

Brand	Google G Suite	MS OneDrive Suite (SharePoint, OneDrive, OneNote)	Dropbox	Box for Business	Smartsheet
Pricing Structure	<ul style="list-style-type: none"> Per user per month. Three tiers: Basic, Business, Enterprise 	<ul style="list-style-type: none"> Personal: Annual or monthly fee, pricing increases with storage capacity Business and enterprise: Various packages and tiers with monthly or annual rates, some are packaged with Office 365 and other Microsoft tools 	<ul style="list-style-type: none"> Pricing per user per month. Ranges from free for individuals (small storage) to 3 tiers for teams 	<ul style="list-style-type: none"> Tiers for small business per user per month Tailored pricing for enterprise 	Tiers billed by user per month, from individual to enterprise
Ability to Integrate with Other Common Tools (Salesforce, Email Clients etc.)	<ul style="list-style-type: none"> Ability to comment on and interact with other G Suite applications Easy integration with Smartsheet Ability to sync mails and notes with Salesforce New functionality integrates with SAP CRM and Marketo 	More features/collaboration as it moves to continue to compete in the space	<ul style="list-style-type: none"> New integration for business customers of Dropbox for Salesforce available Easy integration with Smartsheet Third party solutions available to integrate Marketo, OneDrive, Google 	<ul style="list-style-type: none"> New product called Box for Salesforce combines basic functionality of both products Integrating separate installation of Salesforce with Box needs third-party solution Integrates easily with Smartsheet Need third-party solution to integrate with OneDrive, SAP, and Marketo 	Integration with G Suite, some Microsoft products, Salesforce, and other solutions like Dropbox and Box
Storage Space/Tiers	<ul style="list-style-type: none"> Basic: 30GB Business: Unlimited (or 1TB per user if 5 users or fewer) Enterprise: Unlimited (or 1TB per user if 5 users or fewer) 	Ranges from 5GB for free personal account to unlimited storage for top tier business and enterprise plans	File upload and storage space extremely limited in free and less expensive versions	Ranges from 100GB storage and 2GB file upload to unlimited storage with same 2GB file upload limit	Storage limits determined by level/tier of purchase
Customer Support	Google support available 24/7 for all tiers	Online chat help for all tiers; possible to have dedicated support for enterprise clients	Varies by tier purchased	Varies by tier purchased	Phone and email support available for all users

Integration with Workflow Processes, Publishing, etc.	<ul style="list-style-type: none"> • Good for rounds of review and editing. • Integration with content management system depends on controls and the CRM solution. 	Most publishing tools integrate easily with Office documents.	<ul style="list-style-type: none"> • Not yet scalable to integrate with most used CMS or other workflow tools. • Third-party or custom solutions needed. • Most organizations use for file creation, editing, and storage, and then move files to different tool to continue workflow. 	Need separate API to integrate into most workflows	<ul style="list-style-type: none"> • Includes workflow automation capabilities • Connects well with JIRA and other collaboration tools
Collaboration/Version Control	Good collaboration, in real time if desired (comments, working on document simultaneously, chat)	New enhanced collaboration features in 2018, but not all tiers have these elements	File system similar to Windows File Explorer for easy adoption, but no real collaboration features	Version control and storage capacity is good, but collaboration is limited	Easy, intuitive collaboration on project management elements and marking milestones
Type of Customer	Small Medium Enterprise becoming more popular	Small Medium Enterprise	Small Medium	Small Medium Some Enterprise	Small Medium Enterprise