

# Rapport d'analyse

# atechor



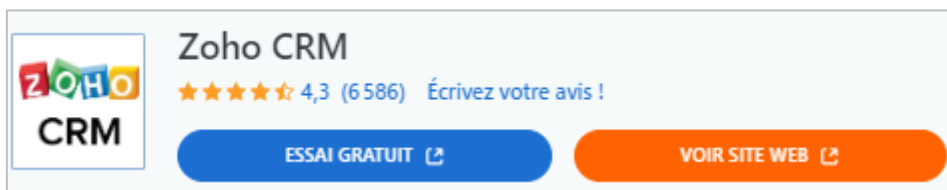
Zoho CRM

Dernière mise à jour : 22/02/2024

[contact@atechor.com](mailto:contact@atechor.com)

## Avis des utilisateurs : 8/10

Calcul avis	Notes	Avis
Gartner	4,3/5	814
Capterra	4,3/5	6586
Trustradius	4,15/5	914
Peerspot	4/5	45
G2	4/5	2507
Moyenne	4,22/5	



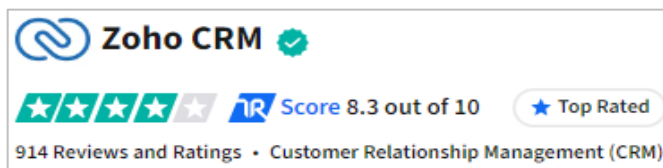
**Zoho CRM**  
 ★★★★★ 4,3 (6 586) Écrivez votre avis !  
 ESSAI GRATUIT [↗](#) VOIR SITE WEB [↗](#)

[\(Capterra.fr\)](#)



**Zoho CRM Reviews**  
 by Zoho in B2B Marketing Automation Platforms  
 4.3 ★★★★★ 814 Ratings

[\(Gartner\)](#)



**Zoho CRM** ✓  
 ★★★★★ TR Score 8.3 out of 10 ★ Top Rated  
 914 Reviews and Ratings • Customer Relationship Management (CRM)

[\(Trustradius\)](#)



**Zoho CRM Reviews**  
 Vendor: Zoho  
 ★★★★★ 4.0 out of 5  
 | 45 reviews

[\(Peerspot\)](#)

2,507 Zoho CRM Reviews

★★★★☆ 4.0 out of 5

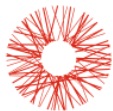
[\(G2\)](#)

## Récompenses : 10/10



### Gartner Magic Quadrant - Visionary in Sales Force Automation

Gartner named Zoho a Visionary in its 2022 Magic Quadrant for Sales Force Automation. Zoho CRM has been a consistent part of this Gartner MQ for several years, which we believe is thanks to the robust feature set, exceptional customer experience, and wide market presence.



NUCLEUS  
RESEARCH

### Nucleus Research - Leader, CRM Technology Value Matrix

Nucleus Research has identified Zoho as a leader in its 2022 CRM Technology Value Matrix, providing both high functionality and usability to its customers. Their research includes in-depth interviews with end users, vendor surveys, and ROI assessments in real-time environments.



### PCMag - Winner, Customer Choice & Editor's Choice

In 2019, PCMag surveyed their readers about their experiences with CRMs, and the results were impressive. Zoho CRM topped the list on several categories, and was found to be the only vendor with a positive NPS score.

Zoho CRM has received the Editors' Choice award for Best CRM Software for four years in a row - from 2019 to 2022.



Gartner Peer Insights -  
Customer Choice Awards for  
B2B Marketing Automation  
Platform, 2022.



Software Reviews - Leader in  
Emotional Footprint 2022 &  
Data Quadrant, 2021.



Crozdesk - Leader, CRM  
Software Awards, 2021.







Featured Customers - Market  
Leader, CRM Software, 2021.



### TrustRadius - Top Rated CRM Software, 2021.

TrustRadius found us to be the Top Rated CRM software for having excellent customer satisfaction ratings and trScores.

 <p>SoftwareWorld - Top Rated Online CRM Software, 2022.</p>	 <p>Finances Online - Expert's Choice Award, 2021.</p>
 <p>SelectHub - Leader, CRM Software Systems</p>	<b>360 QUADRANTS</b> 360 Quadrants - 360 Analysts' Choice Visionary Leader, CRM Software Quadrant, 2022.

 **GetApp - Highest Rated Sales Forecasting Apps, 2021.**

Zoho CRM was crowned as a Leader in the Sales Forecasting, thanks to the glowing reviews left by our beloved customers.

 <p>SaaS Worthy - Most Worthy Software, 2022.</p>	 <p>BusinessNewDaily - Best CRM for Remote Workers</p>
 <p>G2 Crowd - Leader in CRM Category, 2022.</p>	 <p>Paul Greenberg's CRM Watchlist, 2022 - Winner with distinction. (Highest Score)</p>

[Zoho.com](https://www.zoho.com)

 <p><b>Top Rated</b> 2023</p>	 <p><b>Tech Cares</b> 2023</p>	 <p><b>Best of</b> 2023</p>	 <p><b>Best of</b> 2023</p>	 <p><b>Best of</b> 2023</p>
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[\(Trustradius\)](#)

# Interface et expérience utilisateur : 7/10

## Retours des utilisateurs sur l'interface :

Facilité d'utilisation

★ 4,1

 <p><b>benjamin</b> technical advisor (Cameroun)</p> <p>Services et technologies de l'information, Auto-entrepreneur Temps d'utilisation du logiciel : plus d'un an Source de l'avis ?</p>	<p><b>Une plateforme simple d'utilisation et flexible.</b> ★★★★☆ 4,0 il y a 9 mois</p> <p><b>Avantages :</b> "interface simple et facile à utiliser" par rapport à d'autres logiciels." ; " facile à <b>utiliser</b> pour les emails, l'assistance et la communication."</p> <p><b>Inconvénients :</b> L'automatisation des flux de travail est limitée au niveau professionnel.L'interface mériterait une amélioration afin obtenir un UI</p> <p>Alternatives envisagées précédemment : <a href="#">Axonaut</a></p> <p>Pourquoi passer à Zoho CRM : Zoho CRM embarque un certain nombre d'outils marketing bien utiles pour les entreprises</p>
 <p><b>Dina Mahery Ismael</b> Responsable (Madagascar) <a href="#">Utilisateur LinkedIn vérifié</a></p> <p>Gestion des investissements, Auto-entrepreneur Temps d'utilisation du logiciel : 6 à 12 mois Source de l'avis ?</p>	<p><b>ZOHO CRM, le meilleur</b> ★★★★☆ 4,0 il y a 2 mois <b>NOUVEAU</b></p> <p><b>Avantages :</b> ZOHO CRM, est un outil en ligne qui permet de gérer à canaux multiples et plus encore pipeline pour conclure la vente plus facilement qui combine les fonctionnalités commerciales et marketing pour la productivité de la vente possible .</p> <p><b>Inconvénients :</b> Mon utilisation, ZOHO CRM, est idéal à l'automatisation des forces de vente pour augmenter la productivité et aussi l'amélioration dans la gestion de revenue, mais pas souvent <b>il y a un petit bug sur l'interface c'est-à-dire les ponts avec Freshsales ne sont limpides</b>.En revanche , pendant que vous êtes en déplacement le l'application ZOHO CRM vous aide à gérer vos clients à distance .</p>
 <p><b>Laurent</b> Responsable relation client (France)</p> <p>Sports, 10000+ employés Temps d'utilisation du logiciel : plus de deux ans Source de l'avis ?</p>	<p><b>Logiciel de CRM et relation client</b> ★★★★★ 5,0 il y a 5 mois</p> <p>Commentaires : Un bon logiciel de CRM avec une agréable accessibilité.</p> <p><b>Avantages :</b> Zoho CRM offre de nombreux avantages pour les entreprises. Tout d'abord, il permet de centraliser et d'organiser efficacement toutes les informations liées aux clients, ce qui facilite la gestion des relations client.</p> <p><b>Inconvénients :</b> <b>Il serait intéressant d'améliorer l'interface pour une meilleure utilisation.</b></p>
 <p><b>yaya</b> freelancer (Côte d'Ivoire)</p> <p>Informatique et sécurité réseau, Auto-entrepreneur Temps d'utilisation du logiciel : 6 à 12 mois Source de l'avis ?</p>	<p><b>bonne application <b>facile</b> à utiliser</b> ★★★★★ 5,0 il y a 3 ans</p> <p>Commentaires : Bonne application je la recommanderait sans hésiter.</p> <p><b>Avantages :</b> <b>Cette application est vraiment facile à utiliser</b> Elle ne nécessite pas une formation professionnelle très avancée. C'est un excellent outil pour suivre les clients et prospects.</p> <p><b>Inconvénients :</b> Je n'ai encore rien trouvé de négatif sur cette application.</p>



**yaya**  
freelancer (Côte d'Ivoire)

Informatique et sécurité réseau, Auto-entrepreneur

Temps d'utilisation du logiciel : 6 à 12 mois

Source de l'avis ?

bonne application **facile à utiliser**

★★★★★ 5,0 il y a 3 ans


Commentaires : Bonne application je la recommanderait sans hésiter.

**Avantages :**

**Cette application est vraiment facile à utiliser** Elle ne nécessite pas une formation professionnelle très avancée. C'est un excellent outil pour suivre les clients et prospects.

**Inconvénients :**

Je n'ai encore rien trouvé de négatif sur cette application.



**Utilisateur vérifié**

Utilisateur LinkedIn vérifié

Vente au détail, Auto-entrepreneur

Temps d'utilisation du logiciel : 1 à 5 mois

Source de l'avis ?

L'un des meilleurs logiciels de marketing en ligne

★★★★☆ 4,0 il y a 10 mois

Commentaires : c'est l'un des meilleur CRM pour moi pour gérer mes leads et qui facilite pour moi la gestion de mes prospects.

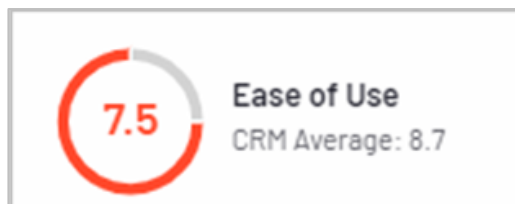
**Avantages :**


- CRM très simple et facile à utiliser.- Gestion facile des contacts, générer mes prospects.- **L'interface utilisateur très simple et facile.**

**Inconvénients :**

je pense qu'il n y a pas de point faible sauf le prix qu'il doit être plus bas .

([Capterra.fr](https://www.capterra.fr))





**Praveen K.**  
Small-Business (50 or fewer emp.)

✉ 🔗 ⋮

Validated Reviewer ✓

Verified Current User ✓

Review source: G2 invite

Incentivized Review

★★★★★ Jun 19, 2023 (Original Jun 14, 2023) 🗨

**"Zoho CRM is a comprehensive CRM software that empowers businesses"**


**What do you like best about Zoho CRM?**

One of the standout attributes of **Zoho CRM is its user-friendly user interface**, which makes it simple for customers to get around and utilize the platform's features. The user-friendly layout helps to ensure that both seasoned professionals and CRM newcomers can rapidly adjust to the program and increase its potential. With customizable dashboards and drag-and-drop modules, customers can customize their CRM practical experience to suit their particular needs and gain an extensive view of their overall sales performance.

**What do you dislike about Zoho CRM?**

The thing I dislike about this application is that, there are several elements that some people may find less advantageous. Like Zoho CRM's extensive features and customization options may present a problem for first-time users or those not familiar with CRM programs. The training curve can be high, needing some time to effort to be aware of and make use of the full range of functions.





**SHIV K.**  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Jun 05, 2023


### "Zoho Strengthening Customer Relationship Management"

**What do you like best about Zoho CRM?**

The best I like about Zoho CRM is that it performs exceptionally well in offering a strong and feature-rich system for handling customer relationships. One of its outstanding attributes is the extremely easy-to-customize **interface**. It enables individuals to customise the CRM to match their particular company needs, from custom fields and layouts to automations as well as workflows. This versatility allows businesses to evolve the CRM to their unique techniques, making sure a smooth incorporation into present procedures.

**What do you dislike about Zoho CRM?**

The thing I dislike with this application is that the learning curve for first time individuals can be high, especially for those who're unfamiliar with CRM programs. **Even though the user interface is easy-to-use, quite a few users may need extra coaching** or support to completely control the platform's features.



**SUMAN K.**  
Marketing Manager  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Jun 02, 2023


### "Zoho CRM is an Excellent Customer management application"

**What do you like best about Zoho CRM?**

I have been researching customer relationship management products for our company, and after some investigation, Zoho CRM is seen as a good match. It is cost-effective and loaded with attributes to assist us handle the whole customer lifecycle. I am especially looking forward to the automation features for sales and e-mail marketing. We are able to manage a number of campaigns along with streamlining the lead nurturing and scoring process. Additionally, **the user interface is user-friendly and simple**, which makes it simple to apply.

**What do you dislike about Zoho CRM?**

Overall for me, Zoho CRM is a good application for any company to maintain and nurture the sale leads easily. So, I don't have any dislike regarding this application.



**Verified User in Information Technology and Services** ⓘ  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Organic

★★★★★ Aug 16, 2023


### "Zoho"

**What do you like best about Zoho CRM?**

Zoho CRM offers a streamlined customer management experience **with its user-friendly interface**, customization options, seamless integrations, automation features, mobile app, and robust analytics. Its ability to cater to specific business needs, automate tasks, and provide valuable insights makes it an invaluable tool for efficient customer relationship management.

**What do you dislike about Zoho CRM?**

Zoho CRM, while offering significant advantages, presents a few potential drawbacks. These include a learning curve due to its extensive features, limitations in the free version, a potentially complex user **interface**, integration challenges, variability in customer support responsiveness, mobile app usability concerns, potential upgrade costs, and the need for technical expertise in customizations. However, these drawbacks are subject to individual use cases and preferences.



**Amr E.**  
Senior Scrum Master  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★☆ Apr 29, 2023

### "Great product!"

Products used within Zoho One: Zoho CRM

**What do you like best about Zoho One?**

I've been looking into customer relationship management solutions for our business, and after some research, Zoho CRM could be a great fit. It's affordable and packed with features to help us manage the entire customer lifecycle. I'm particularly excited about the automation capabilities for sales and email marketing. We can run multiple campaigns and streamline the lead nurturing and scoring process. Plus, **the interface is user-friendly and straightforward**, making it easy to implement. I also love that we can customise tools and design our analytics dashboard to fit our needs. Overall, Zoho CRM could significantly boost our productivity.

**What do you dislike about Zoho One?**

While using Zoho in my latest company, one concern is their need for payroll services. Handling payroll separately from the rest of the accounting software could be a hassle.

(G2)



SEPTEMBER 06, 2023

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## A perfectly rounded CRM tool

**Verified User**

Analyst in Sales

Information Technology &amp; Services Company, 5001-10,000 employees



Score 7 out of 10

Vetted Review

Verified User

Incentivized

### Use Cases and Deployment Scope

Zoho CRM is used by us to streamline our customer data. It helps us understand and analyse our day-to-day customer data. We like it especially because of how easy it is to use and how easy the learning curve is. It is also very versatile as we never had any issues incorporating and using the data across multiple applications and platform.

### Pros and Cons

- Zoho CRM has easy data base management for our data
- Zoho CRM let's us export the data in different extensions to use with other programs
- It's minimalistic look and easy to use interface is also a very good quality**
- It is an expensive application and could use a little offers or discounts
- It takes time and feels generally slow and sluggish sometimes
- The backend and setup require fairly high technical skills in order to do it.

### Likelihood to Recommend

In my case, while working as a sales operations analyst. It is one of the best tools to have in my arsenal. I don't regret learning it as it is fairly future proof and I believe it is here to stay. For any sales or business needs Zoho CRM is highly recommended.



JUNE 06, 2018

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## Sugar is a great, customizable solution - just make sure you have a good tech team behind it

**Emma McCarthy**

Enrollment and Eligibility Program Manager

MetrixIQ (Information Technology and Services, 11-50 employees)



Score 9 out of 10

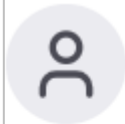
[Vetted Review](#)[Verified User](#)[Incentivized](#)

### Use Cases and Deployment Scope

We use SugarCRM as our primary tool in tracking applications, determining eligibility, and managing payments for children in publicly funded preschool programs. Although it was primarily designed as a sales tool, we use it less as for sales (given that we are not a sales organization) and more as a relationship management and accounting tool. We have a very small team (10 people total), but we all use Sugar on a daily basis.

### Pros and Cons

- ⊕ Extremely flexible. Sugar is open source, and so you're able to build customized modules to fit your needs readily and easily.
- ⊕ Robust reporting capabilities. I appreciate how it's quick and easy to pull the data that my clients need.
- ⊕ Easy to use. Sugar has a fairly straight user interface, and so is usable even by those who are not particularly tech savvy.
- ⊖ More approachable user interface. At its core, it's a complex database, and it's not always intuitive.



SEPTEMBER 05, 2023

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## Best tool for data management

**Verified User**

Consultant in Sales

Human Resources Company, 51-200 employees



Score 10 out of 10

Vetted Review

Verified User

Incentivized

### Use Cases and Deployment Scope

It help the organisation to save huge number of data. It is extremely easy and time saving to find data. It gives number of options to customise and **user interface is so simple** and bug free.

### Pros and Cons

- Saving the huge data
- Finding the data easily
- Maintaining the big data and customise them
- Adding more integrations.
- Making the UI more simple
- Add extra features

### Likelihood to Recommend

I always save the client details in it. It si easy to use and locate the data whenever required. There is no chance of data loss.



DECEMBER 12, 2017

Share

Save

## Sugar CRM Is Pretty Sweet

Zeke Becerra

Territory Manager - Southeast US and LATAM  
Dbvisit (Computer Software, 11-50 employees)



Score 9 out of 10

Vetted Review

Verified User

Incentivized

### Use Cases and Deployment Scope


We use Sugar across the organization in many ways: to manage marketing automation, customer journey, and our quotes. My use of Sugar is completely sales-related. I use it to manage my customers and prospects in the way a CRM is traditionally used—logging communication and activities with them in the CRM. I also create and manage quotes in Sugar and that makes managing my forecast/pipeline easy to do.

### Pros and Cons

- + Quote Management
- + Activity Logging
- + Marketing Automation
- I'd like to see the reporting interface become a little more modern. Too much menu-diving required.

### Likelihood to Recommend

SugarCRM is great for keeping track of your interactions with your customers and prospects, both from the standpoint of logging activity manually (calls, emails, etc.) and linking it with a marketing automation tool. I think for someone who is not a Sugar admin, reporting can be time-consuming. As a Territory Manager, I want creating a new report to be easy, fast, and accurate. SugarCRM provides accurate reports, but I haven't found creating them to be easy or fast.


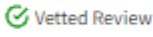



MARCH 04, 2023

[Share](#) [Save](#)

## Bring more customer engagements with your business







**Nabin Poudel**  
CEO  
Curl Labs (Computer Software, 51-200 employees)

 **Score 9 out of 10**   [Incentivized](#)


### Use Cases and Deployment Scope

We are using the Zoho CRM across our organization to manage our customers, projects, and communications in between, all from a single cloud-based platform. It offers an easy-to-use interface for managing contacts, sending automated emails and notifications, managing inventory, and implementing AI assistants to answer our customers. Its mobile apps have allowed our customers to stay in sync with our business all the time anywhere, generating more leads and deals. By implementing Zoho CRM, we have increased customer retention like never before, making our services more reliable, yielding more business revenue.



