

2019 SPRING

CUSTOMER SUCCESS REPORT



CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE CATEGORY

CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE OVERVIEW

If you're running a business, you've most likely come across the acronym CRM, which means customer relationship management. The term first coined in the 1990s simply means managing customer relations. Today CRM is used to describe client management systems & software, the IT systems used to manage this relationship.

The core functionality of customer relationship management 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 service and customer care management software allows you to store and manage valuable customer information such as purchase histories, contact information, and even how they browse your website, personal preferences, interests, demographics and a whole lot more.

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 is affected by:

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

Market Presence Score is affected by:

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

Company Score is affected by:

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

Customer Success Report 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.



2019 Customer Success Awards

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





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ABOUT ACT! CRM

Act! has one purpose — to fuel business growth. We do so by delivering modern and innovative software and services, purpose-built for the unique needs of today's small and midsize businesses. When you choose Act! Growth Suite, you get proven CRM and powerful Marketing Automation in one—the ultimate toolset to build relationships, maximize engagement, and drive business growth. You also get peace of mind that you're making the right decision, because Act! is recognized as a leader with millions of users worldwide.

106

Customer references from
happy Act! CRM users

[VIEW ALL REFERENCES](#)



"We chose Act! as our CRM solution not just because it's easy to use, but also the scope it offers us in terms of configuration. We're now opening around ten new accounts each year, a level of performance that's all due to Act!"

Olivier Tardif
Co-Manager and Sales Director, Manessens



"With 50 years in the industry, we understand the importance of high quality service, but the difference Act! has made to how we deliver that service has completely changed our performance. It's quick, slick and cost-effective and has taken our productivity to a whole different level."

Jamie Boyden
Commercial Director, Rayburn Tours



"The great strength of Act! is its incredible flexibility when it comes to business processes, which means it can be easily adapted to your individual needs. Once the processes have been configured in Act!, the software supports you throughout the working day."

Jan Schoch
Proprietor, Schoch Werkhaus



"Act! is not just living up to our initial expectations, it's exceeding them, as we keep discovering with the new functionality."

Gea Maring
Office Manager, ZorgpleinNoord



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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.

66

Customer references from happy Agile CRM users

[VIEW ALL REFERENCES](#)



"Never have I worked with a software company, especially a SaaS that delivers such a high level of customer service. I am amazed at the level of care Agile shows. When my phone rang and it was someone from Agile calling to address my problem - I was simply blown away."

Robert Grossman
Business Performance Advisor, Insperity



"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



"For a startup that relies a lot on online business, Agile CRM has been an invaluable asset to our sales team as it integrates many capabilities out-of-the-box."

Paul Singh
CEO, Espresso Logic



"It's a great product. We love it! As well as the efficient support team!"

Pierre Barreaud
CEO & Co-founder, AdoctA



Bullhorn®



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PeopleToGo DispatchUs



ABOUT BULLHORN

Bullhorn is the global leader in CRM and operations software for the recruitment industry. More than 8,000 staffing companies rely on Bullhorn's cloud-based platform to drive sales, build relationships, and power their recruitment processes from end to end. Headquartered in Boston, with offices around the world, Bullhorn is founder-led and employs more than 900 people globally.

182

Customer references from
happy Bullhorn users

[VIEW ALL REFERENCES](#)

"As a growing, highly specialized recruiting agency, we understand what success looks like— for us, that success involved Bullhorn."

Selma Avdic
Sales Operations Manager, GLOTEL

"S Release doesn't overcomplicate things. All tabs are connected. It's automatically documenting activity and driving efficiencies for you."

Daniel Guelzo
Director of Talent Development, Optomi, LLC

"Getting started with VMS Access was an excellent experience. We have found a technology partner that is responsive to our needs."

Todd M. Baker
Managing Director, Finance & Operations, Hired by Matrix

"S Release looks and feels more modern than MaxHire. When we think about our recruiters and their learning curve, there's just no comparing. The thing about Bullhorn is that it's Internet-based and it feels as intuitive as the Internet does. Various recruiters have used many different..."

Jason Chagnon
President and CEO, Masiello



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AGILE SOLUTIONS



ABOUT COMMENCE CORPORATION

Commence Corporation 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.

35

Customer references from happy
Commence Corporation users

[VIEW ALL REFERENCES](#)

"Commence, is the most user friendly, logical and pretty system that I have ever used. Like an i-pod, Commence was intuitive in its operation. I will stop ranting now, but I just wanted to let you know how bloody fabulous Commence is."

