

CATEGORY REPORT

Web Conferencing

Adobe Connect
AnyMeeting
Blizz

BlueJeans
Cisco Webex Meetings
Google Hangouts

GoToMeeting
Lifesize Cloud
Microsoft Teams

Skype
Zoho Meeting
Zoom

684

Reviews

12

Vendors Evaluated

Table of Contents

Data Quadrant.....

Category Overview

Vendor Capability Summary

Vendor Capabilities

Product Feature Summary

Product Features

4

5

7

9

15

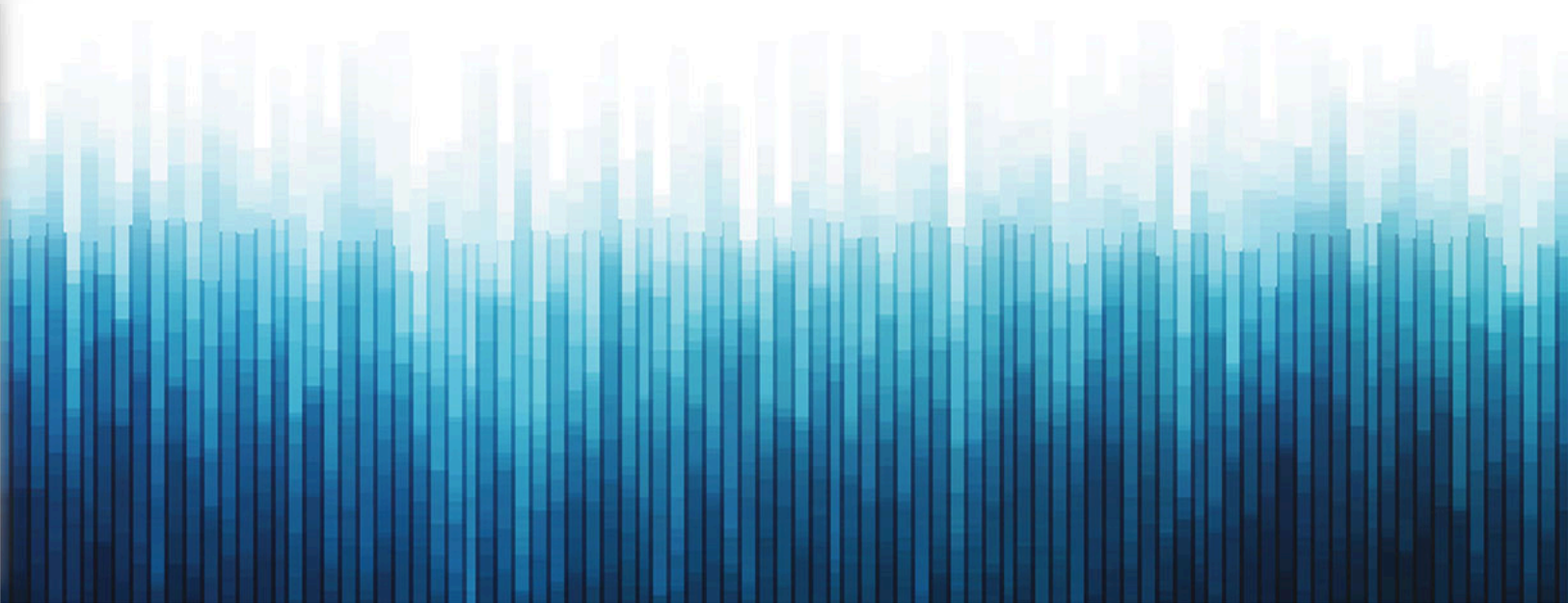
17

How to Use the Report

Info-Tech’s Category Reports provide a comprehensive evaluation of popular products in the Web Conferencing market. This buyer’s guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech’s Product Scorecard.



Software Directory

WEB CONFERENCING SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Web Conferencing Software

