

Podcast Script: Commercial Open Source

Hi, this is Susie Williams with today's 60-second Sugar snippet. Today's topic: Commercial Open Source. Well, this podcast may actually run a bit long, given the subject.

SugarCRM's tagline is ... Commercial Open Source. Most people have a good understanding of open source but not many fully understand the business-transforming nature of commercial open source. Maybe this is because Commercial Open Source is so new. In any event, we're proud to say that SugarCRM is in the vanguard of this exciting market.

Commercial Open Source is a business model founded on open source development techniques. Such techniques include source code transparency, along with design and development collaboration that reach far beyond the closed environments you'll find in proprietary companies. So, Commercial Open Source companies like SugarCRM provide a radically more efficient means to design, develop and distribute, that is, market, great software.

The "commercial" in commercial open source stems from the paid feature superset available in the Professional and Enterprise editions when compared to the Open Source edition. Some 80% of all features are available at no charge in Sugar Open Source, but certain capabilities demanded by larger organizations, like team management and reports, are available to commercial editions for a fee.

Because of the efficiencies previously mentioned, Sugar is able to offer commercial editions far less expensively than the standard proprietary vendors. Importantly, Sugar enters into a contractual agreement with customers of commercial editions, and Support and other services and options are also available, like on-demand.

The Commercial Open Source model ensures that the Sugar Open Source population benefits from a viable company capable of producing and maintaining quality open source software, and that Sugar commercial customers benefit from the thousands of improvements obtained from the Sugar Open Source population. SugarCRM for its part benefits from a reliable revenue stream and vastly reduced design, development and distribution costs.

And that's your 60-second Sugar snippet for the day. Goodbye!