

*vendor independent*

# Online Meeting Software *Review*

## Compare Tools Pro Report

*for Virtual Class [www.spsp.ir](http://www.spsp.ir)*

### Products included in this report:

- Citrix GoToMeeting 7.6
- ClickMeeting
- WebEx Meetings Premium
- Adobe Connect 9.3
- AnyMeeting Pro
- ReadyTalk Web Meeting
- omNovia Web Conference
- Microsoft Lync Online
- iLinc for meetings
- AT&T Connect 9.5
- Microsoft Office Live Meeting\*
- Microsoft NetMeeting\*

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# EVALUATION GUIDE

## How to find the right web conferencing tool

Before you evaluate various solutions, it's important to know what key features and options exist, what they do, and why they are so important.

### 1. MEETING TYPES

#### 1.1 Web conference

A collaborative virtual meeting of one-to-one, one-to-many or many-to-many. Participants can swap roles (active/passive) at any time. Usability is key: even first-time users should be able to set up, invite and participate quickly and intuitively.

#### 1.2 Webinar

A virtual one-to-many presentation. As a rule, all participants except the presenter take part via Text Chat. Good solutions have a wide range of functionalities, e.g., reminder emails, a webinar landing page for topics and logins, and a comfortable chat and survey tool. The infrastructure should have sufficient headroom to support hundreds of participants smoothly.

#### 1.3 Webcast

A virtual event with a large number of participants. The focus is not on interactivity. Often requires complex transmission technology (video stream). Solutions should support high numbers of participants (>1000).

### 2. COLLABORATION TYPES

#### 2.1 Desktop sharing

In theory, all participants can view and process all the content on the virtual desktop; in practice, access can be restricted manually. Desktop sharing is ideal for internal collaboration, since you can move from one application or document to another whenever you wish. Good solutions let you conceal personal items (cluttered desktop, cute wallpaper) or confidential data (email folders etc.) during more formal meetings.

#### 2.2 Virtual room

Only the documents you upload are visible during your online meeting. Advantage: full control. Disadvantage: Less flexibility when processing documents and content; less intuitive than working from your own desktop (e.g., right-clicking does not work in Flash).

### 3. SUPPORTED COMMUNICATION CONTENT

#### 3.1 Web conference

See 1.1

#### 3.2 Audio conference

Solutions that integrate audio and web conferencing make it easier to send invites, since you only need to convene a single conference. Will your company need to use normal telephones (POTS) and also VoIP? For POTS, make sure participants can dial in from all countries, and check which language the software menu uses. Make sure you compare costs with your current phone conference provider (if you have one). Also, find out whether you can adopt a professional audio conference solution that's already in use elsewhere in your company.

### 3.3 Video conference

Originally for board members only, video conferencing has now trickled down and spread through corporate cultures. The more remote partners you have (team members, contractors, freelancers, home office staff), the more important it is for them to be able to link up visually – and the more you need a web conferencing solution with integrated video. Critical parameters include bandwidth (up to 500 kb/sec per participant), and confidentiality (many people are sensitive to the risks of being monitored or seen without their permission). For large enterprises, it can make sense to integrate video conferencing in a telepresence solution.

## 4. IMPLEMENTATION TYPES

### 4.1 Shared hosted service (SaaS)

Software as a Service (SaaS) means you lease your solution from a web conferencing provider who provides a turnkey solution. There is nothing to install, and no server is required. Provided you use a reputable provider, high bandwidth is assured regardless of where your participants dial in. This makes SaaS ideal for web conferences that cannot not rely on LANs or WANs alone.

Since SaaS is a scalable, on-tap service, you can book extra capacity on a one-off basis as required. Bear in mind that security is particularly important, since all data flow through the server of a provider who may be headquartered abroad. Also, costs can be higher than with a license model if you have a high number of participants.

### 4.2 Local installation

Local installations can be attractive for larger SMEs and major companies. They are installed on your own premises, and behind your company firewall. You purchase bulk licenses for your participants, and are responsible for installation, operation and support yourself.

Local installations can work out cheaper than SaaS if you already have your own IT support team. Many companies feel they are safer than SaaS if they only require an internal solution. If you have ample LAN / WAN bandwidth, performance can be better than with an SaaS; if not, capacity issues can be a bottleneck. The more participants dial in, the more bandwidth their dial-in nodes will require. When comparing solutions, make sure both internal and external participants will be able to dial in. Also, examine how well you can integrate the solution into your IT landscape and existing applications.

### 4.3 Hybrid installation

Hybrid installations give you the best of both worlds: A secure, cost effective local platform for internal meetings, and a high performance hosted service (SaaS) for meetings that include external participants. Hybrid products can be attractive for larger SMEs and major companies who want to combine the benefits of SaaS (license model, scalability, turnkey solution, global bandwidth) with on-premise storage of data from internal meetings.

## 5. MOBILE USE & PLATFORM INDEPENDENCE

Mobile web conferencing makes sense, but only if the devices you use have a big enough screen and processor. This is why most of the solutions currently on offer are designed for Apple's iPad, its Android competitors, or both. Functionality varies widely between different vendors, and the biggest companies do not always perform best. Platform compatibility is particularly important when web conferences include external partners, who may not use the same hardware as you do.

## 6. SOLUTION TYPES

### 6.1 Specialized solution (focus on web conferencing)

These solutions offer the highest levels of comfort and usability, and are designed for fast, easy implementation. Examples include GotoMeeting, Adobe Connect and Cisco Webex.

### 6.2 Integrated solution (unified communications)

Integrated solutions provide seamless integration of all your office and telephone applications. Among other things, you can check participant availability intuitively, and coordinate dates and deadlines effortlessly via MS Exchange. Implementing them, however, is an extremely complex task for IT, and takes time. Major companies often already hold licenses as part of an Enterprise License Agreement. Examples of integrated solutions include Microsoft OCS, Lync, and IBM Sametime.

## 7. SPECIAL BUSINESS REQUIREMENTS

### 7.1 Virtual classroom

If you mainly need web conferencing for online training courses, it makes sense to consider a virtual classroom solution. As in most niche markets, the products on offer vary widely. Some are extensions of existing web conferencing software (e.g., WebEx Training Centre or Citrix GoToTraining); some provide a mix of web conferencing and eLearning (e.g., Saba and Elluminate); others deliver dedicated products that focus entirely on virtual classroom scenarios (e.g., LMS, Skytap, eLecta and GC Learning Services).

## 8. VENDOR STABILITY, SUPPORT & REFERENCES

Before you invest in a web conference solution, it's wise to consider the track record and prospects of the vendor who supplies it. Many businesses that already work with software from giants like Microsoft, IBM or Cisco will prefer to 'keep things in the family' and simply extend their existing cooperation. Other companies find that younger, smaller suppliers tend to be more agile, or offer products that are easier to tailor to specific scenarios.

## HOW WE WORK

As a vendor-independent organization, we test all web conferencing solutions ourselves under real-life conditions. We accept no support or advice from suppliers or other third parties.

Since the online meeting software we test are designed for SMEs or self-employed professionals, the main focus in our assessments is how well they perform in scenarios that are typical for these target audiences.

### How we select tools for testing

We selected web conference and webinar tools based on the following criteria:

- Solutions must be popular, ie, in widespread use
- Solutions must run without you needing your own IT infrastructure and/or IT support team
- Solutions must let you register online for a free trial account (Mac or PC) that permits web conferences without having to upgrade first
- Solutions must offer a user interface in English (we award points for additional languages)
- Price list / licensing information must be available

Important: we do not claim that our selection is either complete or comprehensive. All tests and evaluations are carried out in good faith, and to the best of our abilities.

### How we test

We used the following five-step procedure for all the virtual meeting tools we tested. All tools were tested in the same test environment, and on the same computers and mobile devices.

1. Create a test account
2. Document the initial implementation step-by-step
3. Perform the first round of tests, based on a standard checklist
4. Perform the second (and most important) round of tests. This involves road-testing the tools in daily business under real-life conditions
5. Compare pricing / licensing models, contract costs etc.

### Our test criteria

Between mid 2007 and mid 2012, our top two criteria were "Usability" and "Meeting Setup", which at the time reflected user surveys we conducted as to what were the most important criteria. In 2012 we updated our weightings to reflect a shift in the market; due to the broad availability of high speed internet, the increased demand for integrated VoIP, integrated phone-based audioconferences and HD video conferencing and the importance of these features the "Functionality" criterium, where these audio and video functions feature prominently, gained importance at the cost of "Meeting Setup". "Usability" is still our number one priority. Any person invited to an online meeting for the first time should be able to handle the software intuitively.