 Adobe Connect

 AnyMeeting

 Arkadin Anywhere

 Beehive

 Biba

 BigMarker

 Blizz

 BlueJeans

 Cisco Webex Meetings

 EZTalks

 Google Hangouts

 GoToMeeting

 Highfive Video Conferencing Software

 iLinc for Meetings

 Jamvee unified conferencing

 Join.me

 Lifesize Cloud

 Microsoft Teams

 Mikogo

 ON24 Webinar Platform

 Onstream Web conferencing

 PGi GlobalMeet

 Polycom Cloud Services

 ReadyTalk Global Meet Meeting

 Real - Time Collaboration Hub

 Skype

 Skype for Business

 UberConference

 VeriShow Video Live chat

 Webinato Platform

 West Conferencing & Collaboration

 Workplace Chat

 Zoho Meeting

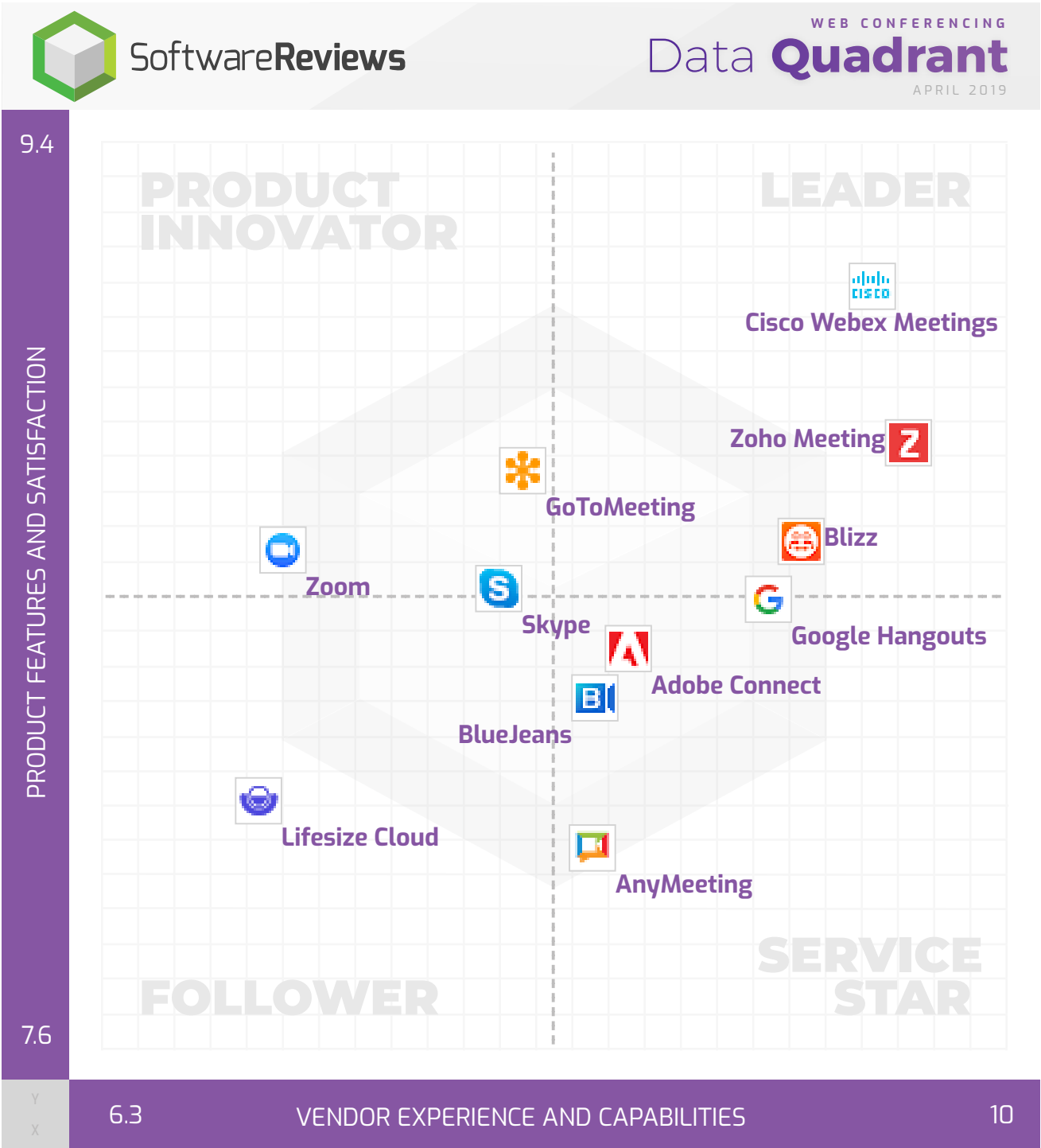
 Zoom

SOFTWARE REVIEWS
Data Quadrant



INFO~TECH
RESEARCH GROUP
SoftwareReviews

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



WEB CONFERENCING

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

Category Overview

This page provides a high level summary of product performance within the Web Conferencing category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	 Cisco Webex Meetings	9.0/10	+92 	 1% NEGATIVE93% POSITIVE	84%	89%	94%	94
	 Zoho Meeting	8.9/10	+100 	 -- NEGATIVE100% POSITIVE	82%	81%	94%	22
	 Blizz	8.6/10	+91 	 1% NEGATIVE92% POSITIVE	82%	82%	88%	57
	 Google Hangouts	8.5/10	+91 	 1% NEGATIVE92% POSITIVE	80%	81%	87%	114
5	 Adobe Connect	8.1/10	+86 	 3% NEGATIVE89% POSITIVE	77%	78%	88%	56
5	 GoToMeeting	8.1/10	+83 	 5% NEGATIVE88% POSITIVE	81%	86%	88%	26
7	 BlueJeans	8.0/10	+84 	 2% NEGATIVE86% POSITIVE	78%	81%	82%	18
8	 Skype	7.9/10	+83 	 4% NEGATIVE87% POSITIVE	79%	83%	86%	113
9	 AnyMeeting	7.8/10	+84 	 4% NEGATIVE88% POSITIVE	78%	81%	75%	20
10	 Zoom	7.6/10	+70 	 6% NEGATIVE76% POSITIVE	78%	83%	87%	12
AVERAGE SCORES		8.2/10	+84 	 3% NEGATIVE88% POSITIVE	79%	82%	86%	53

Category Overview

This page provides a high level summary of product performance within the Web Conferencing category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
11	 Lifesize Cloud	7.2/10	+72 	 8% NEGATIVE80% POSITIVE	72%	75%	83%	10
--	 Microsoft Teams	--	+76 	 5% NEGATIVE81% POSITIVE	73%	--	79%	98
AVERAGE SCORES		8.2/10	+84 	 3% NEGATIVE88% POSITIVE	79%	82%	86%	53

	VENDORS WITH INSUFFICIENT DATA							
--	 UberConference	--	+64 	 13% NEGATIVE77% POSITIVE	--	--	85%	8
--	 Arkadin Anywhere	--	+93 	 1% NEGATIVE94% POSITIVE	--	--	83%	7
--	 Conferencing & Collaboration	--	+99 	 -- NEGATIVE99% POSITIVE	--	--	97%	6
--	 BigMarker	--	+97 	 -- NEGATIVE97% POSITIVE	--	--	97%	3
--	 EZTalks	--	+100 	 -- NEGATIVE100% POSITIVE	--	--	87%	3
--	 Join.me	--	+87 	 -- NEGATIVE87% POSITIVE	--	--	83%	3
--	 Mikogo	--	+98 	 -- NEGATIVE98% POSITIVE	--	--	100%	2
--	 Onstream Web conferencing	--	+90 	 -- NEGATIVE90% POSITIVE	--	--	95%	2

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Cisco Webex Meetings	84%	87%	85%	86%	84%	84%	84%	82%	85%	79%	80%	85%
Zoho Meeting	82%	85%	83%	80%	82%	77%	81%	80%	83%	83%	89%	84%
Blizz	82%	85%	85%	86%	77%	85%	81%	79%	83%	80%	77%	84%
GoToMeeting	81%	81%	80%	87%	81%	85%	80%	79%	74%	80%	81%	82%
Google Hangouts	80%	81%	79%	82%	77%	82%	81%	78%	78%	73%	77%	85%
Skype	79%	81%	79%	79%	75%	81%	75%	80%	79%	76%	77%	86%
Zoom	78%	77%	73%	79%	80%	94%	71%	75%	69%	83%	72%	82%
BlueJeans	78%	79%	75%	83%	81%	76%	76%	79%	78%	72%	81%	79%
AnyMeeting	78%	71%	74%	83%	81%	76%	79%	74%	79%	84%	81%	76%
Adobe Connect	77%	78%	82%	77%	75%	75%	80%	75%	75%	74%	79%	74%
CATEGORY AVERAGE	79%	80%	78%	80%	79%	80%	78%	77%	77%	78%	78%	81%
VENDORS WITH INSUFFICIENT DATA												

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Microsoft Teams	73%	76%	76%	75%	73%	76%	71%	71%	71%	71%	73%	75%
Lifesize Cloud	72%	80%	65%	68%	75%	75%	72%	75%	75%	72%	64%	75%
CATEGORY AVERAGE	79%	80%	78%	80%	79%	80%	78%	77%	77%	78%	78%	81%

VENDORS WITH INSUFFICIENT DATA												
UberConference	78%	72%	75%	75%	81%	81%	75%	75%	88%	75%	78%	84%
Arkadin Anywhere	82%	86%	82%	79%	68%	89%	82%	86%	82%	82%	79%	89%
West Conferencing & Collaboration	91%	88%	83%	92%	92%	92%	96%	88%	92%	92%	92%	96%
BigMarker	89%	100%	75%	92%	92%	92%	83%	83%	92%	92%	83%	92%
EZTalks	86%	83%	83%	83%	92%	83%	83%	83%	83%	83%	83%	100%
Join.me	71%	75%	58%	75%	58%	75%	67%	83%	67%	67%	83%	75%
Mikogo	89%	100%	88%	100%	75%	75%	100%	75%	100%	100%	75%	88%
Onstream Web conferencing	88%	88%	75%	100%	88%	75%	88%	88%	100%	75%	88%	100%

Vendor Capability Satisfaction

Vendor Capabilities

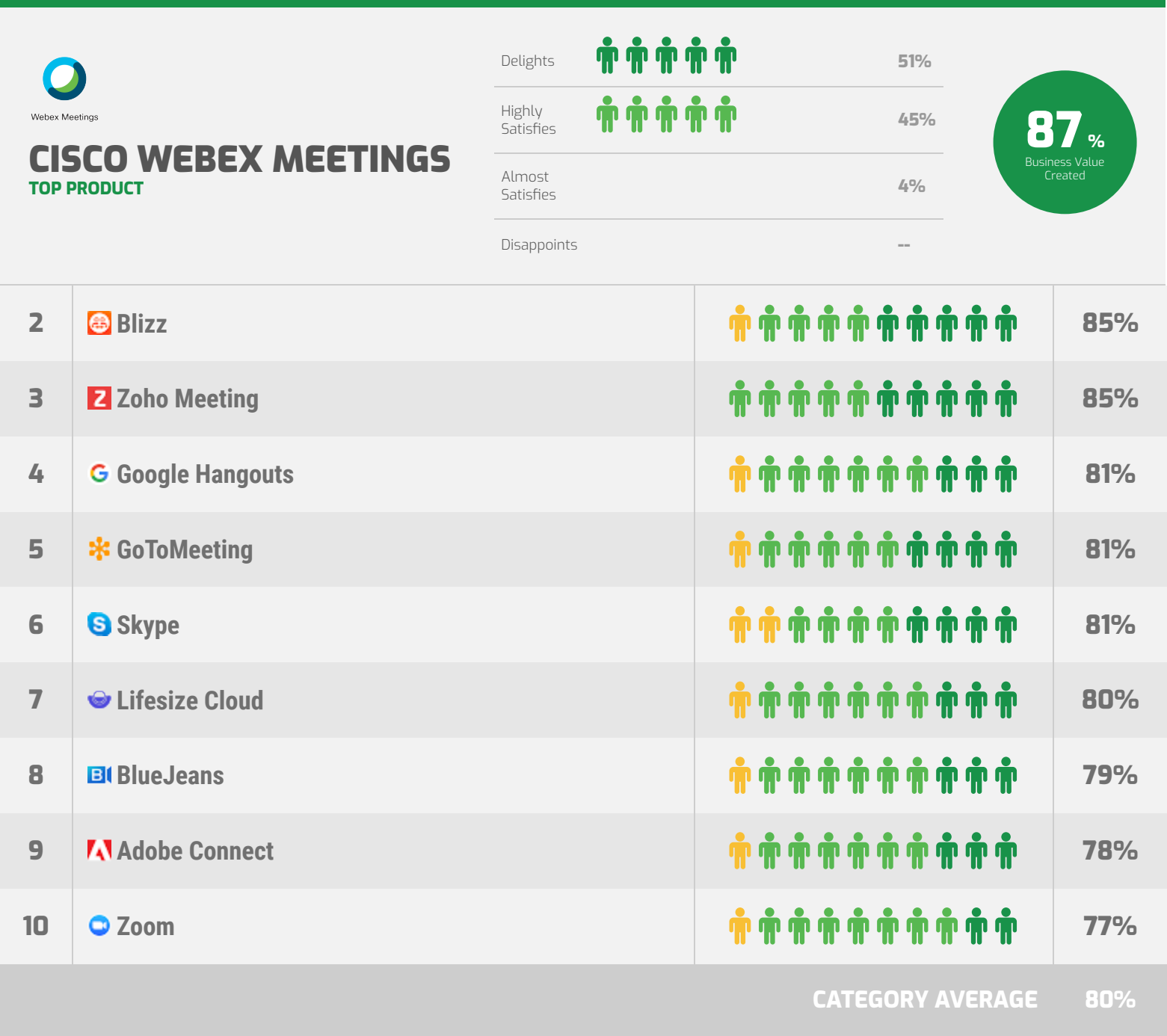
This table lists and briefly describes all vendor capabilities that are evaluated in the Web Conferencing software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The ability to bring value to the organization.
Breadth of Features	The ability to perform a wide variety of tasks.
Quality of Features	The ability to perform at or above industry standards.
Product Strategy and Rate of Improvement	The ability to adapt to market change.
Usability and Intuitiveness	The ability to reduce training due to intuitive design.
Vendor Support	The ability to receive timely and sufficient support.
Ease of Data Integration	The ability to seamlessly integrate data.
Ease of IT Administration	Ease of use of the backend user interface.
Ease of Customization	The ability to scale the solution to a business' unique needs.
Availability and Quality of Training	Quality training allows employees to take full advantage of the software.
Ease of Implementation	The ability to implement the solution without unnecessary disruption.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