Tony Line
Senior Consultant, HR GO Accountancy Recruitment

"After a four-month search, we choose Commence because it offered a high degree of flexibility. We were able to quickly setup and deploy the program with a minimal amount of training, then make changes as needed "on the fly". We are using Commence for publishing system event and downtime notifications, project management, calendaring, and a..."

Kevin Delsite
IS Technical Specialist, Evangelical Community Hospital

"We are excited to be on board with Commence CRM. The company took the time to fully understand our needs then did a fantastic job implementing the program and tailoring it to our requirements. We are realizing immediate value. Commence has been a true partner and their service has been nothing short of great."

Bob Schubert
President, The Comtel Group

"We did trials of several CRM solutions and found Commence to be not only full featured, but the most intuitive and easy to use of the group. The Commence system has dramatically improved our entire Marketing, Sales and Customer Support."

Paddy Moore
COO, QlikPower



:copper

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AMIGO

BAJILLION
AGENCY

CrowdRiff

EDGE OF WONDER
TRAVELS UNLIMITED

EPIC
FREIGHT

ABOUT 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.

130

Customer references from
happy Copper users

[VIEW ALL REFERENCES](#)

"ProsperWorks is an essential tool for me to understand how my business is doing without slowing my team down."

Ben Emmrich
CEO and Founder, Ben's Dry Ice

"The deep integration between Google Apps and Copper gets us to a whole new level of productivity and most importantly, helps us build and grow our customer relationships."

Richard Jacobs
Owner, Lone Star Press

"I'm able to keep up with all the projects throughout the team and see any notes others made or emails they sent. I can refer to those notes without have to search through email because they're all stored in ProsperWorks. It's a quick way to stay connected when I'm on the road."

Marianne Delionado
VP of Sales, Healthcare

"I've tried other CRMs but ProsperWorks is hands down the easiest to use. And it saves me hours a week in data entry, hours I can spend closing more deals."

Trevor Harries-Jones
CEO, OLA



COSENTIAL

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CIANBRO



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.

53

Customer references from
happy Cosential users

[VIEW ALL REFERENCES](#)

"Cosential has really helped us improve the organization and communication within our sales process. It's been very helpful."

Patrick Brumley
Business Development Manager, Beltline Electric

"Using Viewpoint and Cosential together has allowed us to streamline our submittal process and ensure consistency. We're thrilled to be a part of the ongoing collaboration and development discussions to enhance the existing integration."

Anna Harrison
Marketing Manager, Yates Construction

"I think one of the big benefits that we've seen from Cosential is our ability to search our national database of personnel experience when we do large, national searches. Before, the local marketing offices would literally have to go through everyone's resume individually and tabulate the projects they've done, and now we can simply run a report in Cosential..."

Nancy Frazier
Data Governance Manager, Skanska USA Building Inc.

"Cosential has streamlined our proposal process, made it much more efficient. I love the publisher module, we can produce profiles, project lists and resumes quickly and know that the information is accurate and consistent."

Farrah Mote
Marketing Manager, Robins & Morton



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ABOUT FREEAGENT CRM

FreeAgent is the easiest-to-use, most customizable, all-in-one CRM platform. Your entire small business under one roof. Sales, marketing and customer service platform for businesses big-and-small who care about their customers. Increase sales with better customer relationships.

39

Customer references from happy FreeAgent CRM users

[VIEW ALL REFERENCES](#)

"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

"The most amazing part of this software for us has been the customer service. The FreeAgent team has helped us customize our product to create a format where we can highly specialize our CRM to the need of our small business. This platform is perfectly functional and integrates well with Sales date, Point of Sale software, and email to provide a..."

Alex
Infinit Nutrition, INFINIT Nutrition

"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

"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



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ABOUT FRESHSALES

Freshsales is a sales 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. Freshsales is a part of the Freshworks product family, whose flagship product, Freshdesk, is the leading customer support solution with over 100,000 customers world-wide.

93

Customer references from happy Freshsales users

[VIEW ALL REFERENCES](#)



"The implementation and onboarding for Freshsales was very helpful. The CRM is very user-friendly and intuitive, and it was very easy to set up. In fact, after we attended Refresh 18, the user conference organized by Freshworks last year, we became more involved in using the CRM actively. We learnt how to set up sales campaigns and workflows, and it is...

Cara Herbig

Global Accounts Manager, Iotum



"Prior to using Freshsales, our processes were largely manual. There was a huge risk of deals falling through the cracks. The amount of time we took from analysis to installation was a mess, and we honestly faced a lot of customer-related issues. Today, I can't tell you how often I hear employees from different departments telling me-Wow! You save me...