### Pros and Cons


-  Easy to use cloud-based CRM.
-  Manage leads, contacts, accounts, activities, deals, and reports from a single application suite.
-  Offers a free version and paid version starting just from \$14 per month.
-  Suitable for small to enterprise level businesses.
-  Zoho CRM is a software as a service product that you can't host on your private server.
-  User experience needs improvement to make it more faster to use.

([Trustradius](#))



**Sagar Gaikwad**  
Sr Business Application Developer on Zoho Platform. at Tech Warriors

 Jul 16, 2023

## A customizable and cost-effective tool with a unique camera feature

### What is most valuable?

The camera feature is valuable because it provides a look and feel. It has a high-user interface where you can build your own drag-and-drop concept. It used to have a prebuilt list format, but it was not a good arrangement. For the last year that the camera feature has been available, you can drag and drop which feed you want to put for the look and feel you want. The feature is available on Creator as well.

The interface is very clear in Zoho CRM.



**Mubeen Mohammed**

Senior Account Manager at a tech services company with 11-50 employees

✓ REAL USER TOP 20



Oct 21, 2023

### User-friendly platform with a simple setup process

#### What is most valuable?

It is a good CRM product compared to Salesforce, HubSpot, and many others. It is user-friendly and easy to use for beginners. They can utilize it properly and navigate it to upload and view information.

The platform has a valuable lead qualification feature. It helps us set sales parameters and decide whether the lead is positive or negative.



**Jayesh Bhandari**

Group IT Head at Ashapura Minechem Ltd

✓ REAL USER TOP 5



Jul 11, 2023

### A good solution for companies that require a CRM application that is easy to handle and use

#### Pros and Cons



"Zoho CRM is very simple and easy to use"



"Since Zoho CRM is not made for the enterprise kind of company, its stability for enterprise businesses could be improved."

(Peerspot)

4.0 ★★★★★ Oct 30, 2023

Review Source: ⓘ

### ZOHO CRM: A powerful toll for sales and marketing

Reviewer Function: Marketing Company Size: 500M - 1B USD Industry: Finance (non-banking) Industry

ZOHO CRM has been a distinct advantage for our business. Its easy to use interface, powerful highlights and consistent reconciliation have smoothed out our sales and marketing efforts. The outstanding customer support and moderateness make it a top choice for organisation.

### "ZOHO CRM: A Powerful Toll For Sales And Marketing"

Submitted Oct 30, 2023

4.0 ★★★★★ Overall User Rating

Product(s): Zoho CRM

**Overall Comment:** "ZOHO CRM has been a distinct advantage for our business. Its easy to use interface, powerful highlights and consistent reconciliation have smoothed out our sales and marketing efforts. The outstanding customer support and moderateness make it a top choice for organisation."



4.0 ★★★★★ Nov 9, 2023

Review Source: ⓘ

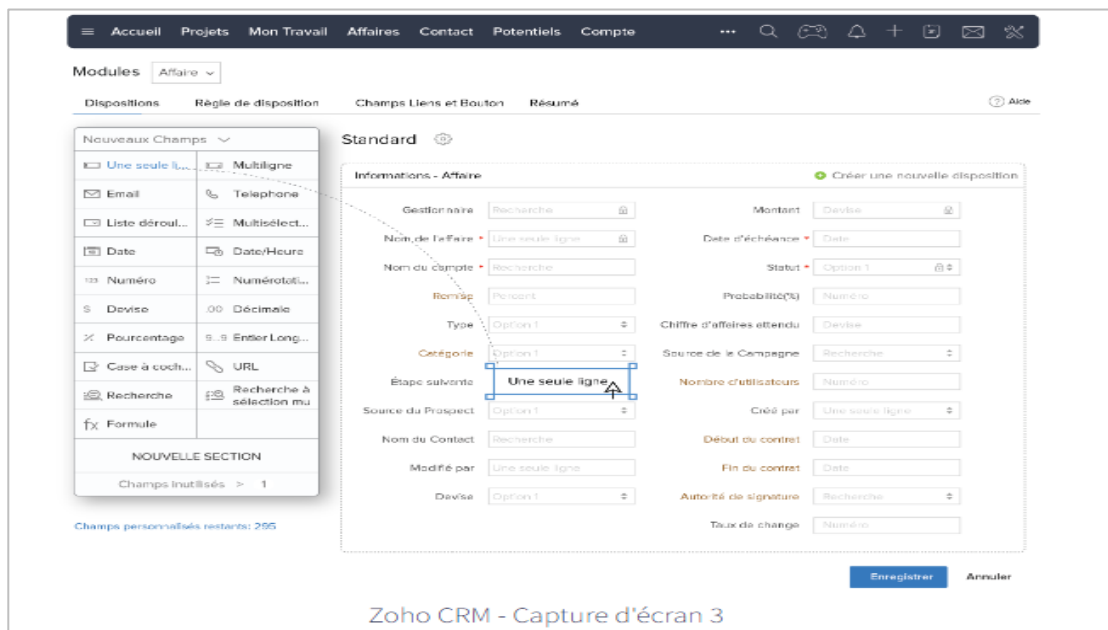
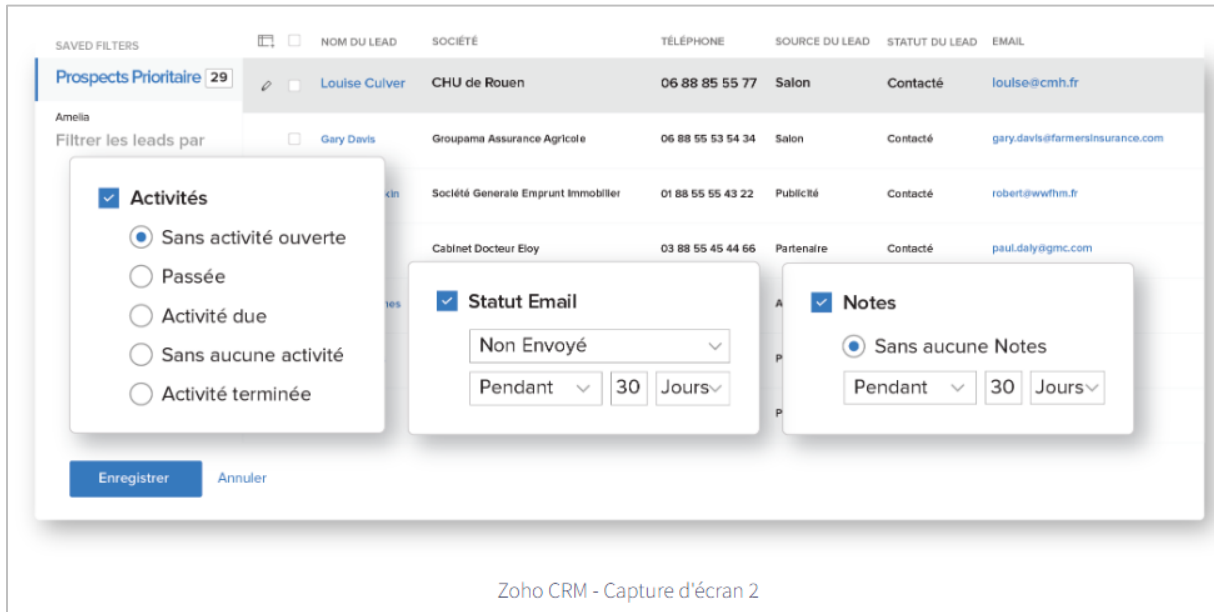
### Your Customizable sidekick for customer management and team working

Reviewer Function: Data and Analytics Company Size: 50M - 250M USD Industry: Services (non-Government) Industry

I am using this product more than 6 month. My trusty sidekick for managing customer stuff, it's easy to use and i can round it to fit how I work. The best part is it plays well with other Zoho apps like having my whole team on the same page. learning how to use it is pretty smooth, and when i hit with their support is right there.

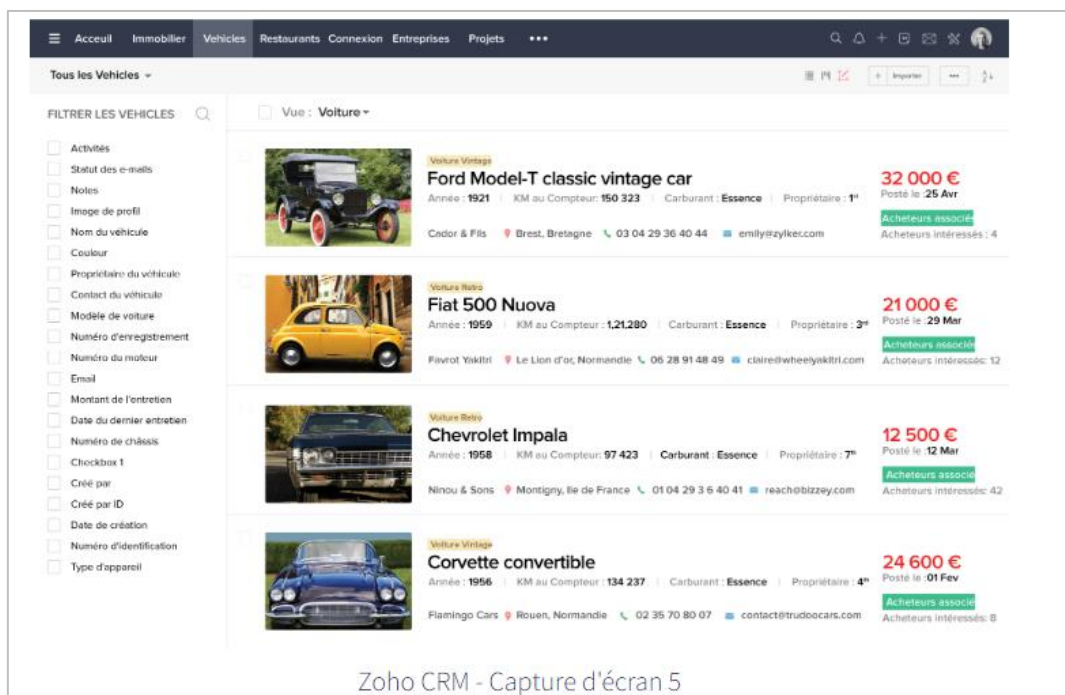
([Gartner](#))

## Interface en image:





Zoho CRM - Capture d'écran 4



Zoho CRM - Capture d'écran 5

The screenshot displays a social media profile for Arthur Amis (@A\_amis) and a 'SalesSignals' sidebar. The profile shows 17 tweets, 49 following, and 3 followers. A tweet from May 9th mentions a webinar. The 'SalesSignals' sidebar lists four contacts: Elodie Vallet (3 signals), Victor Buisson (1 signal), Arthur Amis (2 signals), and Jacques Exertier (1 signal). Vincent Labbay is also listed with 4 signals.

**Profile: Arthur Amis @A\_amis** Following

TWEETS: 17 | FOLLOWING: 49 | FOLLOWERS: 3 | Tweet

**Arthur Amis @A\_amis** Following 09 Mai  
@patricia\_zyker J'ai trouvé votre webinar d'aujourd'hui très instructif et engageant. J'ai hâte d'assister au prochain jeudi. À très vite !

**@A\_amis** Merci beaucoup. J'espère que le webinar de jeudi apportera plus de valeur à votre entreprise. 40 Répondre

**SalesSignals**

- Elodie Vallet** Gestionnaire de comptes 12:37 PM  
Ouvert - Merci d'avoir visité... 3
- Victor Buisson** Curaba Notes Inc 12:16 PM  
06 25 92 46 47 24
- Arthur Amis** Chef de Publicité 11:54 AM  
À mentionné @zyker 2
- Jacques Exertier** Curaba Notes Inc 09:16 AM  
À envoyé un message
- Vincent Labbay** H I D Corporation Jan 20  
À répondu - Premium Store - Fee... 4

Zoho CRM - Capture d'écran 6

[Appvizer.fr](http://Appvizer.fr)

# Fonctionnalité : 7/10

## Fonctionnalités

★ 3,8

**Casimir**

Gestion clientèle (Togo)

Utilisateur LinkedIn vérifié

Marketing et publicité, 11–50 employés

Temps d'utilisation du logiciel : Essai gratuit

Source de l'avis

**Très bon**

★★★★☆ 4,0 il y a 3 mois

Commentaires : **Un super logiciel de CRM avec des meilleures fonctionnalités** et très efficace . Mon expérience a été très positive et je peux le recommander aux clients

**+ Avantages :**

Zoho CRM est un meilleur outil pour la gestion clientèle et très efficace avec une bonne qualité et des **fonctionnalités** innovantes. Apportant plus d'aide aux petites entreprises et permet également de créer et analyser les données . Super 🌟

**- Inconvénients :**

Un très bon produit pour la gestion clientèle mais un peu coûteux pour moi .

**Sylvie Florence**

Commerçante (Togo)

Utilisateur LinkedIn vérifié

Comptabilité, 2–10 employés

Temps d'utilisation du logiciel : Essai gratuit

Source de l'avis

**Logiciel de CRM**

★★★★☆ 4,0 il y a 3 mois

**+ Avantages :**

Soho CRM est un logiciel très performant et simple avec une bonne qualité pour la gestion des clients en proposant de meilleurs **fonctionnalités** pour apporter plus d'évolution aux entreprises

**- Inconvénients :**

Un très bon logiciel de CRM et c'est l'un des meilleurs logiciels dans son domaine. Je n'ai pas eu de problème avec ça mais **je souhaite plus d'amélioration des fonctionnalités**

**Emmanuel**

Gestionnaire (Togo)

Utilisateur LinkedIn vérifié

Vente au détail, 2–10 employés

Temps d'utilisation du logiciel : Essai gratuit

Source de l'avis

**Logiciel de CRM**

★★★★★ 5,0 il y a 2 mois

**+ Avantages :**

C'est le meilleur logiciel de CRM que j'ai utilisé et je suis fier. Très simple et facile à utiliser **avec des fonctionnalités tellement innovantes** et avec une ne bonne qualité d'interface

**- Inconvénients :**

Un très bon logiciel mais la configuration et l'intégration prend un peu sur temps . J'espère l'équipe va changer cela bientôt .

**Nadine**

Teacher Filmmaking Iphone (Guadeloupe)

Utilisateur LinkedIn vérifié

E-learning, Auto-entrepreneur

Temps d'utilisation du logiciel : 6 à 12 mois

Source de l'avis

**Facturation pour Autoentrepreneur**

★★★★★ 5,0 il y a 2 ans


Commentaires : Il est facile d'utilisation et je peux créer mon modèle de facturation avec mon logo par exemple.

**+ Avantages :**

Facile à l'utilisation **ce logiciel de facturation possède les fonctionnalités dont j'ai besoin**. Il me facilite la vie et surtout et très abordable pour une petite entreprise comme la mienne. Je le recommande vraiment, il m'avait été recommandé lors d'une formation à la création d'entreprise et je le regrette pas.

**- Inconvénients :**

Rien, ce logiciel de facturation me convient parfaitement. Il est adapté à mes besoins d'auto-entrepreneur.



**Sanjay**  
Business Development Manager (Afrique du Sud)  
Utilisateur LinkedIn vérifié

Services et technologies de l'information, 2-10 employés  
Temps d'utilisation du logiciel : plus d'un an  
Source de l'avis ?

[TRADUIRE EN FRANÇAIS](#)

**Great CRM!**  
★★★★★ 5,0 il y a 3 semaines NOUVEAU

Commentaires : Amazing product and a great experience. I was also very happy to see the analytics that pointed me in the right direction for next steps

**+ Avantages :**  
I love the features and that it integrates perfectly into other zoho applications for a central management experience

**- Inconvénients :**  
Setting up SIP calling was a little challenging.

Alternatives envisagées précédemment : [HubSpot CRM](#)

Pourquoi passer à Zoho CRM : Better range of features Intergration into full zoho suite

([Capterra.fr](#))

4.0 ★★★★★ Aug 4, 2023

**ZOHO CRM plays a pivot role in managing records, ensures data can be accessed by anyone.**

Reviewer Function: Engineering - Other Company Size: 50M - 250M USD Industry: Transportation Industry

I have an extremely positive experience with ZOHO CRM, as this platform provides different features including customizable interface, better reporting capabilities and best 24/7 customer support.

Review Source: ⓘ

## "Streamlining Your Business And Customer Relations"

Submitted Nov 3, 2023

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**5.0 ★★★★★ Overall User Rating**

Product(s): Zoho CRM

**Overall Comment:** "Zoho CRM is a useful tool with Userfriendly GUI with wide variety of features for sales and customer relationship management. It provides excellent automation and customization features that can be tailored to your business needs. The tool is economical in it's market compared to others. The tool provides extensive reports and analytics on sales and customer data to get good insights and take better business decisions. The tool provides excellent scalability suiting from small scale organizations to large enterprises with good customer support. Overall, the tool helps in streamlining the sales, customer relations and improves business growth by making informed decisions."

5.0 ★★★★★ Oct 22, 2023

**One stop solution for customer relationship management zoho**

Reviewer Function: Communications Company Size: 250M - 500M USD Industry: Manufacturing Industry

Joshi CRM is cloud base customer relationship management software that helps organizations of all sizes to manage their customer interaction sales pipeline and marketing campaigns it is a popular choice for small and medium size business due to its fallibility ease of use and comprehensive features.

Review Source: ⓘ

([Gartner](#))



SEPTEMBER 05, 2023

[Share](#)[Save](#)

## Finally, a CRM that doesn't get more expensive the more you use it!

### Verified User

Manager in Information Technology

Events Services Company, 1-10 employees



Score 10 out of 10

Vetted Review

Verified User


Incentivized

### Use Cases and Deployment Scope

Zoho allowed us to consolidate our database and marketing solutions into one ecosystem.

### Pros and Cons

- Customization
- Features**
- Pricing
- Automation can be complicated
- The learning curve from other systems
- Not the most user-friendly






SEPTEMBER 05, 2023

[Share](#) [Save](#)

## Best tool for data management







Verified User  
Consultant in Sales  
Human Resources Company, 51-200 employees


 Score 10 out of 10  Vetted Review  Verified User [Incentivized](#)

### Use Cases and Deployment Scope

It help the organisation to save huge number of data. It is extremely easy and time saving to find data. It gives number of options to customise and user interface is so simple and bug free.

### Pros and Cons

-  Saving the huge data
-  Finding the data easily
-  Maintaining the big data and customise them
-  Adding more integrations.
-  Making the UI more simple
-  [Add extra features](#)






APRIL 21, 2023

[Share](#) [Save](#)

## Easy to use CRM and Customer Management






Verified User  
Executive in Corporate  
Security & Investigations Company, 51-200 employees

 Score 10 out of 10  Vetted Review  Verified User [Incentivized](#)

### Use Cases and Deployment Scope

We use Zoho CRM in our organization to create proposals for our customers and also to manage customer accounts. Without a CRM such as Zoho CRM, we would not be able to follow up on leads and see that they close properly. Zoho CRM allows us to do this with ease.


### Pros and Cons

-  Customer Follow Ups
-  Proposal making
-  Service Ticket History
-  Searching within accounts is sometimes hard.
-  [Some of the features require other Zoho App products](#)

### Likelihood to Recommend

Zoho CRM has been well suited for our needs. We find that we are able to manage a lead properly and see that we can easily create a proposal and then hand off that proposal to the end-user either by email or by hand. Its less appropriate on the technician side as there is no mobile app for the techs to use.








