

Web Conferencing Comparison Guide

Focus Research

March 2009; Revised June 2010

Web Conferencing Comparison Guide

| | Citrix Systems Inc. GoToMeeting | Cisco WebEx Meeting Center | Adobe Systems Inc. Adobe Connect | InterCall Unified Meeting | Microsoft Corp. Office Live Meeting 2007 | IBM Corp. LotusLive: Meetings |
|---|---|--|---|---|---|--|
| Number of Attendees | Up to 15 attendees, but can go up to 25 attendees with GoToMeeting Corporate. | Up to 25 attendees | On-Premise: Up to 1,500 attendees. Hosted: Up to 600 attendees on an annual basis; up to 80,000 attendees on a per-event basis with Adobe Connect Webcast | Up to 125 attendees depending on the plan. | Up to 1,250 attendees | Up to 2000 attendees |
| Pricing | \$49 per month or \$468 per year. A 30-day free trial is offered to prospective buyers. | \$49 per month | On-Premise software license: contact vendor for details. Hosted annual subscription: contact vendor for details. 100-person meeting rooms: \$55 per host per month or prepay for a year at \$45 per host per month. Pay-Per-Use: \$0.32 per user per minute | \$59 per month (up to 20 attendees); \$0.17 per minute per person (up to 125 attendees) | Professional: \$16 per user per month (5 user minimum) Standard: \$4.50 per user per month (5 user minimum) | Contact the vendor for specific details. |
| Additional solutions or editions | GoToMeeting Corporate GoToWebinar GoToTraining GoToMyPC | WebEx Meeting Center WebEx Event Center WebEX Training Center | Adobe Connect Server Adobe Connect Edge Server Adobe Connect Events Adobe Connect Meeting Adobe Connect Training Adobe Connect Webcast Adobe Connect Mobile | InterCall resells solutions from: Adobe, Microsoft, IBM, and Cisco. | Contact the vendor for additional solutions | Lotus Sametime Entry software Lotus Sametime Standard software |
| System Requirements | Windows and Mac OS X operating systems are supported. | PC, Mac, Linux, Unix, Solaris, and iPhone operating systems are supported. | Microsoft Windows 7, Microsoft Windows Vista, Microsoft Windows XP, Mac OS X 10.4, 10.5, or 10.6., Linux, Solaris, and iPhone OS. Flash must be installed. Contact vendor for additional details. | Microsoft Windows 7, Windows Vista, Windows XP, and Windows 2000. | Microsoft Windows 7, Windows Vista, Windows XP, and Windows 2000. | Supports Microsoft Windows Vista, Windows XP, Mac OS X, and Linux. |

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| Mac Compatibility | Yes, Mac OS X is supported. | Yes | Yes - Mac OS X 10.4, 10.5, 10.6 (intel), and Mac OS X 10.4 (PowerPC) with Flash installed. | Yes, but for participants in browser-mode only. | Yes. Requires installation of an application-sharing component. | Yes. Mac OS 10.5. |
| VoIP | Yes. VoIP is included at no additional cost, and audio integration is also available. | Yes | Yes. Audio and video streaming is fully integrated. | Yes. Audio and video conferencing integration is available. | Yes. | Yes. Audio and video conferencing integration is available. |
| Languages Supported | English. Contact the vendor for more information on other languages. | English. Contact the vendor more information on other languages. | English, Brazilian Portuguese, Chinese Simplified, Dutch, French, German, Italian, Japanese, Korean, Russian, Spanish, and Turkish | Brazilian Portuguese, Chinese-Simplified, Chinese-Traditional, Dutch, English, French, German, Italian, Japanese, Spanish, and Swedish | Chinese, English, French, German, Japanese, Korean and Spanish | Arabic, Chinese-Simplified, Chinese-Traditional, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Kazakh, Korean, Norwegian Bokmal, Polish, Portuguese-Brazilian, Portuguese, Romanian, Russian, Slovak, Slovenian, Spanish, Swedish, and Turkish |
| Features | | | | | | |
| Presentation Sharing | Yes. Users can instantly change presenters. | Yes. Users can easily pass controls to one another. | Yes. Presentation sharing, and real time presenter collaboration is available. Content library allows for the presenter to pull archived presentations into the current meeting. | Yes. Presentation sharing, also the ability to run your event in Practice Mode before opening the meeting to participants. | Yes | Yes. A meeting library allows for the upload of meeting materials. There is also a 'Green Room' to practice meetings without participants. |