Robert Schmidt

Chief Technology Officer, Offset Solar



"Freshsales reporting is providing us insights into which channels are providing a higher ROI. With Freshsales, we are able to save up to 50% time in putting together these reports."

Sourav Goswami
IManageMyHotel



"The overall experience with Freshsales 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...

Anjan Pathak

Co-Founder and Chief Technology Officer, Vantage Circle



gold-vision

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ABOUT GOLD-VISION CRM

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.

32

Customer references from
happy Gold-Vision CRM users

[VIEW ALL REFERENCES](#)

"Does exactly what it says on the tin, staff training was excellent and the users understood it and started using it quickly. Training was tailored and just kept to the areas that people needed to know and that seems to have helped users start to use it."

Sarah Jarvis
Operations Manager, British Chambers of Commerce

"Integrated CRM, campaigns & email marketing has improved our communications and allowed our sales & marketing teams to work together more effectively."

Julia Wallace
Marketing Director, GFC

"Gold-Vision is vital for us. Viewing all our member engagement and interactions in one place is invaluable and has helped align sales and marketing activities across the business."

Emma Smillie
Marketing Manager, Oil Spill Response Limited

"The whole story of all our different interactions is available in one account. Because our data is so well organised in Gold-Vision, we are able to segment our sources and send highly targeted campaigns for future events."

Kimberly Carsok
Project Manager, OTSA



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CASIO



ABBYY®

amADEUS

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.

879

Customer references from
happy HubSpot users

[VIEW ALL REFERENCES](#)

"With HubSpot, different team members from Email, to Content, to Design are all inside of HubSpot doing work without the need for specialized training."

Nicole Trafton Sar
Digital Marketing Manager, kCura

"It's great to see that HubSpot's products are coming together to help with an open dialog arm us with better data to make better decisions about sales & marketing strategies. The robust platform will better inform the direction Care.com will go in years to come."

Elizabeth Tutscheck
Director of Marketing, Care.com, Care.com

"HubSpot has simplified building a process that helps us nurture families toward a visit, then toward application, revisiting campus, and eventually enrolling. The combination of personalized emails, content, and CTAs that match their exact step in the process has led to a huge increase in visitors and applicants."

Scott Allenby
Director of Communications and Marketing, Proctor Academy

"We are getting more leads from our content now. We've become a resource for marketers; they come to our site to refresh their knowledge but also to read about emerging ideas. Our customer segmentation is working well. Visitors notice that our site is tailored to their needs, which makes them more likely to return."

David Weyns
BBC



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ABOUT INFUSIONSOFT

InfusionSoft extensive ecosystem of products, services and local partners is focused on simplifying sales and marketing so that entrepreneurs can spend more time doing what they love. Over half of their employees have owned and operated a small business at some point in their lives. Being a part of the Infusionsoft team means championing entrepreneurs and fighting for small business success. Together they are making a positive impact in the lives of their customers, and by doing so, they're striving to make a positive impact in the world.

83

Customer references from
happy InfusionSoft users

[VIEW ALL REFERENCES](#)



"TITIN is flexible and form-fitting and it adapts to any environment. That's exactly what Infusionsoft provides any small business."

Patrick Whaley
CEO & Founder, TITIN



"Infusionsoft helps me run my business — it's as simple as that. Now that I have it, I don't see how anyone could live without it."

Raj Shah
Founder, Math Plus Academy



"Infusionsoft is an automation Ferrari so don't leave it just sitting in the garage. Put it to work; take it for a ride, or else you're doing a disservice to yourself and the application. And the ride is exhilarating."

Janette Gleason
Co Owners, Gleason Financial Group



"Without Infusionsoft, I don't think we could have effectively nurtured our prospects or our existing client base. With Infusionsoft, we've been able to do just that with tracking, reporting and measurable results."

Ken Chandler
Vice President, Presidential Pools



insightly

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Beeline™

 airbnbhandsfree

 College Chefs.

 EDGEONEMEDIA

 reddit

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.

169

Customer references from
happy Insightly users

[VIEW ALL REFERENCES](#)



"There are a lot of shiny toys out there for realtors. What we really need is a good CRM that keeps us focused, and keeps us doing the things that we need to do, which is why I've found Insightly's simple solution to be the best way to manage my real estate business."

Jeffrey Douglass

Real Estate Broker, Windmere Real Estate



"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, TaxAssist Accountants in Chiswick, Tax Assist Accountants



"Insightly is a user-friendly, affordable resource that has become a critical asset to the Summit Security operations team. I can't see living without it."