Here is our weighting list (updated August 2012):






- Functionality: 25%
- Usability: 25%
- Meeting Setup: 10%
- Software Installation: 5%
- Cost Transparency: 5%
- Security: 15%

- Platform Support: 15%

## LEGEND & GLOSSARY

### Symbols

The following table lists the meanings of the symbols used in this report.

Symbol	Explanation
	Score on a scale from 0 to 5 stars. Example shows a score of 3 out of 5 stars
	Feature is implemented in the solution
	Feature is partly implemented in the solution
	Feature is missing or not working in the solution
	Feature rating on a scale from 0 to 3. Example shows a rating of 1.5 out of 3.

### Terms

The following table lists the meanings of terms used in this report.

#### Functionality

Term	Meaning
<b>Desktop Sharing</b>	<ul style="list-style-type: none"> <li>• Desktop as presentation and meeting place</li> <li>• Flexible and quick changing between files and applications</li> <li>• Status of "moderator" and "guests" can be switched</li> <li>• The presenter's complete desktop structure could be visible to all participants if the "clear screen"-function is not provided</li> </ul>
<b>Virtual Room</b>	<ul style="list-style-type: none"> <li>• Meetings are held in a separate virtual room</li> <li>• Centralised und neutral user interface</li> <li>• Range of editing can be limited with format conversion and less features for adaption</li> </ul>

#### Pricing / Cost Transparency

Term	Meaning
<b>Pay-per-use</b>	<ul style="list-style-type: none"> <li>• No contractual commitment</li> <li>• Payment for each use (encompassing web conference service and charges for conference call)</li> <li>• Software is hosted by the supplier</li> </ul>



Term	Meaning
<b>Subscription fee (single user)</b>	<ul style="list-style-type: none"> <li>• Fixed price no matter the frequency of use (monthly fee or prepaid annual plan)</li> <li>• Mostly exclude the costs of the telephone conference service</li> <li>• Software is hosted by the supplier</li> </ul>
<b>Subscription fee (multi-user)</b>	<ul style="list-style-type: none"> <li>• Fixed price no matter the frequency of use (monthly fee or prepaid annual plan)</li> <li>• Mostly exclude the costs of the telephone conference service</li> <li>• Software is hosted by the supplier</li> </ul>
<b>Software license purchase</b>	<ul style="list-style-type: none"> <li>• One-off purchase costs</li> <li>• Various licenses from individual to multiple licenses</li> <li>• Installed on-premise</li> </ul>
<b>Free of charge</b>	<ul style="list-style-type: none"> <li>• Mainly restricted to non-commercial usage</li> <li>• Software is hosted by the supplier</li> </ul>

## COMPACT RESULTS (1/3)

	Citrix GoToMeeting 7.6	ClickMeeting	WebEx Meetings Premium	Adobe Connect 9.3
<b>Functionality</b>	● ● ● ● ○	● ● ● ● ○	● ● ● ● ○	● ● ● ● ●
<b>Usability</b>	● ● ● ● ●	● ● ● ● ●	● ● ● ○ ○	● ● ● ○ ○
<b>Meeting Setup</b>	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●
<b>Software Installation</b>	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●	● ○ ○ ○ ○
<b>Cost Transparency</b>	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●
<b>Security</b>	● ● ● ● ○	● ● ● ○ ○	● ● ● ● ○	● ● ● ● ○
<b>Platform Support</b>	● ● ● ● ○	● ● ● ● ○	● ● ● ● ●	● ● ● ● ○
<b>Overall Score</b>	● ● ● ● ●	● ● ● ● ●	● ● ● ● ○	● ● ● ● ○

## COMPACT RESULTS (2/3)

	AnyMeeting Pro	ReadyTalk Web Meeting	omNovia Web Conference	Microsoft Lync Online
<b>Functionality</b>	● ● ○ ○ ○ ○	● ○ ○ ○ ○ ○	● ● ○ ○ ○ ○	● ● ○ ○ ○ ○
<b>Usability</b>	● ● ● ● ● ●	● ● ● ● ● ●	● ○ ○ ○ ○ ○	● ○ ○ ○ ○ ○
<b>Meeting Setup</b>	● ● ● ● ● ●	● ● ○ ○ ○ ○	● ● ● ● ○ ○	● ● ● ● ● ●
<b>Software Installation</b>	● ○ ○ ○ ○ ○	● ○ ○ ○ ○ ○	● ● ● ● ● ●	○ ○ ○ ○ ○ ○
<b>Cost Transparency</b>	● ● ● ● ● ●	● ● ● ● ● ●	● ● ● ○ ○ ○	● ● ● ○ ○ ○
<b>Security</b>	● ○ ○ ○ ○ ○	● ● ● ● ○ ○	● ● ● ● ○ ○	● ● ○ ○ ○ ○
<b>Platform Support</b>	● ● ● ● ● ●	● ● ● ● ○ ○	● ● ● ● ○ ○	● ● ● ● ● ●
<b>Overall Score</b>	● ● ● ● ○ ○	● ● ● ● ○ ○	● ● ● ○ ○ ○	● ● ○ ○ ○ ○

### COMPACT RESULTS (3/3)

	iLinc for meetings	AT&T Connect 9.5	Microsoft Office Live Meeting*	Microsoft NetMeeting*
<b>Functionality</b>	● ● ● ● ○	● ● ● ○ ○	● ○ ○ ○ ○	○ ○ ○ ○ ○
<b>Usability</b>	● ○ ○ ○ ○	○ ○ ○ ○ ○	● ○ ○ ○ ○	● ● ● ● ●
<b>Meeting Setup</b>	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●	○ ○ ○ ○ ○
<b>Software Installation</b>	● ● ● ● ●	● ● ● ● ●	○ ○ ○ ○ ○	● ● ● ○ ○
<b>Cost Transparency</b>	○ ○ ○ ○ ○	● ○ ○ ○ ○	● ● ● ● ●	● ● ● ● ●
<b>Security</b>	● ● ● ○ ○	● ● ○ ○ ○	● ● ● ● ●	● ○ ○ ○ ○
<b>Platform Support</b>	● ○ ○ ○ ○	● ● ● ● ●	○ ○ ○ ○ ○	○ ○ ○ ○ ○
<b>Overall Score</b>	● ● ○ ○ ○	● ● ○ ○ ○	● ● ○ ○ ○	○ ○ ○ ○ ○

## FUNCTIONALITY (1/3)

	Citrix GoToMeeting 7.6	ClickMeeting	WebEx Meetings Premium	Adobe Connect 9.3
<b>General</b>				
<b>Supported mode of usage</b>				
<i>Desktop Sharing</i>	✓	✓	✓	✓
<i>Virtual room</i>	✓	✓	✓	✓
<b>Localization</b>				
<i>Console in multiple languages</i>	✓	✓	✓	✓
<b>Invitation stage</b>				
<i>Schedule meetings</i>	✓	✓	✓	✓
<i>Schedule recurring meetings</i>	✓	✓	✓	✓
<i>One-click meetings (ad-hoc meetings)</i>	✓	✓	✓	✓
<i>Meeting calendar</i>	✓	✓	✓	✓
<b>During Meetings</b>				
<b>Attendee management</b>				
<i>Invite participants after meeting has started</i>	✓	✓	✓	✓
<i>Expel an attendee from the meeting</i>	✓	✓	✓	✓
<b>Application sharing</b>				
<i>Transfer mouse and keyboard control</i>	✓	✓	✓	✓
<i>Access to desktop</i>	✓	✓	✓	✓
<i>Access to selected applications</i>	✓	✓	✓	✓
<i>Clean screen (hide task bar etc.)</i>	✓	(✓)	✓	✓
<i>Multi monitor support</i>	✓	✓	✓	✓
<b>Interaction</b>				
<i>Annotation and drawing tools</i>	✓	(✓)	✓	✓
<i>Whiteboard</i>	✓	✓	✓	✓
<i>Chat</i>	✓	✓	✓	✓
<i>Instant Messaging</i>	✓	✓	✓	✓
<i>File transfer via virtual storage room</i>	✓	✓	✓	✓
<b>Video conferencing</b>				
<i>Video-conference supported</i>	✓	✓	✓	✓
<i>Video viewer size adjustable</i>	✓	✓	✓	✓

