1. Without a lot of details about the client's organization, this analysis will be limited to the scope of a generic company.

What an open-source system is better at:

- Cost-effective: As the open-source software is free, it can significantly reduce the costs associated with purchasing commercial software.
- Access to a large community of users: The client can benefit from a large community of users and developers who contribute to the software and provide support.
- Flexibility: Open-source software allows the client to modify the code to meet their specific needs, which can be an advantage over commercially supported products that have limited customization options.

What an open-source system is worse at:

- Lack of commercial support: As the software is open-source, the client may not have access to commercial support and may have to rely on the community for assistance, which can be time-consuming and uncertain.
- Dependence on volunteers: The maintenance and development of the software may depend on volunteers, which can make it difficult for the client to ensure the software's long-term viability and stability.
- Risk of security vulnerabilities: Open-source software may have security vulnerabilities that are not promptly addressed, as commercial software providers typically have dedicated teams working on security.
- Limited features and functionality: Open-source alternatives may have similar, but not all the features and functionalities that proprietary versions provide, which could limit its ability to meet the client's needs.
- Integration and compatibility: Integrating the open-source software with existing systems and ensuring compatibility with other tools used in the organization could be a challenge.

It is important to note that open-source software may be a viable option for some organizations, while others may prefer to pay for commercial software like SharePoint due to the security, support, and reliability benefits it provides. The decision should be based on the client's specific needs, budget, and risk tolerance.

2. Expected costs:

- Licensing fees: The enterprise software package the organization is considering may have licensing fees associated with it. These fees could be a one-time cost or an ongoing recurring fee.
- Ongoing maintenance and support fees: The enterprise software package may require ongoing maintenance and support.
- Implementation and customization costs: The enterprise software package may need to be customized to meet the specific needs of the organization.
- Training costs for employees: Employees will need to be trained in how to use the new enterprise software package.
- Potential costs for integration with existing systems: The enterprise software package may need to be integrated with existing systems in the organization.

Unexpected costs:

- Unforeseen compatibility issues with existing systems: The enterprise software package may not be compatible with existing systems in the organization. This could result in compatibility issues that were not anticipated.
- Unexpected downtime or technical difficulties during the deployment process: The deployment of the new enterprise software package may result in unexpected downtime or technical difficulties. This could impact productivity and cause delays in the deployment process.
- Hidden costs for additional features or functionality that may be required: The enterprise software package may have additional features or functionality that is not immediately obvious. These features may be required in the future, and the cost of adding them will depend on the complexity of the work required.
- Need for additional hardware or infrastructure to support the new system: The enterprise software package may require additional hardware or infrastructure to support it. This could involve purchasing new servers, storage, or networking equipment.

Hard saving: Increased efficiency in tracking and managing potential leads. With the new system, sales teams can access up-to-date information on potential clients and track their progress more easily. This could result in increased efficiency and productivity, leading to increased sales and revenues for the organization.

Soft saving: Improved collaboration and communication between sales teams. With the new system, sales teams can easily share information and coordinate their efforts. This could result in better collaboration and communication, leading to improved team morale and better outcomes.

Mitigated risk: Reduced risk of data loss or corruption, as the software would provide a centralized and secure location for storing and managing lead data. This reduces the risk of data

loss or mismanagement due to human error or technical issues, which means lost sales opportunities or damaged client relationships are less likely to occur.