JUNE 30, 2022

**powerhouse product, tough to set up**







Allen Eshmoili  
President/CEO  
Premier Spine and Sport Rehabilitation & Wellbeing (Hospital & Health Care, 1-10 employees)


 Score 5 out of 10  

**Use Cases and Deployment Scope**

I was looking for something to simplify my communication with leads and clients. I found Zoho CRM to be a very powerful piece of software, but it has its limitations, yet it's **features** are quite unmatched. it ties into all the other zoho pieces of software which makes a nice seamless system

**Pros and Cons**




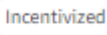
-  track leads
-  communicate place inthe sales funnel
-  everything is at the tip of your fingers
-  **too many features, very gard to get started**
-  overwhelming for a single owner startup
-  may need an implementor, which is costly, to help



JUNE 27, 2022

**Zoho CRM integrates with all your platforms seamlessly**








Julia Urbanski  
Administrative Assistant  
California Solar Systems (Construction, 11-50 employees)

 Score 8 out of 10   

**Use Cases and Deployment Scope**

We used Zoho CRM as our database for customer interactions and upcoming tasks for construction projects. Zoho CRM has allowed us to work remotely when it is needed most. There are hundreds of apps that can integrate to work with Zoho CRM- which is really helpful. The customization of dashboards is really neat because it allows the individual user to focus on what is most important to them.

**Pros and Cons**

-  Works with other programs seamlessly
-  easy customization
-  gives real time updates
-  can run analytical reports
-  **Making all features available to everyone without paying more**
-  data and file storage is low
-  everything costs money

### CRM Reporting & Analytics

Reporting and analytics in CRM software includes sales forecasting, pipeline analysis, and automated dashboards.

[> Show Features](#)



### Customization

This addresses a company's ability to configure the software to fit its specific use case and workflow.

[> Show Features](#)



### Security

This component helps a company minimize the security risks by controlling access to the software and its data, and encouraging best practices among users.

[> Show Features](#)



### Social CRM

This component of CRM software helps companies leverage social media in engaging with customers.

[> Show Features](#)



## FEATURES

### Sales Force Automation

This is the technique of using software to automate certain sales related tasks.

> [Show Features](#)



### Customer Service & Support

This component of CRM software automates help desk, call center and field service management.

> [Show Features](#)



### Marketing Automation

This component of CRM software helps to automate and scale marketing tasks and the subsequent analysis of those efforts.

> [Show Features](#)




### CRM Project Management

This component of CRM software helps users initiate, plan, collaborate on, execute, track, and close projects.

> [Show Features](#)



([Trustradius](#))



**Kshitija P.**  
Small-Business (50 or fewer emp.)


Validated Reviewer ✓ Review source: Organic

★★★★★ Nov 09, 2023

**"I would be very likely to recommend this Zoho CRM."**

**What do you like best about Zoho CRM?**  
zoho CRM offers so many features including Versatility ease of navigation and also zoho CRM has mobile apps for android and ios to access it from anywhere.  
zoho CRM is affordable to small start ups and businesses  
automation tools in the platform is a great way to streamline processes and save the time also the reporting time are good way of tracking performance

**What do you dislike about Zoho CRM?**  
some of the features like reporting and customisation are advanced and can be challenging sometimes. eventhough it has intuitive interface it may require initial learning to grasp the grasp the functionalities and and maximize its potential

 **Sachin S.**  
Marketing Consultant  
Information Technology and Services  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Jun 23, 2023

### "The Complete All-in-One Business Solution"


Products used within Zoho One: Zoho CRM, Zoho Analytics, Zoho Docs, Zoho Projects, Zoho Mail, Zoho Inventory, Zoho Notebook

**What do you like best about Zoho One?**

We have been using our organisation's Zoho services for years, and it has been an incredible journey. With the introduction of Zoho One, we can now access all Zoho Apps at one place, making operations more accessible and faster. This integrated business solution comes with powerful analytics and reports **features**, enabling organisations to get valuable insights.

**What do you dislike about Zoho One?**

Zoho One is new in the industry and is still in the learning phase. **You might find some features missing or complex to locate**, but that's something which will improve over time.

 **Puneet Y.**  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Jun 07, 2023

### "Complete suite of solutions for businesses"

Products used within Zoho One: Zoho CRM, Zoho Analytics, Zoho SalesIQ

**What do you like best about Zoho One?**

The best thing is the zoho ecosystem that has a solution for every business need. Once you go zoho, you never say oh no! **The zoho one has strong features** with a great customer support that helps you in solving all issues in real time. one you use one zoho application , others can also be later inetgrated to make a complete sales + marketing suite of apps that helps keep everything in 1 ecosystem. the benefit is easier collaboration between teams, better reporting, improving sales and saving costs. One usp of zoho is that it is not expensive and so even small businesses can easily adopt it. the zoho chatbot i use for my business seamlessly intrgates with zoho crm so all leads directly go and i can also create tickets for support functions without spending extra on 3rd party tools.

**What do you dislike about Zoho One?**

the multiple apps and integrations can take time getting used to for an organization so its recommended to transition slowly so all team members from across verticals can sync together and learn all the UI and functions.

**Verified User in Logistics and Supply Chain**  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Review source: Organic

★★★★★ Dec 01, 2023

**"Best value for money CRM"**

**What do you like best about Zoho CRM?**

The return on investment and the cost to benefit ratio of ZOH0 CRM is unmatched. **It has just enough features required to run the sales and marketing division of a small to medium b2b/b2c business without incurring huge cost.** It's extremely easy to use and the learning curve for new sales people is usually no longer than a couple of weeks if they use it daily.

**What do you dislike about Zoho CRM?**

The software is best for small to medium business but it doesnt handle all the requirements necessary to run a large company. Customization quickly can become a bottleneck and customer support can sometimes be a little difficult to work with.

**Ankit P.**  
Junior Business Development Executive  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: Organic Incentivized Review

★★★★★ Oct 04, 2023

**"A Complete CRM solution for your Business"**

**What do you like best about Zoho CRM?**

I have been using Zoho from last few years my experience with Zoho was amazing like Sales process in Zoho is very good . it's easy to use , I am using is frequently, the best thing is that Zoho have mobile application which makes every process easy . Their customer support service is very fast , I loved it .

**What do you dislike about Zoho CRM?**

Zoho need some improvement , it have time taking proceses , also it is more expensive then other CRM . **In this price rang Zoho should offer more features.** Sometimes we face integration issue.

(G2)

**Dragan Hanc**  
Business Development Manager at a tech services company with 11-50 employees

✓ REAL USER

★★★★★

Oct 29, 2023

**A cost-effective, highly customizable, and scalable solution providing a wealth of pre-built features and integration possibilities**

**Sagar Gaikwad**  
Sr Business Application Developer on Zoho Platform. at Tech Warriors

✓ REAL USER TOP 5

★★★★★

Jul 16, 2023

**A customizable and cost-effective tool with a unique camera feature**

**Pros and Cons**

- ✓ "The camera feature is valuable because it provides a look and feel."
- ✗ "In Creator, you can do calculations and change another field immediately after you enter any value. If you add the quantity or price in any field, you can immediately change the total in Creator. The same functionality is not directly available in CRM because it is prebuilt. "

If you think Zoho CRM has many features that are not useful for you, why pay extra for the model you're using? That is a customer's point of view. They have an alternative option called Zoho Bigin, a similar small CRM with hardly four to five models and barely \$5 to \$6 for the basic plan. And if you want any custom models, that is also allowed. You can also build ten extra models at a lower price, and the **features** will stay the same. Many options are available, but how your business picks from them is the only concern. The plan is based on your requirement.

Zoho also has its native application, and you can use that same login credentials for any device, whether on Android, Apple, or desktop and mobile apps.

([Peerspot](#))

En ce qui concerne les fonctionnalités de Zoho CRM :



### Gestion des leads

Capturez des leads, automatisez leur notation, identifiez ceux qui seront convertis en clients et assurez un suivi avec des informations de contact détaillées.



### Gestion des transactions

Réalisez plus de ventes en moins de temps. Suivez l'état d'avancement de vos transactions en cours et saisissez chaque opportunité au bon moment.



### Gestion des contacts

Obtenez des informations en temps réel sur vos clients, communiquez avec eux sur plusieurs canaux et établissez des relations solides.



### Automatisation des workflows

Le suivi des leads ou la mise à jour des champs implique une grande quantité de travail manuel. Apprenez à effectuer ces tâches beaucoup plus rapidement à l'aide de workflows.



### Générateur de processus de vente

Intégrez vos processus de vente hors ligne à votre CRM et assurez-vous que tous vos commerciaux les suivent à chaque étape.



### Règles de traitement

Configurez des règles dans votre CRM en fonction de vos processus de vente réels. Affectez des leads au commercial adéquat, approuvez les remises et validez les données de vente selon vos critères.



### Processus de vérification

Obtenez des données propres dans votre CRM. Définissez un processus permettant à votre équipe d'examiner les informations entrantes et de les approuver ou de les rejeter (avec les justifications appropriées) en fonction de leur qualité.



### E-mail

Gérez entièrement la communication par e-mail dans Zoho CRM. Envoyez des e-mails, associez des e-mails à des enregistrements CRM et obtenez des informations sur les e-mails.



### Téléphonie

Connectez votre fournisseur de téléphonie pour passer des appels depuis Zoho CRM. Planifiez des appels, recevez des rappels et sauvegardez les registres d'appels de chaque interaction.



### Social

Surveillez ce que les internautes disent de votre marque et capturez automatiquement les nouveaux leads des réseaux sociaux qui ne sont pas dans votre CRM.



### Portails client

Favorisez la création de prospects avec un portail en libre-service qui leur permet de consulter vos produits et de prendre des décisions d'achat.



### Devis et finances

Générez des devis, des factures et des commandes en accédant aux informations sur les stocks, l'expédition et les abonnements dans Zoho CRM.



### Portails partenaires

Développez votre activité en donnant à vos partenaires l'accès pour créer et fidéliser des leads, gérer les stocks et afficher leurs contacts.



### Calendrier

Rassemblez tous vos calendriers dans un seul système. Classez les réunions par ordre de priorité avec plusieurs rappels et convertissez-les en événements récurrents en cochant une case.



### G Suite et Office 365

Tirez le meilleur parti de vos plateformes professionnelles sans devoir jongler entre elles grâce à l'intégration avec Zoho CRM.



### Prévisions

Améliorez la précision de vos prévisions. Prédisez vos ventes futures et comparez-les à vos ventes actuelles.



### Gestion des secteurs

Classez les clients en fonction de critères pertinents et affectez les commerciaux adéquats pour les contacter. Dépassez vos quotas grâce à des informations sur les ventes à l'échelle régionale.



### Gamification

Encouragez votre équipe à dépasser les quotas de vente en attribuant des badges et des trophées à chaque tâche accomplie.



### Mises en page

Créez des mises en page pour les différents processus, contrôlez les données saisies dans votre CRM et concluez plus de ventes en moins de temps.



### Composants personnalisés

Utilisez des modules, des champs et des boutons personnalisés pour personnaliser les informations affichées dans le CRM.



### Vues et filtres

Privilégiez les informations qui vous intéressent et trouvez facilement toutes les renseignements dont vous avez besoin en utilisant des vues personnalisées et des filtres avancés.



### Ventes internationales

Proposez une assistance multilingue et multidevise à votre équipe afin que vous puissiez réaliser des ventes dans le monde entier.





### Segmentation des clients

Segmentez vos contacts et ciblez-les avec des campagnes personnalisées visant à améliorer l'engagement, la fidélisation et le retour sur investissement de vos campagnes marketing.



### Maturation des leads

Renforcez votre relation avec vos leads en leur offrant un contenu pertinent à chaque étape de votre entonnoir de vente.



### Intégration de Google Ads

Comparez vos campagnes publicitaires Google Ad avec les ventes pour surveiller vos dépenses et déterminer quelles campagnes sont efficaces ou non.



### Gestion des événements

Utilisez le CRM pour communiquer avec les personnes participant à l'événement, envoyer des invitations à vos contacts ou leads et approcher les nouveaux leads recueillis pendant l'événement.



### Rôles, profils et équipes

Attribuez des rôles aux utilisateurs, définissez des autorisations et contrôlez l'accès aux informations dans Zoho CRM.



### Sécurité et conformité des données

Les fonctionnalités de sécurité des données vous permettent de protéger à la fois vos données et celles de vos clients contre les accès non autorisés.



### RGPD

Collectez, stockez et traitez les données personnelles de vos clients conformément au RGPD.



### HIPAA

Assurez la sécurité et la protection des informations de santé électroniques protégées à l'aide de nos fonctionnalités conformes à la loi HIPAA dans Zoho CRM.



### API REST

Intégrez votre compte à n'importe quelle application tierce et créez des workflows complexes qui exploitent vos données Zoho CRM.



### SDK Widget

Créez des interfaces Web personnalisées à l'aide du SDK Widget de Zoho CRM et intégrez-les en toute simplicité à l'interface native de votre compte.



### SDK Web et Mobile

Créez des solutions Web et mobiles pour votre compte Zoho CRM sans avoir à vous soucier d'une architecture sous-jacente.



### Fonctions

Écrivez du code Deluge, Java, Node.js ou Python en fonction des événements et sans serveur pour travailler avec les données et les workflows de Zoho CRM.

([Zoho.com](https://www.zoho.com))



**En ce qui concerne la démonstration :**

Zoho CRM propose une gamme complète de fonctionnalités pour faciliter la gestion de la relation client. L'écran d'accueil constitue la porte d'entrée intuitive, offrant un aperçu global des activités en cours et des performances. La section "Leads" permet de suivre et de gérer les prospects, de la première interaction à la conversion.

Les "Accounts" permettent de centraliser les informations clients pour une vue d'ensemble complète. La gestion des "Deals" se fait de manière fluide, permettant de suivre chaque étape du processus de vente.

La vue en "Kanban" offre une visualisation claire et interactive des projets en cours.

Les "Activities" facilitent la planification et le suivi des tâches et rendez-vous, garantissant une gestion proactive des interactions client. Les "Reports" offrent des analyses détaillées pour évaluer la performance et l'efficacité des stratégies de vente.

Enfin, les "Analytics" fournissent des informations approfondies pour des prises de décisions éclairées. L'interface "backend" offre une gestion avancée et personnalisable des paramètres et des intégrations, permettant d'adapter le système aux besoins spécifiques de chaque entreprise.

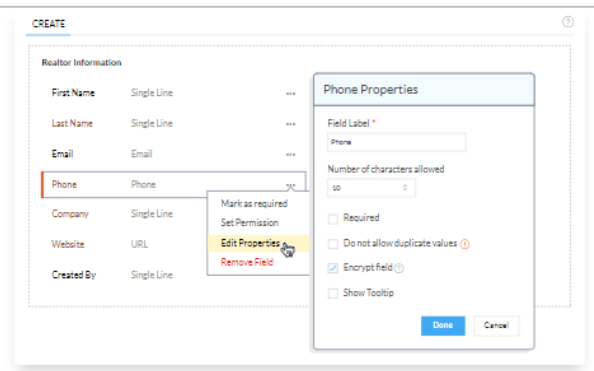
[\(Youtube\)](#)

# Sécurité : 9,5/10

## Chiffrement pour protéger les données sensibles

Zoho CRM utilise la méthode AES, l'une des plus robustes et des plus puissantes, pour chiffrer et déchiffrer vos données sensibles.

Outre la protection des données en cours de transfert, Zoho CRM sécurise les données stockées dans les serveurs à l'aide du protocole AES-256, et empêche les fuites ou pertes de données.



### Respecter les directives HIPAA avec Zoho CRM

En tant que partenaire professionnel, Zoho CRM aide ses clients à rester conformes à la loi HIPAA en disposant de protections nécessaires pour garantir l'intégrité des informations de santé protégées. Zoho n'est pas directement impliquée dans la collecte des informations de santé électroniques protégées (ePHI) auprès des personnes concernées.



### Permettre aux entreprises d'être conformes au RGPD

Zoho CRM est entièrement équipé pour la conformité au RGPD en tant que processeur de données. Dans le domaine de la collecte, du stockage et du traitement des données, Zoho CRM propose de nombreuses options conçues pour aider les entreprises à protéger les données clients et à respecter les normes de sécurité et de confidentialité établies dans le RGPD.



### Coffres pour stocker les informations importantes

Sécurisez vos données professionnelles privées les plus importantes en les stockant dans des coffres. Empêchez les pirates et les autres utilisateurs d'accéder au contenu de votre coffre et veillez à conserver vos informations en sécurité.



### Garder vos données à portée de main

Choisissez où vous souhaitez que vos données soient hébergées. Vous avez le choix entre des centres de données de pointe implantés aux États-Unis et dans l'Union européenne. Chaque centre possède plusieurs niveaux de restrictions d'accès ; notamment la surveillance vidéo, les caméras de sécurité, les systèmes à accès limité par biométrie et les murs pare-balles ; pour protéger vos données contre toute attaque physique.



### Suivre les activités des utilisateurs à l'aide des journaux d'audit

Surveillez les activités de votre équipe commerciale avec des journaux d'audit, afin de savoir qui a fait quoi et quand. Par exemple, toutes les actions effectuées par vos utilisateurs en matière de suppression et de modifications d'enregistrements sont vérifiées afin que vous preniez des décisions proactives.



### Empêcher tout accès non autorisé grâce aux restrictions d'adresse IP

Utilisez notre fonction de restriction d'adresse IP pour bloquer les utilisateurs non autorisés en permettant uniquement l'ouverture de session à partir d'adresses IP désignées, comme celles de votre réseau d'entreprise. Ainsi, même si vos utilisateurs se font voler leurs identifiants, votre système CRM reste protégé contre l'accès non autorisé.



### Renforcer la sécurité avec l'authentification à deux facteurs

Ajoutez un niveau de sécurité supplémentaire à votre compte grâce à l'authentification à deux facteurs dans Zoho CRM. En plus d'un identifiant et d'un mot de passe, un jeton d'authentification est nécessaire pour se connecter à votre compte.



### Sauvegardes régulières des données

Toutes vos données sont sauvegardées en temps réel sur plusieurs serveurs. En cas de panne matérielle ou de catastrophe naturelle, vos données restent à l'abri.

[Zoho.com](https://www.zoho.com)



## Sécurité chez Zoho



## Sécurité des produits

Tous nos produits sont sécurisés dès la conception. Toutes les modifications et fonctionnalités sont soumises à nos directives de codage sécurisées et contrôlées par nos outils d'analyse de code, scanners de vulnérabilités et processus d'examen manuels. Une structure de sécurité robuste basée sur les normes OWSAP et mise en œuvre dans la couche applicative offre des fonctionnalités permettant de limiter les menaces. Nos employés pensent « sécurité avant tout », et nous intégrons la sécurité à l'ensemble de notre processus de développement logiciel.



## Sécurité des données

Notre structure garantit que les données de chaque client sont logiquement séparées des données d'autres clients. En outre, nous offrons un chiffrement au repos et en transit pour protéger les données de nos clients. La conservation et la sauvegarde des données s'effectuent de manière sécurisée.



## Disponibilité

Nos programmes de reprise après sinistre et de continuité des activités nous permettent de vous offrir une haute disponibilité. Les données client sont réparties dans des centres de données (DC) dispersés sur le plan géographique, de façon à ce que les données dans un centre de données soient répliquées dans un autre. Cela permet de garantir que les opérations se déroulent de façon fluide, avec une perte de temps minimale ou nulle en cas de défaillance d'un centre de données. Nos centres de données sont physiquement sécurisés grâce à un contrôle d'accès strict assuré par nos fournisseurs d'hébergement partagé.