	Citrix GoToMeeting 7.6	ClickMeeting	WebEx Meetings Premium	Adobe Connect 9.3
<i>Highlight video of current speaker</i>	✓	✓	✓	✓
<i>High video quality</i>	✓	✓	✓	✓
<b>Audio conferencing</b>				
<i>Audio Conference Call Control</i>	✓	✓	✓	✓
<i>Mute participants</i>	✓	✓	✓	✓
<i>VoiP support</i>	✓	✓	✓	✓
<i>Telephone support</i>	✓	✓	✓	✓
<i>Local toll dial-in numbers</i>	✓	✓	✓	✓
<i>Local toll-free dial-in numbers</i>	✓	✓	✓	✓
<b>Meeting follow-up</b>				
<b>Functionality for organizers</b>				
<i>Surveys / polls</i>	✓	✓	✓	✓
<i>Participant reporting</i>	✓	✓	✓	✓
<i>Meeting recording</i>	✓	✓	✓	✓
<i>Inactivity time-outs</i>	✓	✓	✓	✓
<b>Integration</b>				
<b>Integration</b>				
<i>Outlook integration</i>	✓	✓	✓	✓
<i>Lotus Notes integration</i>	✓	✓	✓	✓
<i>Integration with other solutions via API</i>	✓	✓	✓	(✓)

## FUNCTIONALITY (2/3)

	AnyMeeting Pro	ReadyTalk Web Meeting	omNovia Web Conference	Microsoft Lync Online
<b>General</b>				
<b>Supported mode of usage</b>				
<i>Desktop Sharing</i>	✓	✓	✓	✓
<i>Virtual room</i>	✓	✓	✓	✓
<b>Localization</b>				
<i>Console in multiple languages</i>	✓	✓	✓	✓
<b>Invitation stage</b>				
<i>Schedule meetings</i>	✓	✓	✓	✓
<i>Schedule recurring meetings</i>	✓	(✓)	✓	✓
<i>One-click meetings (ad-hoc meetings)</i>	✓	✓	✓	✓
<i>Meeting calendar</i>	✓	✓	✓	✓
<b>During Meetings</b>				
<b>Attendee management</b>				
<i>Invite participants after meeting has started</i>	✓	✓	✓	✓
<i>Expel an attendee from the meeting</i>	✓	✓	✓	✓
<b>Application sharing</b>				
<i>Transfer mouse and keyboard control</i>	✓	✓	✓	✓
<i>Access to desktop</i>	✓	✓	✓	✓
<i>Access to selected applications</i>	(✓)	✓	✓	✓
<i>Clean screen (hide task bar etc.)</i>	✓	✓	✓	✓
<i>Multi monitor support</i>	✓	✓	✓	✓
<b>Interaction</b>				
<i>Annotation and drawing tools</i>	✓	(✓)	✓	(✓)
<i>Whiteboard</i>	✓	✓	✓	✓
<i>Chat</i>	✓	✓	✓	✓
<i>Instant Messaging</i>	✓	✓	✓	✓
<i>File transfer via virtual storage room</i>	✓	✓	✓	✓
<b>Video conferencing</b>				
<i>Video-conference supported</i>	✓	✓	✓	✓
<i>Video viewer size adjustable</i>	✓	✓	✓	✓

	AnyMeeting Pro	ReadyTalk Web Meeting	omNovia Web Conference	Microsoft Lync Online
<i>Highlight video of current speaker</i>	✓	✓	✓	✓
<i>High video quality</i>	✓	(✓)	✓	✓
<b>Audio conferencing</b>				
<i>Audio Conference Call Control</i>	✓	✓	✓	✓
<i>Mute participants</i>	✓	✓	✓	✓
<i>VoiP support</i>	✓	✓	✓	✓
<i>Telephone support</i>	✓	✓	✓	✓
<i>Local toll dial-in numbers</i>	✓	✓	✓	✓
<i>Local toll-free dial-in numbers</i>	✓	✓	✓	✓
<b>Meeting follow-up</b>				
<b>Functionality for organizers</b>				
<i>Surveys / polls</i>	✓	✓	✓	✓
<i>Participant reporting</i>	✓	✓	✓	✓
<i>Meeting recording</i>	✓	✓	✓	✓
<i>Inactivity time-outs</i>	✓	✓	✓	✓
<b>Integration</b>				
<b>Integration</b>				
<i>Outlook integration</i>	✓	✓	✓	✓
<i>Lotus Notes integration</i>	✓	(✓)	✓	✓
<i>Integration with other solutions via API</i>	✓	(✓)	✓	✓



## FUNCTIONALITY (3/3)

	iLinc for meetings	AT&T Connect 9.5	Microsoft Office Live Meeting*	Microsoft NetMeeting*
<b>General</b>				
<b>Supported mode of usage</b>				
<i>Desktop Sharing</i>	✓	✓	✓	✓
<i>Virtual room</i>	✓	✓	✓	✓
<b>Localization</b>				
<i>Console in multiple languages</i>	✓	✓	✓	✓
<b>Invitation stage</b>				
<i>Schedule meetings</i>	✓	✓	✓	✓
<i>Schedule recurring meetings</i>	✓	✓	✓	✓
<i>One-click meetings (ad-hoc meetings)</i>	✓	✓	✓	✓
<i>Meeting calendar</i>	✓	✓	✓	✓
<b>During Meetings</b>				
<b>Attendee management</b>				
<i>Invite participants after meeting has started</i>	✓	✓	✓	✓
<i>Expel an attendee from the meeting</i>	✓	✓	✓	✓
<b>Application sharing</b>				
<i>Transfer mouse and keyboard control</i>	✓	✓	✓	(✓)
<i>Access to desktop</i>	✓	✓	✓	✓
<i>Access to selected applications</i>	✓	✓	✓	✓
<i>Clean screen (hide task bar etc.)</i>	(✓)	✓	✓	✓
<i>Multi monitor support</i>	✓	✓	✓	✓
<b>Interaction</b>				
<i>Annotation and drawing tools</i>	✓	✓	✓	(✓)
<i>Whiteboard</i>	✓	✓	✓	✓
<i>Chat</i>	✓	✓	✓	✓
<i>Instant Messaging</i>	✓	✓	✓	✓
<i>File transfer via virtual storage room</i>	✓	✓	✓	✓
<b>Video conferencing</b>				
<i>Video-conference supported</i>	✓	✓	✓	✓
<i>Video viewer size adjustable</i>	✓	✓	✓	✓

	iLinc for meetings	AT&T Connect 9.5	Microsoft Office Live Meeting*	Microsoft NetMeeting*
<i>Highlight video of current speaker</i>	✓	✓	✓	✓
<i>High video quality</i>	✓	✓	✓	✓
<b>Audio conferencing</b>				
<i>Audio Conference Call Control</i>	✓	✓	✓	(✓)
<i>Mute participants</i>	✓	✓	✓	✓
<i>VoiP support</i>	✓	✓	✓	✓
<i>Telephone support</i>	✓	✓	✓	✓
<i>Local toll dial-in numbers</i>	✓	✓	✓	✓
<i>Local toll-free dial-in numbers</i>	✓	✓	✓	✓
<b>Meeting follow-up</b>				
<b>Functionality for organizers</b>				
<i>Surveys / polls</i>	✓	✓	✓	✓
<i>Participant reporting</i>	✓	✓	✓	✓
<i>Meeting recording</i>	✓	✓	✓	✓
<i>Inactivity time-outs</i>	✓	✓	✓	✓
<b>Integration</b>				
<b>Integration</b>				
<i>Outlook integration</i>	✓	✓	✓	✓
<i>Lotus Notes integration</i>	✓	✓	✓	✓
<i>Integration with other solutions via API</i>	✓	✓	✓	✓

## SOFTWARE INSTALLATION, MEETING SETUP & USABILITY (1/3)

	Citrix GoToMeeting 7.6	ClickMeeting	WebEx Meetings Premium	Adobe Connect 9.3
<b>Installation effort</b>				
<i>First time implementation</i>				
<b>Meeting Setup</b>				
<i>Ease of inviting participants to the meetings</i>				
<i>Schedule meetings</i>	✓	✓	✓	✓
<i>Schedule recurring meetings</i>	✓	✓	✓	✓
<i>One-click meetings (ad-hoc meetings)</i>	✓	✓	✓	✓
<i>Invite participants after meeting has started</i>	✓	✓	✓	✓
<i>Expel an attendee from the meeting</i>	✓	✓	✓	✓
<b>Usability</b>				
<i>Complexity of the solution (with regard to requirements for training)</i>				

