

Information from October 2009	Web Meeting Services Comparison Grid				
	Acrobat Connect Pro	Dimdim	GoToMeeting	ReadyTalk	WebEx Meeting Center
BEGINNING INFORMATION					
Maker	Adobe	--	Citrix	ReadyTalk	Cisco
Demo	overview videos and free seminars available on website	video tour	yes	yes	yes
Free trial	30 days for 5 participants (free version of ConnectNow for 3 people)	30 days for Pro and Webinar; always free for 20 attendees	30 days (have to provide CC#); 45 days available by referral	30 days (have to provide CC#)	14 days
Spec sheet	yes	yes	yes	yes	yes, for Meeting and Event Centers
PARTICIPANTS					
Starting capacity	100 (3, 5, and 20 with ConnectNow)	20 (free); 50 (Pro); 100 (Mtg Webinar) & 1000 (Webinar)	15 for Meeting; 1000 for Webinar	15	25
Exceed capacity	--	--	would have to move up to GoToWebinar	\$0.15/min/extra participant or upgrade to another plan (\$99/mo?)	over 25 is \$15/person/event (bigger packages offered if contact sales)
International calls	yes, supported	should be able to use an outside audio service to make this possible (for up to 4 audio lines?)	some countries may call a number local to their country to avoid int'l rates	an extra fee for toll free int'l calls	on a per-min/per-attendee basis (separate plans for int'l toll free)
Toll-free option	audio is not provided with the service; would need to check with audio provider	should be able to use an outside audio service to make this possible (for up to 4 audio lines?)	can't implement easily (unless provide your own toll free number in setting mtg up)	yes, it is provided as the standard number	at an additional charge of \$0.15/min/attendee but could use own toll free number and pay normal charges to use that (and if wanted to record, audio would still record)
COST					
Starting price	Connect Pro is \$45/mo/host annual plan (\$540) or \$55/mo/host; ConnectNow is free for 3 participants, \$14.99 monthly for 5 participants, \$39 monthly (\$390 annual) for 20 participants; audio is separate (partner audio providers are listed on website)	free for 20; \$19 or \$25/mo (Pro); \$75/mo (Webinar)	Meeting is \$39/month annual plan (\$468) or \$49/month; audio included in price; emailed rate of \$348/yr; Webinar is \$79/month annual plan (\$948) or \$99/month; audio included in price	\$39/mo annual plan (\$468) or \$49/mo; audio not included, but WCI currently pays \$0.04/min/participant + 13% Fed USF; see better \$45/yr rate on TechSoup for web mtg service!!!; \$99/mo for webinar package/service (2000 participants)	\$59/mo/host annual plan + 1 mo free or \$69/month; includes audio; pricing is different for Event Center (more for webinars)
Pay-per-use option	\$0.32/min/user	--	no	\$0.08/min/participant (reduced rate through MN Council on Non-profits)	\$0.33/min + fee for teleconference
Recording fee/storage fee	no?	no cost that I can find	no, can store on your own computer	costs as if an additional participant; hosting costs \$0.20/min/mo unless save to own server by midnight (may be a plan for this as well)	no fee (save it to own computer, so no storage fee)
GETTING SET-UP					
Download or software installation	Flash Player, already on about 98% of computers; Connect Pro Add-In needed for presenter(s)	only Flash Player 9.0 for attendees; browser plug-in to present	automatically installs application	Java needed to present	Meeting Manager is automatically downloaded
Participants start an account	no	no	no	no	no
Participants provide info to join meeting	just enter URL unless organizer asks for more info	name and email	mtg ID and email	name, email, and any questions host asks when setting up mtg	name and email
Participants pay	regular long distance rates	regular long distance rates	regular long distance rates	regular long distance rates	regular long distance rates
INVITES & SCHEDULING					
Application for easy invites and scheduling	yes, uses default email	yes, registration widget and Outlook integration; can add agenda	yes, uses Outlook	yes, uses Outlook	yes, uses Outlook
Recurring meetings	yes	yes	yes	yes	yes
Able to meet instantly	yes	yes	yes	yes	yes
INTEGRATION/COMPATABILITY					
Operating system requirements	PC, Mac, Linux, Solaris	Windows, Mac, Linux	Windows, Mac	Microsoft Windows, Linux, Apple Mac	PC, Mac, Linux, Unix, Solaris
PC/Mac compatible (presenter and participant)	yes	yes	not all features work with Macs (mac presenters must close anything they don't want shared from their desktops)	yes	yes
Cell phone/3G smart phone capable	no?	no?	no	for audio, yes; for web portion, no?	3G, using WIFI on iPhone; BlackBerry smartphones soon
Checks computer system prior to meeting	yes	yes	yes	yes	yes
SECURITY					