Jon Timberlake

Vice President, Operations, Summit Security



"Insightly keeps our team in sync and on track so we can manage our deadlines and keep customer satisfaction high."

Tim Addison

Director, Solent



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ABOUT JUNXURE

Junxure is a CRM solutions and practice improvement firm that provides technology, consulting and training to help financial advisors build their dream firm. Junxure's industry-leading technology solution provides CRM and office management through powerful workflow automation tools while ClientView provides a secure client portal to extend your services to the web.

32

Customer references from
happy Junxure users

[VIEW ALL REFERENCES](#)



"A fast, cloud-based CRM that will run our office and is easy to set up and maintain."

George Taylor
Chief Executive Officer, Temenos Advisory, Inc.



"The recording capabilities that Junxure has are incredibly helpful to us. We can scan documents, record phone calls and notes and assign tasks. Everything we do in the office is captured."

Tiffany Brynteson
CRPC and Client Advisor, FFP Wealth Management



"Clients are handing us their life savings. That can be a nervous time for them. We want the process to run smoothly. All departments participate in client onboarding. Junxure makes onboarding smooth, consistent, manageable, trackable."

Allison Huke
Cassaday & Company, Inc.



"Oh my goodness we are ecstatic! What an asset to our company. Long after we're dead and gone our young partner will have built a phenomenal bank of information for his employees and associates."

Denise White
Fidelis Financial Planning, LLC



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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

Customer references from happy
Less Annoying CRM users

[VIEW ALL REFERENCES](#)

"Before using Less Annoying CRM I would estimate that 20-30% of our leads were falling through the cracks. I'm confident that we are now following up with each lead at the right time, and not forgetting about any of them. We now appear more professional to our customers, and the impact on our bottom line has been profound."

Drew Gulick

Director of Business Development, London Travel Clinic

"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 CRM's 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 are able to better keep track of our leads now. Before, we had to do everything based off of memory, and as our business grew, we were letting leads go that we forgot about. The CRM has allowed us to track, manage, and do more business."

Matthew Johnson
Green Light Booking

"With Less Annoying CRM it takes about 5 minutes to train a new employee on the CRM. With our old system it took over a week."

Michael Wild
eLogHomes.Com



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ABOUT MAXIMIZER

Maximizer 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.

144

Customer references from
happy Maximizer users

[VIEW ALL REFERENCES](#)



"With Maximizer CRM, we now have a centralized database of all of our project bids, drawings and purchase orders plus our management team can easily forecast man power trending and monitor our satellite offices by utilizing Maximizer's dashboards."

Dan Moore
Senior Vice President, Roberts Onsite



"I decided to invest in Maximizer CRM Entrepreneur as it is perfectly tailored for needs of a single-user business like mine."

Paul Smulders
Trainer, Kenneth Smit Training



"Thanks to Maximizer CRM, we are now able to effectively manage communications, contact details and transactions with our customers."

Jakob de Vries
Systems Engineer, Koninklijke Auping



"Maximizer CRM understands what Meta needs as a business and allows itself to be personalized to meet that."

Elio Iadevaia
Founder, Meta



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ABOUT 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, add applications as your business grows.

1048

Customer references from happy
Microsoft Dynamics users

[VIEW ALL REFERENCES](#)

"Microsoft technologies enable us to innovate much quicker. I think that the great story here is that there are so many integrated tools now that streamline workflow, consolidate data, and automate prediction so that we can stop worrying about infrastructure. We can just focus on our job, which is forecasting."

Chris Patti
Chief Technology Officer, AccuWeather

"With our old technology, getting new capabilities took forever - you got a new release every three years. It would then take you nearly four years to deploy the new technology. With Office 365 and the Dynamics 365, we're in the cloud and see a steady stream of improvements every month."

Steven Hanna
VP and CIO, Kennametal Inc.

"It ties the complexity of our business together. Having everything in one location and being able to navigate seamlessly is a major bonus to the users of the system."

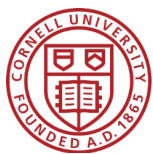
Michele de Velder
Manager - ABO/Customer Management, Amway

"With Azure data intelligence, we can know more about our customers' water and become their trusted water advisor, ... not just an equipment supplier."

David Szweda
Vice President of Service Operations, Evoqua Water Technologies



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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 relationship management platform that delivers valuable relationship insights everywhere you work.

116

Customer references from
happy Nimble users

[VIEW ALL REFERENCES](#)



"Absolutely love the social media elements, especially how you can automatically import contacts from any social media platform."