## SOFTWARE INSTALLATION, MEETING SETUP & USABILITY (2/3)

	AnyMeeting Pro	ReadyTalk Web Meeting	omNovia Web Conference	Microsoft Lync Online
<b>Installation effort</b>				
<i>First time implementation</i>	▬▬▬▬	▬▬▬▬	▬▬▬▬	▬▬▬▬
<b>Meeting Setup</b>				
<i>Ease of inviting participants to the meetings</i>	▬▬▬▬	▬▬▬▬	▬▬▬▬	▬▬▬▬
<i>Schedule meetings</i>	✓	✓	✓	✓
<i>Schedule recurring meetings</i>	✓	(✓)	✓	✓
<i>One-click meetings (ad-hoc meetings)</i>	✓	✓	✓	✓
<i>Invite participants after meeting has started</i>	✓	✓	✓	✓
<i>Expel an attendee from the meeting</i>	✓	✓	✓	✓
<b>Usability</b>				
<i>Complexity of the solution (with regard to requirements for training)</i>	▬▬▬▬	▬▬▬▬	▬▬▬▬	▬▬▬▬

## SOFTWARE INSTALLATION, MEETING SETUP & USABILITY (3/3)

	iLinc for meetings	AT&T Connect 9.5	Microsoft Office Live Meeting*	Microsoft NetMeeting*
<b>Installation effort</b>				
<i>First time implementation</i>				
<b>Meeting Setup</b>				
<i>Ease of inviting participants to the meetings</i>				
<i>Schedule meetings</i>	✓	✓	✓	✓
<i>Schedule recurring meetings</i>	✓	✓	✓	✓
<i>One-click meetings (ad-hoc meetings)</i>	✓	✓	✓	✓
<i>Invite participants after meeting has started</i>	✓	✓	✓	✓
<i>Expel an attendee from the meeting</i>	✓	✓	✓	✓
<b>Usability</b>				
<i>Complexity of the solution (with regard to requirements for training)</i>				

## SECURITY (1/3)

	Citrix GoToMeeting 7.6	ClickMeeting	WebEx Meetings Premium	Adobe Connect 9.3
<b>Security</b>				
<b>Meeting-specific security (defined at the invitation stage)</b>				
<i>Low security: Meeting accessible to anyone with the meeting ID</i>	▼	▼	▼	▼
<i>Medium security: Meeting only accessible by means of an additional password</i>	✓	✓	✓	▼
<i>High security: Meeting only accessible to invited participants</i>	▼	▼	▼	✓
<i>Accounts are deactivated after three failed attempts to enter the correct meeting password</i>	✓	▼	▼	(▼)
<b>System-level security</b>				
<i>128-bit SSL encryption</i>	▼	▼	▼	✓
<i>128-bit AES/ Blowfish encryption</i>	✓	✓	✓	▼
<i>256-bit AES encryption</i>	▼	▼	▼	▼
<i>Certified security</i>	✓	▼	✓	✓

## SECURITY (2/3)

	AnyMeeting Pro	ReadyTalk Web Meeting	omNovia Web Conference	Microsoft Lync Online
<b>Security</b>				
<b>Meeting-specific security (defined at the invitation stage)</b>				
<i>Low security: Meeting accessible to anyone with the meeting ID</i>	✓	✓	✓	✓
<i>Medium security: Meeting only accessible by means of an additional password</i>	✓	✓	✓	✓
<i>High security: Meeting only accessible to invited participants</i>	✓	✓	✓	✓
<i>Accounts are deactivated after three failed attempts to enter the correct meeting password</i>	✓	✓	✓	✓
<b>System-level security</b>				
<i>128-bit SSL encryption</i>	✓	✓	✓	✓
<i>128-bit AES/ Blowfish encryption</i>	✓	✓	✓	✓
<i>256-bit AES encryption</i>	✓	✓	✓	✓
<i>Certified security</i>	✓	✓	✓	✓

## SECURITY (3/3)

	iLinc for meetings	AT&T Connect 9.5	Microsoft Office Live Meeting*	Microsoft NetMeeting*
<b>Security</b>				
<b>Meeting-specific security (defined at the invitation stage)</b>				
<i>Low security: Meeting accessible to anyone with the meeting ID</i>	∨	∨	∨	∨
<i>Medium security: Meeting only accessible by means of an additional password</i>	✓	✓	∨	✓
<i>High security: Meeting only accessible to invited participants</i>	∨	∨	✓	∨
<i>Accounts are deactivated after three failed attempts to enter the correct meeting password</i>	∨	∨	∨	∨
<b>System-level security</b>				
<i>128-bit SSL encryption</i>	∨	✓	∨	∨
<i>128-bit AES/ Blowfish encryption</i>	∨	∨	✓	∨
<i>256-bit AES encryption</i>	✓	∨	∨	∨
<i>Certified security</i>	∨	∨	✓	∨



## PLATFORM SUPPORT (1/3)

	Citrix GoToMeeting 7.6	ClickMeeting	WebEx Meetings Premium	Adobe Connect 9.3
<b>Platforms</b>				
<b>Native clients</b>				
<i>Windows</i>	✓	✓	✓	✓
<i>Mac OS X</i>	✓	✓	✓	✓
<i>Linux</i>	✓	✓	✓	✓
<b>Cross-Platform Clients</b>				
<i>HTML5 Client</i>	✓	✓	✓	✓
<i>Flash Client</i>	✓	✓	✓	✓
<i>Java Client</i>	✓	✓	(✓)	✓
<i>Cross-Platform Client for Moderators</i>	✓	✓	✓	✓
<b>Tablet Apps</b>				
<i>iOS App</i>	✓	✓	✓	✓
<i>Android App</i>	✓	✓	✓	✓

## PLATFORM SUPPORT (2/3)

	AnyMeeting Pro	ReadyTalk Web Meeting	omNovia Web Conference	Microsoft Lync Online
<b>Platforms</b>				
<b>Native clients</b>				
<i>Windows</i>	✓	✓	✓	✓
<i>Mac OS X</i>	✓	✓	✓	✓
<i>Linux</i>	✓	✓	✓	✓
<b>Cross-Platform Clients</b>				
<i>HTML5 Client</i>	✓	✓	✓	(✓)
<i>Flash Client</i>	✓	✓	✓	✓
<i>Java Client</i>	(✓)	✓	✓	✓
<i>Cross-Platform Client for Moderators</i>	✓	✓	✓	✓
<b>Tablet Apps</b>				
<i>iOS App</i>	✓	✓	✓	✓
<i>Android App</i>	✓	✓	✓	✓

## PLATFORM SUPPORT (3/3)

	iLinc for meetings	AT&T Connect 9.5	Microsoft Office Live Meeting*	Microsoft NetMeeting*
<b>Platforms</b>				
<b>Native clients</b>				
<i>Windows</i>	✓	✓	✓	✓
<i>Mac OS X</i>	✓	✓	✓	✓
<i>Linux</i>	✓	✓	✓	✓
<b>Cross-Platform Clients</b>				
<i>HTML5 Client</i>	✓	(✓)	✓	✓
<i>Flash Client</i>	✓	✓	(✓)	✓
<i>Java Client</i>	✓	✓	✓	✓
<i>Cross-Platform Client for Moderators</i>	✓	✓	✓	✓
<b>Tablet Apps</b>				
<i>iOS App</i>	✓	✓	✓	✓
<i>Android App</i>	✓	✓	✓	✓

## COST TRANSPARENCY (1/3)

	Citrix GoToMeeting 7.6	ClickMeeting	WebEx Meetings Premium	Adobe Connect 9.3
<b>Price Model</b>				
<i>Transparency in price model</i>				
<b>License options</b>				
<i>Pay-per-Use</i>	▼	▼	▼	▼
<i>Subscription fee (single user)</i>	▼	▼	▼	▼
<i>Subscription fee (multi-user)</i>	▼	▼	▼	▼
<i>Software license purchase</i>	▼	▼	▼	▼
<i>Free of charge</i>	▼	▼	▼	▼

## COST TRANSPARENCY (2/3)

	AnyMeeting Pro	ReadyTalk Web Meeting	omNovia Web Conference	Microsoft Lync Online
<b>Price Model</b>				
<i>Transparency in price model</i>				
<b>License options</b>				
<i>Pay-per-Use</i>	✓	✓	✓	✓
<i>Subscription fee (single user)</i>	✓	✓	✓	✓
<i>Subscription fee (multi-user)</i>	✓	✓	✓	✓
<i>Software license purchase</i>	✓	✓	✓	✓
<i>Free of charge</i>	✓	✓	✓	✓

## COST TRANSPARENCY (3/3)

	iLinc for meetings	AT&T Connect 9.5	Microsoft Office Live Meeting*	Microsoft NetMeeting*
<b>Price Model</b>				
<i>Transparency in price model</i>				
<b>License options</b>				
<i>Pay-per-Use</i>	∨	∨	∨	∨
<i>Subscription fee (single user)</i>	∨	∨	∨	∨
<i>Subscription fee (multi-user)</i>	∨	∨	∨	∨
<i>Software license purchase</i>	∨	∨	∨	∨
<i>Free of charge</i>	∨	∨	∨	∨

# Citrix GoToMeeting 7.6 Review

**Review updated: 15 Jan 2015**

**Pricing info updated: 15 Jan 2015**

Citrix GoToMeeting is a lean web conferencing software that allows for intuitive usage. The solution is integrated into Google Calendar, Outlook, and the other Microsoft Office products. This integration enables the meeting host to easily set up ad-hoc web meetings from a document and also to invite attendees in advance to a scheduled online meeting.

