

# CRM Migrate

## Microsoft Dynamics CRM vs Salesforce.com



Overview	Microsoft Dynamics CRM Professional (Hosted)	Salesforce.com Enterprise Edition
On Demand service	✓	✓
Full CRM suite	✓	✓
Custom reporting	✓	✓
Highly configurable	✓	✓
Web browser interface	✓	✓
Native Outlook interface	✓	
Dedicated database	✓	
Other features		
Field service and scheduling	✓	
Excel integration (ad hoc reporting)	✓	
Conversion to on premise	✓	

### Notes and Observations

- When you have Salesforce's Outlook client installed, you have to enter your username, password AND, every time you access Salesforce from a new IP address (like from a hotel room) you have to click an activation link in your e-mail before you can log in.
- When you open Outlook (with the Salesforce plugin installed), you must enter your username, password, and security token – every time you open Outlook, Word, Excel... A token might look like this: nDzDMJMdSrvQB9taDSdsI1zNX. You cannot save the password or change it to something easy-to-remember. Read that to a prospect!
- You cannot pay for Salesforce monthly. Pricing is quoted monthly, but an annual payment is expected upfront. With the approval of a VP-level person within Salesforce, you can pay quarterly. Microsoft Dynamics CRM from QGate is monthly or quarterly in advance.
- If you renew your Salesforce contract, you have to renew the contract for an additional year.
- If you cancel your contract before getting your data out of Salesforce, you will be charged.
- On Salesforce Professional Edition, you can get your data with QGate CRM Migrate.
- The Salesforce AppExchange is very rich (more so than for any Microsoft Dynamics CRM equivalent) but most of these apps have fewer than 10 downloads.