Hannah Ashley
Senior Account Executive, Things With Wings



"Thank you for creating Nimble! I love it for the "peace of mind" it gives me. Little details no longer fall through the cracks."

Valerie Lynn
Business Development, Skymax and RV Booth Co.



"I'm always trying to teach my people how to be better communicators. Using tech to help us participate, that's what Nimble does really well. I use Nimble to teach my people how to read social signals, not for advertising, but for stronger communication."

Jey Lawrence
Founder, Digiterati



"It allows us to monitor and interact among all our Social network and Social media sites with the ease of being on one page at one time!"

Stephen R. DeMarie
Vice President, Strategic Capital Consulting Co, LLC



Nutshell

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CAPTARGET

human<>element

SKV SPECS

TrustWorkz®

ABOUT NUTSHELL CRM

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.

37

Customer references from
happy Nutshell CRM users

[VIEW ALL REFERENCES](#)

"It's helped our business easily grow from a wholesale standpoint. We definitely would've lost sales without it."

Adam Kail
Founder & Chief Executive Officer, Brothers Leather

"We don't have large budgets for technology or training, so finding a CRM that was intuitive and simple for anyone to learn on their own was vital for us."

Jay Love
Founder & CEO, Bloomerang

"Nutshell is created for the user. It's easy to use and ties everything together nicely."

Jason Klare
VP Sales, Everything But The House

"Nutshell looked like a fun, cool, easy-to-learn technology. It didn't seem like a chore to use every day."

Adam Weiss
Director of Financial Operations, Viewabill



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ABOUT ONCONTACT

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.

28

Customer references from happy OnContact users

[VIEW ALL REFERENCES](#)

“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

“The screens within OnContact CRM are incredibly easy to use and navigate. We no longer have to waste time scrolling endlessly, as the product is user-friendly and designed to be efficient. A lot of the time, it’s hard to get salespeople to actually use a CRM solution consistently—we’re hoping that OnContact makes it easy for them to do so. In addition,...

Dave Manahan
IT Director, Strongwell

“When we compared OnContact to the biggest names in the CRM software market, OnContact stood out because of its simplicity. With other big-name solutions, there was an overload of bells and whistles and things we were not going to use. There was also going to be a much bigger learning curve. OnContact provided exactly what we needed, and was...

Stephanie Ohlfs
VP - Marketing Manager, Waukesha State Bank

“Ultimately, it’s our level of customer service that sets us apart. At the end of the day, we’re a community bank. We invest back into the community, not only when it comes to our employees, but also with the business that we do. Community is our primary driver.”

Tom Sattler
Senior Vice President of Sales & Marketing, The Equitable Bank



pipedrive™

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MIXERGY



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.

107

Customer references from
happy Pipedrive users

[VIEW ALL REFERENCES](#)



"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



"Easy to use, great visual layout and I love how it automatically pops up to enter a follow-up task when I'm done. It's really changed how we handle leads."

Jessica Reed
Web Designer, MedForward



"Pipedrive is easy to navigate, easy to customize, and I love the at-a-glance dashboard. Also scheduling tasks and next steps is super simple. This is the CRM I've been waiting for."

Krystal Ferguson
Graphic Designer, Unkanny Design



"Continue to be REALLY impressed by Pipedrive for our sales tool. It's a lean app with a ton of powerful features. Kudos to the team!"

Sara Hopson
Writer and Marketer, MaxwellHealth



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Deloitte.



ABOUT PIPELINEDEALS

PipelineDeals is the first sales productivity platform to combine sales engagement and Customer Relationship Management (CRM) in one easy-to-use application. They make your sales process as organized and efficient as possible. Email your contacts, qualify leads, and get organized so you can spend more time closing! Over 17,000 salespeople use PipelineDeals to manage their sales. You can access PipelineDeals from your laptop, desktop or favorite mobile device. With PipelineDeals, your sales process, leads, contacts and deals are always at your finger tips.

82

Customer references from happy PipelineDeals users

[VIEW ALL REFERENCES](#)

"PipelineDeals has changed the way we manage our business and helped us pay attention to relevant data. Since we started using PipelineDeals in January 2011, our sales volume has increased by 35% and we've been able to expand into six additional states."

Brad Kauffman
Vice President, Bost

"PipelineDeals is a key factor in our sales growth, It allows myself and my team to effectively manage our prospects through the sales process and to understand exactly what stage we are at within each of our deals."

Michelle Dunnill
Manager, Manpower

"If you like simplicity, affordability and functionality, Pipeline Deals is by far the best CRM solution on the market. I love this product!"

