

Sales & Service Hub Starter

Here's what the recent changes to Starter mean for you.

On March 3, we announced a series of exciting changes to Sales & Service Hub Starter -

- A new version of Sales & Service Hub Starter was just introduced, with a new set of features and at a new price. This version of Starter is being sold from March 3 2020 moving forward.
- We also made a series of feature additions to Sales Hub Professional, including Advanced Sequences features like Bulk Enroll, LinkedIn actions, which join other new features Like E-Sign and Calculated Properties added back in November.

As an existing customer who bought Sales or Service Hub Starter before March 3, you have options.

*Your current version
of Sales or Service Hub*

Stay on your current version of Sales/Service Hub Starter

You can continue to stay on your current version, Legacy Sales/Service Hub Starter. Your price and features stay the same - no action required.

\$50 Per User

[FEATURE SUMMARY]

Basic Sequences

The basics of Sequences with limited enrollment & actions

Limited CRM Features

Contacts, companies, deals, tasks, support for one currency & pipeline

[Automation Not Included]

Automation features not included in the original Sales Hub Starter.

No action required to stay on this tier (your current product)

*Powerful features
for growing teams*

40% off
during March!

Upgrade to Sales/Service Hub Professional

With new features that add power to the tools you already have in Starter, it's a great time to upgrade to Sales Hub or Service Hub Professional.

\$500 5 Users Included
\$100/addtl user

[FEATURE SUMMARY]

Advanced Sequences

New features like bulk enrollment, new actions, pausing tasks, and more

Advanced CRM Features

Teams, products, eSignature, custom reporting

Advanced Automation

Branching workflows, many actions, all objects

Upgrade at hubspot.com or talk to a member of our team

*CRM features
for small teams*

Move to the new version of Sales/Service Hub Starter

If the new Sales/Service Hub Starter is a better fit for your needs, you can move to this version with help from a member of our team.

\$50 2 Users Included
\$25/addtl user

[FEATURE SUMMARY]

[Sequences Not Included]

Moving to this product results in the loss of Sequences

Essential CRM Features

Contacts, companies, deals, quotes, multiple currencies & pipelines

Simple Automation

Automate tasks & reminder emails when deals move between stages

Talk to a member of our team when weighing this option

March 3 2020 Sales & Service Hub Starter Changes - Detailed Breakout

	Legacy Sales/ Service Starter (sold before Mar 3)	New Sales/ Service Starter (sold starting Mar 3)	Sales/Service Hub Professional
New Features & Features Moving / Changing			
Sequences Tee up a timed series of 1:1 emails to prospects or tasks to complete.	✓ <i>Existing Feature</i>	Not included	✓ <i>Existing Feature</i>
Sequences - New Limits Sequences now allows 500 sends/day (vs 150 enrollments/day.)	✓ <i>New Feature</i>	Not included	✓ <i>New Feature</i>
Sequences - Bulk Enroll Easily enroll up to 50 contacts in a sequence at the same time.	Not included	Not included	✓ <i>New Feature</i>
Sequences - Sender Score See deliverability, reply rates and bounce rates of sequences by rep.	Not included	Not included	✓ <i>New Feature</i>
Sequences - LinkedIn Actions Include InMail messages and connection requests in sequences.	Not included	Not included	✓ <i>New Feature</i>
Simple Quotes Easily create professional looking quotes. (No products library access.)	Not included	✓ <i>New Feature</i>	Includes Quotes w/ Product Library
Simple Automation Trigger internal emails & create tasks when deals move between stages.	Not included	✓ <i>New Feature</i>	Includes Advanced Workflows
Multiple Pipelines Track different sales processes with 2 unique pipelines.	Not included	✓ <i>Added to Tier</i>	✓ <i>Existing Feature</i>
Multiple Currencies (5) Track deals and revenue in up to 5 different currencies in HubSpot.	Not included	✓ <i>Added to Tier</i>	✓ <i>Existing Feature</i>
Key of Changes ✓ <i>New Feature</i> = A net new feature being added at this tier. ✓ <i>Existing Feature</i> = A feature that was already in this tier and isn't changing. ✓ <i>Added to Tier</i> = A feature that already existed at a higher tier that is moving down. - Not included = A feature that is not included at a specific tier.			
Existing & Unchanged Features			
For details on features that didn't change as a part of this reformulation, see the HubSpot Product Catalog . Remember that the Product Catalog reflects the versions of Sales & Service Hub Starter that are currently being sold - for portals sold before March 3, rely on the above table to understand if these portals have one of the features that changed.			
Changes to HubSpot CRM Free Accounts			
For newly created portals moving forward starting on March 3, HubSpot CRM Free accounts can create up to 10 custom properties (down from the prior system limit of 2,000.) This limit doesn't apply to properties created by integrations.			