## Sécurité opérationnelle

Nous disposons d'un système de consignation et de surveillance rigoureux pour garantir un trafic propre et sécurisé via nos serveurs. Nous utilisons des systèmes de détection et de prévention des intrusions pour assurer la protection et empêcher toute mauvaise utilisation de notre infrastructure. Nous utilisons une combinaison d'outils d'analyse tiers certifiés et d'outils internes pour gérer les vulnérabilités.

## Certifications de conformité

Nous nous conformons aux normes suivantes acceptées par le secteur pour vous aider à garantir la sécurité et la conformité de vos données.



ISO 27001



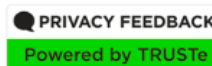
ISO 27017



ISO 27018



SOC 2 Type II



Trust-e



RGPD

## Confidentialité chez Zoho

Notre Politique de confidentialité et notre Avenant relatif au traitement des données (DPA) conformes au RGPD témoignent de notre engagement en matière de confidentialité. Pour plus d'informations sur notre position concernant le RGPD, [cliquez ici](#).

Nous analysons, examinons et évaluons chaque service tiers susceptible de gérer vos données, par le biais d'évaluations des risques et d'examen périodiques.

Nos produits vous offrent des fonctionnalités telles que l'autorisation, le chiffrement des champs comportant des informations personnelles, les pistes d'audit et l'étiquetage des champs destinées à améliorer la confidentialité de vos données.

Nous disposons d'une équipe dédiée qui gère le programme de confidentialité par le biais de pratiques telles que l'évaluation de l'impact de la protection des données (DPIA), les audits internes, ainsi que la sensibilisation et la formation de nos employés.

[Zoho.com](https://www.zoho.com)

## Security

This component helps a company minimize the security risks by controlling access to the software and its data, and encouraging best practices among users.



### Hide Features



#### Single sign-on capability

(218) Ratings

The software system supports a centralized authentication mechanism allowing the user to access multiple systems with a single, centrally managed password.



#### Role-based user permissions

(245) Ratings

Permissions to perform actions or access or modify data are assigned to roles, which are then assigned to users, reducing complexity of administration.

([Trustradius](#))

## Stabilité et évolutivité : 7,5/10

Votre CRM doit évoluer aussi rapidement que votre entreprise. Zoho CRM offre la personnalisation, les fonctions approfondies et **la stabilité nécessaires** pour gérer efficacement une organisation à grande échelle dans tous les services, marchés et emplacements géographiques.

## Un CRM sécurisé et **évolutif** au cœur de votre entreprise

([Zoho.com](https://www.zoho.com))



**AnandMaurya**

Sr. Zoho Developer at Absoft IT Solutions Pvt Ltd

✓ REAL USER

👑 TOP 5



Jul 11, 2023

### Helps to patch leads from client sources

#### Pros and Cons



"We use the solution for different projects. We use it to patch lead details from clients' sources."




"I have issues with the tool's scalability."

#### What do I think about the stability of the solution?

I would rate the solution's stability between seven to six out of ten.

#### What do I think about the scalability of the solution?

I would rate the product's scalability between eight to seven out of ten. We have a lot of users for the product in our organization.



**Mubeen Mohammed**  
Senior Account Manager at a tech services company with 11-50 employees

✓ REAL USER    TOP 20

★★★★★

Oct 21, 2023

### User-friendly platform with a simple setup process

**Pros and Cons**


- ✓ "The platform has a valuable lead qualification feature. "
- ✗ "The product's scalability and stability need improvement. "

#### What do I think about the stability of the solution?

Sometimes, our team members encountered system downtime. It could work better. I rate its stability an eight out of ten.

#### What do I think about the scalability of the solution?

We have four Zoho CRM users. I rate its scalability an eight out of ten. It needs improvement.



**Laban Kipngeno**  
Network Security and Data Specialist at JW Seagon

✓ REAL USER    TOP 5

★★★

Jul 10, 2023

### An easy to implement solution that is good for mid-sized enterprises

#### What do I think about the stability of the solution?

We had opted for a US server which was a mistake. We have asked to move our data setup to EU.

#### What do I think about the scalability of the solution?

My company has 60 users for the product.

([Peerspot](#))





**Mohammed E.**  
Small-Business (50 or fewer emp.)



- Validated Reviewer
- Verified Current User
- Review source: G2 invite
- Incentivized Review

★★★★☆ May 10, 2023

Business partner of the seller or seller's competitor, not included in G2 scores.

**"Zoho one review"**

Products used within Zoho One: Zoho CRM

**What do you like best about Zoho One?**

, I find several aspects of the platform quite appealing. Here are a few things that I like about Zoho One:

**Integrated Suite of Applications:** Zoho One offers a comprehensive suite of over 45 applications covering various aspects of business operations. This all-in-one approach makes it convenient for me to access and manage different tools from a single platform.

**Seamless Integration:** One of the standout features of Zoho One is the seamless integration among its applications. It allows me to easily share data and information between different apps, eliminating the need for manual data entry or importing/exporting data between systems.

**Scalability and Flexibility:** Zoho One caters to businesses of all sizes, from small startups to large enterprises. The platform is highly scalable, allowing me to add or remove applications as per my organization's changing needs. It offers flexibility in terms of customizing workflows, creating automation, and adapting the system to suit my specific requirements.



**Verified User in Hospitality**  
Small-Business (50 or fewer emp.)



- Validated Reviewer
- Review source: G2 invite
- Incentivized Review

★★★★☆ Feb 27, 2023 (Original Aug 31, 2019)

**""Streamlined and Customizable: A Review of Zoho CRM""**

**What do you like best about Zoho CRM?**

Zoho CRM allows us to customize our workflows, fields, and modules to fit their specific business needs and provides tools for tracking leads, managing contacts, and automating tasks. The software also integrates with various other business applications, including email, social media, and e-commerce platforms, making it a versatile tool for managing customer relationships across multiple channels.

In addition to these features, we appreciate Zoho CRM's affordability and scalability. The software offers pricing plans to suit businesses of all sizes and can be easily upgraded as a company grows. We appreciate its user-friendliness, customization options, comprehensive features, and affordability.



**Sanjeet K.**  
Senior Quality Assurance Engineer  
Enterprise (> 1000 emp.)



- Validated Reviewer
- Review source: G2 invite
- Incentivized Review

★★★★☆ Jun 21, 2022

**"For businesses and scalability, this is the best software."**

Products used within Zoho One: Zoho CRM



**Jamila B.**  
Technical Lead  
Enterprise (> 1000 emp.)



- Validated Reviewer
- Review source: Organic

★★★★☆ May 09, 2021

**"Good user interface to run campaigns"**


**What do you like best about Zoho CRM?**

The capabilities to run marketing campaigns and manage lead along with customer engagement using segments and appealing graphical user interfaces for end users.

**What do you dislike about Zoho CRM?**

The integration approach which it follows with modern ott channels like WhatsApp and FB.

Scalability is also a problem sometimes

 **Salvador V.**  
Socio Fundador y Director General  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Aug 09, 2017


### "Zoho CRM essential for business"

**What do you like best about Zoho CRM?**  
simplicity and scalability of the software

**What do you dislike about Zoho CRM?**  
Nothing at the moment. I'm really happy with current functionalities

**What problems is Zoho CRM solving and how is that benefiting you?**  
Sales and marketing processes.

(G2)

 NOVEMBER 20, 2023 Share Save


## Zoho CRM

**Dinesh Kumar**  
Lead Generation Executive  
Springbord (Information Technology & Services, 201-500 employees)

★★★★★ Score 10 out of 10 Vetted Review Verified User

### Product Scalability 10

Product is More Flexible and Esae to Use

 VS OCTOBER 25, 2023 Share Save

## Unlocking Efficiency and Growth: Zoho CRM

**Vishal Sharma**  
Senior Manager  
Chipsoft (Information Technology & Services, 11-50 employees)

★★★★★ Score 10 out of 10 Vetted Review Verified User Incentivized

### Product Scalability 9

**It is very flexible.** You can make custom modules, fields and templates as per your business requirement.

OCTOBER 24, 2023

[Share](#)

[Save](#)

### CRM your sales team and BDRs will love

Verified User

Manager in Marketing  
Computer Software Company, 11-50 employees

Score 8 out of 10 [Incentivized](#)

#### Product Scalability 9

**Zoho CRM is extremely flexible.** It provides a high degree of customization in terms of custom fields, objects, modules and workflows etc. Adding a field is pretty simple if you have sufficient admin rights. It is also highly scalable. Folks from different geography can login at the same time. Create tasks and assign it to team members

---

SEPTEMBER 08, 2023

[Share](#)

[Save](#)

### Great All in One CRM Suite for Small and Mid Size Businesses

Verified User

C-Level Executive in Product Management  
Computer & Network Security Company, 51-200 employees

Score 8 out of 10 [Incentivized](#)

#### Product Scalability 9

**Flexible** and easy to use CRM application and companion apps have been great for the whole sales team.  
Doesn't require a steep learning curve for the teams  
Customization and flexibility of the CRM is great

SEPTEMBER 07, 2023

**NV** **Zoho CRM** [Share](#) [Save](#)

**Nikita Vinichenko**  
Marketing manager  
E-FARM (Machinery, 11-50 employees)

★★★★★ **Score 5 out of 10** [Vetted Review](#) [Verified User](#) [Incentivized](#)

**Product Scalability** 3

**It does not look really scalable** although we never had the urge to do so.

SEPTEMBER 06, 2023

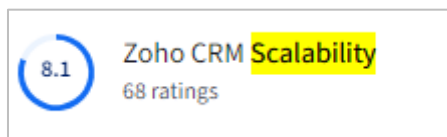
**jo** **A perfectly rounded CRM tool** [Share](#) [Save](#)

**Verified User**  
Analyst in Sales  
Information Technology & Services Company, 5001-10,000 employees

★★★★★ **Score 7 out of 10** [Vetted Review](#) [Verified User](#) [Incentivized](#)

**Product Scalability** 8

**It is flexible** in the sense that we did drop a few features to decrease our overall price. It was obviously a management/administrative decision. But it took off a lot of features from our hands which in turn makes the application feel slow and misses a fair few features



[\(Trustradius\)](#)

**Elias**  
QA/QC Field Engineer (France)

Recherche, 1001-5000 employés  
Temps d'utilisation du logiciel : plus d'un an  
Source de l'avis [?](#)

**Un outil complet mais intuitif**  
★★★★★ 5,0 il y a 7 mois

Commentaires : J'ai eu une expérience largement positive avec Zoho CRM. Cela m'a aidé à rationaliser mon processus de vente, à automatiser les tâches répétitives et à optimiser les interactions avec les clients. **La flexibilité et l'évolutivité de la plateforme la rendent adaptée aux entreprises de toutes tailles.**

**Avantages :**  
Le chat en direct et les bannières intégrées au produit ont considérablement amélioré mon engagement client et m'ont aidé à rester connecté à mes prospects.

**Inconvénients :**  
J'ai trouvé que la configuration initiale et l'intégration prenaient un peu de temps, et la courbe d'apprentissage peut être abrupte pour ceux qui découvrent le logiciel CRM.

**Lucie**  
Assistante commerciale (Bénin)

Matériaux de construction, 11-50 employés  
Temps d'utilisation du logiciel : Essai gratuit  
Source de l'avis [?](#)

**Logiciel de gestion**  
★★★★☆ 4,0 il y a 2 mois **NOUVEAU**







**Avantages :**  
Parmi tant de logiciels **ce logiciel permet de bien évoluer dans la gestion commerciale.** Le service client est très actif.

**Inconvénients :**  
Il n'y a pas d'inconvénients à soulever et même le rapport prix est abordable.

[\(Capterra\)](#)

## Connectivité et intégration : 9/10




### Intégrations vedettes

 Google Workspace	 Microsoft 365
 slack	 shopify
 MailChimp	 Facebook Ads




### Nos intégrations les plus populaires

Choisissez parmi les meilleures applications professionnelles pour le marketing, la collaboration, la téléphonie, la messagerie, le support client, etc.




#### Office Suite

 Google Workspace Google Workspace <span>Gratuit</span>	 PandaDoc PandaDoc <span>Gratuit</span>	 Microsoft 365 Microsoft 365 <span>Gratuit</span>
---	---	---

#### Téléphonie

 RingCentral RingCentral <span>Gratuit</span>	 twilio Twilio <span>Gratuit</span>	 knowlarity Knowlarity <span>Gratuit</span>
---	---	---




### Messagerie

 <b>SMS-Magic</b> <b>SMS Magic</b> Messagerie bidirectionnelle unique ou groupée, automatisation des SM. <span>Payé</span>	 <b>Burst SMS</b> <b>Burst SMS</b> <span>Gratuit</span>	 <b>WhatsApp</b> <b>WhatsApp</b> <span>Gratuit</span>
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### Événements et réunions

 <b>GoToWebinar</b> <b>GoToWebinar</b> <span>Gratuit</span>	 <b>GoToMeeting</b> <b>GoToMeeting</b> <span>Gratuit</span>	 <b>Eventbrite</b> <b>Eventbrite</b> <span>Gratuit</span>
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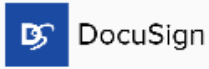
### Finance

 <b>quickbooks.</b> <b>QuickBooks</b> <span>Payé</span>	 <b>xero</b> <b>Xero2Zoho</b> <span>Payé</span>	 <b>SAASU</b> <b>Saasu</b> <span>Gratuit</span>
--	--	--

### Gestion des devis

 <b>Proposify</b> <b>Proposify</b> <span>Gratuit</span>	 <b>QuoteWerks</b> <b>QuoteWerks</b> <span>Payé</span>	 <b>iQUOTEXPRESS</b> <b>iQuoteXpress</b> <span>Payé</span>
--	---	---

## Signature de documents



DocuSign

Gratuit



Adobe Sign

Gratuit



Zoho Sign

Gratuit

## Suivi des leads



Leadfeeder

Gratuit



Address Locator

Address Locator

Gratuit

## Automatisation du marketing



Marketo

Gratuit



MailChimp

Gratuit



ActiveCampaign

Gratuit

## Médias sociaux



Facebook Adverts Man...

Gratuit



Zoho Social

Gratuit

### Stockage



Dropbox

Gratuit



Box

Gratuit



Google Drive

Gratuit

### Gestion des documents



Google Sheets

Google Sheets

Gratuit



PandaDoc

PandaDoc

Gratuit



Excel Add-In

Excel Add-In

Gratuit

### Collaboration



Slack

Gratuit



Projects

Zoho Projects

Gratuit



Cliq

Zoho Cliq

Gratuit

### Productivité



Kanban Board

Kanban Board

Gratuit



Analyseur d'e-mails

Gratuit



Front

Gratuit




### Gestion des leads




Idle Deal Alert

Idle Deal Alert Gratuit



Lead Queue


Lead Queue Gratuit



GetResponse

GetResponse Gratuit

### Connectivité



PieSync

PieSync Gratuit



Zapier


Zapier Gratuit

### Survey



SurveyMonkey


SurveyMonkey Gratuit



Survey

Zoho Survey Gratuit

### Tchat en direct



SalesIQ

Zoho SalesIQ Gratuit



Chatbot

Chatbot pour les équip... Gratuit


[\(Zoho CRM\)](#)


## Implémentation : 8,5/10

### What are the best practices for a successful Zoho CRM implementation?

1. Map all your business, sales, and marketing processes in the planning stage
2. Build a cross-functional implementation team
3. Customize your Zoho CRM instance to fit your needs
4. Create a change management strategy
5. Test it in small beta launches
6. Invest in a digital adoption platform for onboarding, training, and on-demand support

([Whatfix.com](https://www.whatfix.com))

 **Shubham M.**  
Small-Business (50 or fewer emp.)

Validated Reviewer  Review source: G2 invite

★★★★☆ Dec 04, 2023

#### "Zoho CRM- Review"

**What do you like best about Zoho CRM?**

Zoho CRM is one of the best easy-to-use CRM solutions which helps to automate routine sales and marketing functions. With the help of Zoho CRM, it will help to build strong customer relationships. Zoho CRM provides a vast number of integrations with quick customer support that makes this CRM out of the crowd. [I use this CRM solution very frequently because of its easy implementation.](#)

**What do you dislike about Zoho CRM?**

Honestly, there is nothing such a feature that I dislike about Zoho, but I would suggest the workflow piece can be made interactive.

**What problems is Zoho CRM solving and how is that benefiting you?**

Zoho provides amazing CRM which helps companies to maintain and automate relationships with clients whether it is related to sales or marketing events.

**Sandhya Y.**  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Nov 24, 2023

### "Easy to use zoho com integration"

**What do you like best about Zoho CRM?**

Zoho com is easy to use free CRM plan popular to track leads and manage contacts easily. It easy to integrate with G2 with single click. Provides excellent customer support **with ease in implementation.**

**What do you dislike about Zoho CRM?**

There is nothing downside in Zoho CRM to mention.

**What problems is Zoho CRM solving and how is that benefiting you?**

Zoho CRM helps businesses of all sizes build excellent customer relationships with a built-in AI sales assistant and other features like sales pipeline management, marketing automation, and much more.

---

**Verified User in Information Technology and Services** ⓘ  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Organic

★★★★★ Oct 06, 2023

### "Does everything I need with the ability to scale"

**What do you like best about Zoho CRM?**

**The ease of setup and implementation** was a huge component for our decision to select Zoho CRM. We switched off of a lighter weight CRM and were up and running with our existing data by noon on the first day.

Zoho CRM's ability to connect with other Zoho products has allowed my team to expand pipeline projections and improve marketing activities.

**What do you dislike about Zoho CRM?**

The breadth of capabilities and possible customizations is a positive in most ways be a but overwhelming for a smaller team without dedicated IT support.

**What problems is Zoho CRM solving and how is that benefiting you?**

Zoho CRM allows me to easily track sales activities and stay ahead of any pipeline issues.

---

**Peter A.**  
Writer  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: G2 invite Incentivized Review

★★★★★ Aug 20, 2021

### "Review Of Zoho CRM"

**What do you like best about Zoho CRM?**

**Zoho CRM implementation was very swift.** Zoho CRM has great customer database and it's effectively managed. It's an efficient tool to manage company's resources. It has great on boarding features for managing marketing.

**What do you dislike about Zoho CRM?**

Zoho CRM sometimes gets real slow. Zoho CRM lacks the ability to generate proposal. It's didn't integrate well with WordPress.

**What problems is Zoho CRM solving and how is that benefiting you?**

Zoho CRM's analytics tool gives vital information about our clients and with this info we took good measures for better customer relations. It's used for lead and contact management. It's very cost effective.

(G2)



Deployment Region	
Asia/Pacific	52%
North America	31%
Europe, Middle East and Africa	13%
Latin America	4%

5.0 ★★★★★ Oct 24, 2023 Review Source: ⓘ

**One of the best CRM systems that I used**

Reviewer Function: IT      Company Size: 50M - 250M USD      Industry: Travel and Hospitality Industry

**Buying and setting up was straightforward.** Pricing is reasonable. I love the fact that it allows seamless integration with other platforms, like Microsoft and Mailchimp

(Gartner)

88% **Implementation** went as expected + 167 more

7.5 **Implementation** Rating 15 ratings



SEPTEMBER 01, 2023

[Share](#)[Save](#)

## One of the best and flexible CRM specially for marketing campaigns management.

**Namandeep Bhatia**

Co Founder &amp; Chief Technology Officer

Pickright Technologies (Financial Services, 11-50 employees)



Score 8 out of 10

Vetted Review

Verified User

Incentivized

### Use Cases and Deployment Scope

We use ZOHO CRM for multiple purposes, mainly:-

1. Project Management : We use it as collaborative tool for team, assign work here and keep track of progress and all other normal features.
2. Marketing; lead management: We use to keep tracks of both digital and physical marketing campaigns, ROI of campaign and other related use cases.