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| Application and Desktop Sharing | Yes. Shared keyboard and mouse control is available as well. | Yes. Screen sharing is available. | Yes. Screen, application, and desktop sharing are all available - can restrict to white-listed applications. Adobe Connect provides a full collaborative space. | Yes. Screen, application, desktop, and Web page sharing are all available. | Yes. Screen and application sharing are available. | Yes. Presenters can also upload content to share with attendees. |
| Session Recording | Yes. One-click recording is available. | Yes. A copy of the recording is archived on your WebEx site. | Yes. Recordings are archived and stored on server or taken offline. Recordings have built-in editing tools. | Yes. One-click recording available with Reservationless-Plus integration. | Yes | Yes. Users can record the meeting to preserve application sharing and discussions. Archived recordings can be brought into current meetings. |
| Participant Interaction Tools | Yes Audio conferencing, drawing tools, and instant messaging tools. | Yes. Audio conferencing tools | Yes. Chat, polling, white board, and media tools are available. Additional applications are available through Adobe's Exchange Marketplace. | Yes. Chat, video, polling, surveys, question and answer, and white board tools are all available. | Yes. Chat and live & recorded video. | Yes. Polling, group chat, and media upload capabilities. Ability to integrate with 3rd party applications. |
| Security | | | | | | |
| Logging/Auditing | Yes | Contact vendor for details | Yes. Reports and alerts are available. Customers can auto-record each meeting as well. | Yes. Post event reports are available. | Yes | Yes. Meeting room owners can generate full post-meeting event reports. |

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| Encryption/Client Authentication | Yes. SSL-encrypted web site, end-to-end 128-bit AES encryption, and automatic inactivity time out. Meetings can also be password protected. | Yes. 128-bit SSL and 256-bit AES encryption. | Yes. The encryption/ authentication process can be customized to meet the customer's needs. 3-way PKI, single sign on, SSL encryption, and white lists are a few of the available security features. | Yes. 128-bit SSL encryption, security passcodes, 'closed-door' meeting rooms, and pre-registration options are available. | Yes | Yes. Meetings are encrypted, and meeting rooms can be customized to require passwords and remain hidden from search features. |
| Third-Party Certifications | Yes | Yes. SAS70 and WebTrust certifications. | Yes. Licensed solution is FISMA and HIPAA-compliant. | Contact vendor for more details. | Yes | Yes. Contact the vendor for more details. |
| Support | | | | | | |
| 24/7 support | Yes. Phone, email, Knowledge Base, live and recorded videos, and Product User Guides. | Yes. Phone and email. | Yes. In-meeting phone and email support is available. Contact to direct support agents is available depending on need. | Yes. Phone and email. | Yes | Yes. Phone and email |
| Consulting services | Yes. | Contact the vendor for details | Yes. Adobe has licensed consultants around the US available for hire. | Yes. InterCall offers in-person or virtual custom training. | Yes | Yes. Contact the vendor for more details. |
| User Community | No | Yes - Cisco Support Community | Yes. Forums and discussion groups are available. | No | Yes, discussion groups. | Yes. Forums are available as well. |

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| Delivery Options | | | | | | |
| SaaS (Software as a Service) | Yes | Yes, with Meeting Center | Yes (and managed delivery as well) | Yes | Yes | Yes |
| On-Premise | No | Yes, with Unified Meeting Place | Yes | No | Yes | Yes |

While Focus makes every effort to keep its comparison guides current, products are constantly upgraded. For the most up-to-date information, make sure to check with vendors before making your final purchasing decision.