

TeamScope CRM™ for Outlook® Product Comparison Table

Feature	ACT!	Goldmine Corporate Edition	Outlook 2003 Business Contact Manager	Microsoft CRM	TeamScope CRM
<i>Single-user or multi-user</i>	Single-user; multi-user only by sharing or synchronizing multiple databases	Single-user or multi-user	Single-user only	Multi-user only	Can operate as a single-user or multi-user system
<i>Data storage method</i>	FoxPro database file + proprietary BLOB	SQL database with Borland Database Engine	Single-user MSDE database file	Microsoft SQL Server 2000 – also requires Active Directory and latest versions of Windows 2000 Server, Microsoft CRM Server, Exchange 2000 Server; Exchange E-mail Router for e-mail support; MSDE on client PCs for offline use	Leverages existing infrastructure – uses existing Exchange public folders – no new hardware or software required
<i>All data contained within Outlook/Exchange with no synchronization required with external data source(s)</i>	No	No	No	No	Yes
<i>Can run in conjunction with MS Exchange mailboxes</i>	N/A – does not run within Outlook	N/A – does not run within Outlook	No – works only with PST files	Yes	Yes
<i>Operates 100% within the Outlook user interface</i>	N/A – does not run within Outlook	N/A – does not run within Outlook	Yes	No	Yes
<i>Contact and other forms can be customized, and custom fields and lists can be added</i>	Yes	Yes	No	Limited customization ability	Yes

Feature	ACT!	Goldmine Corporate Edition	Outlook 2003 Business Contact Manager	Microsoft CRM	TeamScope CRM
<i>Supports Company- or Account-level record hierarchy</i>	No	No	Yes	Yes	Yes
<i>Can link multiple Contacts and/or Companies to a sales opportunity</i>	No	No	No	No	Yes
<i>File and link documents to contacts and opportunities</i>	Yes	Yes	Yes	Yes	Yes
<i>Includes customizable folder home pages and digital dashboards for information display</i>	No	No	No	Yes	Yes
<i>Can automatically parse and process incoming formatted e-mails</i>	No	No	No	No	Yes
<i>QuickBooks integration</i>	No	Requires additional \$100 module	No	No	Yes
<i>ACT import</i>	N/A	Yes	No	No	Yes
<i>Reporting module available</i>	No	Yes	No	Yes	Yes
<i>Supports use of PDA devices</i>	Yes	Yes	No	No	Yes
<i>License requirements for accessing CRM data</i>	License required for every user	License required for every user	License required for every user	License required for every user	For casual users, information can be accessed from Outlook without OutlookCRM installed
<i>Cost</i>	\$250 per user	\$495 per user	Included in Office 2003 Professional and Small Business Edition	\$995 per server, plus \$395 to \$1,295 per user depending on desired functionality	\$395 per user* – no server component or cost, since OutlookCRM uses the existing Exchange Server

* Multi-user discounts available