During a meeting the host can decide whether he wants to show the other participants his entire screen or rather only selected applications. Additionally, he can switch control of mouse and keyboard to any other participant.

GoToMeeting's major advantage is the mix of functionalities it offers, e.g. allowing for joint editing of documents, without cluttering the tool with too many seldom used features.

Since version 5 of GoToMeeting supports video conferencing: Participants can have their webcams displayed and communicate via video. Citrix integrated this functionality very smoothly: every participant can arrange the webcams to his liking and have the current speaker highlighted in the video call. Up to 6 people can participate in a HD video conference.

Bottom line: Citrix GoToMeeting is a top software for instant or scheduled web conferences with a focus on online collaboration.

## Platform Support

Runs on Windows 2003 Server or later, runs on Mac OS X 10.6 or higher (annotation and drawing tools are not available for Mac)

## Mobile Device Support

Schedule, host, and participate in meetings using iOS 5.0+, participate in meetings using app for Android 2.2+ or Windows RT

## Pricing

GoToMeeting PRO (up to 25 participants) - \$39 billed annually or \$49 month-to-month

GoToMeeting PLUS (up to 100 participants) - \$49 billed annually or \$59 month-to-month





## License options

Single user license for unlimited meetings with up to 25 participants

## Voice over IP and phone costs

Integrated VoIP and phone-based conference call service (with local phone numbers - without additional costs); reliable conference bridge: mix of VoiP- and phone-connected participants can attend an online meeting.

<b>Overall Score</b>		<b>9.6 / 10</b>	
<b>Functionality (25%)</b>		<b>9.4 / 10</b>	well-balanced mix of features
<b>Usability (25%)</b>		<b>10.0 / 10</b>	Intuitive user interface
<b>Meeting Setup (10%)</b>		<b>10.0 / 10</b>	Planning integrated with Outlook is simple and intuitive; one-click meetings initiated from local desktop
<b>Software Installation (5%)</b>		<b>10.0 / 10</b>	Quick and easy to install

<b>Overall Score</b>		<b>9.6 / 10</b>	
<b>Cost Transparency (5%)</b>		<b>10.0 / 10</b>	Pricing and license options are publicly available; cost structure is transparent and easy to understand
<b>Security (15%)</b>		<b>9.3 / 10</b>	128-bit AES encryption
<b>Platform Support (15%)</b>		<b>9.2 / 10</b>	Runs on Windows incl. Windows 8 and Mac OS X, Mobile device support: iOS, Android, Windows RT



# ClickMeeting Review

**Review updated: 28 Jan 2015**

**Pricing info updated: 28 Jan 2015**

ClickMeeting is a browser-based web conferencing software. The host can use the online portal to either schedule meetings in advance, or to start ad hoc web meetings. The user interface of the service is very well structured and intuitive to use. During an online meeting the host can show presentations, YouTube videos or simply use the screen sharing function. ClickMeeting also allows virtual collaboration among the attendees. In the latest version the moderator can create surveys and tests during the meeting with results immediately following after the survey or test has ended.

In addition to task-oriented cooperation participants can also communicate via video conference. The placement of the webcams within the browser is flexible and can be altered to a number of predefined settings with a single click.

Bottom line: ClickMeeting is well suited for planned and unplanned web meetings where content needs to be presented and edited in various formats.

## Platform Support

Browser based running on Windows, Mac, and Linux with Flash Player, mobile device support: iOS, Android, Blackberry apps available

## Mobile Device Support

Schedule and participate in meetings using iOS 4.3+, Android 2.2+, or Blackberry Playbook OS

## Pricing

CM25: USD 30 per month for meetings with up to 25 participants (annual subscription: USD 22.50 per month paid in advance)

CM50: USD 40 per month for meetings with up to 50 participants (annual subscription: USD 30 per month paid in advance)

CM100: USD 79 per month for meetings with up to 100 participants (annual subscription: USD 59.25 per month paid in advance)

CM500: USD 160 per month for meetings with up to 500 participants (annual subscription: USD 120 per month paid in advance)









CM1000: USD 280 per month for meetings with up to 1000 participants (annual subscription: USD 210 per month paid in advance)

## License options

Single user license for meetings with up to 1000 participants

## Voice over IP and phone costs

Integrated conference call service without local dial-in numbers (only a few country numbers available) and VoIP

<b>Overall Score</b>		<b>9.4 / 10</b>	
<b>Functionality (25%)</b>		<b>9.3 / 10</b>	All essential features are available
<b>Usability (25%)</b>		<b>10.0 / 10</b>	Flash-based user interface, very intuitive usage
<b>Meeting Setup (10%)</b>		<b>10.0 / 10</b>	Meetings are scheduled and started in the online portal; Outlook-Plugin available
<b>Software Installation (5%)</b>		<b>10.0 / 10</b>	Browser-based, no installation necessary - only for desktop sharing
<b>Cost Transparency (5%)</b>		<b>10.0 / 10</b>	Pricing and license options are publicly available; cost structure is transparent and easy to understand
<b>Security (15%)</b>		<b>8.3 / 10</b>	128-bit AES encryption
<b>Platform Support (15%)</b>		<b>9.2 / 10</b>	Browser based requiring Flash Player, mobile device support for iOS, Android, Blackberry

# WebEx Meetings Premium Review

**Review updated: 20 Oct 2014**

**Pricing info updated: 20 Oct 2014**

Cisco WebEx Meetings Premium is a web conferencing service for instant and scheduled meetings.

Being intended as the successor of the well-established WebEx Meeting Center, the online meeting application offers a broad range of functionalities, and the host can switch between whiteboard, imported documents, and screen sharing. This is possible because WebEx has separate tags for these options. In general, the user interface of WebEx Meetings is very similar to the predecessor solution (WebEx Meeting Center) and therefore, hosts can easily switch to the successor. The latest version of WebEx also incorporates additional online meeting collaboration functions like being able to: attach files to meetings and manage them in a file library, post comments, and share meeting notes and recordings.

Moreover, participants can activate their webcams during meetings and have a video conference. Per default the webcams are displayed on the right margin of the console so that participants can continue working on the whiteboard or on imported documents. Videos can also be displayed full-screen should the other online meeting functionalities not be needed. Active Speaker technology automatically places the current speaker's webcam in the center, which can give you a headache if you are having a discussion with the other participants.

There is a downside to the large number of features. Users have numerous setting options and the arrangement of functionalities on the user interface makes the tool less user friendly.

Bottom line: Cisco WebEx Meetings offers a large number functionalities, making the solution a bit too complex and demanding higher learning effort from beginners. Once users have gotten the hang of it, they will really enjoy virtual meetings with this tool.