Stewart Padveen
Founder/CEO, Cloops

"PipelineDeals is the perfect solution for any sales team that is looking to hit the ground running. It's fast, easy, and quickly allows me to turn leads into sales. I love it!"

Jason Duff
Founder/CEO, COMSTOR Outdoor



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ABOUT PIPELINER CRM

Pipeliner CRM is a sales enablement tool focusing on pipeline management, sales processes and analytics designed to empower sales professionals. Pipeliner CRM intelligently cuts through the noise so that you can focus on high value activities all in one place without the need for multiple tools. With an easy to follow visual sales process, profiles and charts, Pipeliner provides a clear pathway through the sales cycles with guidance on the correct actions to take while your buyers are making their way through the sales process, and even helps you identify key contacts within an organization.

51

Customer references from
happy Pipeliner CRM users

[VIEW ALL REFERENCES](#)



"With Pipeliner, we know exactly where we are, what comes next, and how we will end up at the end of this year. Can you show me any other tool that gives you such an excellent answer and insight into all your business needs."

Chris Sudergat
Co-founder and Managing Director, Evolutionplan Systemhaus



"Tone of voice has special meaning in the sales process. Pipeliner is helping me bring my own unique tone to my interactions with my existing clients and gracefully develop new relationships with prospective ones."

Arno Fischbacher
Founder, Stimme.at



"Pipeliner CRM is the main worktool used by our sales team today. All client leads are registered, and then we have configured nine different sales steps for our business. Pipeliner CRM makes it easy to follow the different steps in the sales cycle, all the way to the end goal."

Wilhelm Liljencrantz
Sales & Business Manager, Rentals United



"When I first researched it, Pipeliner claimed we could customize the program specifically for our sales process. I loved that, because every sales process is different—especially ours up here in Canada with landscaping and snow removal. We're constantly trying to refine things. Being able to customize it was definitely the best thing I thought about..."

Keegan Andreas
Co-owner and Sales Manager, Seasonal Impact Contracting



Prophet™

Your CRM embedded in Outlook

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ABOUT PROPHET CRM

Prophet CRM is the CRM designed specifically for sales teams determined to excel. Prophet CRM's feature set includes highly customizable dashboards for organizing and prioritizing sales opportunities, comprehensive sales automation work-flows, effective group email tools, and easy-to-use custom forms that export to Word or Excel. Prophet CRM provides sales teams the right features to optimize sales efficiency and revenues, all from within Outlook.

41

Customer references from happy Prophet CRM users

[VIEW ALL REFERENCES](#)

"I would be insane without Prophet. It allows me to know I have a handle on my business in a simple and efficient way as I could ever imagine."

Bob Carmody
Co-founder and Owner, Diana's Bananas

"Kaye did a wonderful job making me feel comfortable that this product would help accomplish my goals in managing my accounts. Hans did a fabulous job with the overview and training."

TelePacific Communications

"Prophet does just that – it's a critical tool for us in accomplishing our mission: To help grow local businesses."

General Sales Manager
Reagan Outdoor Advertising

"I chose Prophet primarily based on the ease of inputting the data and the ability to track my business in real time."

Kevin Santaularia
CEO, Bradford



Relenta

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ABOUT RELENTA

Relenta began in 2004 as an in-house project when Relenta were working on Clicklab, a web analytics startup. At some point, Relenta got fed up with having customer data scattered across a large number of email accounts, apps and platforms. Relenta thought an integrated email, contact and task manager might help reduce the busy work. As it turned out, simply by combining email and CRM functions Relenta cut their workload in half. The improvement was nothing short of breathtaking. Relenta started a public beta in 2005 and the rest is Relenta history. Relenta's first paying customer signed up in early 2006, and by 2007 Relenta became the sole development focus. Today thousands of small businesses worldwide rely on Relenta for their success.

31

Customer references from
happy Relenta users

[VIEW ALL REFERENCES](#)

"I have managed a law firm for almost 10 years now and i have used MANY CRM tools. Relenta has completely changed how we stay in contact with our clients for the better. Relenta effortlessly does what was handled by one full-time staff member."

Lorena Saedi
Saedi Law Group

"I find Relenta really useful in organising all the things I have to do with my company. It helps me with customers but also keep me on track with all the rest of the stuff I have to do."

Robert Griffiths
Coachmaster

"Seedcamp thinks Relenta rocks! Just wanted to big-up Relenta as a great contacts/events management tool. After trying Salesforce and even Zoho - we found Relenta to be the best and simplest resource out there for this function. We highly recommend it."

