HiperGate CRM

[http://www.hipergate.org](http://www.hipergate.org/en/whats.html?i=1)

<http://open-source-crm.blogspot.com.au/2008/01/hipergate-crm.html>

https://sites.google.com/site/voipnotes/hipergate-crm

Hipergate is a web based application suite for CRM. The purpose of the suite is to cover a wide range of functional needs at any given organization. Hipergate is multi-tenant and can be used for a single company, for a company group or as Software as a Service.

### Features

**Collaborative tools and Groupware Module**

* Private and/or shared calendar and diary.
* Discussion forums, open or moderated.

**Contact Management Module**

* Clients, Suppliers, Competitors and Partners.
* Personal and group contacts.
* Import from Windows Address Book (Outlook Express)
* Import from data files (text, Excel).

**Project Management and Support Issues Tracking Module**

* SLA and maintenance contracts.

**eShop Module**

* Multiple product catalogues.
* Custom attributes per product.
* Stock management, with multiple warehouses.
* Order and Invoice management.
* Modular and extensible Payment Processing.

**Content Management Module**

* E-mail templates.
* Website templates.
* Electronic forms.
* Web based outgoing fax.
* Can include rich media (video, flash).
* Categorized contents management.

**Massive Email Module**

* Multiple e-mail management addressed to distribution lists.
* Message reception statistics.

**Corporate Library**

* 100% web based virtual disk.
* Role based security for all files.   
    
  **Roles based security**
* Multiple isolated security domains.
* Unlimited users and groups.
* Predefined groups for rapid application rollout.
* Security can be implemented in a company and/or department basis.
* Can be integrated with a LDAP directory.

**Queries and Reports**

* Excel export.
* Online reports in HTML format.
* All reports can be sent via e-mail.

**Job Scheduler**

* Background multi-thread executor.

### Dependencies

To run the application:

* Windows or Linux machine with web browser;
* Java 1.6 or later;
* Tomcat 6.0.16 (or later);
* PostgreSQL 8.0 (or later), Microsoft SQL Server 2005/DE (or later) Oracle 10g/XE (or later) MySQL 5.0 (or later).

**Licence**

* Affero GNU Public License;
* 100% on open source software to completely avoid license fees.

**Technology**

* Developer 100% in Java with five layer architecture code:
  + **Layer 1:** JavaScript code run by the client's browser.
  + **Layer 2:** JSP pages served by the servlet runner.
  + **Layer 3:** Java POJO business logic model.
  + **Layer 4:** Java Bean Shell Scripts.
  + **Layer 5:** RDBMS stored procedures.
* Run Linux and Windows 64
* Application with three layers: Web Server, application Server and Database Server.
* User session cookies stored on the client workstation (reduced use of memory and enhances the scalability of the web server.
* Compatibility load contacts from Outlook Express and Listings in Excel.

**Database**

* The Hipergate CRM supports the follow Database: PostgreSQL 8.0, Microsoft SQL Server 2005/DE, Oracle 10g/XE and MySQL 5.0.

**Channel Mobile**

* N/A

**Documentation**

* It is very well documented, the author of the application still work with and maintain a very good process to update and control of the documents.

**Ease of use and review**

* The interface is very friendly and simple, easy the users can get in.
* The coding has been designed to enhance easy maintainability and expansion by programmer without an advanced knowledge of the system, many components are reusable so it is easy to update and add new features to the application.

Sugar CRM (Community Edtion)

**http://open-source-crm.blogspot.com.au/2008/01/sugarcrm.html**

**http://support.sugarcrm.com**

**Features**

Modules are integrated in Groups or individual

* Sales Force Automation
* Marketing Automation
* Customer Support
* Integrated security (user session rules)
* Mobile module (report access, emails, etc.)
* Sales - Home, Accounts, Contacts, Opportunities, and Leads
* Marketing - Home, Accounts, Contacts, Leads, Campaigns, Targets, and Target Lists
* Support - Home, Accounts, Contacts, Cases, and Bug Tracker
* Activities - Home, Calendar, Calls, Meetings, Emails, Tasks, and Notes
* Collaboration - Home, Emails, and Documents

**Dependencies**

To run the application:

* web browser;
* JavaScript and Cookie support should be enable in the web browser.
* Network access to a server to run Sugar CRM
* Microsoft SQL or MySQL
* 32-bit installations: 256M or higher
* 64-bit installations: 512M or higher

**Licence**

* Affero GNU Public License;

**Technology**

* Build in PHP

**Database**

* Support MySQL and SQL Server.

**Channel (mobile)**

* It is possible to access Sugar by using mobile (Android, Os)

**Documentation**

* It is very well documented; it has a webpage to the community version and also to the commercial editions.

**Ease of use and review**

* It is intuitive and user-friendly graphical interface.
* Accessibility Standards (Section 508 of the Rehabilitation Act of 1973)