

Podcast Script: Sugar Network

Welcome to this sixty second Sugar snippet. My name is Susie Williams. Today's podcast talks about Sugar Network, a package of useful product extensions, training and support for Sugar Community Edition users. We'll learn what's included in the offering, how much it costs, and how to purchase it from the SugarCRM.com website.

First, let's look at the product extensions you get with Sugar Network. There's the Microsoft Outlook plug-in, which allows you to manage Sugar information from within the familiar Outlook user interface. You can ensure that calendar and email are synchronized between your groupware and SugarCRM and can archive your important customer communications into Sugar. Next, there's the plug-in for Microsoft Word, which allows you to merge SugarCRM data into your Word documents so you can create campaigns, proposals and contracts. For you Thunderbird users, there's the plug-in for Mozilla Thunderbird, which allows you to archive emails from Thunderbird to Sugar. Finally, there's a new plug-in that's in beta release now; it's the Excel plug-in and it allows you to read and update your Sugar data from within Microsoft Excel. This means you can couple the power of Excel's data manipulation and graphing functions with your Sugar data, which is truly a fantastic combination.

With Sugar Network, you also receive one Sugar University training credit. While 80% of Sugar University's classes are free, the remaining 20% do cost money, and the way you purchase these classes is through training credits. Training credits can be spent on both instructor-led online learning sessions and in-person classroom training. Most classes cost between 10 and 50 credits and many are applicable to any edition of Sugar, whether it's Community Edition or one of the Commercial editions. With Sugar Network, you get one credit to spend however you'd like.

Finally, Sugar Network also includes one Customer Support case. Sugar's Technical Support team will provide world-class email-based support for your issue. Along with the support case, you'll have access to the Sugar Support Portal, where you can access product alerts, the bug tracker, FAQs, the community forums, and the download manager so you can download the plug-ins you've purchased.

Useful plug-ins, a training credit and a support case... now that's a deal!

If you're interested in Sugar Network, please visit our website, www.sugarcrm.com, to purchase it in the [Sugar Shop](#). Pricing is \$119 per user per year for Sugar Community Edition customers. Remember, if you're a Sugar Pro or Enterprise customer, you already have access to the plug-ins and support, and the training credits are available separately. This deal is only for our Community Edition friends!

And that's your 60 second Sugar snippet. Goodbye!

License

This work is licensed under the Creative Commons Attribution-Noncommercial-No Derivative Works 3.0 License (“License”). To view a copy of this license, visit <http://www.creativecommons.org/licenses/by-nc-nd/3.0/> or send a letter to Creative Commons, 171 Second Street, Suite 300, San Francisco, California, 94105, USA.

Disclaimer

Your Warranty, Limitations of liability and Indemnity are expressly stated in the License. Please refer to the License for the specific language governing these rights and limitations

Trademarks

All SugarCRM logos in this document are registered trademarks of SugarCRM Inc. See the SugarCRM trademark policies at <http://www.sugarcrm.com/crm/open-source/trademark-information.html> for more information on how SugarCRM trademarks can be used.