Stephanie Zari
Seed Camp, Seedcamp

"Relenta's simplicity of use combined with some truly excellent features that make getting business done faster and simpler than ever made it the ideal choice for us. It is excellent value for money which is important to us as a relatively small company and the customer service offered really is second to none."

Christine Byrne
Statistical Solutions



Sage CRM

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ABOUT 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.

355

Customer references from
happy Sage CRM users

[VIEW ALL REFERENCES](#)



"The system has played a significant part in growing sales. To compete in the market you want to have accurate information so you can make quick decisions and that is something we have achieved with Sage CRM."

Chakri Wicharn
Information Manager, Fuji Xerox



"After considering several comparable systems, we felt confident that the Sage Software solution running on Microsoft SQL Server was best for us. Now that the system is up and running, we're certain we chose wisely."

Jeff Brewer
CEO, Metrohm



"The billing process used to take us days and days and days. Now it's all done in one batch job over night."

Ralph Stoeckl
Business Operations Manager, Realestate.com.au



"We chose Sage CRM, because of its flexibility and adaptability to the specificities of our business."

Olivier Moracchini
Managing Director, VCA



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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.

937

Customer references from
happy Salesforce users

[VIEW ALL REFERENCES](#)



"We are a people business. If I can use social, mobile tools to help link our people inside the company and provide a better experience to our customers, you know that's an advantage that our competitors will have a hard time mimicking."

Steve Ellis
EVP, Wells Fargo Bank



"Salesforce is a platform for all of our Global Corporate Payments employees to communicate, react in real time, and solve customer problems."

Greg Keeley
EVP Global Corporate Payments, American Express



"With Salesforce we can move a lot faster and keep adapting to our customers' needs"

Kemal Cetin
Vice President of IT, Coca-Cola Enterprises



"We've found a partner in innovation with Salesforce."

Hikmet Ersek
CEO, Western Union, Western Union



SOFFRONT

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ActionCOACH
business coaching

case
DOCUMENT MANAGEMENT

Celeritas
GROUP, LLC

Leica
Geosystems

ART.COM

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.

56

Customer references from happy
Soffront Software users

[VIEW ALL REFERENCES](#)



"Soffront is a crucial tool for our success. Soffront's comprehensive features and flexibility helps us show our customers that we provide them with a service that is important for their success."

Josh Brotherton

SureService Manager, New England Controls



"Soffront CRM is priced within our budget and is extremely flexible. It provides us with all of the benefits of a standard software package, combined with the flexibility needed to implement all necessary customizations and specifications."

Martin Kunz

Chief Technology Officer, Eurofins MWG Operon US



"We selected Soffront because the product is easy to customize and easy to use. After looking at all of the other products, we determined that Soffront represented the best ROI."

Evan Rosenfield

Director of Marketing, American Security Programs



"We selected Soffront over other CRM solutions because it offered a robust, feature-rich, web-based solution that was also easy to customize."

Tom Ridinger

Administrator, Avocent Corporation



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Chicago Tribune



RESTAURANT.COM
BEST DEAL. EVERY MEAL

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.

314

Customer references from
happy SugarCRM users

[VIEW ALL REFERENCES](#)

"Sugar's modular nature and ease of customization make it ideal to integrate with other business and academic software."

Shaya Phillips
IT Associate Vice President, Fordham University

"When we went live with the Men's Wearhouse call center in 2007, we went live with Sugar. Sugar provides a common platform for several groups to effectively interact as they turn leads into customers."

Scott Stagner
IT Program Manager, Men's Wearhouse

"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

"SugarCRM have been completely committed to ensuring that our deployment of Sugar is a success. They have proved themselves to be an excellent choice of supplier, and we have established a great working relationship."

Alison Clack
Programme Manager, Mazars



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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.

147

Customer references from
happy SuperOffice users

[VIEW ALL REFERENCES](#)



"If we had to make the same choice all over again, we would definitely select SuperOffice as our principal database for commercial activities."

Geert Jan Timmer
Director, Pouw Automotive



"SuperOffice is part of the daily routine processes at De Vos Groep. All important contact moments and also sales results and e-mail traffic are recorded in the database."

Ger van Lierop
IT and Quality Manager, De Vos Groep



"SuperOffice has helped reduce the processing time of direct mailing from 1 week to 1 hour!"

Mario Vissers
Business Analyst, Suiker Unie



"There's been a 30-40% increase in efficiency, which has released a tremendous amount of staff time. We can oversee what's going on by generating a report at the press of a button and it's quicker and easier to follow up enquiries."

Andy Graves
Product Marketing Manager, Dennis Eagle



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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.

