

iporinstant vs salesforce.com

Functionality scorecard

The following was abstracted from the salesforce.com website in Oct 2005 and is their own published functionality list. We added the iporinstant column.

This is not aimed as a direct comparator: it is merely a guideline for potential customers to ascertain whether they want and/or need the full functionality of salesforce.com at the price, or whether they would be better served by iporinstant which is a wholly different approach to that of salesforce.com.

Portals offer a more flexible solution than a CRM package can ever offer as they can be completely configured to suit each individual business. The capability to create a Customer Portal is also a huge step forward and facilitates the creation of online service and project management models at a very low cost.

User Limit	5 users	None	None	Min 5 users
Salesforce .com versions				
	Team	Professional	Enterprise	iporinstant
Account, contact, and opportunity, and activity management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mass address update	NEW!	NEW!	NEW!	
Customizable forecasting		NEW!	NEW!	<input checked="" type="checkbox"/>
Territory management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Update reminders		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Big deal alerts		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Product catalog		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Team	Professional	Enterprise	iporinstant
Marketing Automation				
HTML email templates	NEW!	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
HTML email tracking	NEW!	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Lead management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email marketing		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Online lead capture		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Auto-response emails		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Campaign management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Team	Professional	Enterprise	iporinstant
Document Management				
Document library	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notes and attachments	NEW!	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Team	Professional	Enterprise	iporinstant
Contract Management				
Contract repository		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Approval management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Renewal management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Team	Professional	Enterprise	iporinstant
Customer Service and Support				
Case management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online case capture		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Case queues and auto-assignment		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Advanced case escalation and notification		NEW!	NEW!	<input checked="" type="checkbox"/>
Email management (email-to-case)		NEW!	NEW!	<input checked="" type="checkbox"/>
Auto-response emails		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer self-service portal		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Asset management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer self-service portal style editor		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer self-service portal style editor		NEW!	NEW!	<input checked="" type="checkbox"/>
Telephony API (STAPI) toolkit (CTI)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Team	Professional	Enterprise	iporinstant
Business Process Controls				
Lead and case routing		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Workflow automation rules			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Workflow automation tasks			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multiple business processes			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Application Environment				
Appforce menu		NEW!	NEW!	
Custom applications		NEW!	NEW!	<input checked="" type="checkbox"/>
Multi-departmental application menus			NEW!	<input checked="" type="checkbox"/>
Integration Platform				
Import/export utilities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Import de-duplication	NEW!	NEW!	NEW!	<input checked="" type="checkbox"/>
Custom links	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Weekly export service		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Connectors to Great Plains and QuickBooks		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web-services API			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Real-time database mirroring			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Data loader			NEW!	
Partner portal			NEW!²	
Self-service API			NEW!	
Single sign-on			NEW!	<input checked="" type="checkbox"/>
			<input checked="" type="checkbox"/>	