>- Field Service</li> <li>- Marketing</li> <li>- PowerApps for Dynamics 365</li> <li>- Flow</li> </ul>	<ul style="list-style-type: none"> <li>- 50,000 Contacts</li> <li>- 10GB/user</li> <li>- Customer fields</li> <li>- Sales opportunities</li> <li>- Cases</li> <li>- Tracks</li> <li>- Calendar &amp; Tasks</li> <li>- Sales Tools</li> <li>- Reporting</li> <li>- Email Integration</li> <li>- Connectivity</li> <li>- Security and user permissions</li> <li>-&gt; Two-factor authentication</li> <li>-&gt; Single sign-on via Google Suite</li> </ul>	<ul style="list-style-type: none"> <li>- 100,000 Contacts</li> <li>- 20GB/user</li> <li>- Customer fields</li> <li>- Sales opportunities</li> <li>- Cases</li> <li>- Tracks</li> <li>- Calendar &amp; Tasks</li> <li>- Sales Tools</li> <li>- Reporting</li> <li>- Email Integration</li> <li>- Connectivity</li> <li>- Security and user permissions</li> <li>+ Organize users into teams</li> <li>+ Restrict team access to records</li> <li>+ Restrict users to their own records</li> </ul>

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Insightly CRM (P: Partial A: All)			Sales Force (P: Partial A: All)		
Plus: US\$29/user/month	Professional: US\$49/user/month	Enterprise: US\$99/user/month	Salesforce Essentials: US\$25/user/month	Lightning Professional: US\$75/user/month	Lightning Enterprise: US\$150/user/month
<ul style="list-style-type: none"> <li>- Find and manage leads (P)</li> <li>- Build stronger customer relationships (P)</li> <li>- Sell more productively (P)</li> <li>- Work from any device (A)</li> <li>- Deliver projects (A)</li> <li>- Business intelligence platform (P)</li> <li>- Collaborate across the company (A)</li> <li>- Model and automate business processes (P)</li> <li>- Connect to any application (P)</li> <li>- Get the most out of Insightly (P)</li> </ul>	<ul style="list-style-type: none"> <li>- Find and manage leads (A)</li> <li>- Build stronger customer relationships (P)</li> <li>- Sell more productively (A)</li> <li>- Work from any device (A)</li> <li>- Deliver projects (A)</li> <li>- Business intelligence platform (A)</li> <li>- Collaborate across the company (A)</li> <li>- Model and automate business processes (P)</li> <li>- Connect to any application (P)</li> <li>- Get the most out of Insightly (A)</li> </ul>	<ul style="list-style-type: none"> <li>- Find and manage leads (A)</li> <li>- Build stronger customer relationships (A)</li> <li>- Sell more productively (A)</li> <li>- Work from any device (A)</li> <li>- Deliver projects (A)</li> <li>- Business intelligence platform (A)</li> <li>- Collaborate across the company (A)</li> <li>- Model and automate business processes (A)</li> <li>- Connect to any application (A)</li> <li>- Get the most out of Insightly (A)</li> </ul>	<ul style="list-style-type: none"> <li>- Find and manage leads better (P)</li> <li>- Manage customer and sales details (P)</li> <li>- Sell from anywhere on any device (A)</li> <li>- Forecast sales more accurately (Nil)</li> <li>- Configure, price, quote and bill (Nil)</li> <li>- Get real-time sales insights (P)</li> <li>- Collaborate across your company (A)</li> <li>- Extend Salesforce to your partners (Nil)</li> <li>- Cross-sell and upsell more easily (A)</li> <li>- Customise and automate processes (P)</li> <li>- Connect sales info to any app (P)</li> <li>- Get the most out of Salesforce (P)</li> </ul>	<ul style="list-style-type: none"> <li>- Find and manage leads better (P)</li> <li>- Manage customer and sales details (P)</li> <li>- Sell from anywhere on any device (A)</li> <li>- Forecast sales more accurately (P)</li> <li>- Configure, price, quote and bill (A)</li> <li>- Get real-time sales insights (P)</li> <li>- Collaborate across your company (A)</li> <li>- Extend Salesforce to your partners (P)</li> <li>- Cross-sell and upsell more easily (A)</li> <li>- Customise and automate processes (P)</li> <li>- Connect sales info to any app (A)</li> <li>- Get the most out of Salesforce (A)</li> </ul>	<ul style="list-style-type: none"> <li>- Find and manage leads better (A)</li> <li>- Manage customer and sales details (A)</li> <li>- Sell from anywhere on any device (A)</li> <li>- Forecast sales more accurately (A)</li> <li>- Configure, price, quote and bill (A)</li> <li>- Get real-time sales insights (A)</li> <li>- Collaborate across your company (A)</li> <li>- Extend Salesforce to your partners (A)</li> <li>- Cross-sell and upsell more easily (A)</li> <li>- Customise and automate processes (A)</li> <li>- Connect sales info to any app (A)</li> <li>- Get the most out of Salesforce (A)</li> </ul>