## Platform Support

Runs on Windows XP or later, runs on Mac OS X 10.5 or higher, Linux only runs on Firefox, Browser based for participants requiring Java

## Mobile Device Support

Participate in meetings using iOS 3.0+, Android 2.1+, Blackberry 10, or Windows Phone 8. Host accounts capabilities include: schedule, start, and cancel a meeting using iOS, Android, or Windows

## Pricing

"Premium 100": Monthly subscription for hosting meetings with up to 100 participants including 9 licenses for hosts: USD 89 per month (UK: GBP 60 per month; Europe: 69 EUR per month)

"Premium 25": Monthly subscription for hosting meetings with up to 25 participants including 9 licenses for hosts: USD 49 per month (UK: GBP 32 per month; Europe: 38 EUR per month)

"Premium 8": Monthly subscription for a single host and meetings with up to 8 participants: USD 24 per month (UK: GBP 16 per month; Europe: 19 EUR per month)

## License options

Single license for unlimited meetings. The maximum number of participants depends on the license model

## Voice over IP and phone costs

Integrated VoIP and telephone conference call service (with local toll dial-in phone numbers)

<b>Overall Score</b>		<b>9.2 / 10</b>	
<b>Functionality (25%)</b>		<b>9.3 / 10</b>	Rich set of features
<b>Usability (25%)</b>		<b>8.3 / 10</b>	The rich set of features and options for configuration require a higher learning effort for beginners
<b>Meeting Setup (10%)</b>		<b>10.0 / 10</b>	After installing the add-on-feature for Outlook, planning is simple and intuitive.
<b>Software Installation (5%)</b>		<b>10.0 / 10</b>	Easy to install; optional add-ons available
<b>Cost Transparency (5%)</b>		<b>10.0 / 10</b>	Pricing and license options are publicly available; cost structure is transparent and easy to understand
<b>Security (15%)</b>		<b>8.9 / 10</b>	128-bit AES encryption
<b>Platform Support (15%)</b>		<b>10.0 / 10</b>	Runs on Windows, Mac and Linux, Mobile Device Support: iOS, Android, Blackberry, and Windows RT

# Adobe Connect 9.3 Review

**Review updated: 26 Jan 2015**

**Pricing info updated: 26 Jan 2015**

Adobe Connect 9.3 is a web conferencing and webinar software with a broad and well-structured range of functionalities. Basically, the program can be used in different scenarios: virtual collaboration, online demos and online trainings.

The meeting host can adapt the layout of the user interface as well as the functionalities featured for every single web conference. This enables him to reduce the complexity for different groups of participants who may not need the same set of functionalities for their online meetings. For video conferences, webcams can be arranged on the console just as easily as all the other functionalities. According to Adobe video conferencing is possible for an unlimited number of participants.

Adobe's desktop client makes it very easy for the host to handle his meetings. The Outlook plugin allows for quick and effortless invitation of attendees. A mandatory prerequisite for these functionalities is the download of different plugins, which must be installed on the host's local computer.

It is also worth mentioning that with Adobe Connect 9 not every online meeting room can be entered at will. The meeting host gives every participant the right to access before the meeting begins.

Bottom line: Adobe Connect 9.3 is a web conferencing and webinar software which offers a rich set of functionalities and performs well, for both scheduled and ad hoc meetings.

## Platform Support

Runs on Windows 7 or later, runs on Mac 10.7.4 or higher, participation with Flash Player 11.2 or higher, users on Linux can only attend meetings in the browser (no sharing of own screen)

## Mobile Device Support

Host and participate in meetings using iOS 5+, Android 2.3.4+, or Blackberry Playbook OS 1.0+

## Pricing

License models for "hosted" solution:

- (1) Flatrate: US\$ 55 per month and host for meetings with up to 25 participants\*
- (2) Yearly subscription (advance payment): US\$ 540 per year and host for meetings with up to 25 participants\*
- (3) Pay-Per-Use: US\$ 0.32 per minute and user

\* Up to 9 hosts per account are available

## License options

Single license for an unlimited number of meetings with up to 25 participants;  
Further license models are available for on-premise and managed service usage









## Voice over IP and phone costs

VoIP possible; audio conference calls are realized with partners such as InterCall, MeetingOne, PGI, or Avaya

## Third-party suppliers

The following overview shows the third-party suppliers that feature Adobe Connect 9.3 as a component of their web conferencing services. We cannot take responsibility for the currency of featured product versions. The versions offered by third-party suppliers can differ from the versions featured in our ranking.

Availability	Name
Worldwide	Intercall - Adobe Acrobat Connect Pro
US	Clarix - Adobe Acrobat Connect Pro
US	emergent - Adobe Connect Pro
US	getConnect - Adobe Acrobat Connect Pro
US	Intesolv - Adobe Connect Pro
Worldwide	PGI - Adobe Acrobat Connect Pro
Asia Pacific	webqem - Adobe Acrobat Connect Pro
Germany	Reflect AG

<b>Overall Score</b>		<b>9.1 / 10</b>	
<b>Functionality (25%)</b>		<b>9.7 / 10</b>	Numerous functionalities, intuitive usage due to the adaptable layout of the user interface
<b>Usability (25%)</b>		<b>8.3 / 10</b>	Intuitive user interface however complexity of the solution is a minor drawback to user friendliness
<b>Meeting Setup (10%)</b>		<b>10.0 / 10</b>	Many options for meeting setup. Outlook plugin and desktop client make invitation process easy to handle.
<b>Software Installation (5%)</b>		<b>6.7 / 10</b>	Optional: installation of plugin to enable screen sharing, integration with Outlook or Lotus Notes as well as desktop client
<b>Cost Transparency (5%)</b>		<b>10.0 / 10</b>	Pricing and license options are publicly available; the different licensing options, however, are a bit overwhelming
<b>Security (15%)</b>		<b>9.4 / 10</b>	128 bit SSL encryption. After 5 consecutive login attempts are made using incorrect passwords the account will be suspended for the next 5 minutes.
<b>Platform Support (15%)</b>		<b>9.2 / 10</b>	Runs on Windows, Mac and Linux via Flash Player, mobile apps for iOS, Android and Blackberry

# AnyMeeting Pro Review

**Review updated: 3 Jun 2015**

**Pricing info updated: 3 Jun 2015**

AnyMeeting Pro allows the host to use the online portal to either schedule meetings in advance, or to start ad hoc web meetings. The user interface of the service is very well structured and intuitive to use. During an online meeting the host can show presentations (only PowerPoint and PDF documents are supported) or simply use the screen sharing function. It is a browser-based web conferencing solution that allows for video conferencing.

AnyMeeting Pro does not allow as much virtual collaboration as other tools among the attendees since the white board, annotation tools, transfer mouse and keyboard control are all missing features. However, the moderator can create surveys and tests during the meeting with results immediately after. Also, you can choose to create a custom registration form to gather any information about your meeting attendees.

Bottom line: The online meeting software is very easy to use. The most important features of a web conferencing solution are integrated in the tool. However the white board, annotation tools, transfer mouse and keyboard control are not available.

## Platform Support

Hosts are required to download the application. For participants Flash Player application runs on Windows XP or later and on Mac OS X 10.6 or higher. Screen sharing is compatible with AnyMeeting Screen Sharing Plugin. Browsers supported are Internet Explorer 8, Mozilla Firefox, Chrome or Safari

## Mobile Device Support

Schedule and participate in meetings using iOS 4.3+ and Android 2.3.3+

## Pricing

Pro 25 - up to 25 attendees  
\$18/month

Pro 200 - up to 200 attendees  
\$78/month

Company Pro - Pro 25 (accounts for your entire organization)  
Starts at \$40/month for up to 3 employees

## License options

Single user license for unlimited meetings with up to 200 participants. Multiple user license also available.

## Voice over IP and phone costs

Integrated VoIP and conference call service

<b>Overall Score</b>		<b>8.8 / 10</b>	
<b>Functionality (25%)</b>		<b>7.7 / 10</b>	Limited range of features available (screen sharing but no possibility to transfer mouse and keyboard control, no whiteboard or annotation available)
<b>Usability (25%)</b>		<b>10.0 / 10</b>	very intuitive usage
<b>Meeting Setup (10%)</b>		<b>10.0 / 10</b>	Meetings are scheduled and started in the online portal; Outlook-Plugin available

<b>Overall Score</b>		<b>8.8 / 10</b>	
<b>Software Installation (5%)</b>		<b>6.7 / 10</b>	Download required for hosts. Screen sharing requires download for all.
<b>Cost Transparency (5%)</b>		<b>10.0 / 10</b>	Pricing and license options are publicly available; cost structure is transparent and easy to understand
<b>Security (15%)</b>		<b>7.2 / 10</b>	128-bit AES encoding
<b>Platform Support (15%)</b>		<b>10.0 / 10</b>	Browser based for participants on Windows and Mac OS X requiring Flash Player. Mobile device support for iOS and Android



# ReadyTalk Web Meeting Review

**Review updated: 25 Feb 2014**

**Pricing info updated: 25 Feb 2014**

Using the browser-based web conferencing tool ReadyTalk is very intuitive. The meeting host can share his screen or single apps during a meeting and also show presentations imported prior to the meeting. The video functionality is limited to 4 simultaneous video feeds.

Web meetings can be started ad hoc or scheduled in advance. The host can use either the online portal or Outlook to plan a meeting. The online portal gives meeting hosts numerous options when setting up meetings such as registration forms, reminder emails if no registration follows and emails with short questionnaires after a meeting. These options are interesting especially in the context of more formal webinars. Less formal meetings are quickly set up via the Outlook Scheduler.