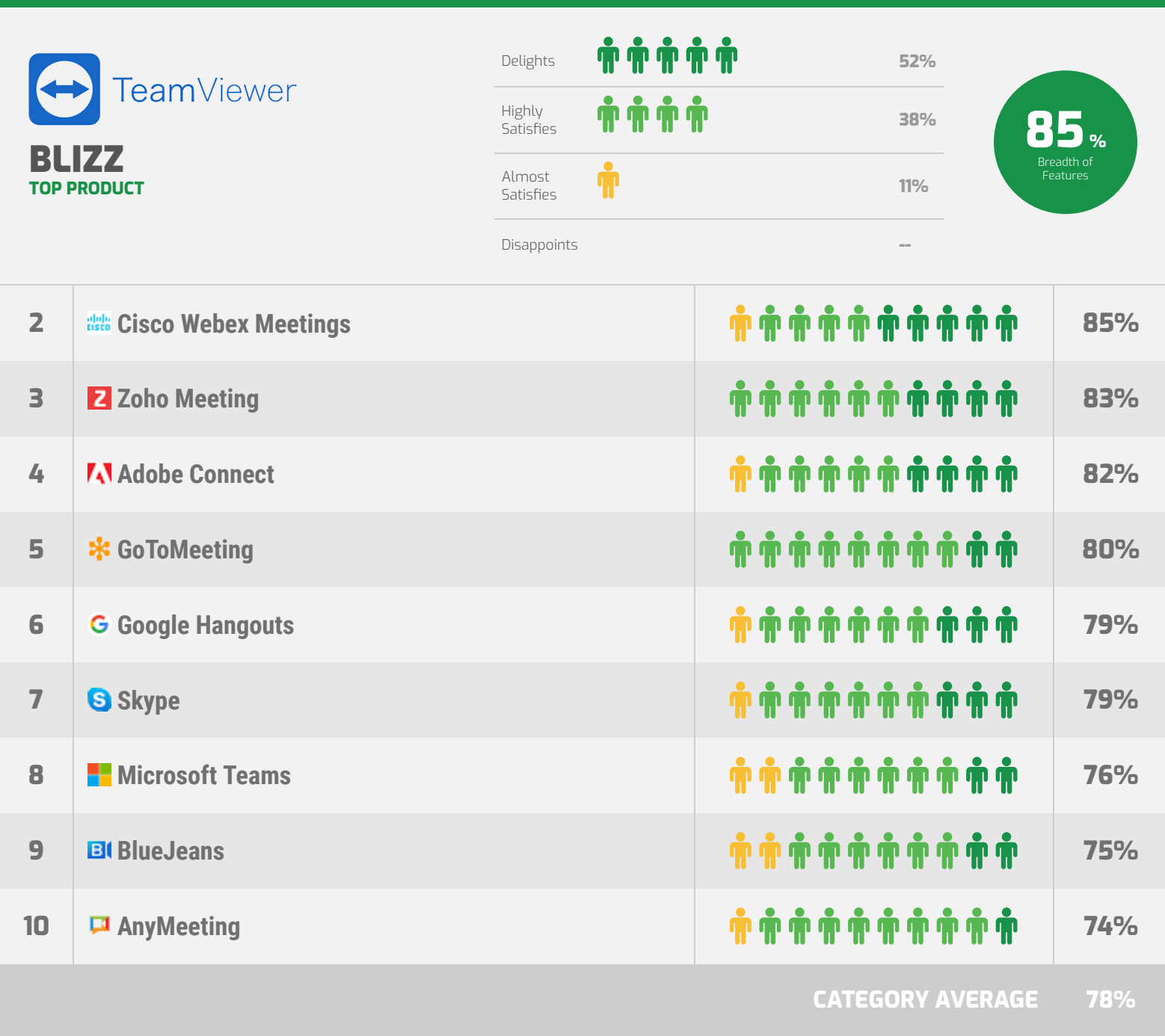


Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

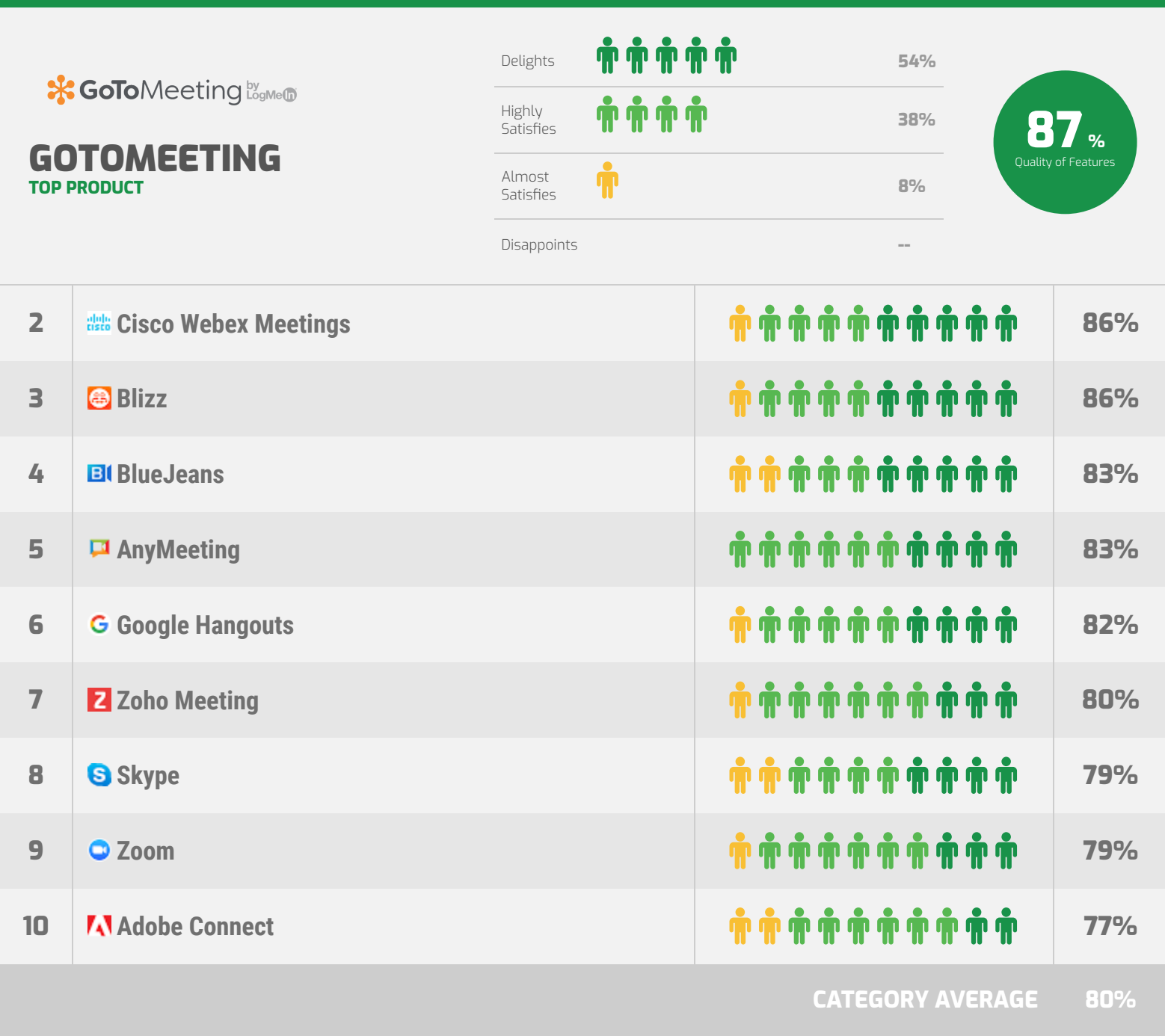
Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.



Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

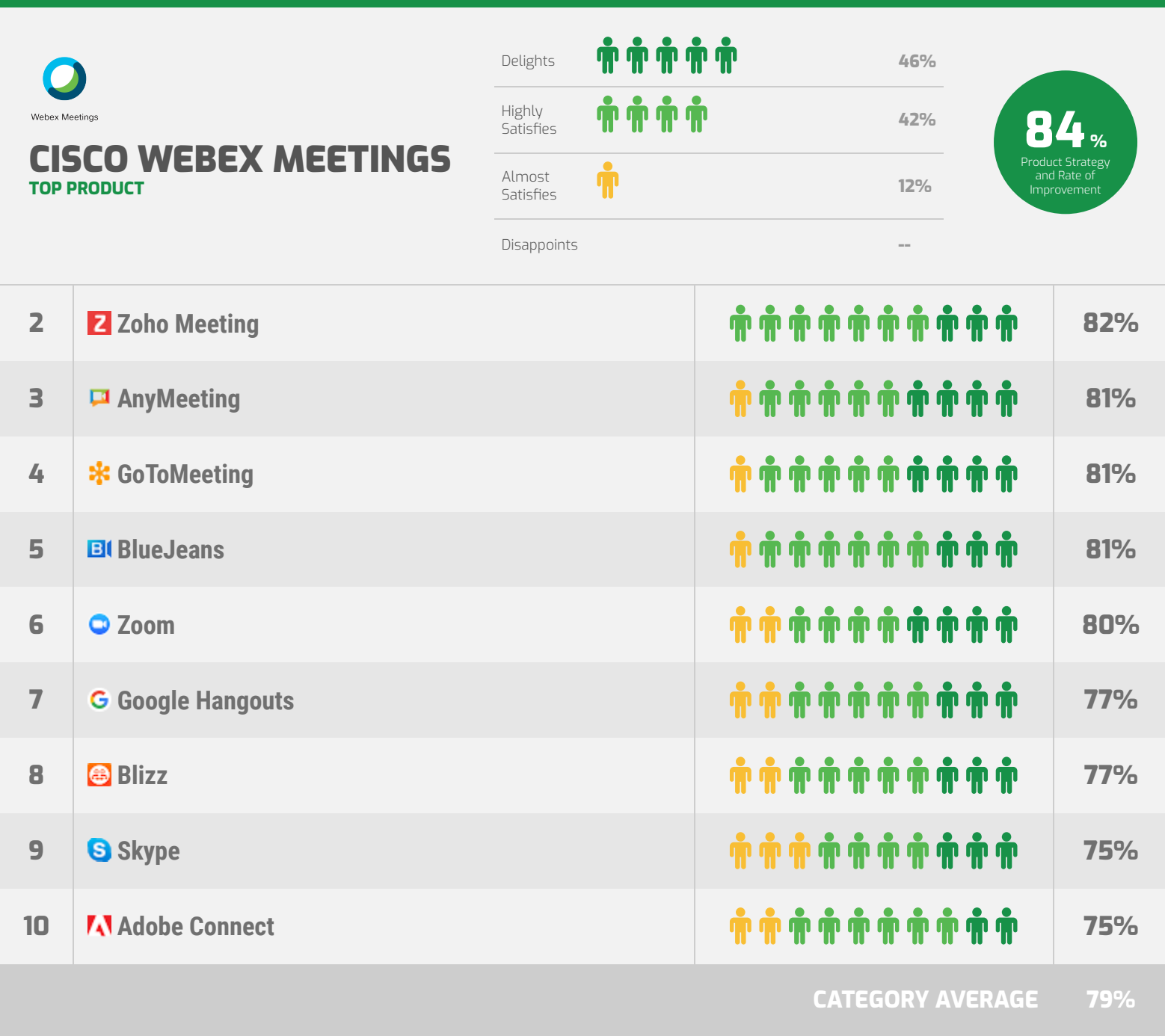


Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

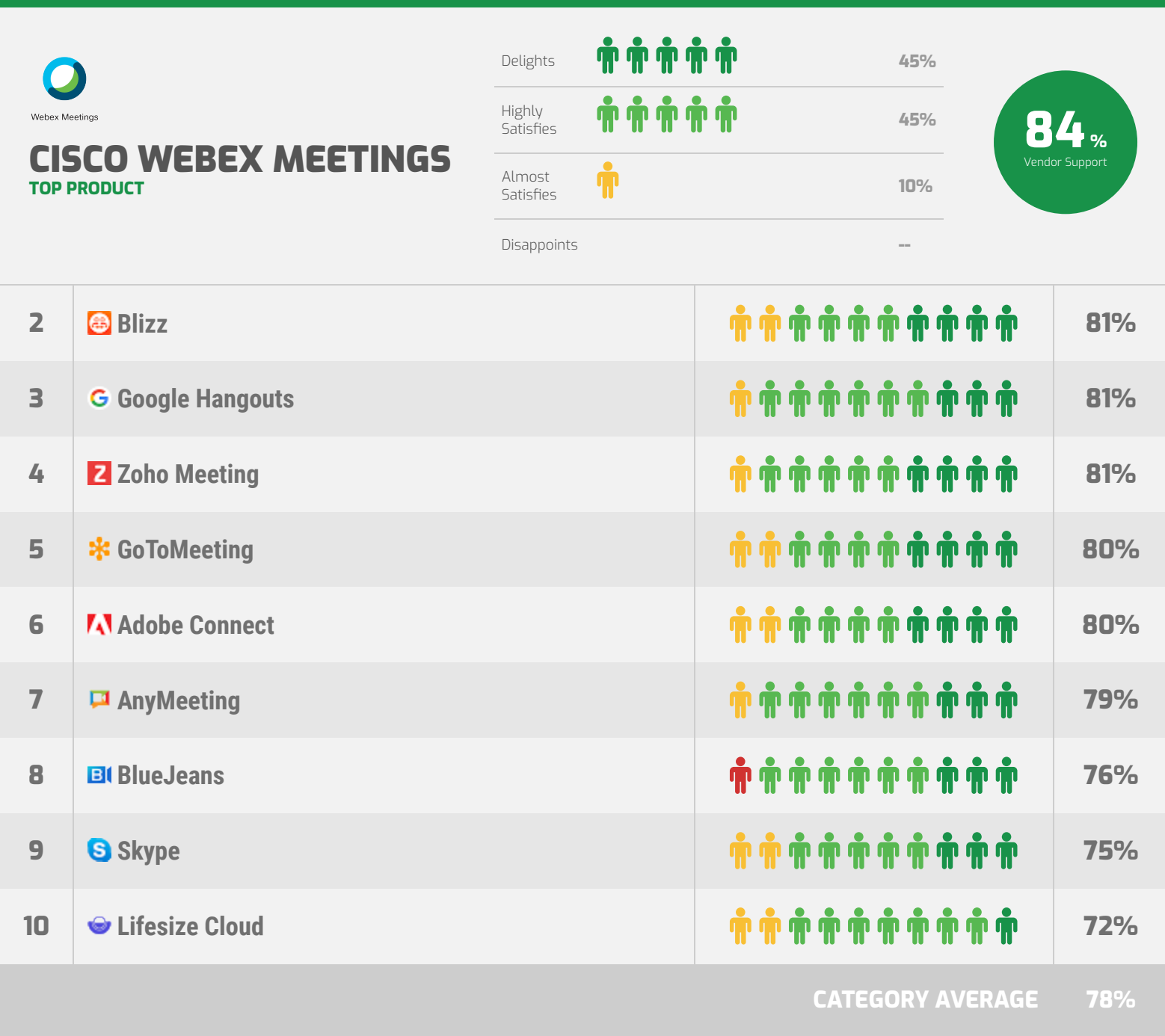


Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

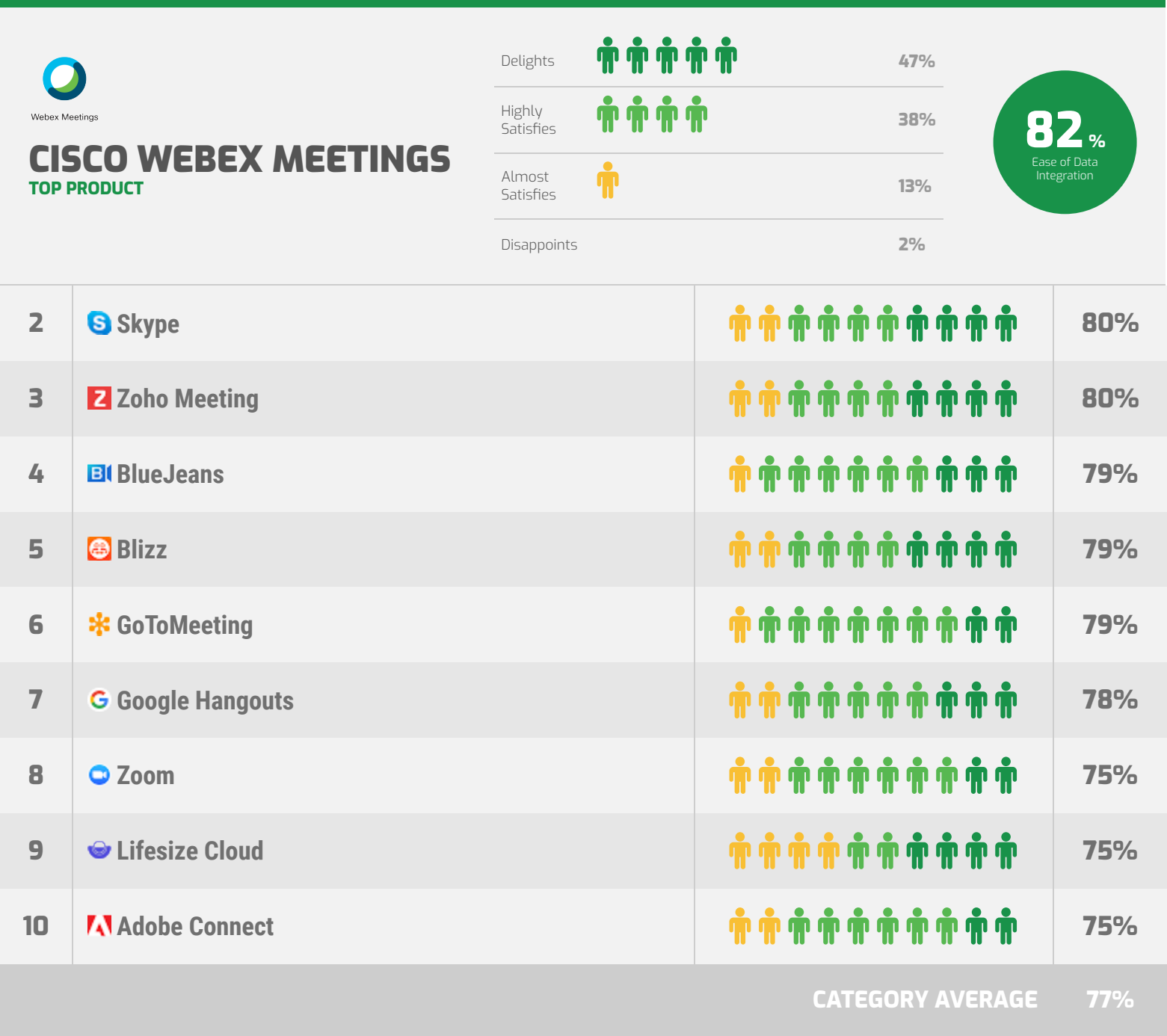
Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.



Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

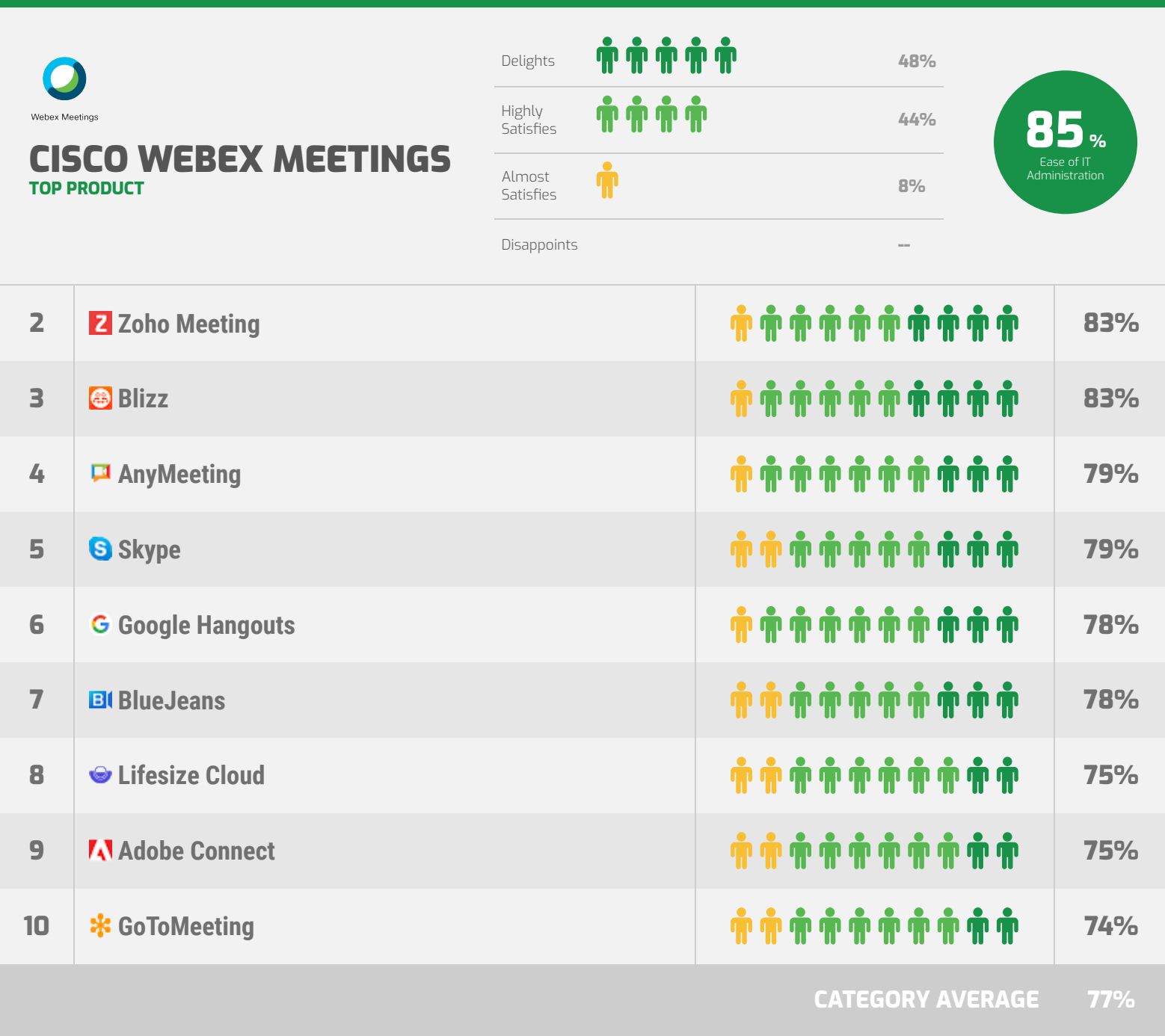


Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

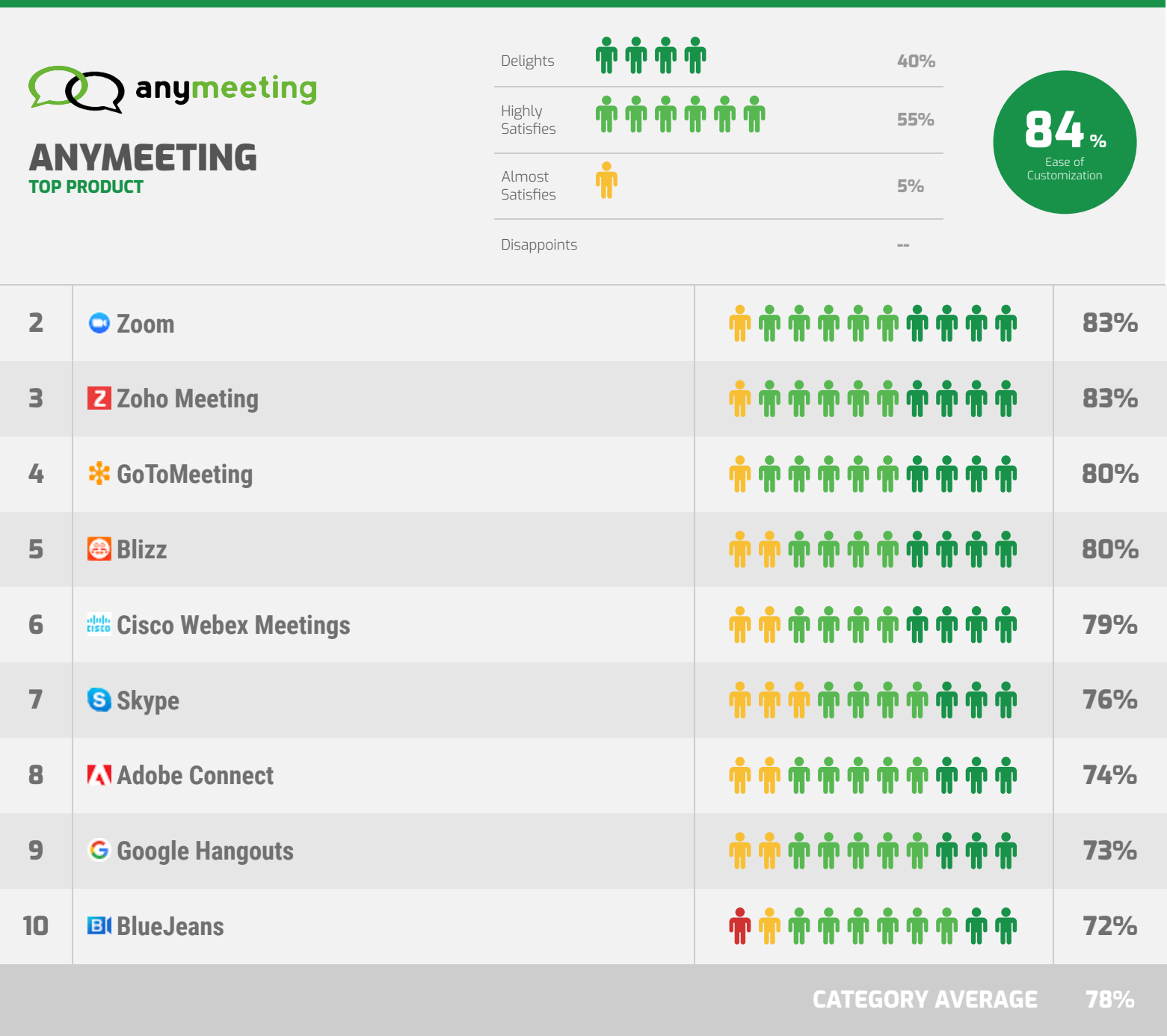
Ease of IT Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.



Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

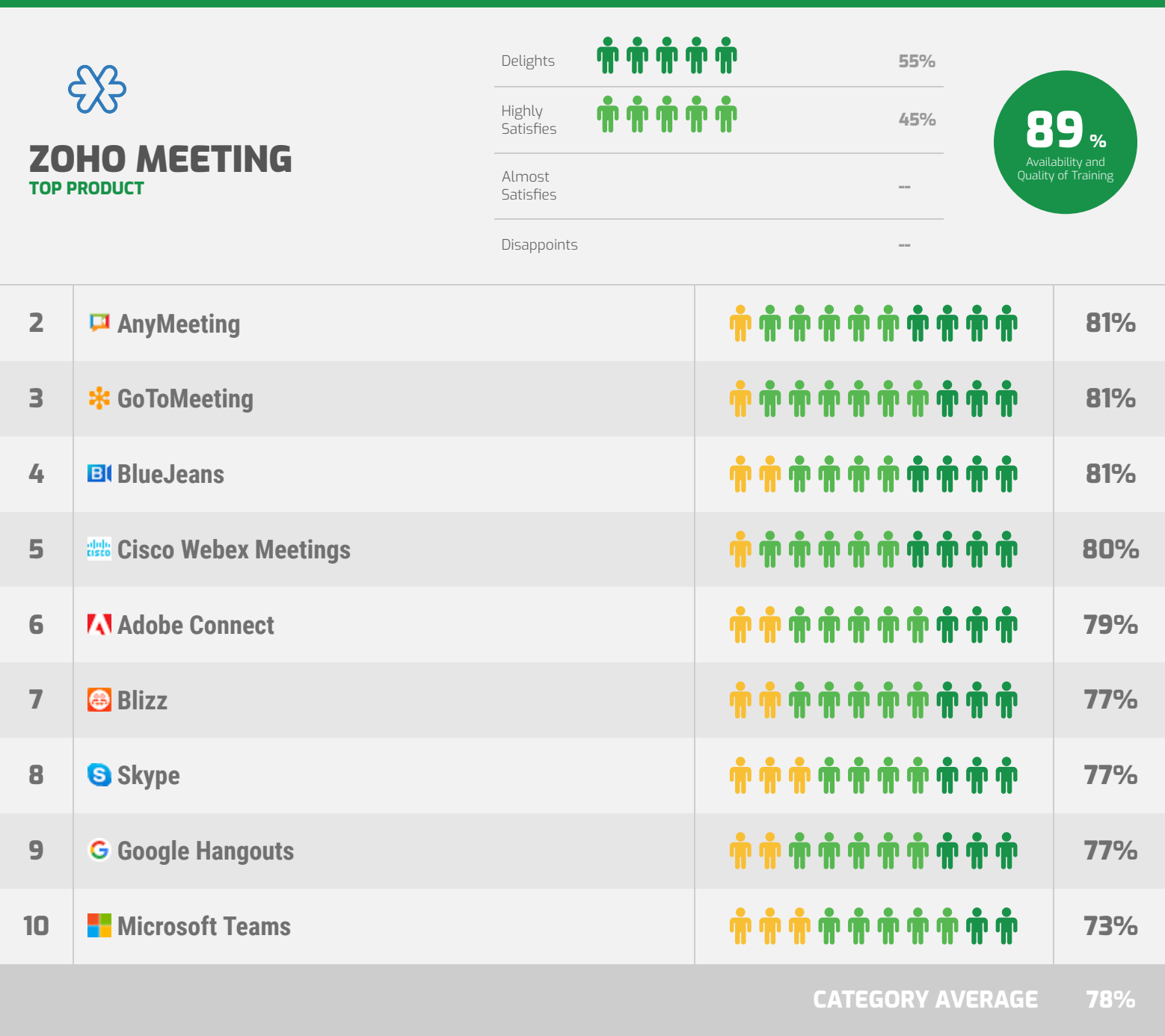


Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

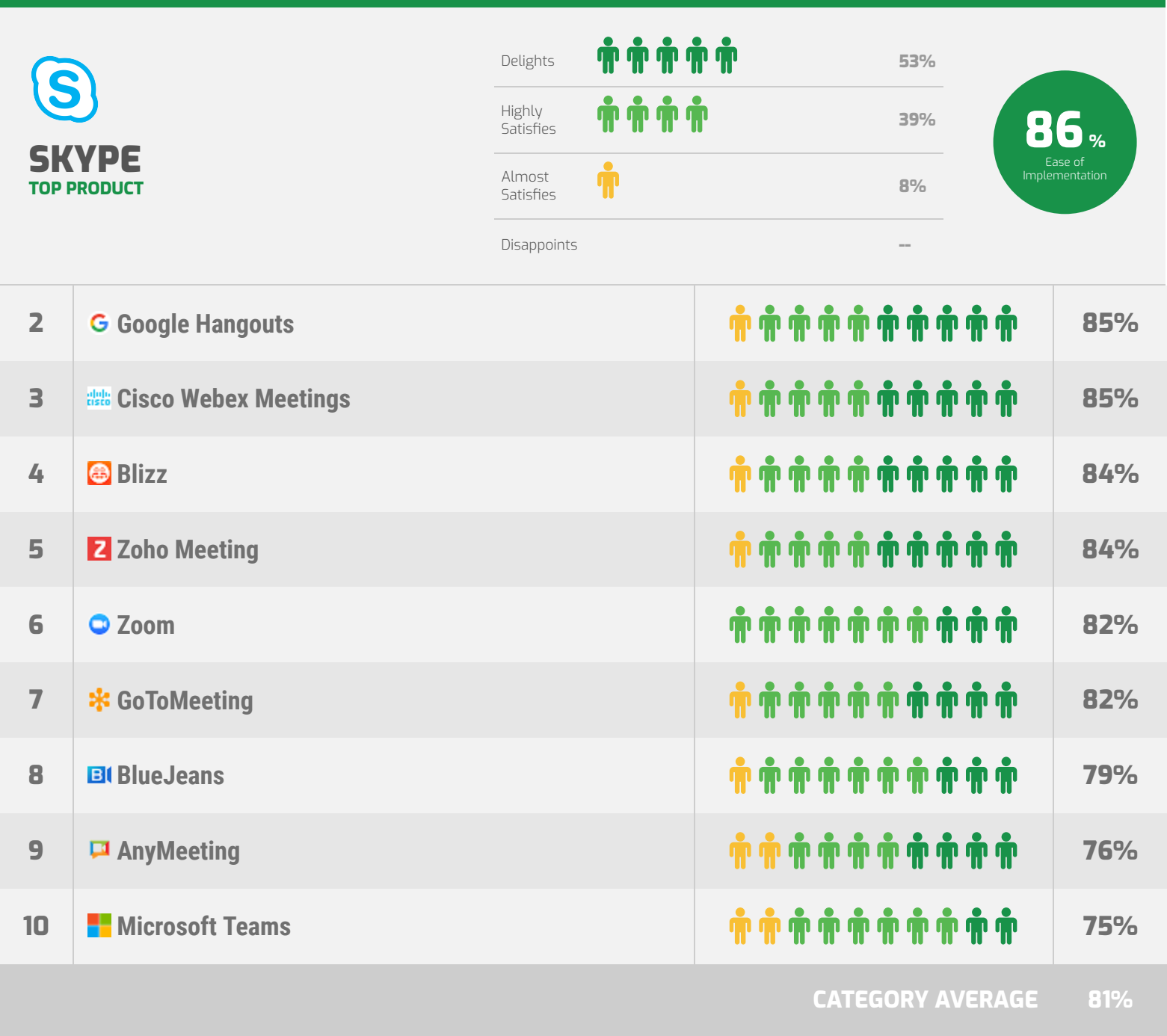
Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