Password protect	can add password	can add a password; also a "lobby" feature	yes, may add password	can add additional security code	yes
Certified security	128-bit SSL encryption	128-bit SSL encryption	128-bit SSL and AES encryption	can't find info on this	128-bit SSL and AES encryption
Dismiss an unwanted attendee	yes	yes	yes	y?	yes
CAPABILITIES DURING MEETING					

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Simultaneous meetings	no	not using same account; each person can have a free account!	no, not unless more than one license	no	no
Custom branding	yes	yes, with Pro or Webinar	no	yes	looks like the Palm Beach Comm Fdn did
Shows list of online participants	yes	yes, and can hide it	yes	yes	yes
Recording option	yes, but audio will probably only be recorded if using an audio partner capable of integration	yes, with only one click, but the only audio recorded is from 4 supported mics; at end of mtg, link and embed code are emailed	yes (but must have external device if use own phone # for call in)	yes (and podcasts option) saved/hosted on site for fee unless downloaded to own computer/server before midnight; see fees above	yes, and it can be saved to own computer
Track participants	yes	Webinar includes reports and analytics	yes; in history view when joined and when left; can transfer name, email and times to Excel	yes, can see when logging on and off	yes, attendance reports are available along with phone #'s
Other useful tools	many options to help optimize for attendees; content library	timeclock on screen; reports; redirect URL	special features for webinar	easily set up feedback form at end of mtg and collect responses; materials can be added to invite; redirect at end of mtg	can easily send "transcript of mtg" to attendees after mtg
COLLABORATION & INTERACTION TOOLS					
Desktop sharing	yes	yes	yes	yes	yes
Access to selected applications	no	no, but on road map; can upload PPT, PDF, PPXX for duration of mtg (no animation in PPT)	yes (Macs must close all other docs)	yes	yes
Transfer control of keyboard and mouse (remote control)	yes	no, but on road map	yes	yes	yes
Transfer presenter role	yes	yes	yes	yes	yes
Annotation and drawing tools	yes	laser pointer, zoom, some annotation tools	yes	yes	yes
Whiteboard	yes	yes	yes, if use plain doc or slide	yes, if use plain doc or slide	yes
Private chat	yes	yes, can enable it	yes, can be granted	no, not private (public chat available)	no?
File transfer	yes	no	only through email	no	yes
Polls/surveys/quizzes	yes	can add in a button to incorporate web-based surveys & polls	no for Meeting; yes for Webinar	yes?	yes
AUDIO & VIDEO					
Real time (no delay?)	not much	a couple seconds	yes	short delay in loading photos	yes
Support streaming video (can you run a CD or a DVD?)	yes	no?	no	not yet	suggested to embed video in PPT
Integrated VoIP teleconference (good option for int'l callers especially)	yes	yes, but only 4 audio at a time	yes	yes	yes
Mute participants	yes	yes, you may mute the 4 people	yes	yes	yes
Webcams and video	yes	1 w/ Free; 2 w/ Pro; presenter video can be resized 4x larger; can stream HD video but no video conferencing support yet	webcams, yes; video, no	no, but an embedded video in PPT may show up distorted	yes
REVIEW					
Technical assistance	website has some resources, but they're not so user-friendly; there is an 800 # if you look hard enough!	forums, knowledgebase, issue tracker, videos	24/7 call center and email support	very quick chat assistance; 24/7; almost too much customer service	24/7 by phone and email and quick 2-min "How do I..." videos
Live chat help	no, not that I could find	"fast reach" option	online form, toll-free call or check out online help	yes	yes, very nice!
During webinars or meetings	menu of help resources	didn't see anything	see above	operator available during mtg (for fee?)	see above
OTHER NOTES					
	breakout rooms; audio is a separate price and is provided by partner companies of Premiere Global Services, Cisco MeetingPlace, and Avaya	refer others and increase size of mtg room; open license-if know how, can make changes; timeout feature after 2 hrs unless you extend mtg for up to 5 hrs; account is attached to an individual's email address; co-browsing; "Meet freely." is the slogan	45 day free trials at http://www.gotomeeting.com/s/referral and http://www.gotoweinar.com/s/TAF ; Webinar has audience view (but not for Macs)	toll free number, accesscode, and passcode never changes; better to upload slides than share PPT application	formerly called MeetMeNow; WebEx Connect due to be released in November 2009?; editing for webinars is good-can chop it into chapters; operates on own private network