36

Customer references from happy Vtiger users

[VIEW ALL REFERENCES](#)



"I can contact many more customers per day using Vtiger, and with Vtiger in place we are now an entirely cloud based operation."

Russell Weston
Founder, eLobe



"Our search for a CRM system that could be customized for our business process ended at Vtiger. With Vtiger we have streamlined our entire business process."

Avinash Yaduka
Director, Krishna Park Infracon



"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



"With Vtiger's support automation and collaboration tools, we have seen 50-60% improvement in our overall team efficiency."

Dhanshree
Support Team Manager, ProImageExperts



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Garbutt + Elliott



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.

91

Customer references from
happy Workbooks users

[VIEW ALL REFERENCES](#)

"I really felt that Workbooks understood the process. They communicated with us at every stage and the methodology they used made sense to me. Their implementation technique was impressive."

Trevor MacDonald
Business Information Manager, National Federation of Builders

"Workbooks has significantly reduced the time it takes to invoice our customers. There's no duplication of effort and having the order data in the same system as the invoicing data has been a real bonus for us."

Rachel Stanhope
Finance Director, Caspian Media

"The Workbooks implementation has been a success for our business, we now have better visibility of business metrics, have streamlined our sales order processing and reduced our operational costs significantly. It makes our business much more efficient and it's also pretty easy to use, which is a plus!"

AJ Thompson
Sales & Marketing Director, Northdoor

"I feel like we have only just scratched the surface and I look forward to using Workbooks to its full effect. There are so many features that we would like to make use of and I am learning more and more about how Workbooks can streamline the way our business runs."

Marcelo Bustamante
Director, Amstore



WORK[etc]

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EAGLE VISION



ABOUT WORKETC

With integrated CRM, projects, billing, help desk, reporting and collaboration, WORKetc is the all-in-one cloud-based software solution to manage your growing business. WORKetc 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. WORKetc 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. WORKetc captures everything you do with your contacts, be it correspondence, amendments, or new projects and sales. Through its extensive activity history module, it encapsulates the very meaning of CRM -- a running record of the relationships you have with your contacts, from the very first email you sent them to the latest support ticket that they filed. Turn any email into a lead, contact, or support ticket using the Gmail widget and Outlook add-in. Set up two-way syncing between WORKetc and Google Contacts. Access all of your Google Drive and Box files without having to leave the CRM environment. Capture notes and ideas in Evernote and turn them into project updates, tasks, and leads. WORKetc also features full integration with Xero Accounting and Quickbooks, two of the most extensively used accounting programs today. Importing data from Xero and Quickbooks to WORKetc is quick, painless, and provides an extra layer of functionality to the system's financial module. Say goodbye to painful integrations and multiple costly web apps and say hello to big-time productivity and efficiency when you grow your business with WORKetc. It's more than just a CRM.

52

Customer references from
happy WORKetc users

[VIEW ALL REFERENCES](#)

“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

“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] 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

“WORKetc played a big part in letting us manage and stick to our timeframe. It let us keep track of everybody and kept our project on track. In two weeks, we had a full design pretty much done, complete with fully interactive mockups done through Axure.”

Vange Mourmourakis
Founder, CompuEase



zendesk sell

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docplanner.com



ABOUT 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.

91

Customer references from happy Zendesk Sell users

[VIEW ALL REFERENCES](#)

"Today we're able to reach out to a larger audience. This wasn't possible before, and it wouldn't have been possible without Sell."

Sofia Van Thienen
Business Development Manager, Bitpagos, Bitpagos

"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

"With Sell, we always know exactly where our business opportunities stand, and have all of the information we need to follow up and close the sale."

J.Mac Brown
VP of Operations, Advent

"The reporting tools in Base are awesome. They're a pleasure to look at and insightful. Managing the sales opportunities pipeline is super easy."

Alex Hancock
Chief Client Officer, Wirecraft



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Morgan Stanley



ABOUT Zoho CRM

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.

138

Customer references from
happy Zoho CRM users

[VIEW ALL REFERENCES](#)



"What gets measured, gets improved. Zoho helps us measure what's important, so we're constantly able to improve our business."

John Carder
Co-Founder, MOGL



"The core functionality of a CRM is there which I can wrap my hands around and use effectively."

Michael Silverman
CEO, Duo Consulting



"We've increased our visibility by 65% into our pipeline, reduced the lead to real prospect time by 60%."

K.C. Watson
CEO & Co-Founder, Sherpa Digital Media



"One of the things that has been really helpful in getting running with Zoho CRM is the live chat support – those guys are great!"

Ian Melchior
EcoMark, Ecomark Solar