After every meeting the host receives a reporting featuring all participant names as well as the chat communication during the meeting.

Additionally, ReadyTalk can be integrated with other software such as Eloqua Cloud (e-marketing) or salesforce.com (CRM). This functionality comes into play for web conferences in a sales environment, e.g. for lead generation via webcasts.

Bottom line: The online meeting software is very easy to use. The most important features of a web conferencing and webinar software are integrated in the tool.

## Platform Support

Runs on Windows XP or later, runs on Mac OS X 10.6 or higher. For chairpersons Java 1.7 or higher is required. For participants either Java or Flash Player 11 or higher is required. Flash Player is required to view recordings. Browsers supported are Internet Explorer, Firefox, Chrome, and Safari.

## Mobile Device Support

Participate in meetings using iOS 4.3+ and Android 4+. Recordings can be played from iOS and Android devices.

## Pricing

Different subscription models for web meetings available:

Meeting 10: up to 10 participants for an annual plan of \$24/month. Monthly plan is \$29/month.

Meeting 25: up to 25 participants for an annual plan of \$34/month. Monthly plan is \$44/month.









Meeting 100: up to 100 participants for an annual plan of \$59/month. Monthly plan is \$74/month.

## License options

Single license for unlimited meetings

## Voice over IP and phone costs

Integrated VoIP and conference call service with toll & toll-free telephone number

<b>Overall Score</b>		<b>8.7 / 10</b>	
<b>Functionality (25%)</b>		<b>7.5 / 10</b>	Most of the essential features are available
<b>Usability (25%)</b>		<b>10.0 / 10</b>	Intuitive user interface
<b>Meeting Setup (10%)</b>		<b>8.0 / 10</b>	Meetings can be scheduled via Outlook (after installing the necessary add-on) or via the online portal
<b>Software Installation (5%)</b>		<b>6.7 / 10</b>	Browser-based solution based on Java and Flash Player, optional installation of additional plugins possible (Outlook Scheduler, Quick Launcher)
<b>Cost Transparency (5%)</b>		<b>10.0 / 10</b>	Pricing and license options are publicly available; cost structure is transparent and easy to understand
<b>Security (15%)</b>		<b>8.9 / 10</b>	256-bit AES encryption
<b>Platform Support (15%)</b>		<b>9.2 / 10</b>	Java application, runs on Windows, Mac, and Linux: optional browser client (Flash) for participants; Mobile Device Support: iOS and Android

# omNovia Web Conference Review

**Review updated: 21 Nov 2013**

**Pricing info updated: 21 Nov 2013**

With omNovia you can host ad-hoc and planned online meetings. The software is best suited for displaying single applications on the host's desktop, presenting previously imported files or using the whiteboard. While presenting documents, the moderator and the attendees can use annotation tools to highlight elements in the presentation. These marking tools are no longer available when the host switches from presenting documents to displaying apps on his computer.

In addition participants can communicate visually via video conferencing. Per default the webcam videos are displayed right below the participants' names. As soon as more than three people activate their webcams not all of them can be displayed. In this scenario the host can adjust the size of the single webcams and arrange them individually on the display.

To schedule a web conference and invite people, the moderator can use the Event Manager. This feature allows the moderator to set up invitation and reminder emails, and to define an event-specific registration process. The Event Manager is particularly suitable for formal web conferences (e.g. webinars) - but a little too complicated for less formal meetings (e.g. with a virtual team). In this case, the moderator may want to install an Outlook plug in to ease and speed up the scheduling process.

Bottom line: omNovia can be classified as webinar tool. Due to its functionalities it is suitable for structured and well-planned web conferences which focus on one-to-many communication. Unfortunately the software lacks features for effective interactive collaboration among virtual teams and cannot score with user friendliness.

## Platform Support

Browser-based Flash application, runs on Windows XP or later and Mac OS X, requires Flash Player 10.3

## Mobile Device Support

Participate in meetings using iOS 4.0+, browser based on Android 2.2+ requiring Flash Player 10.1 or later (participation only)

## Pricing

Two different pricing models depending on the maximum number of participants:

Event Based Pricing: depends on the number of events and the number of participants




Subscription Based Pricing: monthly fee, that enables to host an unlimited number of events

## License options

Single user license (monthly or annual subscription)

## Voice over IP and phone costs

Integrated conference call functionality and VoIP

<b>Overall Score</b>		<b>8.2 / 10</b>	
<b>Functionality (25%)</b>		<b>8.0 / 10</b>	All essential features are available
<b>Usability (25%)</b>		<b>6.7 / 10</b>	Design of user interface not intuitive, limited availability of help and support functions
<b>Meeting Setup (10%)</b>		<b>9.3 / 10</b>	Meeting setup will be eased after installing the Outlook plugin

<b>Overall Score</b>		<b>8.2 / 10</b>	
<b>Software Installation (5%)</b>		<b>10.0 / 10</b>	Browser-based solution, plugin for screen sharing required
<b>Cost Transparency (5%)</b>		<b>8.3 / 10</b>	Pricing and license options are based on individual needs with no set price available
<b>Security (15%)</b>		<b>8.7 / 10</b>	128-bit SSL encryption
<b>Platform Support (15%)</b>		<b>9.2 / 10</b>	Available for Windows and Mac, Mobile Device Support: iOS and Android

# Microsoft Lync Online Review

**Review updated: 19 Dec 2013**

**Pricing info updated: 19 Dec 2013**

Microsoft Lync Online is an online meeting software within the "Office 365" product suite. The software does offer all essential functionalities such as: screen sharing and app sharing, whiteboard, file transfer, chat, and video conferencing and audio conferencing. Prior to scheduling a web meeting the host is required to install an Outlook add-in or they can use a browser-based meeting scheduler, which is not linked to the local email client.

During our tests we encountered various difficulties so our testing team's patience was tested as well. Additionally, the installation of Microsoft Lync was complex and would not run on all Windows-based PCs. To join an online meeting, attendees can choose whether to install Lync locally or to use Lync Web App (browser-based version). When using the browser-based version, the range of functionalities is limited.

The bottom line: Microsoft Lync Online is well suited for planned and unplanned conferences. Due to the complexity of the installation effort we feel that this online meeting software is more appropriate for mid-sized and large-scale enterprises and may particularly be useful for internal collaboration.

## Platform Support

Runs on Windows XP or later, runs on Mac OS X: Office for Mac Standard 2011 purchased on or after October 1, 2011 will have an Office suite that includes Lync for 2011

## Mobile Device Support

Host and participate in meetings using iOS 6.0+ or Android 4.0+

## Pricing

Option 1: Office 365 for professionals and small businesses

Small Business: \$5 per month and user

Small Business Premium: \$12.50 per month and user

Midsized Business: \$15 per month and user

Option 2: for large businesses

Exchange Online Plan 1: \$4 per month and user

Enterprise E1: \$8 per month and user

Enterprise E3: \$20 per month and user

Option 3: Only Lync Online

Plan 1: \$2 per month and user

Plan 2: \$5.50 per month and user

Option 4: Lync Server 2013: different pricing depending on edition

## License options

Single and multi user license

## Voice over IP and phone costs

VoIP integrated

<b>Overall Score</b>		<b>8.0 / 10</b>	
<b>Functionality (25%)</b>		<b>8.1 / 10</b>	all essential features available
<b>Usability (25%)</b>		<b>6.7 / 10</b>	Usage is not always intuitive
<b>Meeting Setup (10%)</b>		<b>10.0 / 10</b>	ad-hoc meetings can easily be started via the interface and as an alternative meetings can be scheduled with an Outlook add-in
<b>Software Installation (5%)</b>		<b>3.3 / 10</b>	Installation procedure is complex and time consuming
<b>Cost Transparency (5%)</b>		<b>8.3 / 10</b>	Pricing and license options are publicly available; cost structure is complex and not easy to understand
<b>Security (15%)</b>		<b>8.0 / 10</b>	128-bit SSL encoding
<b>Platform Support (15%)</b>		<b>10.0 / 10</b>	Runs on Windows and Mac OS X. Mobile Device Support: iOS and Android

# iLinc for meetings Review

**Review updated: 8 Jan 2014**

**Pricing info updated: 8 Jan 2014**

iLinc's user interface is very well structured, making it easy and intuitive to use while conducting an online meeting.

The user interface can also be adapted depending on the focus of the meeting, e.g. task-oriented collaboration on documents vs. video conferencing. Webcam images can be flexibly arranged and are scalable.

