

Customer Relationship Management (CRM) Software: Market Research Report

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Abstracts

This report analyzes the worldwide markets for Customer Relationship Management (CRM) Software in US\$ Million by the following Types: On-Premise CRM, and SaaS CRM. The Global market is further analyzed by the following Functional Areas: Sales Force Automation, Customer Support, Marketing Automation, and e-commerce. The report provides separate comprehensive analytics for the US, Canada, Japan, Europe, Asia-Pacific, Latin America, and Rest of World. Annual estimates and forecasts are provided for the period 2014 through 2020. Also, a five-year historic analysis is provided for these markets. Market data and analytics are derived from primary and secondary research. Company profiles are primarily based on public domain information including company URLs. The report profiles 188 companies including many key and niche players such as -

Adapt Software Applications, Inc.

Adobe Systems Incorporated

Amdocs, Inc.

Aplicor, Inc.

Aptean

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Dominion Dealer Solutions Launches Web-based Dominion CRM Platform
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Salesforce. com Unveils Salesforce Social. com Social Advertising Application
Salesforce. com Unveils Salesforce Chatter CRM
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Oracle Partners Develop Oracle Accelerate Solutions
Infor Launches Cloud Version of Epiphany Interaction Advisor
Avaya Unveils Outbound Contact Express CRM Solution
OnviSource Announces Availability of OnviCenter Range through Avaya
HP Enterprise Services Unveils HP Customer Engagement as a Service
Avaya Introduces New Analytics and Customer Interaction Solutions
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T-Systems Commences SugarCRM Software Hosting Service in Germany
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IMS Health to acquire Cegedim's CRM Business
SYNNEX Takes Over IBM's CRM Business
Microsoft Dynamics CRM to Takeover Parature

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NetSuite to Provide NetSuite SuiteCommerce to Cleaner's Supply
Salesforce. com Joins Hands with Omnicom Group
Cegedim Relationship Management Bags New Contract from Pernix Therapeutics
Infor Makes Significant Investments in Infor CRM
VetAdvisor Selects SugarCRM
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ImmobilienScout24 Takes Over FLOWFACT
Salesforce. com Takes Over ExactTarget
Leading CRM Experts Consortium Establishes Access 2 Insight
Salesnet Replaces Existing Communication Manager with Microsoft Word Add-In in
Salesnet CRM Solution
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NextPrinciples Implements Insight-To-Action CRM Platform for New Clients
Microsoft Announces Integration of MarketingPilot with Dynamics CRM
Fundly Enters into Partnership with Bloomerang
IMS Health Acquires 360 Vantage
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Backstop Solutions Group Takes Over PerTrac CMS Product Line from eVestment
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Sonoma Partners Snaps Up Salesforce. com Consulting Division from Technology
Services Group
Protection 1 Acquires Certain Pinnacle Security Assets
Yodle Takes Over Lighthouse Practice Management Group
TOA Technologies Renews Global Partnership with Amdocs
NetSuite Takes Over Retail Anywhere
Infor Acquires TDCI
Infor Acquires CERTPOINT Systems
SteelHouse Enters into Partnership with LiveRamp
InvisibleCRM and SAP Ink OEM Agreement
InsideView Integrates InsideView CRM Sales Intelligence Platform with SAP Software
Products
Consona Merges with CDC Software to Establish Aptean
Maximizer Software Inks Agreement with Hubspot
ADS DataSystems Takes Over THINQ Business Solutions
SAP to Takeover hybric

SAP to Take Over Ticket-Web

Sage Pay Enters into Collaboration with Enbu Consulting for Sage CRM Integration

Swiftpage Acquires Saleslogix and Sage Act! CRM Businesses from The Sage Group

Advanced Computer Software Group Purchases Computer Software Holdings

Microsoft Takes Over Netbreeze

CWR Mobility Enters into Partnership with Industrial Software

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Adobe Systems Incorporated (US)

Amdocs, Inc. (US)

Aplicor, Inc. (US)

Aptean (US)

Cegedim (US)

Concursive Corporation (US)

Convergys Corp. (US)

Huawei Technologies Co. , Ltd. (China)

Infor Global Solutions, Inc. (US)

Maximizer Software, Inc. (Canada)

Microsoft Corporation (US)

NetSuite, Inc. (US)

Oracle Corp. (US)

The Sage Group plc (UK)

Salesforce. com, Inc. (US)

SAP AG (Germany)

SAS Institute, Inc. (US)

Selligent SA (Belgium)

SplendidCRM Software, Inc. (US)

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SYNNEX Corporation (US)

Vtiger (US)

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IV. COMPETITIVE LANDSCAPE

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Canada (11)

Europe (37)

France (1)

Germany (5)

The United Kingdom (14)

Spain (2)

Rest of Europe (15)

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