Magento Open Source /
Zoho Commerce

Comparison document

ZOHO Commerce

Say hello to
Zoho Commerce!

An ecommerce platform that enables businesses to build their own website, accept orders, track inventory, process payments, manage shipping, and market their brand—all from **ONE** place.

Who is Zoho Commerce for?

- Ecommerce entrepreneurs
- Ecommerce startups
- Mid-sized businesses

Zoho Commerce offers **competitive plans fitting every need and budget.**

ZOHO Commerce

What makes
Zoho Commerce special?

Build

Professional templates, customizable designs, and a powerful editor to help you build your dream store within hours.

Market

Grow order values, recover lost sales, and maximize revenue with powerful integrations.

Manage

Control products, inventory, payments, tax, shipping, and fulfillment from one place so you can focus on business operations.

Secure

Stringent data security and store privacy to ensure the safety of both your customer's and your data.

MAGENTO OPEN SOURCE

ZOHO COMMERCE

MAGENTO OPEN SOURCE	ZOHO COMMERCE
Not beginner-friendly, with a steep learning curve requiring technical and coding knowledge	**Beginner-friendly** drag-and-drop website builder. Highly customizable for developers
Infrastructure needs to be addressed by merchants, leading to higher cost and effort right at the start	**Ready-to-launch** infrastructure by Zoho, minimizing store setup cost and effort
Base software has very limited functionalities. Need to pay and use third-party apps for additional functionalities	**Seamless integrations** with other Zoho products to **build, manage, and market** your online store
Integrations with high number of apps increase data privacy and security risks	High level of data privacy thanks to Zoho's **stringent privacy and security policies**

Overview

*All information in the document is based on publicly available data.

The comparison **in a nutshell**

Theme	Key Features	Magento Open Source	Zoho Commerce
Pricing	Plans	**Free**	**Starting at $22 per month***
Build	Hosting and subdomain	✗	✓
	Built-in security	✗	✓
	Version control	✗	✓
	Free templates	✗	✓
Manage	Customer support	✗	✓
	Live carrier shipping rates	✗	✓
	Payment gateway integrations	3	14
Market	Built-in CMS/ Blog	✗	✓
	Abandoned cart recovery	✗	✓
	AI-powered product recommendations	✗	✓
	Customer segmentation	✗	✓

*Billed annually

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Build

Simplified store creation—well-begun is half-done!

ZOHO Commerce

Magento Open Source	Zoho Commerce
There are no templates provided. Sites have to be built from scratch	Wide selection of **professionally designed templates**
No bundled hosting, SSL certificates, or subdomain	**Fully secure** turnkey solution for ecommerce. Infrastructure and security addressed in-house
No version control available, which makes it hard to roll back changes to the website	**Excellent version control** allows to switch the site back to earlier versions with a single click

Wide selection of free, professionally designed templates that are highly customizable to get a store up and running in a few hours

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Manage

Centralized store management—the control room for your operations.

Magento Open Source	Zoho Commerce
Very basic built-in tax and accounting functionalities	**Accounting and taxes simplified** with Zoho Books
Built-in live shipping rate calculator not available	**Calculate live shipping rates from carriers**
Only 3 out-of-the-box payment gateway integrations available	**12 payment gateway integrations and counting**

Control your products, inventory, payments, tax, shipping, and fulfillment all from one place
so you can focus on the things that matter

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Market

ZOHO Commerce

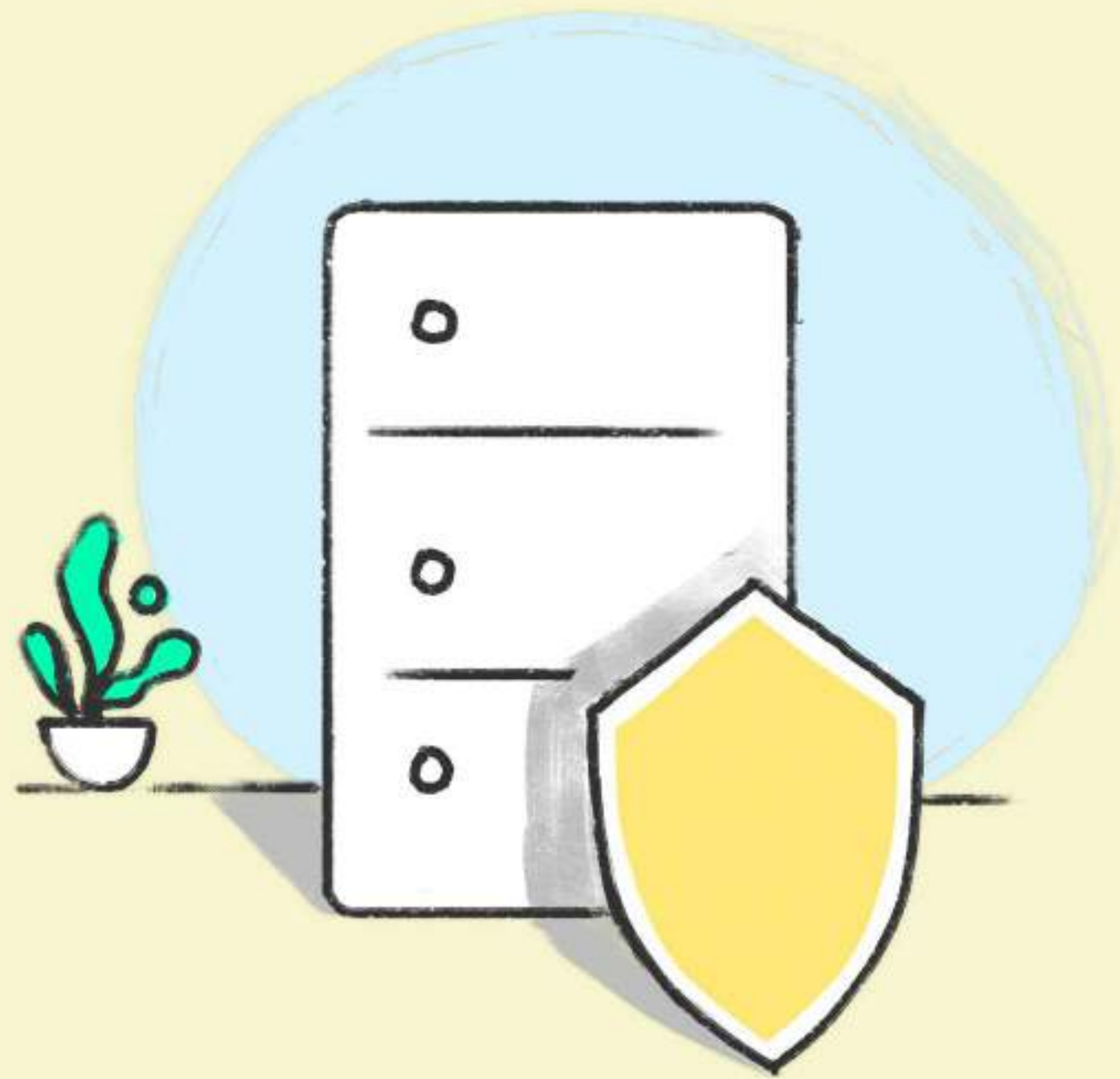Effortless marketing to grow your business with ease!