Planning webconferences and the administration of iLinc is possible via the online portal. The portal offers many options to configure the tool's settings so that meeting hosts should be prepared to spend some time getting to know all functionalities and setup options. As an additional add-on iLinc offers a "greenmeter" which measures how many CO2 emissions were saved due to virtual meetings.

iLinc offers no pricing information on its website which we consider a disadvantage.

Bottom line: iLinc is a online meeting software with a large set of functionalities, suitable for interactive virtual collaboration. Not all features are available in the browser-based solution, for example transfer of files or usage of whiteboards.

## Platform Support

Runs on Window XP or later, runs on Mac OS X 10.6 or higher. Windows browser based supporting Internet Explorer, Firefox, Google Chrome. Mac browser based supporting Firefox and Safari. Flash Player 9 or higher required for viewing recordings.

## Mobile Device Support

Browser based on iOS and Android

## Pricing

No information published on the Website

## License options

No information published on the Website

## Voice over IP and phone costs

Integrated VoIP and conference call service

<b>Overall Score</b>		<b>7.9 / 10</b>	
<b>Functionality (25%)</b>		<b>9.3 / 10</b>	Wide range of features offered
<b>Usability (25%)</b>		<b>6.7 / 10</b>	easy-to-use
<b>Meeting Setup (10%)</b>		<b>10.0 / 10</b>	Meetings can be scheduled via Outlook (after installing the necessary add-on)
<b>Software Installation (5%)</b>		<b>10.0 / 10</b>	Easy to install
<b>Cost Transparency (5%)</b>		<b>1.7 / 10</b>	Pricing and license options are not publicly available
<b>Security (15%)</b>		<b>8.3 / 10</b>	256-bit and AES encryption are only available if the browser supports it
<b>Platform Support (15%)</b>		<b>7.2 / 10</b>	Runs on Windows and Mac

# AT&T Connect 9.5 Review

**Review updated: 9 Jan 2014**

**Pricing info updated: 9 Jan 2014**

The AT&T Connect offers all the essential functionalities needed to plan and hold an online meeting. If the host decides to show a presentation he can either import it and show it to the attendees in the virtual meeting room, or he can simply use the screen sharing mode and start the presentation on his local PC.

Usage is not always intuitive - especially for new users. This is basically due to the arrangement of the menu which is spread over multiple horizontal and vertical levels. New users should set some time aside to get familiar with this web conferencing software.

Beside the usability issue we noticed two other downsides during our tests:

Even though AT&T offers its online meeting software to customers outside the US, you can only register for a test account by providing a US phone number.

Furthermore, AT&T does not offer information regarding the pricing on their website.

The online meeting software does not create a meeting-specific ID when the host schedules a web conference. As a consequence anybody who knows the URL for a meeting room could log into this meeting, even if not invited. The host can avoid this risk by locking the meeting room as soon as all invited attendees are present.

Bottom line: All important functionalities of an online meeting software are integrated in AT&T Connect. The weak points are the lacking usability and the missing price transparency.

## Platform Support

The Application runs on Windows 7 or higher and Mac OS X 10.7 or higher. Participation is also possible via browser. Mobile Device Support: iOS, Android, and Blackberry (browserbased)

## Mobile Device Support

Participate in meetings using iOS 5.0+, Android 2.3.3+, or Blackberry Playbook OS

## Pricing

8.5¢ a minute for AT&T Connect U.S. Audio



12¢ a minute for AT&T Connect Web Conferencing

## License options

Pay-per-use




## Voice over IP and phone costs

Integrated VoIP and conference call service

<b>Overall Score</b>		<b>7.9 / 10</b>	
<b>Functionality (25%)</b>		<b>8.5 / 10</b>	Broad range of functionalities
<b>Usability (25%)</b>		<b>5.0 / 10</b>	Features are divided into multiple sub-menus
<b>Meeting Setup (10%)</b>		<b>9.5 / 10</b>	Quick setup
<b>Software Installation (5%)</b>		<b>10.0 / 10</b>	Uncomplicated
<b>Cost Transparency (5%)</b>		<b>6.7 / 10</b>	Usage-based pricing, cost per minute



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<b>Overall Score</b>		<b>7.9 / 10</b>	
<b>Security (15%)</b>		<b>8.0 / 10</b>	128-bit SSL encryption
<b>Platform Support (15%)</b>		<b>10.0 / 10</b>	Runs on Windows and Mac. Mobile Device Support: iOS, Android, and Blackberry

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# Microsoft Office Live Meeting\* Review

Review updated: 26 Feb 2010

Pricing info updated: 26 Feb 2010

Microsoft Office Live Meeting 2007 is a online meeting software suited well for planned and ad hoc conferences. The service boasts a large set of features which makes it a solid online collaboration tool suited for various usage scenarios.

Web conferences are easy to plan via Outlook and can be started quickly. During the meeting the host can present documents in the virtual meeting room. The documents must be uploaded beforehand.

Bottom line: Microsoft Office Live Meeting 2007 stands out with its usability, despite of the a large set of features - particularly the online collaboration functions.

## Platform Support

Runs on Windows XP or later. Browsers supported include Internet Explorer, Firefox, and Safari, Flash Player 9 or higher to view multi-media data content slides.

## Mobile Device Support

No mobile support

## Pricing

"Standard": up to 250 participants per meeting: US\$ 4.50 per month (minimum of 5 licenses);

"Professional": up to 1.250 participants per meeting: US\$ 16.00 per month (minimum of 5 licenses)








## License options

single user license for an unlimited number of meetings (minimum purchase: 5 licenses)



## Voice over IP and phone costs

Only integrated VoIP

\* Software phased out, included in ranking and reviews for reference purposes only.

Overall Score		7.5 / 10	
Functionality (25%)		7.4 / 10	Large set of functionalities
Usability (25%)		6.7 / 10	Complex due to the variety of functions but the training effort is minimized using clear menu guidance
Meeting Setup (10%)		10.0 / 10	Average complexity when planning meetings as a result of the variety of meeting options, simple planning after setting the options by default and when using the Outlook add-in.
Software Installation (5%)		5.0 / 10	Quick and simple installation of the Live Meeting client and the Outlook-Add-on. Users must register at Microsoft Online Services, which is a bit tedious
Cost Transparency (5%)		10.0 / 10	Pricing and license options are publicly available; cost structure is transparent and easy to understand
Security (15%)		9.6 / 10	128-bit AES encryption

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<b>Overall Score</b>		<b>7.5 / 10</b>
<b>Platform Support (15%)</b>		<b>5.6 / 10</b> Works for Windows users. Live Meeting Web Access can be used on Mac, Linux and Solaris.

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# Microsoft NetMeeting\* Review

**Review updated: 1 Aug 2014**

**Pricing info updated: 1 Aug 2014**

Microsoft's online meeting software, NetMeeting, is included for free with Windows operating systems (Windows XP or earlier). In contrast to other web conferencing services, it must be installed locally on the user's PC.

Microsoft recommends Microsoft Office Live Meeting - tested fully by us and included in our comparison for small and medium-sized companies. Individuals are advised to use Windows Meeting Space.

NetMeeting is unsuitable for interactive online meetings, primarily for the following reasons:

- (1) The role of presenter cannot be passed on to other attendees
- (2) Control of keyboard/mouse cannot be transferred to all participants
- (3) There is no integrated invitation mechanism
- (4) It lacks mark-up tools (for highlighting information in documents during an online presentation)

Microsoft has discontinued development of this program. It is not included with Windows Vista or Windows 7, the latest two Windows operating systems.

## Platform Support

Runs on Windows (version 98, NT, XP, 2003) only. Requires Internet Explorer

## Mobile Device Support

No mobile support

## Pricing

free-of-charge

## License options

Single user license

\* Software phased out included in ranking and reviews for reference purposes only.

<b>Overall Score</b>		<b>5.9 / 10</b>	
<b>Functionality (25%)</b>		<b>2.5 / 10</b>	Key features are missing
<b>Usability (25%)</b>		<b>10.0 / 10</b>	
<b>Meeting Setup (10%)</b>		<b>2.7 / 10</b>	No scheduling functionality available
<b>Software Installation (5%)</b>		<b>8.3 / 10</b>	
<b>Cost Transparency (5%)</b>		<b>10.0 / 10</b>	Free-of-charge for Windows users
<b>Security (15%)</b>		<b>5.9 / 10</b>	
<b>Platform Support (15%)</b>		<b>4.8 / 10</b>	Suitable for Windows (version 98, NT, XP, 2003) only