Product Feature Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	APPLICATION SHARE	AUDIO CONFERENCING- CALL-IN BRIDGE	AUDIO CONFERENCING - VOIP	AUDIO CONTROLS	FACILITATOR FUNCTIONS	FILE TRANSFER	INSTANT MESSAGING	KEYBOARD+MOUSE CONTROL	SCREEN SHARE	VIDEO CONFERENCING	VIRTUAL WHITEBOARD
Cisco Webex Meetings	89%	92%	89%	92%	86%	84%	88%	90%	86%	91%	91%	86%
GoToMeeting	86%	81%	88%	88%	83%	81%	92%	90%	85%	88%	92%	81%
Zoom	83%	81%	88%	86%	80%	83%	71%	79%	83%	84%	90%	89%
Skype	83%	83%	81%	86%	78%	78%	82%	85%	81%	85%	88%	81%
Blizz	82%	80%	86%	83%	81%	83%	81%	83%	83%	83%	80%	83%
AnyMeeting	81%	81%	81%	83%	78%	83%	81%	86%	75%	75%	92%	78%
BlueJeans	81%	81%	78%	81%	72%	75%	84%	91%	83%	83%	89%	75%
Zoho Meeting	81%	78%	76%	78%	81%	78%	84%	85%	86%	81%	84%	77%
Google Hangouts	81%	80%	78%	83%	82%	76%	82%	83%	81%	79%	81%	82%
Adobe Connect	77%	78%	79%	77%	75%	82%	80%	77%	77%	80%	73%	75%
CATEGORY AVERAGE	82%	83%	83%	84%	81%	80%	84%	85%	82%	84%	85%	81%

Product Feature Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	APPLICATION SHARE	AUDIO CONFERENCING- CALL-IN BRIDGE	AUDIO CONFERENCING - VOIP	AUDIO CONTROLS	FACILITATOR FUNCTIONS	FILE TRANSFER	INSTANT MESSAGING	KEYBOARD+MOUSE CONTROL	SCREEN SHARE	VIDEO CONFERENCING	VIRTUAL WHITEBOARD
Lifesize Cloud	75%	79%	72%	72%	75%	67%	83%	75%	75%	78%	81%	75%
CATEGORY AVERAGE	82%	83%	83%	84%	81%	80%	84%	85%	82%	84%	85%	81%

VENDORS WITH INSUFFICIENT DATA												
UberConference	89%	95%	85%	90%	80%	95%	90%	90%	90%	95%	80%	85%
Arkadin Anywhere	89%	92%	96%	96%	88%	71%	92%	96%	83%	92%	96%	79%
West Conferencing & Collaboration	89%	83%	83%	92%	88%	92%	100%	88%	88%	100%	100%	71%
EZTalks	89%	75%	100%	88%	88%	88%	88%	100%	100%	88%	75%	88%
BigMarker	87%	75%	92%	83%	83%	83%	83%	83%	92%	100%	92%	92%
Join.me	69%	75%	75%	75%	83%	75%	75%	42%	75%	58%	67%	58%
Mikogo	89%	100%	100%	88%	88%	88%	75%	100%	88%	88%	88%	75%
Onstream Web conferencing	89%	88%	88%	75%	100%	88%	88%	88%	88%	100%	88%	88%
PGi GlobalMeet	80%	75%	88%	88%	100%	88%	88%	63%	75%	75%	63%	75%

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

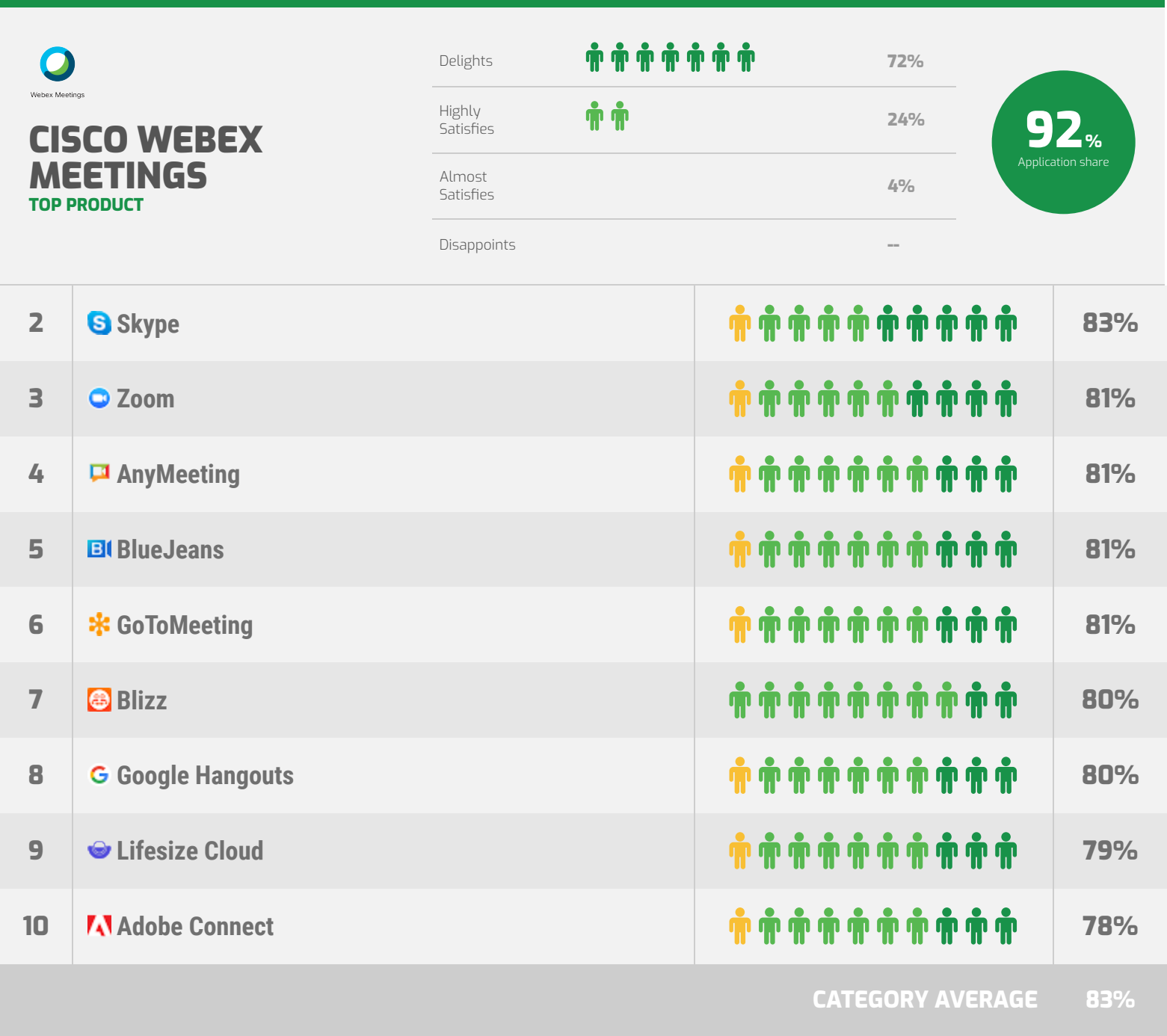
Product Features

This table lists and describes all the features that are evaluated in the Web Conferencing software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Application share	Ability to share a single application only for viewing by web conference participants
Audio conferencing - VoIP	Voice conferencing through a web conference bridge
Audio conferencing-call-in bridge	Voice conferencing through a PSTN conference bridge
Audio controls	Ability to control the participation of attendees' audio, including muting functions
Facilitator functions	Features that assist with meeting facilitation, including raising hand or voting buttons
File transfer	Ability to transfer files between meeting participants
Instant messaging	Sending of instant messages to individuals or to the group
Keyboard+mouse control	Host can grant or remove control
Screen share	Ability to share a computer screen for viewing by web conference participants
Video conferencing	Interactive video conferencing using a webcam
Virtual whiteboard	Whiteboard application that enables drawing and diagramming