Magento Open Source	Zoho Commerce
Need a third-party plugin for abandoned cart recovery	**Abandoned Cart Recovery** feature available on all plans to reduce drop-offs
No built-in, AI-enabled product recommendation engine; needs expensive third-party apps	**Built-in AI-powered product recommendations** to increase sales
Blogging module needs to be activated and built as an add-on functionality	**Blogging feature built-in** to improve SEO and search engine visibility
Sell anywhere feature isn't available, compelling merchants to sell only via their online storefront	**Sell anywhere with a buy button** and turn any site into an opportunity for targeted sales

All the necessary marketing tools and features to **help merchants understand, analyze, and market their ecommerce store to their customers**

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Secure

Reliable security and privacy—your business's bodyguard!

ZOHO Commerce

Magento Open Source	Zoho Commerce
Less control over where your data resides	Option to **choose your Data Center**
Integration with un-vetted third-party apps in an open source environment increases security and privacy risk	**Thoroughly vetted cross-platform integrations** to ensure data remains safe and secure

Unflinching commitment to keep our **merchants' and their customers' data safe and secure**

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Support

Trusted customer service—support you can bank on!

Magento Open Source	Zoho Commerce
No customer support	**Strong customer support**
Unofficial forums mired with out-of-context information, which is too technical for beginners and often outdated	**Highly detailed self-help guides for DIY fixes**
No email and chat support features	**Email support** for quick resolutions

You don't have to do it alone—our **world-class support team always has your back!**

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Two decades of helping businesses grow...

Trusted by over 75 Million Users globally

The world's leading companies trust Zoho to run their different business operations.

"Rablab integrated their business operations and increased productivity with Zoho."

A brand you can trust with over
75 million happy uses and
counting, since 1996

Our customers love
Zoho Commerce
Hear what they have to say!

F&B

"*During the first two months of the pandemic, I decided to try out Zoho Commerce and built my ecommerce website myself. Since then, our sales have more than tripled, and I see them scaling up even further in the months to come.*"

- Ravichandran Balakumar,
 Founder,
 Thulam Foods Pvt. Ltd.

Building Supplies

"*When it comes to website design and layout, Zoho Commerce makes our work easy. For instance, we did not have a mega menu and asked the team at Zoho to enable it for us, and it happened in no time. Not long ago, around 80 per cent of our business was offline, and we also had customers placing orders on the phone. Our online business took off with Zoho.*"

- Aram Piruzyan,
 Founder and Director,
 DeckMart

IT Hardware

"*We got more than 500 B2B online orders worth ₹1 million in the first three months of switching to Zoho. We are now able to automate workflows, which we had never done before, which is bringing efficiency and productivity to our system. With this combination of ZohoOne and Zoho Commerce, I am now able to think of going global.*"

- Sushil Sharma,
Founder,
PartsBaba

Home Decor

"*After switching to Zoho Commerce, we got several calls from our customers citing the ease of using the website. It has made payments easier. Collections is a great feature on the website. It's incredible how it has saved us a lot of time. The tech support team at Zoho helped us with the design and we were able to make a great website.* "

- Howard White,
Owner,
Corbell Silver

Beauty & Cosmetics

"It took me just three weeks to launch a fully furnished ecommerce store. Now that I had more time to concentrate on other aspects of my business, my revenue grew by 50%."

*- **Roshni,***
CEO,
Nature Foody to Your Skin

Urban Farming

"Being on Zoho Books, it was easy for me to decide to move my website to Zoho Commerce. The story of Zoho and the bootstrapping that the company has done is inspiring. We want to take a Make in India product, make it global, and compete with the global players."

*- **Gaurav Narang,***
Founder and CEO,
City Greens

Thank you

For more information, please reach us at
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