### Pros and Cons

- ⊕ It is good tool for quick setup of work distribution system
- ⊕ It tracks and calculate ROI of campaigns very well
- ⊕ It has vast ecosystem and connection with outside apps makes it much more powerfull
- ⊕ It provide free credits to startups.
- ⊖ It is particularly not good for Agile management.
- ⊖ Initial setup is little tedious; however thier support is really good and help you in all sorts of customisations

AT

NOVEMBER 25, 2022

[Share](#) [Save](#)

## All in one solution that delivers on its premise.

**Alan Tepfer**  
Service Director  
Trader Protection (Financial Services, 11-50 employees)

★★★★☆ **Score 8 out of 10** [Vetted Review](#) [Verified User](#) [Incentivized](#)


### Use Cases and Deployment Scope

We use Zoho CRM for all aspects of managing our client relationships. From marketing, through sales, through delivery, or our services, everything is tracked, organized, analyzed, and stored in Zoho CRM. We needed a solution that allowed for tracking, analyzing, and reporting from "step 1" all the way through our client's journey and kept everything client-related sorted and associated correctly. Zoho CRM has been that solution for us.

### Pros and Cons

- ⊕ **Quick and easy setup.**
- ⊕ Great analytics and reporting.
- ⊕ Budget friendly.
- ⊕ Fast and seamless integration with the entire suite of Zoho products and services.
- ⊖ Automation is not that user friendly.
- ⊖ Speed (in terms of refreshing after actions or completed) is somewhat slow.
- ⊖ Customization is somewhat limited and not that intuitive.

([Trustradius](#))

 **Mubeen Mohammed**  
Senior Account Manager at a tech services company with 11-50 employees

[REAL USER](#) [TOP 20](#)

★★★★★ Oct 21, 2023

## User-friendly platform with a **simple setup process**

### Pros and Cons

- ✓ "The platform has a valuable lead qualification feature."
- ✗ "The product's scalability and stability need improvement."

### **How was the initial setup?**

The initial **setup** process is simple.

AI **Atif Iqbal**  
Zoho Developer at Freelancer

REAL USER TOP 10

☆☆☆ Jul 13, 2023


### Easy-to-use solution with good stability

**Pros and Cons**

- ✓ "Its initial setup process for the cloud-based version is straightforward."
- ✗ "They should provide an option to customize modules."

#### How was the initial setup?

The solution's initial **setup** process for the cloud-based version is straightforward. It takes around a week to a month to complete depending on the client's requirements. It requires one executive to carry out the deployment.

 **AnandMaurya**  
Sr. Zoho Developer at Absoft IT Solutions Pvt Ltd

REAL USER TOP 5

☆☆☆☆ Jul 11, 2023

### Helps to patch leads from client sources

**How was the initial setup?**

The solution's **setup** is easy.

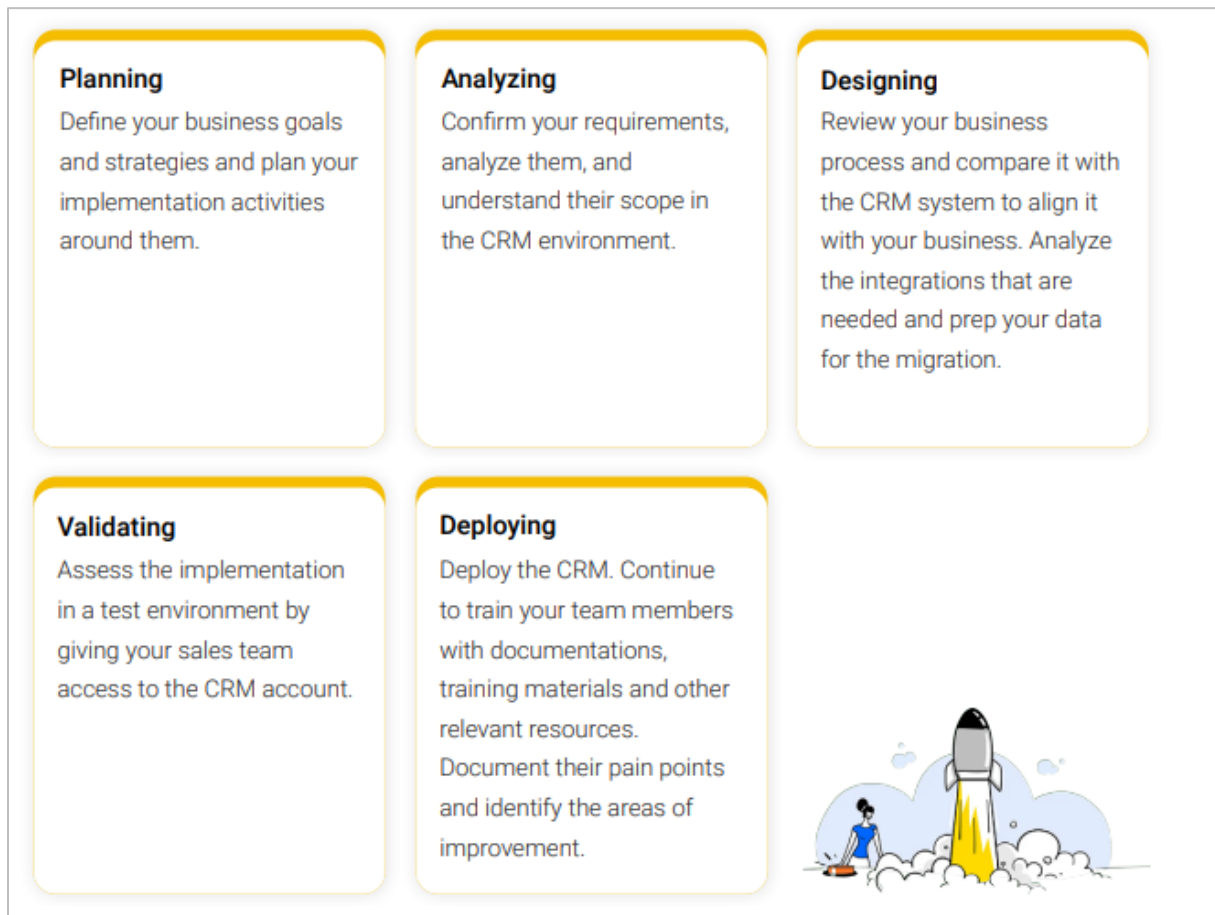
([Peerspot](#))

Pourquoi choisir Zoho CRM?

✓ Programmes dédiés à la migration, au **déploiement** et à la formation

✓ **Déploiement** le plus rapide du marché

Leurs stratégies d'implémentation :



Les étapes d'implémentation :

- Set up organization details
- Customize the account and set up basic modules
- Identify the users who will access CRM and set their roles and profiles
- Add users and invite them to CRM
- Enable data security
- Establish data visibility and accessibility rules
- Set email integration and lead generation methods
- Establish basic automation processes
- Bring data into the CRM system
- Determine the business metrics you want to see

([Zoho.com](https://www.zoho.com))



# ZOHO CRM IMPLEMENTATION CHECKLIST: A SIMPLE STEP TO SUCCESS 2023

Zoho **implementation** is the process of integrating Zoho with your business in such a way that it boosts your productivity and improves your relationship with your customers. It is a great way to ensure you provide the best customer experience.

([Customerization.ca](https://www.customerization.ca))

## Business international :

International	Oui
National	Oui

## Hébergement :

Cloud	Oui
On-Premise	Oui
SaaS	Oui
Hybride	Oui

## Développement spécifique :

Peu	Oui
Beaucoup	Non

## Implémentation :

< 1 mois	Oui
1 à 6 mois	Oui
6 à 12 mois	Oui
> 12 mois	Oui

## Couverture fonctionnelle :

Gestion des contacts et des clients	Oui
Gestion des ventes	Oui
Automatisation des campagnes marketing	Oui
Service client	Oui
Analyse et rapports	Oui
Intégration avec les canaux de communication	Oui
Automatisation des tâches	Oui
Gestion de projet	Oui
Gestion de la prospection	Oui

Personnalisation et segmentation	Oui
Gestion et confidentialité des données	Oui
Suivi de l'historique	Oui

## Responsive :

Oui

# Rapport qualité /prix : 8,5/10

## Période d'essai :

Une période de test de 30jours gratuitement.

## Transparence :

Zoho CRM met à disposition une page donnant une indication des prix.

## Prix : Zoho CRM propose 4 offres :

Annuel :

STANDARD	PROFESSIONNELLE	ENTREPRISE	ULTIME
US\$ <b>12</b> /utilisateur/mois, facturé annuellement	US\$ <b>20</b> /utilisateur/mois, facturé annuellement	US\$ <b>35</b> /utilisateur/mois, facturé annuellement	US\$ <b>45</b> /utilisateur/mois, facturé annuellement
COMMENCER VOTRE ESSAI GRATUIT	COMMENCER VOTRE ESSAI GRATUIT	COMMENCER VOTRE ESSAI GRATUIT	COMMENCER VOTRE ESSAI GRATUIT
Toutes les fonctionnalités de <b>GRATUIT +</b>	Toutes les fonctionnalités de <b>STANDARD +</b>	Toutes les fonctionnalités de <b>PROFESSIONNEL +</b>	Toutes les fonctionnalités d' <b>ENTREPRISE +</b>
<ul style="list-style-type: none"><li>✓ Règles de notation ⓘ</li><li>✓ Workflows ⓘ</li><li>✓ Pipelines multiples ⓘ</li><li>✓ Envoi en masse d'e-mails ⓘ</li><li>✓ Tableaux de bord personnalisés ⓘ</li><li>✓ Canvas (1 vue/organisation)</li></ul>	<ul style="list-style-type: none"><li>✓ SalesSignals ⓘ</li><li>✓ Blueprint ⓘ</li><li>✓ Formulaires Web-to-Case ⓘ</li><li>✓ Formulaires Web-to-Case ⓘ</li><li>✓ Règles de validation ⓘ</li><li>✓ Gestion des stocks ⓘ</li><li>✓ Canvas (3 vues/organisation)</li></ul>	<ul style="list-style-type: none"><li>✓ IA Zia ⓘ</li><li>✓ Centre de commande ⓘ</li><li>✓ Portails multi-utilisateurs ⓘ</li><li>✓ Personnalisation avancée ⓘ</li><li>✓ SDK mobile et MDM ⓘ</li><li>✓ Canvas (5 vues/module)</li></ul>	<ul style="list-style-type: none"><li>✓ Veille stratégique avancée, intégrée à Zoho Analytics ⓘ</li><li>✓ Limites de fonctionnalités avancées ⓘ</li><li>✓ Essai de 30 jours</li><li>✓ Canvas (25 vues/module)</li></ul>



Mensuel:


STANDARD	PROFESSIONNELLE	ENTREPRISE <small>LE PLUS POPULAIRE</small>	ULTIME
US\$ <b>18</b> /utilisateur/mois, facturé mensuellement	US\$ <b>30</b> /utilisateur/mois, facturé mensuellement	US\$ <b>45</b> /utilisateur/mois, facturé mensuellement	US\$ <b>55</b> /utilisateur/mois, facturé mensuellement
<a href="#">COMMENCER VOTRE ESSAI GRATUIT</a>	<a href="#">COMMENCER VOTRE ESSAI GRATUIT</a>	<a href="#">COMMENCER VOTRE ESSAI GRATUIT</a>	<a href="#">COMMENCER VOTRE ESSAI GRATUIT</a>
Toutes les fonctionnalités de <b>GRATUIT +</b>	Toutes les fonctionnalités de <b>STANDARD +</b>	Toutes les fonctionnalités de <b>PROFESSIONNEL +</b>	Toutes les fonctionnalités de <b>ENTREPRISE +</b>
<ul style="list-style-type: none"> <li>✓ Règles de notation ⓘ</li> <li>✓ Workflows ⓘ</li> <li>✓ Pipelines multiples ⓘ</li> <li>✓ Envoi en masse d'e-mails ⓘ</li> <li>✓ Tableaux de bord personnalisés ⓘ</li> <li>✓ Canvas (1 vue/organisation)</li> </ul>	<ul style="list-style-type: none"> <li>✓ SalesSignals ⓘ</li> <li>✓ Blueprint ⓘ</li> <li>✓ Formulaires Web-to-Case ⓘ</li> <li>✓ Formulaires Web-to-Case ⓘ</li> <li>✓ Règles de validation ⓘ</li> <li>✓ Gestion des stocks ⓘ</li> <li>✓ Canvas (3 vues/organisation)</li> </ul>	<ul style="list-style-type: none"> <li>✓ IA Zia ⓘ</li> <li>✓ Centre de commande ⓘ</li> <li>✓ Portails multi-utilisateurs ⓘ</li> <li>✓ Personnalisation avancée ⓘ</li> <li>✓ SDK mobile et MDM ⓘ</li> <li>✓ Canvas (5 vues/module)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Veille stratégique avancée, intégrée à Zoho Analytics ⓘ</li> <li>✓ Limites de fonctionnalités avancées ⓘ</li> <li>✓ Essai de 30 jours</li> <li>✓ Canvas (25 vues/module)</li> </ul>

(Zohocrm)

Rapport qualité-prix

★ 4,3

 <p><b>Doriane</b> Directrice artistique (France)</p> <p>Design, 2–10 employés Temps d'utilisation du logiciel : plus d'un an Source de l'avis ⓘ</p>	<p><b>Un bon CRM à prix raisonnable</b></p> <p>★★★★★ 5,0 il y a 3 semaines <b>NOUVEAU</b></p> <p><b>+ Avantages :</b> Zoho CRM est très intéressant pour le lier à toutes les autres applications de Zoho (invoice, mail, form, etc.). Il remplit bien la fonction de CRM pour la gestion des leads et contacts.</p> <p><b>- Inconvénients :</b> Ce logiciel a besoin de beaucoup de paramétrage pour qu'il corresponde à nos besoins. Paramétrages qui ne sont pas toujours faciles à trouver et mettre en place.</p>
 <p><b>Utilisateur vérifié</b> <a href="#">in</a> Utilisateur LinkedIn vérifié</p> <p>Vente au détail, Auto-entrepreneur Temps d'utilisation du logiciel : 1 à 5 mois Source de l'avis ⓘ</p>	<p><b>L'un des meilleurs logiciels de marketing en ligne</b></p> <p>★★★★☆ 4,0 il y a 10 mois</p> <p>Commentaires : c'est l'un des meilleur CRM pour moi pour gérer mes leads et qui facilite pour moi la gestion de mes prospects.</p> <p><b>+ Avantages :</b> - CRM très simple et facile à utiliser.- Gestion facile des contacts, générer mes prospects.- L'interface utilisateur très simple et facile.</p> <p><b>- Inconvénients :</b> <a href="#">je pense qu'il n y a pas de point faible sauf le prix qu'il doit être plus bas .</a></p>



**Fabrice**  
Assistant (Bénin)

Construction, 11–50 employés  
Temps d'utilisation du logiciel : Essai gratuit  
Source de l'avis [?](#)

**Logiciel de gestion**  
★★★★★ 5,0 il y a 4 semaines NOUVEAU

Commentaires : Vraiment par les bienfait de ce logiciel, je le recommande très vivement.

**+ Avantages :**  
Le logiciel zoho crm me facilite la tâche dans la gestion de mes comptes et il est très sécurisé et rapide

**- Inconvénients :**  
Ce logiciel dit zoho crm a un rapport prix tres abordable que tout.



**ATTINKAN**  
Responsable adjoint (Bénin)


Import/Export, 11–50 employés  
Temps d'utilisation du logiciel : Essai gratuit  
Source de l'avis [?](#)

**Meilleure logiciel de gestion**  
★★★★★ 5,0 il y a 4 semaines NOUVEAU

Commentaires : Un bon logiciel de gestion dans l'ensemble.

**+ Avantages :**  
Ce logiciel me permet de mieux gérer mes contacts grâce à ce logiciel j'arrive à mieux satisfaire les clients

**- Inconvénients :**  
Ce logiciel à qualité prix abordable je recommande son utilisation



**Prudence**  
Agent commercial (Bénin)

Matériaux de construction, 11–50 employés  
Temps d'utilisation du logiciel : Essai gratuit  
Source de l'avis [?](#)


**Logiciel de gestion**  
★★★★★ 5,0 il y a 2 semaines NOUVEAU

Commentaires : Je recommande très vivement ce logiciel Zoho crm

**+ Avantages :**  
Le logiciel Zoho CRM est un très bon logiciel qui assure le chargement clientèle aux entreprises.

**- Inconvénients :**  
Ce logiciel Zoho CRM a un rapport prix très accessible que j'ai pas imaginer.

[Capterra.fr](https://www.capterra.fr)



**Ankit P.**  
Junior Business Development Executive  
Small-Business (50 or fewer emp.)

✉ 🔗 ⋮

Validated Reviewer ✓

Review source: Organic

Incentivized Review

★★★★★ Oct 04, 2023

**"A Complete CRM solution for your Business"**

**What do you like best about Zoho CRM?**  
I have been using Zoho from last few yers my experience with Zoho was amazing like Sales process in Zoho is very good . it's easy to use , I am using is frequently, the best thing is that Zoho have mobile application which makes every process easy . Their customer support service is very fast , I loved it .

**What do you dislike about Zoho CRM?**  
Zoho need some improvement , it have time taking proceses , also it is more expensive then other CRM . In this price rang Zoho should offer more features . Sometimes we face integration issue.

**What problems is Zoho CRM solving and how is that benefiting you?**  
As a Sales person , I feel that sales process of Zoho is fantastic , Also they have Mobile applications which helps alot. CRM is perfect.

**Feyzan O.**  
Foreign Trade Specialist  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓

Review source: Organic

★★★★☆ Jul 17, 2023

### "Zoho crm benefits"

**What do you like best about Zoho CRM?**

Manufacturers like us use this software system to organize field sales operations. It provides us a lot of convenience in areas such as spreadsheets, web conferencing, billing and customer relations.

**What do you dislike about Zoho CRM?**

There are slowness in report entries. I think the interface of the program can be improved

**What problems is Zoho CRM solving and how is that benefiting you?**

[Thanks to this program, we have more control over the selling price.](#) We see who is interested in the sale, doing the job, stage and next attitude. we save time in the bidding process

**Kishore M.**  
Power BI Developer  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓

Review source: G2 invite

Incentivized Review

★★★★☆ Feb 07, 2023

### "Zoho - Friendly CRM to Automate E-mail"

**What do you like best about Zoho CRM?**

[Zoho is affordable in price.](#) Zoho CRM helps users with different business perspectives find solutions for multiple business management. It helps us to maintain all the leads and customer data in one suite. It works for both small and large-scale business management. We can do all the business transactions like purchase orders, delivery notes and invoices.

**What do you dislike about Zoho CRM?**

Buying the entire Zoho suite or the needed apps is not a perfect option. Sometimes it is tough to find the right solution for a particular task because many apps exist in one suite. A notification option should be available to help the user be most user-friendly. Technical improvements should be made to make it more reliable to users. Customer service is not upto the mark. Please review it.

