

Web Collaboration Practice

Web Conferencing Offering Comparison Matrix

Detailed information about on-premise offerings for CSPs and Enterprises from leading vendors

Andy Nilssen
Senior Analyst & Partner
andyn@wainhouse.com
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Notes and Disclaimers

1. This comparison matrix includes information from leading vendors of customer premise and hosted offerings of web conferencing solutions. This document is NOT intended to be a comprehensive guide to *all* available vendors and solutions.
2. The matrix contains details on 25 offerings from the following vendors: Adobe (2 offerings), AnyMeeting, Avaya, BigBlueButton, Blackboard, Cisco, Citrix, Implix, FastViewer, FUZE, Glance, IBM Software (2 offerings), iLinc, InterCall, LogMeIn, Microsoft (2 offerings), PGI, ReadyTalk, RHUB, Sonexis, Yugma, and YuuGoo. The matrix consists of ~175 specific functional items in the following categories: Capabilities Summary, Administration / Billing / Customization, Client / User Interface capabilities, Network & Security, Training & Support, Rich Media capabilities, Data Sharing capabilities, Meetings / Team collaboration module, Web seminars / Events module, Training & e-Learning module, Pricing model, and Additional Comments.
3. The information contained in this document has been provided by each of the participating vendors via an online data capture tool and compiled by Wainhouse Research¹. Any questions not answered by a vendor were left blank. Vendors were provided liberal opportunity to include additional explanatory comments. In the course of compiling this document the editors highlighted in *(parenthetical statements)* comments vendors provided we feel add value to buyer understanding of the vendor approach to the market and its offerings. Where appropriate, we add our own notes when we are concerned that a vendor may have misinterpreted the question.
4. Although every effort has been made to review the data for logical consistency, and we visited many vendor websites to ensure that answers made sense, Wainhouse Research cannot guarantee the validity or accuracy of the information included in the matrix. Readers are encouraged to verify company and solution details before making purchasing decisions.
5. *Wainhouse Research believes that web conferencing solutions buying decisions should be made with care, and encourages end user organizations to look beyond this specific document to enter into discussion with selected vendors. This document is best used for understanding the universe of offerings, the variety of company approaches, and creating short lists of vendors for investigation and proposal requests.*
6. Please report errors and omissions to andyn@wainhouse.com

¹ One exception: the data for Microsoft Live Meeting was compiled from public sources by WR. Data for Microsoft OCS / Lync was contributed by Microsoft in Sept-2010; Microsoft declined to update the data for 2011. All other offerings were updated by their respective vendors for 2011.

Company Offering	Adobe Connect	Adobe ConnectNow	AnyMeeting AnyMeeting	Avaya Avaya Web Conferencing
Company Background				
Company Website	adobe.com	adobe.com	AnyMeeting.com	www.avaya.com
Company contact name / title				
Contact email				
Date of survey	11/14/2011	11/14/2011	10/28/2011	10/26/2011
Year company founded	1982	1982	2006	2000
Number of employees	8,600	8,600	15	20,000
General Product / Service Information				
Solution type / Deployment model				
- CPE - On-premise software/equipment	Yes	No	No	Yes
- ASP - Hosted service/SaaS	Yes	Yes	Yes	No
- Managed service (customer owns/leases dedicated server that vendor manages)	Yes	No	No	Yes
Technology available for resale?			White label service	
Date of initial product release	2003	6/8/2011	10/1/2009	2004 (Date available with Avaya, product available earlier from Spectel)
Current software release level (if applicable)	Adobe Connect 8	n/a (SaaS application, always up to date with each sign in/client session)		6 (Embedded component of Avaya Aura Conferencing 6.0 Std Edition)
Capabilities Summary				
Audio and Video capabilities				
- PSTN audio conferencing	Yes -for cost (provided by PGi, InterCall, and MeetingOne)	No	Yes -both	Yes -both (Customer has choice of making PSTN calls free (800 #) or for cost)
- PC-based (VoIP) audio conferencing	Yes -free	Yes -free	Yes -free	No (Can dial into Avaya Aura Conferencing with PC based VoIP client - not part of web conferencing)
- Video conferencing / webcam support	Yes	Yes	Yes	Yes
Data Sharing capabilities				
- Screen / Application Sharing	Yes	Yes	Yes	Yes
- Whiteboard	Yes	Yes	No	Yes
- Presentations (separate mode, NOT screen sharing)	Yes	No	No	Yes
Applications (If 'Different offering', noted in parens)				
- Meetings / Team collaboration module	Yes -Included	Yes -Included	Yes -Included	Yes -Included
- Web seminars / events module	Yes -Included	No (Can be used for events up to 20 participants)	Yes -Included	No (Used for Web seminars but no specialized module available)
- Training module	Yes -Included	No (Can be used for training)	Yes -Included	No (Used for Training but no specialized module available)
- Remote support module	Yes -Included	Yes -Included (Can take control of other's computer to remote diagnose)	Yes -Included	No (Used for Remote Support but no specialized module available)

Order Form

Web Conferencing Offering Comparison Matrix 2011 (pdf, one company-wide license) - \$4,000

Payment Options:

Company Purchase Order: PO # _____

Credit Card Order: Visa Master Card American Express

Credit Card # _____ Expiration Date: ____/____

Name on Card: _____ Verification Code: _____

Marketing Contact

Billing Address (If different)

Contact Name

Contact Name

Contact Title

Contact Title

Company

Company

Address Line 1

Address Line 1

Address Line 2

Address Line 2

City, State, Zip or Postal Code

City, State, Zip or Postal Code

Contact Phone Number

Contact Phone Number

Contact Email

Contact Email

Contact Signature

FAX form to: +1.781.559.0790

Questions?: andyn@wainhouse.com or +1.941.924.3910