



Compare Soffront:

	Soffront On-Demand	Salesforce.com	Siebel On Demand
Years of experience with Mid-market companies	12	8	1
Same functionality for Hosted or On-premise Software	Yes	No	No
Host-to-own pricing	Yes	No	No
Sales Force Automation	Yes	Yes	Yes
Marketing Automation, including Email Campaign Engine	Yes	Yes	Yes
Customer Support	Yes	Yes	Yes
Employee HelpDesk	Yes	No	No
Employee Asset Management	Yes	No	Yes
Project Tracking, Time management	Yes	No	No
Defect Tracking	Yes	No	No
Closed loop Self-service Knowledge Base for Sales, Marketing, Support, and CRM Portals.	Yes	Limited	Limited
CRM Portals for Customer, Partner and Employee	Yes	Customer Portal only	No
Workflow Engine	Yes	Yes	No
Notification and Escalation Engine	Yes	Yes	No
Outlook Email Synchronization	Outlook Icons	Outlook Icons	Yes
Synchronize with Outlook and PDAs	Yes	Yes	Yes
Wireless Client	Yes	Yes	No
Mobile Laptop client	Yes	Yes	Yes
Customizable Dashboards	Yes	Yes	Yes
Supports Netscape for use with Macs. LINUX and UNIX	Yes	No	No
Fully Customizable	Yes	Limited	Limited
Ability to create new tables/forms	Yes	No	No
Auto-generate code for forms processing	Yes	No	No
Ability to easily define relationships between tables	Yes	Limited	Limited
Support for complex queries including direct SQL queries	Yes	Limited	Limited
VOIP Integration	Yes	No	No
Pre-built Industry solutions	Limited	Yes	Yes

**Disclaimer:** This review is based on Soffront version 8.002, and the versions of Salesforce.com and Siebel On Demand generally available in October 2004. Best efforts were made to collect accurate information. You should use your own best efforts to determine which CRM product is appropriate for your requirements. This comparison does not consider modules not generally available, nor changes made since the review.