**What problems is Zoho CRM solving and how is that benefiting you?**

I had an excellent opportunity to work with Zoho CRM for nearly two years, primarily for E-mail marketing and supervising and doing the sales analytics monthly, quarterly and year-wise. I always keep tracking emails sent to users, which is a good task. Zoho CRM helps review all the sales-related activities with all my team's most user-friendly. Following a sale is very easy. The best one-stop suite for business management.

**Ray B.**  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓

Verified Current User ✓

Review source: G2 invite

Incentivized Review

★★★★★ May 16, 2023

Business partner of the seller or seller's competitor, not included in G2 scores.

### "I have had great success with Zoho One Apps"

Products used within Zoho One: Zoho CRM, Zoho Campaigns, Zoho Analytics, Zoho Creator, Zoho People, Zoho Billing, Zoho SalesIQ, Zoho Forms, Zoho Books, Zoho Assist, Zoho Sites, Zoho Sign, Zoho Sprints, Zoho Sheet, Zoho Flow, Zoho SalesInbox, Zoho Cliq, Zoho Marketing Automation

**What do you like best about Zoho One?**


[Access to multiple apps that I use daily for one simple price.](#)

**What do you dislike about Zoho One?**

Zoho support is fast, but not effective.

**What problems is Zoho One solving and how is that benefiting you?**

Multiple apps in one platform gives me the freedom to integrate seamlessly.



**Verified User in Computer Software** ⓘ  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓   Verified Current User ✓   Review source: G2 invite   Incentivized Review

★★★★★ May 23, 2023

### "More you use, more you love it!"

Products used within Zoho One: Zoho CRM, Zoho Desk, Zoho Forms, Zoho Mail

**What do you like best about Zoho One?**

- crm
- support desk
- forms
- contract sign

All i want it in a good price!

**What do you dislike about Zoho One?**

Nothing at moment to note it.  
I haven't problem

**What problems is Zoho One solving and how is that benefiting you?**

One payment, one fee for a lot of software! Whatever you need it's inside the bundle! Fit perfect for small company, medium company or big company

(G2)



SEPTEMBER 07, 2023

Share

Save

### Zoho answers the call for CRMS that are affordable and easy to use

**Lisa Parshan**  
Digital Content Manager  
AIA Assets (Retail, 1-10 employees)

★★★★★ Score 9 out of 10 Vetted Review Verified User Incentivized

#### Use Cases and Deployment Scope

Our company sells SERVICES. We have customers that find our website by search terms. Once a customer fills out a form on our site, it starts the process, using a CRM

1. Email response with a personal questionnaire
2. Reviewing responses

Then, the CRM really starts - if the person doesn't respond to the questionnaire --> follow up if the person answers the CRM - they start the flow of selling our services.

#### Pros and Cons

- ⊕ Setting up flows, based on customer responses
- ⊕ access to customer details so that campaigns can be targeted
- ⊕ contact information
- ⊖ our team found it very challenging to integrate directly to our wordpress site
- ⊖ while there may be a way to integrate to the SMS system, we have not discovered how a sales rep would be able to get an sms when customers leave their contact info (not through the app)
- ⊖ we have one team member who still works with outlook calendar. it was easy to integrate with google calendar, but a second calendar, depending upon the user

#### Likelihood to Recommend


We searched different CRM platforms and noticed that Zoho was well-priced, but some reviews said it didn't support forms well. IN our case, we already had forms on our wp site, so we did not need to use that aspect. instead, we used an integrator, so I don't have a review on that aspect of the CRM as we're not using that feature. This works for our company, so we are not using the standard automation with zoho forms.

NOVEMBER 07, 2022

Share

Save

### An ever expanding buffet of functionality is available to us at a ridiculously low price



JUNE 09, 2022

Share Save

## Zoho - an affordable CRM that is evolving in the right direction

**Pradeep Joseph**  
Head of Sales Development  
Beroe Inc (Market Research, 201-500 employees)

★★★★☆
Score 8 out of 10
Vetted Review
Verified User
Incentivized

### Use Cases and Deployment Scope

The tool helps us manage our lead generation and Sales pipeline in its entirety.

### Pros and Cons

- + Lead management.
- + Reporting.
- + Dashboards.
- Customization of reports.
- Reports need to connect multiple modules.
- Dashboard does not have many options to depict graphs and compare 2 reports.

### Likelihood to Recommend

**They are priced well.** the user interface is great and easy to use. Where they lack is the reporting capability and the ability to incorporate custom fields into their dashboards. Their API does not integrate with our in-house software so that has to be a manual exercise and their outlook plug-in could be better as there are not too many options to tag contacts if you don't know the exact account name and this does not pick up on the domain.

[\(Trustradius\)](#)

4.0 ★★★★★ Oct 27, 2023

Review Source: ⓘ

### First class product with good support at **an unbeatable price.**

Reviewer Function: General Management    Company Size: <50M USD    Industry: Real Estate Industry

We are a fairly new convert to the Zoho suite of products. Based upon our experience with Zoho CRM, it is likely that we will take a look at other products within the suite.

5.0 ★★★★★ Oct 24, 2023

Review Source: ⓘ

### One of the best CRM systems that I used

Reviewer Function: IT    Company Size: 50M - 250M USD    Industry: Travel and Hospitality

Buying and setting up was straightforward. **Pricing is reasonable.** I love the fact that it allows seamless integration with other platforms, like Microsoft and Mailchimp

5.0 ★★★★★ Oct 19, 2023

Review Source: ⓘ

### Growing organization, very spirited and down to tackle what the world throws at them

Reviewer Function: Data and Analytics

Company Size: 50M - 250M USD

Industry: IT Services Industry

The platform offers robust automation features, allowing you to create workflows and streamline sales and marketing processes. The platform offers a variety of **pricing tiers to accommodate businesses of different size and budget**

([Gartner](#))



Sagar Gaikwad

Sr Business Application Developer on Zoho Platform. at Tech Warriors

✓ REAL USER

👑 TOP 5

★★★★★

Jul 16, 2023

### A customizable and cost-effective tool with a unique camera feature

**What's my experience with pricing, setup cost, and licensing?**

**The basic plan has changed from \$15 to \$25 or \$30.**

([Peerspot](#))

## Ancienneté de l'entreprise, nombre de client, d'employés et chiffre d'affaire : 9/10

Ancienneté de l'entreprise : 2005

Chiffre d'affaires (Sugar CRM) : 450M\$

Nombre de clients / utilisateurs : 100M+ utilisateurs dans le monde

Nombre d'employés : 15 000 employés

**100 millions d'utilisateurs** à travers le monde nous font confiance

[Zoho.com](https://www.zoho.com)



[Zoho.com](https://www.zoho.com)

### Zoho CRM

- Lancé en 2005 en Inde
- 450 millions de dollars de chiffre d'affaires

[Zoho.com](https://www.zoho.com)

# Maillage du territoire : 9/10

## États-Unis



### Californie

4141 Hacienda Drive,  
Pleasanton, CA 94588,  
États-Unis

### Texas

#### Del Valle

4708 HWY 71 E  
Del Valle, TX 78617-3216

#### New Braunfels

255 Saengerhalle Road  
New Braunfels, TX 78130

#### McAllen

3600 Formosa Avenue  
McAllen, TX 78503

## Pays-Bas



### Utrecht

Zoho Corporation B.V.  
Beneluxlaan 4B  
3527 HT UTRECHT  
Pays-Bas  
Téléphone : +31 85 066 6700

## Chine



### Beijing

3F, KPHZ International Technology  
Transfer Center,  
№28, Houtun Road,  
HaiDian District,  
Beijing, Chine 100192  
Téléphone : +8610 82738868  
E-mail : [cn-sales@zohocorp.com](mailto:cn-sales@zohocorp.com)  
Site Web : [zoho.com.cn](http://zoho.com.cn)

## Singapour



105 Cecil Street,  
#10-04, The Octagon,  
Singapour - 069534  
Téléphone : +65 67231040 (Vente)

## Mexique



### Querétaro

GPD Business Center,  
Av. Antea № 1088 piso 3.  
Suites 324 & 325  
C.P. 76100, Juriquilla,  
Santiago de Querétaro,  
Mexique  
Téléphone : +52 5541640960

## Singapour



105 Cecil Street,  
#10-04, The Octagon,  
Singapour - 069534  
Téléphone : +65 67231040 (Vente)

## Arabie saoudite



**Djeddah**  
3940 Al Rawdhah,  
Ar Rawdah Dist - Rovam Tower,  
3rd Floor, Unit No 305,  
Jeddah 23433 - 7518,  
Royaume d'Arabie saoudite.  
Numéro vert : 800 3011 222  
800 8443 100  
(Dim - Jeu) : 9 h - 18 h AST)

## Japon



**Yokohama**  
Minato-Mirai-Center building 13F,  
3-6-1, Minato-Mirai, Nishi-ku,  
Yokohama 220-0012,  
Japon  
E-mail : [sales@zoho.jp](mailto:sales@zoho.jp)  
Site Web : [zoho.com/jp](http://zoho.com/jp)

## Inde



### Chennai

Estancia IT Park,  
Plot no. 140, 151, GST Road,  
Vallancheri,  
Chengalpattu District,  
Tamil Nadu - 603202,  
Inde

Téléphone : 044 - 69656070  
044 - 69656060

Fax : 044 67447172

### Tenkasi

Silaraipuravu Village,  
Mathalamparai,  
Tenkasi District 627 814,  
Inde

### Renigunta

16-237, Srikalahasti Road,  
Renigunta Pillapalem,  
Renigunta,  
Andhra Pradesh 517520,  
Inde



**Delhi (NCR)**

2nd Floor, Plot No 6,  
Magnus Tower, Sector 73,  
Gautam Buddha Nagar, NOIDA,  
Uttar Pradesh, 201307,  
Inde

**Bombay**

EsziWorkN,  
The Capital, Unit# 808,  
8th Floor, Plot No: C-70,  
Bandra Kurla Complex,  
Bandra (East)  
Mumbai 400051

**Kolkata**

#301, Block 4A (3rd Floor) Eco Space,  
Rajarhat, New Town Action Area II,  
North 24 Paraganas,  
West Bengal 700160


**Bangalore**

A-908, Signature Towers - Brigade  
Golden Triangle, Old Madras Rd,  
Sy No 50, Huskur Village, Bengaluru,  
Karnataka 560049

([Zoho.com](https://www.zoho.com))

# Écosystème de partenaires : 9,5/10

## Découvrez les meilleurs partenaires et revendeurs Zoho en France




**ZSphere**  
France Paris

Categories: [Marketing Automation](#) [CRM](#) [HR Administration](#)

Products: [Zoho](#)

Les consultants de ZSphere mettent leur expertise de Zoho au service de votre transition numérique : contactez vite nos experts certifiés Zoho CRM et obtenez un devis adapté à vos besoins.

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



**Altais**  
France Orleans

Categories: [CRM](#) [Websites](#)

Products: [Zoho](#) [Sage](#)

Depuis 1996, Altais est votre centre de compétences certifié pour vos éditeurs préférés. Nous développons également tous types de sites internet vitrine et e-commerce et assurons les formations pour ces deux domaines.

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)




**Forum Media**  
France Marseille

Categories: [Surveys & Forms](#) [CRM](#)

Products: [Zoho](#)

Forum Media vous conseille en stratégie Webmarketing, en développement commercial gestion de la relation clients

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### Orbiteo


France 📍 Bordeaux

Categories: [Marketing Automation](#) [CRM](#) [ERP](#) [HR Administration](#) [Websites](#)

Products: [Zoho](#) [Google](#) [Datadocke](#)

Vous cherchez LE partenaire pour faire décoller votre activité et réaliser votre transformation digitale ? Bienvenue chez ORBITEO !

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### Yeddir


Managed Service Provider (MSP) France 📍 Paris

Categories: [E-Signature](#) [CRM](#) [Help Desk](#) [Email](#) [VOIP](#)

Products: [Zoho](#) [Microsoft 365](#) [Aircall](#)

Nous accompagnons les entreprises dans la sélection et l'implantation d'outils informatiques Cloud.

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### Mindlab


France 📍 Paris

Categories: [CRM](#) [Analytics Software](#) [Cybersecurity](#)

Products: [Salesforce](#) [Microsoft Dynamics](#) [Zoho](#) [Cyber Security](#)

Mindlab is a consulting & recruitment company, created with an objective to respond to the IT staff crisis in France & help clients move forward.

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### CoperBee


France 📍 Toulouse

Categories: [Marketing Automation](#) [CRM](#) [Business Intelligence](#)

Products: [Hubspot](#) [Zoho](#) [Coper BI](#) [Wunjo](#) [Saleor](#)

Nos équipes sont formés à la transformation digitale comme consultants, ingénieurs développeurs et intégrateurs de solutions digitales.

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### Elyone


France Paris

Categories: CRM ERP Business Intelligence Collaboration

Products: Sage Hubspot Monday Zoho

Elyone intervient dans la digitalisation d'entreprises. Nos experts analysent vos problèmes, vos besoins et proposent des solutions optimales

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### Quietic


Managed Service Provider (MSP) France Nantes

Categories: CRM Virtualization Email Backup & Restore Cybersecurity

Products: Microsoft 365 Datto Zoho Azure Microsoft 365 Autotask Webroot +1 more

Quietic est à vos côtés pour préserver la santé de votre informatique grâce à des outils numériques performants au service des TPE et des PME.

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### OS-Consultech


France Lille

Categories: CRM

Products: Zoho

OS-Consultech, Partenaire Zoho et Fournisseur de Solutions Zoho Creator??

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### Naria Conseil


Managed Service Provider (MSP) France Paris

Categories: CRM Email

Products: Zoho Microsoft

Naria Conseil aide les petites et moyennes entreprises à réaliser leur transformation digitale. Nous proposons une offre d'accompagnement sur mesure ...

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### Levanna

France Paris

Categories: CRM Business Intelligence eCommerce

Products: Zoho

Confiez-nous la technique Nous sommes experts en conseil et développement web, voire un peu plus... TheCodingMachine accompagne ses clients sur des missions de conseil technologique et d'audit, ainsi que sur des projets de développement d'applicat...

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### IXSIS


France Strasbourg

Categories: CRM Accounting

Products: Zoho Quickbooks

IXSIS accompagne les TPE et PME dans la digitalisation de leur Relation Client grâce à la plateforme Zoho, et en particulier à l'outil Zoho CRM. Basé à Strasbourg.

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### ADN Agile


France Bordeaux

Categories: CRM

Products: Zoho

ADN agile, votre fournisseur de ZOHOO CRM, véritable écosystème numérique pour une démarche agile dans l'évolution de votre société dans sa gestion de clients et d'échanges avec eux. Au plus près de vous, au plus près de vos clients.

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### TranZition


Managed Service Provider (MSP) France Paris

Categories: CRM Help Desk

Products: Zoho

Découvrez les solutions, les services et le portefeuille de produits de TranZition

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### Mobix


France 📍 Toulouse

Categories: CRM Email

Products: Zoho

MOBIX accompagne les entreprises vers le succès de leur transition digitale. Nous déployons les solutions Zoho et Google GSUITE.

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### Vivasoft


France 📍 Albi

Categories: CRM Email

Products: Google Workspace Zoho

Améliorez votre Productivité avec Zoho et Google Suite. CRM, Ventes, Marketing, RH, Finance. Faites confiance à Vivasoft, expert certifié ?

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### Nodelink


Managed Service Provider (MSP) France Lille

Categories: CRM Virtualization Email Backup & Restore

Products: Zoho Backupify Dell AWS Cyber Security

Expert en Virtualisation, Cloud et solutions informatiques à valeur ajoutée, NodeLink accompagne les services IT et entreprises dans le conseil, l'intégration et l'infogérance de leur infrastructure.

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### 3aCRM


France Lille

Categories: CRM

Products: Zoho 1CRM

3aCRM est intégrateur de solutions CRM. Nous avons pour objectif de vous aider à trouver votre outil de relation client CRM

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### MZ Consultants


France Grenoble

Categories: CRM Project Management Tools Payroll Email

Products: Zoho Alveo Mysuite Ipsi Core Ready2Fill

MZ Consultants is a consulting company offering Saas applications for SME. The company is a Zoho partner in France and Mexico.

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### Vivasoft


France Albi

Categories: CRM Calendar & Scheduling Email Spreadsheets

Products: Google Workspace Zoho

Améliorez votre Productivité avec Zoho et G Suite. Des outils de gestion commerciale performants : Ventas, Marketing, RH, Finance. Faites confiance à Vivasoft, expert certifié ?

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### AGEONA


Managed Service Provider (MSP) France Orleans

Categories: CRM Calendar & Scheduling Email Spreadsheets

Products: Google Workspace Zoho

Ageona est une Entreprise de Services Numériques, basée au LAB'O à Orléans, spécialiste des solutions Cloud (Google G Suite, Google Cloud Platform, Zoho, ...)

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### Lamoulie


France Nice

Categories: Email Marketing CRM Websites

Products: Zoho Google Workspace

Découvrez les solutions, les services et le portefeuille de produits de Lamoulie

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)



### ALT-Consultant

France Rennes

Categories: CRM Calendar & Scheduling Email Spreadsheets

Products: Google Workspace Zoho

Déploiement et Formation aux nouvelles applications du cloud computing avec Google Apps et Zoho CRM. Gestion et Optimisation de campagnes Google AdWords Rennes en Bretagne

[VIEW COMPANY PROFILE](#) [Obtenir un devis](#)

[Elioplus.com](http://Elioplus.com)



# Support : 8/10

Service client

★ 4,1

**Utilisateur vérifié**

in Utilisateur LinkedIn vérifié

Informatique et sécurité réseau, 11–50 employés

Temps d'utilisation du logiciel : 6 à 12 mois

Source de l'avis ?

**Service clients**

★★★★★ 5,0 il y a 3 mois

+ Avantages :

C'est un logiciel de travail adéquat C'est une application très rentableTrès efficace la gestion clientèle est parfaitement équipé

- Inconvénients :

Pour l'instant avec ce logiciel j'ai pas encore d'inconvénient Juste j'apprécie le moment présent avec l'application

**Elis**

Assistant (É.-U.)

Développement et commerce international, 11–50 employés

Temps d'utilisation du logiciel : 1 à 5 mois

Source de l'avis ?

**Logiciel de gestion de cycle de vie**

★★★★☆ 4,0 le mois dernier NOUVEAU

+ Avantages :

Il est très flexible et le service client est parfaite avec beaucoup de personnalisation

- Inconvénients :

Manque de fusion de documents et manque de fusion de police

**Rodrigue**

Assistant (Bénin)

in Utilisateur LinkedIn vérifié

Import/Export, 11–50 employés

Temps d'utilisation du logiciel : Essai gratuit

Source de l'avis ?

**Meilleur logiciel de gestion**

★★★★★ 5,0 il y a 4 semaines NOUVEAU

Commentaires : Un bon et très efficace logiciel de gestion client

+ Avantages :

Zoho CRM est un logiciel qui me facilite l'organisation des contacts dans mon entreprise ,de gardé et mieux servir ma clientèle

- Inconvénients :

Ça permet de joindre le service client donc très efficace

**Lucie**

Assistante commerciale (Bénin)

Matériaux de construction, 11–50 employés

Temps d'utilisation du logiciel : Essai gratuit

Source de l'avis ?

**Logiciel de gestion**

★★★★☆ 4,0 il y a 2 mois


+ Avantages :

Parmi tant de logiciels,ce logiciel permet de bien évoluer dans la gestion commerciale. Le service client est très actif.

- Inconvénients :

Il n'y a pas d'inconvénients à soulever et même le rapport prix est abordable.

[\(Capterra\)](#)



**SHUBHAM V.**  
APM, Quality Engineering  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★☆ Jun 06, 2023

### "Simplistic approach towards business processes!"


Products used within Zoho One: [Zoho CRM](#), [Zoho Campaigns](#), [Zoho Desk](#), [Zoho Creator](#)

**What do you like best about Zoho One?**

- No code workflow automation system allows everyone to create automated business processes.
- Zoho One comes with Creator, a platform to create web & mobile apps.
- It's a perfect solution for small and medium businesses since it combines multiple organisational tools in one.
- PageSense technology helps us to optimize our website as well.

**What do you dislike about Zoho One?**

- Problems with customer service, they never have provide the solution timely
- Flexible user pricing (which is what most organizations need) is expensive.
- Administration requires learning the tool which takes time.



**Eligreg L.**  
Content Manager  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: G2 invite Incentivized Review

★★★★☆ Apr 28, 2023

### "A Comprehensive Suite of Business Tools"


Products used within Zoho One: [Zoho CRM](#), [Zoho Desk](#), [Zoho Analytics](#), [Zoho Mail](#), [Zoho Assist](#)

**What do you like best about Zoho One?**

Zoho One offers a wide range of features and capabilities for businesses, putting everything in one place. The integration between various tools is superb, allowing for easy access and usage of all features without switching between different programs. The well-integrated and easy-to-use applications allow teams to coordinate effectively and deliver better results.

**What do you dislike about Zoho One?**

While Zoho One offers a comprehensive suite of software tools, [poor customer service](#), complex setup, high cost for additional team members, and lack of unique features compared to cheaper or free storage services are potential downsides to consider.



**Vishal B.**  
Project Manager  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★☆ May 26, 2023

### "A great tool for any startup"

Products used within Zoho One: [Zoho CRM](#), [Zoho Projects](#), [Zoho People](#), [Zoho Forms](#)

**What do you like best about Zoho One?**


You have all the tools that will help you get your business off the ground.

**What do you dislike about Zoho One?**

[The customer service can be made better](#) At time it is a hassle to get to [customer](#) support.

**What problems is Zoho One solving and how is that benefiting you?**

We are a new, IT-dependent business. Our teams' needs are varied. Our vision is to make most of our processes automated. This is where Zoho One comes in. It has enabled us employ an IT based solution for every department within our organization.



**Swapnil K.**  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: G2 invite Incentivized Review


★★★★☆ Apr 27, 2023

### "Few products from Zoho suits are very useful"

Products used within Zoho One: Zoho CRM, Zoho Campaigns, Zoho Desk, Zoho Creator, Zoho Docs, Zoho Projects, Zoho People, Zoho Show, Zoho Survey, Zoho SalesIQ, Zoho Forms, Zoho Social, Zoho Mail, Zoho ShowTime, Zoho Sites, Zoho Motivator, Zoho Sign, Zoho Sprints, Zoho PageSense, Zoho Sheet, Zoho Flow, Zoho SalesInbox, Zoho Cliq, Zoho Writer, Zoho Marketing Automation

**What do you like best about Zoho One?**  
Zoho one is enterprise level product from Zoho. CRM,Desk,Social,campaign, assist,zoho sign and docs and few of most useful product. All the producta are very simple to use and support provided by Zoho team even for evaluation customers commendable. I will not recommend CRM for enterprise level but for SME it very quick implementation.

**What do you dislike about Zoho One?**  
**The Zoho desk for customer service is at very necant level!** There no learning platform availablility similar like salesforces or Microsoft does have.



**Bobbi Jo M.**  
Soul Coach & Spiritualist Guru  
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: Organic

☆☆☆☆☆ Jan 15, 2023

### "DO NOT BOTHER"

**What do you like best about Zoho CRM?**  
the email is good. some of the apps are nice. some of the interfacng looks like it could be very beneficial. Very hard to intergrade and to understand. Lots of extra training needed and extra time.


**What do you dislike about Zoho CRM?**  
**Customer service is the absolute worst i have ever experienced.** The company I was working for I haven't worked for in over a year we have been trying to get just my Zohoone Account closed for now 2 month and have been getting a complete run around. The CEO of my past company is involved and has sent numerous emails as have I and still no resolved. It has been frustrating and a complete disaster.


(G2)

### Customer Service & Support

This component of CRM software automates help desk, call center and field service management.

[> Show Features](#)




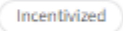




SEPTEMBER 06, 2023

**Wanna Grow Sales? You Need CRM!**








**Verified User**  
Director in Corporate  
Telecommunications Company, 11-50 employees


 **Score 5 out of 10**   

### Use Cases and Deployment Scope

We use Zoho for a variety of tasks like to keep our database of leads updated. Also to send emails. Mainly, we use it to as our sales pipeline. This helps us understand how many warm leads we have, how many are super interested that we can potentially close in the next quarter or so.

### Pros and Cons





-  Easy to use
-  Affordable
-  Scalable
-  UI
-  Design
-  **Customer Service**
-  Email Marketing



NOVEMBER 08, 2022

**Zoho CRM - Don't delay, start sooner than later. If you are searching for CRM options, Zoho can get you up and running with excellent support.**









Verified User  
Consultant in Marketing  
Marketing & Advertising Company, 1-10 employees

 **Score 10 out of 10**   

### Use Cases and Deployment Scope

We use Zoho CRM to gather and manage all prospects, including communications, campaigns, and tasks. We also have built web forms to collect customer information when interested parties want more info, want to enter a contest, or join a mailing list. The Zoho web forms are easy and intuitive. They also send an Auto response to confirm that a visitor's info has been received and being processed.

### Pros and Cons

-  flexible formats and fields
-  mass email analytics
-  support new users with quick answers to questions
-  custom number of page count on leads tab / not limit to 100
-  create filtered list in leads from mass email report
-  create spreadsheet/tables in note section in account note fields
-  allow more than 4 web forms
-  allow two emails per user

### Likelihood to Recommend

I am a fairly new user/administrator for CRM and by far the most impressive and valuable benefit of using **Zoho is their customer service. I have never had any customer service more friendly, effective and efficient.** When I have used their chat feature, it has always been a live knowledgeable person who has helped or fixed my problems. Then immediately they email a summary of the chat with links to relevant resources to our discussion. Zoho has been very good for my growing business.

[\(Trustadius\)](#)



4.0 ★★★★★ Oct 26, 2023

Review Source: ⓘ

**Reliable tool**

Reviewer Function: Sales and Business Development

Company Size: 50M - 250M USD

Industry: Consumer Goods Industry

Overall, Zoho was a great help due to its big range of features to manage sales, marketing, **customer support and overall customer relationships.**

5.0 ★★★★★ Oct 30, 2023

Review Source: ⓘ

**All in One Business solution for todays world**

Reviewer Function: IT Services

Company Size: 10B - 30B USD

Industry: Software Industry

This product is really flexible and useful CRM. I have operated only on full subscription , so I can describe solely about CRM and entire zoom ecosystem working together. This is really easy to use CRM and **quick support system.**

[\(Gartner\)](#)

AI

**Atif Iqbal**

Zoho Developer at Freelancer

✓ REAL USER

👑 TOP 10

★★★☆☆

Jul 13, 2023

**Easy-to-use solution with good stability****How are customer service and support?**The solution's technical **support** service could be better.**How would you rate customer service and support?**

Neutral



**Matheus Ferraz**

CRM Team Leader at a tech company with 201-500 employees

✓ REAL USER

👑 TOP 5



Jul 3, 2023

### An intuitive and customizable product that provides seamless integration with other applications

#### Pros and Cons



"The best thing about Zoho CRM is that it is integrated with other Zoho applications."



"Zoho CRM's customer service can be a little difficult to reach sometimes"

[\(Peerspot\)](#)

**RSE : 8,5/10**

## Objectif de neutralité carbone

Nos ambitions solaires montent en flèche. Afin de réduire notre empreinte carbone, nous avons mis en place une exploitation d'énergie solaire de 5 MW pour alimenter nos bureaux et centres de données en Inde. Nous économisons aujourd'hui près de 7 200 tonnes d'émissions de dioxyde de carbone par an, soit l'équivalent de la plantation de 14 400 arbres.



“

La durabilité ne peut pas être une initiative unique, et ce modèle fonctionnant bien, nous examinons d'autres emplacements de ce type et nous prévoyons de poursuivre ce projet.



**Raju Vegesna**  
Évangéliste en chef

Nous sommes ravis de constater la chute rapide du coût de l'électricité solaire et la manière dont elle peut permettre à l'Inde de s'industrialiser, sans construire davantage de centrales au charbon.



## Réponse aux attentes en matière d'embauche conventionnelle

Désillusionnés par le fossé toujours plus grand entre les attentes du secteur et les talents diplômés, nous avons lancé une expérience en 2005 pour fournir une alternative significative à l'enseignement collégial conventionnel.



Nous proposons à des étudiants une formation très pertinente, profondément contextuelle et basée sur l'expérience pendant une période de deux ans. Près de 10 % de notre base d'employés vient maintenant de [Zoho Schools](#).

Encouragés par les bons résultats que nous avons constatés ces 15 dernières années, nous sommes sur le point de déployer nos ailes et de nous développer. Plus d'accueils d'étudiants, de nouvelles disciplines et des branches internationales sont en cours de développement.

## Développement d'une expertise complète et augmentation des investissements dans la R&D.

Nous ne souhaitons pas utiliser votre argent dans le but d'améliorer nos compétences de vente incitative. Nous préférons dépenser deux fois plus pour la R&D que pour les ventes et le marketing, afin de trouver de nouvelles solutions et de résoudre vos problèmes.

Au lieu de nous appuyer sur des clouds publics, nous consacrons nos ressources à l'exploitation de nos propres centres de données. Nous investissons également dans des domaines tels que l'IA, l'apprentissage automatique, le traitement du langage naturel et l'IoT, ainsi que dans du matériel comme les serveurs, les réseaux et les espaces de stockage.



## Une approche holistique vis-à-vis des employés

“ Nous embauchons des personnes pour lesquelles notre existence apporte vraiment une différence.

Nous pensons au-delà du système de diplomanie. Cette politique d'embauche et l'objectif de créer plus d'emplois dans les collectivités rurales contribuent à maintenir notre culture vitale.

Nous avons eu des programmeurs à des postes de conception créative, des rédacteurs de contenu à des postes d'assistance à la clientèle et des éditeurs à des postes de ressources humaines. Nous ne pensons pas que l'expérience antérieure dans un domaine devrait empêcher de tenter une nouvelle expérience. Nos employés, qui sont avec nous depuis plus d'une décennie, ont parlé en détail de ces expériences dans la section [Les humains chez Zoho](#).

## Le meilleur savoir-faire possible

“ La conception de logiciels est plus efficace en petites équipes, dans des environnements informels. Les chiffres et les approches uniquement basées sur des indicateurs détruisent la créativité et produisent des produits sans âme.

Nous considérons la création d'un grand logiciel fournissant une valeur élevée comme un métier, voire une œuvre d'art. Vous écartez ce qui ne fonctionne pas, vous affûtez vos compétences année après année, et affinez votre produit à partir de sa base même. Même si les composants sont de haute technologie, le processus utilisé pour les créer est le même que celui de tout artisan : efforts constants, innombrables répétitions et perfectionnements patients.

([Zoho.com](https://www.zoho.com))

## Ressources mise à disposition : 10/10

Ressources	Oui / Non	Commentaires
Forum / communauté clients	Oui	<a href="#">Source</a>
Livres blancs, infographies, études	Oui	<a href="#">Source</a>
Tutoriels et formations	Oui	<a href="#">Source</a>
Blog	Oui	<a href="#">Source</a>
Webinaires, vidéos	Oui	<a href="#">Source</a>
Témoignages clients	Oui	<a href="#">Source</a>
Démonstrations	Oui	<a href="#">Source</a>
Si autre, préciser		<a href="#">Conseils</a> , <a href="#">Events</a> , <a href="#">Documentation</a> , <a href="#">Base de connaissance</a> , <a href="#">Espace développeur</a> ,

# Notoriété : 8/10

## Notoriété de l'éditeur :

Zoho Corporation, l'éditeur de Zoho CRM, a acquis une notoriété considérable en offrant une suite complète de solutions logicielles d'entreprise. Cette société indienne se distingue par son approche intégrée, proposant une gamme variée de produits tels que la gestion de projet, la comptabilité et le marketing. Zoho CRM, au cœur de cet écosystème, se démarque par sa tarification abordable, ce qui le rend accessible aux petites et moyennes entreprises, ainsi que par sa flexibilité permettant une personnalisation en fonction des besoins spécifiques. L'interface conviviale de Zoho CRM facilite son adoption, même pour les utilisateurs non techniques, renforçant ainsi la réputation de l'éditeur en tant que fournisseur de solutions complètes et accessibles pour la gestion de la relation client.

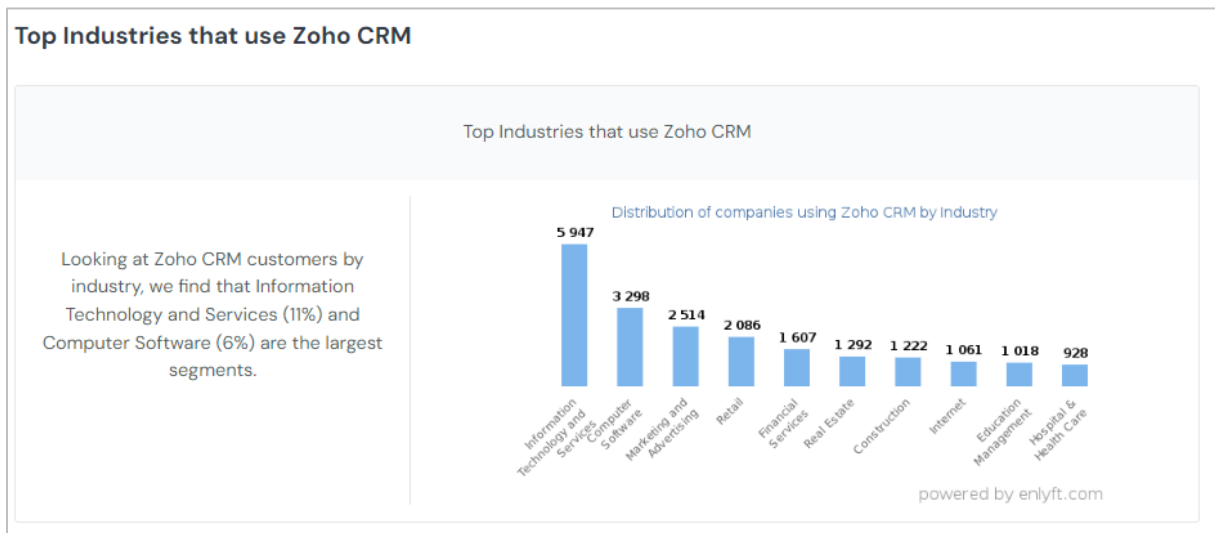
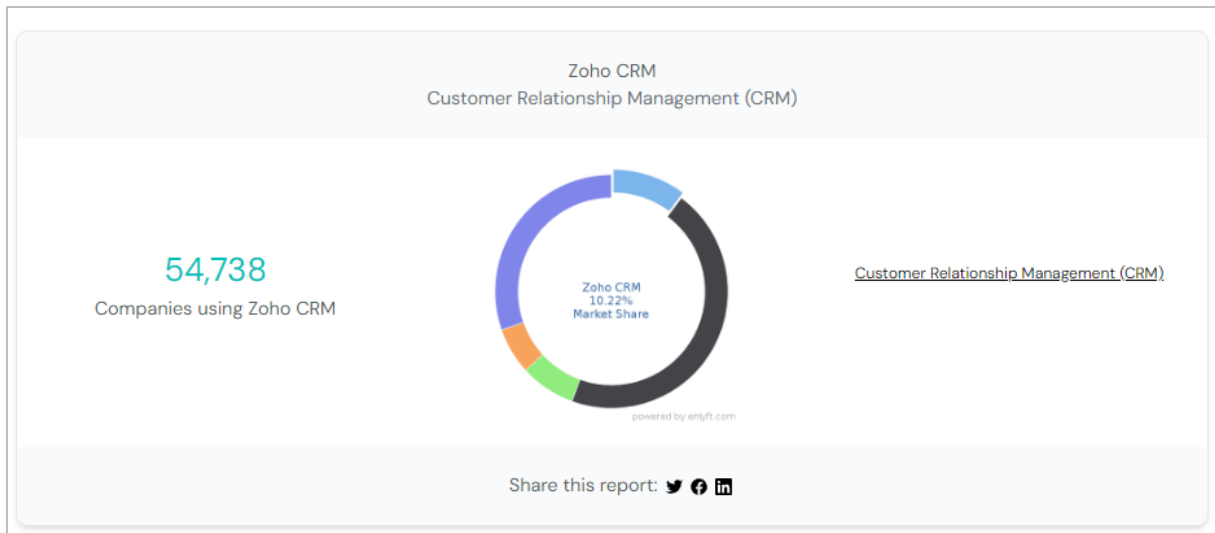
## Notoriété de la solution :

- **Nombre de résultats** : 13 300 000 résultats (Zoho CRM sur Google)
- **Popularité dans les sites spécialisés** : Zoho CRM, quant à lui, est également largement reconnu dans l'industrie du CRM. Il bénéficie d'une forte présence sur des sites spécialisés renommés, recueillant des centaines d'avis positifs. Sur les plateformes d'évaluation, Zoho CRM affiche une moyenne élevée, témoignant de la satisfaction des utilisateurs. Il est également mentionné et évalué dans des études de renom telles que le Magic Quadrant de Gartner, l'IDC Marketscape et Forrester, ce qui souligne son statut de leader et sa pertinence dans le paysage concurrentiel du CRM.
- **Nombre de clients** : 100M+ utilisateurs dans le monde.
- **Trafic sur le site web** (données [Similarweb](#)) : 6.4M de visiteurs (Octobre 2023)

# Compatibilité :

SECTEUR D'ACTIVITÉ	Nom	Chiffre d'Affaire	Activité	Nombre d'employés	Pays du siège
Services	<a href="#">Infosys Ltd</a>	>1000M	services informatiques professionnels	>10000	India
	<a href="#">HTS Inc. Consultants</a>	10M-50M	services professionnels, scientifiques et techniques	500-1000	United States
	<a href="#">Fuittsu Ltd</a>	>1000M	une société de services informatiques	>1000M	Japan
	<a href="#">NetSuite</a>	200M-1000M	Activités de développement	>10000	United States
	<a href="#">University of California, Berkeley</a>	>1000M	Enseignement supérieur.	>10000	United States
	<a href="#">Inception</a>	From \$100,000,000	Software Development	From 200 to 499	United States
	<a href="#">Cater2.me</a>	\$10,000,000 to \$49,000,000	Hospitality	From 50 to 199	United States
	<a href="#">Hospice of the North</a>	From \$1,000,000 to \$9,900,000	Hospitals & Clinics	From 10 to 49	United States
	<a href="#">howtomanageasmalllawfirm</a>	From \$10,000,000 to \$4,900,000	Personal Services	From 10 to 49	United States
	<a href="#">Catalyst</a>	\$15.3M	une société de conseil en ingénierie et en technologie	81 Employees	United States
	<a href="#">BusinessNZ</a>	11,8 millions de dollars	Le conseil, la gestion, le marketing, la comptabilité et le droit.	110	Nouvelle-Zélande
	<a href="#">Reeder Media</a>	<\$5M	une entreprise de médias	<25 Employees	United States
	<a href="#">Brigade Plus</a>	1,2 milliard d'euros	fournit des services de sécurité à des clients privé	20 000	France
	<a href="#">Yellow Africa</a>	\$56.3M	fournit des solutions technologiques	76 Employees	Uganda
	<a href="#">Plotwist</a>	<\$5M	Graphic Design and Branding	<25 Employees	United States
	<a href="#">City Greens</a>	<\$5M	fournit des services de jardinage	<25 Employees	India
	<a href="#">Dijient Technologies</a>	\$25.4M	fournit des services de développement	84 Employees	India
	<a href="#">Fusion Microfinance</a>	\$58.2M	fournit des services financiers	330 Employees	India
	<a href="#">OnePlus</a>	\$1.2B	fabrique des produits électroniques	2,067 Employees	China
	<a href="#">Mistras Group</a>	\$685.1M	Architecture, Engineering & Design	5,400 Employees	United States
	<a href="#">RMIT</a>	\$48	La fourniture d'éducation et de formation	35,337 Employees	Australia
	<a href="#">MGM Healthcare</a>	\$45.6M	Services de santé	423 Employees	United States
	<a href="#">Security Portal</a>	\$29M	des services de sécurité	134 Employees	United Kingdom
Production industrielle					
	<a href="#">Ralpro</a>	2,5 milliards d'euros	La fabrication de produits manufacturé	15 000	Allemagne
	<a href="#">Puma</a>	\$9.1B	vend une large gamme d'articles de sport	20,000 Employees	Germany
Construction					
Distribution					
	<a href="#">cxvglobal</a>	From \$10,000,000 to \$49,000,000	Commerce de gros de produits pharmaceutiques.	Unknown	Europe
	<a href="#">Amazon India</a>	\$23.6M	La vente de produits en ligne	99,000 Employees	India
<b>TAILLE</b>					
<b>0 à 2M</b>					
<b>2 à 10M</b>					
	<a href="#">Hospice of the North</a>	From \$1,000,000 to \$9,900,000	Hospitals & Clinics	From 10 to 49	United States
	<a href="#">howtomanageasmalllawfirm</a>	From \$10,000,000 to \$4,900,000	Personal Services	From 10 to 49	United States
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	<a href="#">City Greens</a>	<\$5M	fournit des services de jardinage	<25 Employees	India
<b>10 à 50M</b>					
	<a href="#">HTS Inc. Consultants</a>	10M-50M	services professionnels, scientifiques et techniques	500-1000	United States
	<a href="#">Catalyst</a>	\$15.3M	une société de conseil en ingénierie et en technologie	81 Employees	United States
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<b>50 à 200M</b>					
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<b>200 à 1mrd</b>					
	<a href="#">Mistras Group</a>	\$685.1M	Architecture, Engineering & Design	5,400 Employees	United States

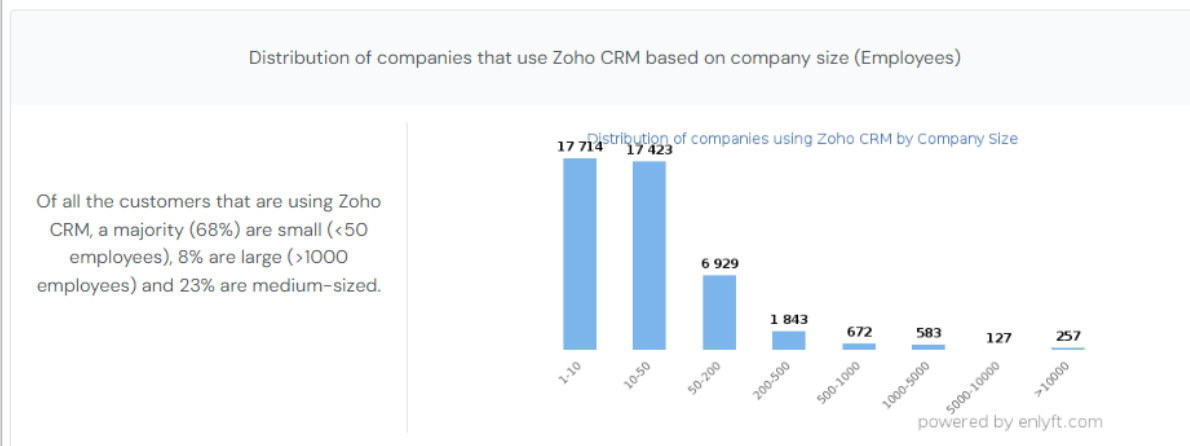
(Rapport de références)



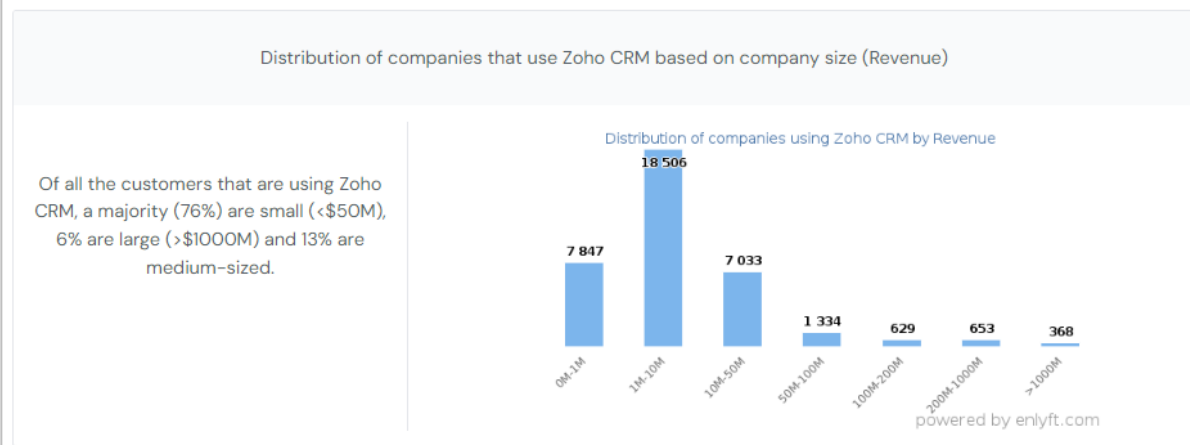
### Top Countries that use Zoho CRM



### Distribution of companies that use Zoho CRM based on company size (Employees)



### Distribution of companies that use Zoho CRM based on company size (Revenue)

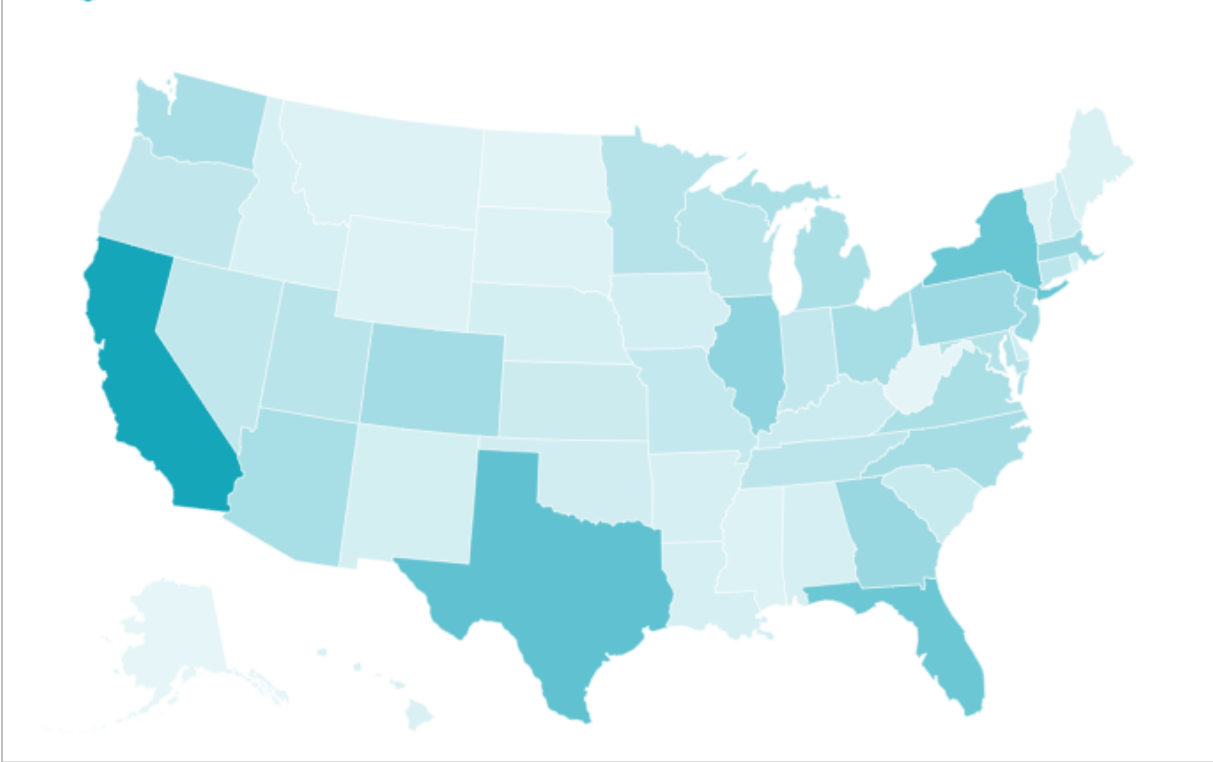


[Enlyft.com](https://enlyft.com)



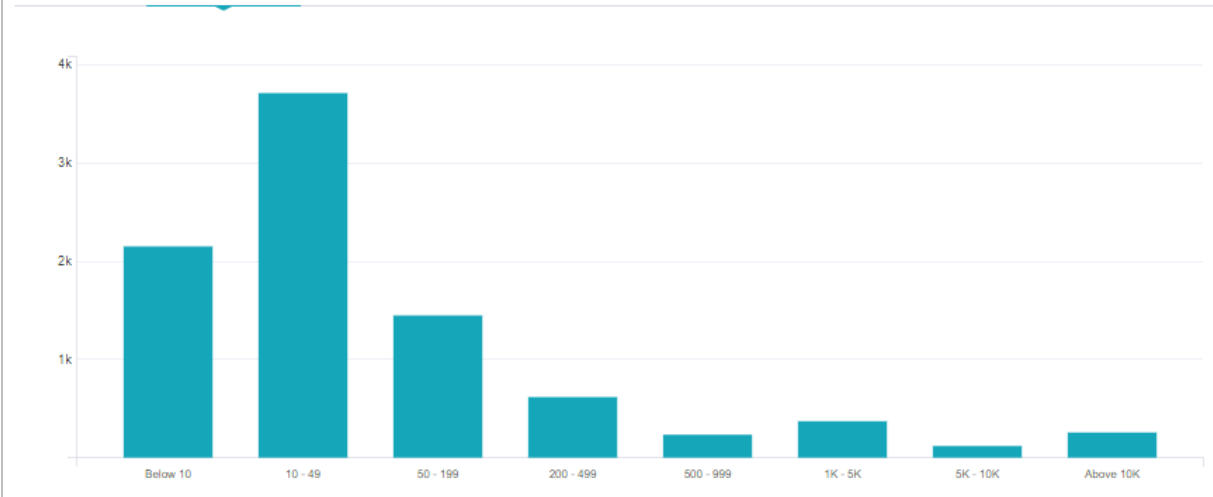
### Firmographics of Companies using Zoho CRM ⓘ

Locations # Employees Revenue (USD) Industry



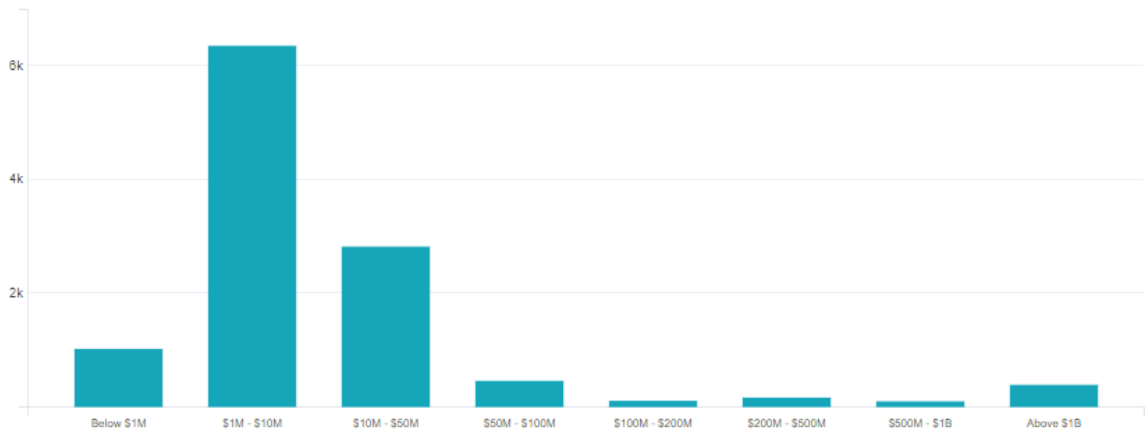
### Firmographics of Companies using Zoho CRM ⓘ

Locations # Employees Revenue (USD) Industry



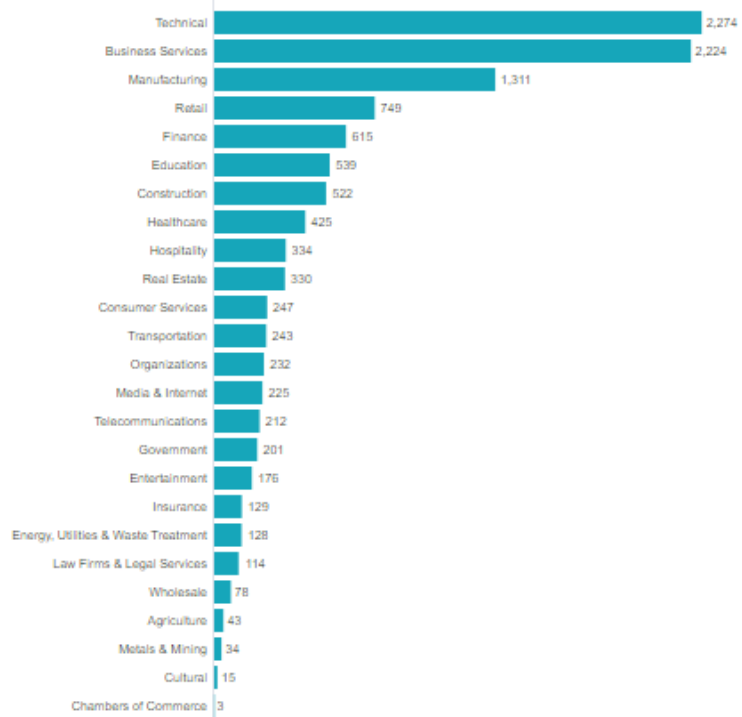
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Locations # Employees Revenue (USD) Industry



([Discovery.hgdata.com](https://discovery.hgdata.com))

Services	10
Production industrielle	9
Distribution	8
Activités financières	8
Gouvernements et ONG	8
Énergie	7
Transport et logistique	7
Construction	8
Aérospatial et défense	7

0 à 2 millions d'€	9
2 à 10 millions d'€	9
10 à 50 millions d'€	9
50 à 200 millions d'€	7
200 millions à 1 milliard d'€	0
Plus d'1 milliard d'€	0

## Positionnement éditeur et solution : 9/10

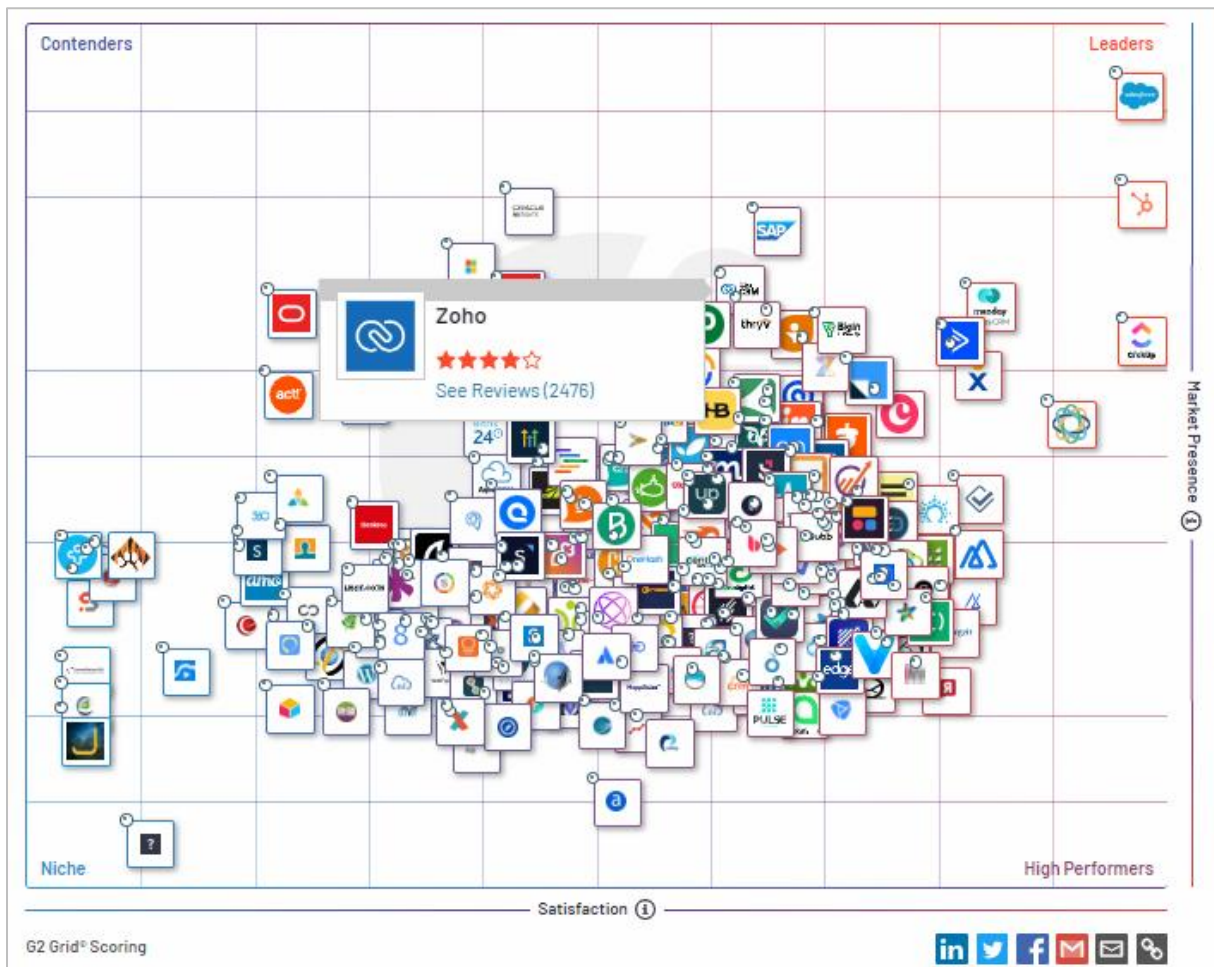
### Zoho named as a Visionary in the 2022 Gartner® Magic Quadrant™ for Sales Force Automation Platforms



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# Zoho Creator featured in the Forrester Wave™: Low-Code Development Platforms For Business Developers, Q4 2021

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