Application share

Ability to share a single application only for viewing by web conference participants

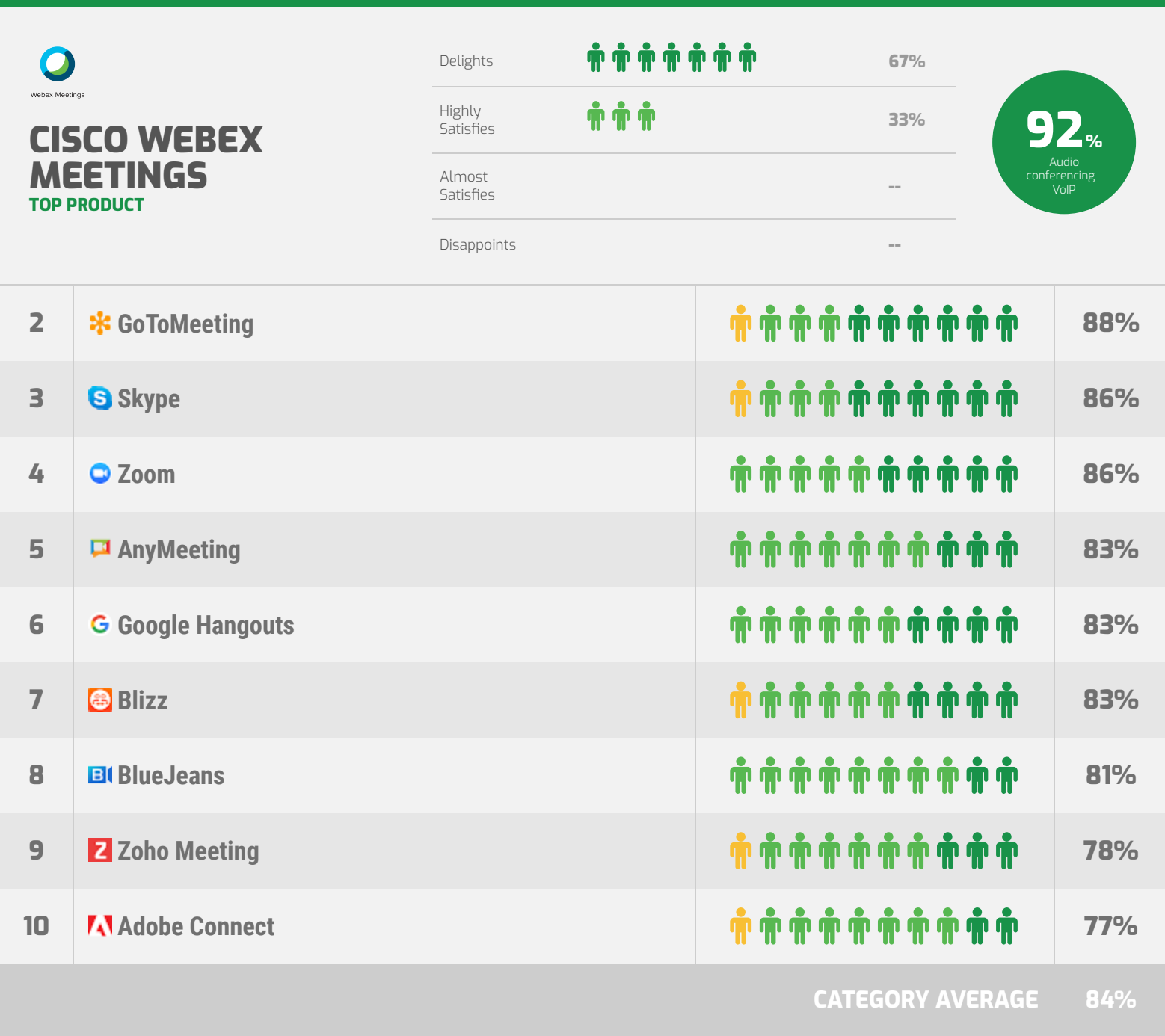


Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

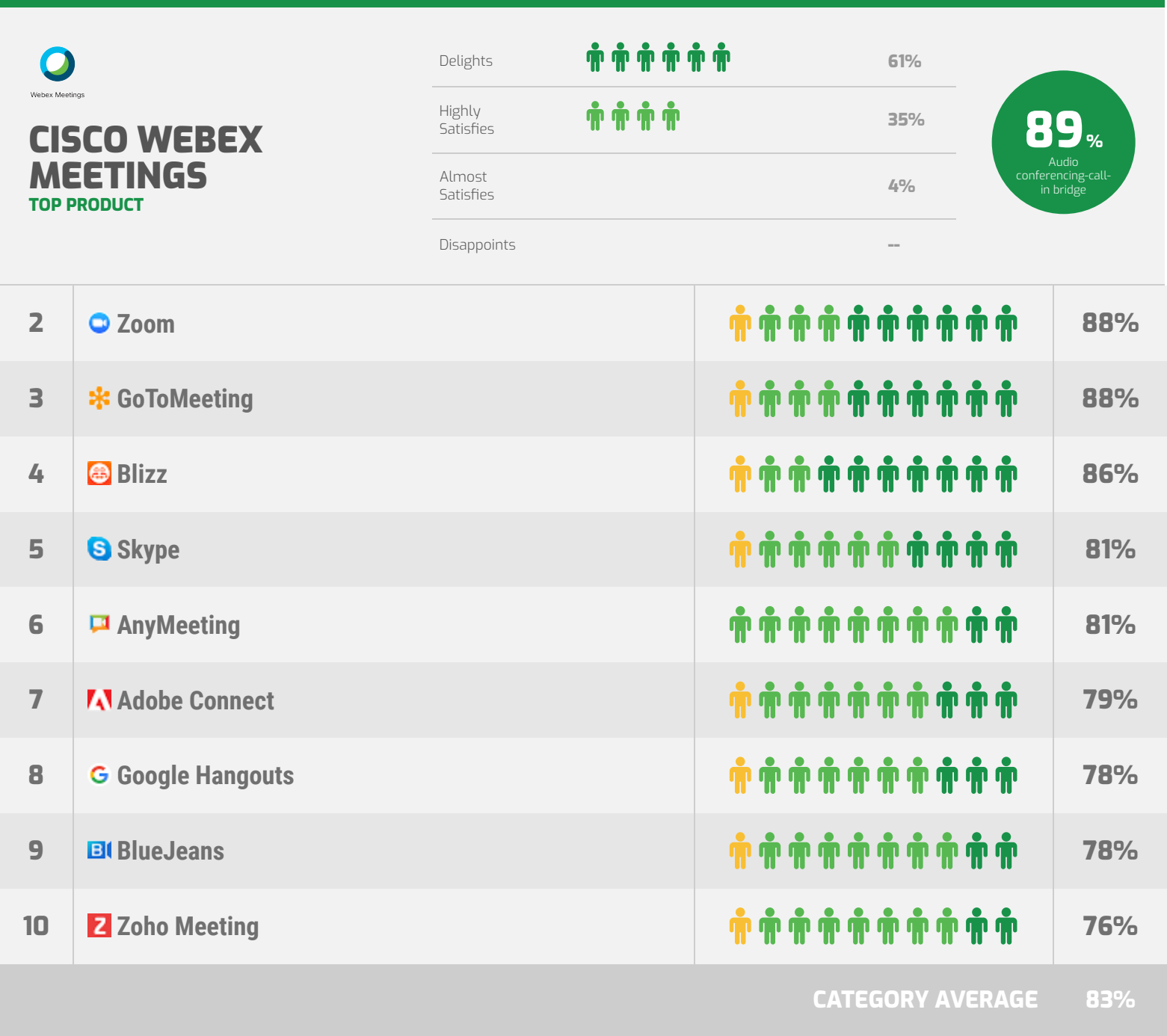
Audio conferencing - VoIP

Voice conferencing through a web conference bridge



Audio conferencing-call-in bridge

Voice conferencing through a PSTN conference bridge

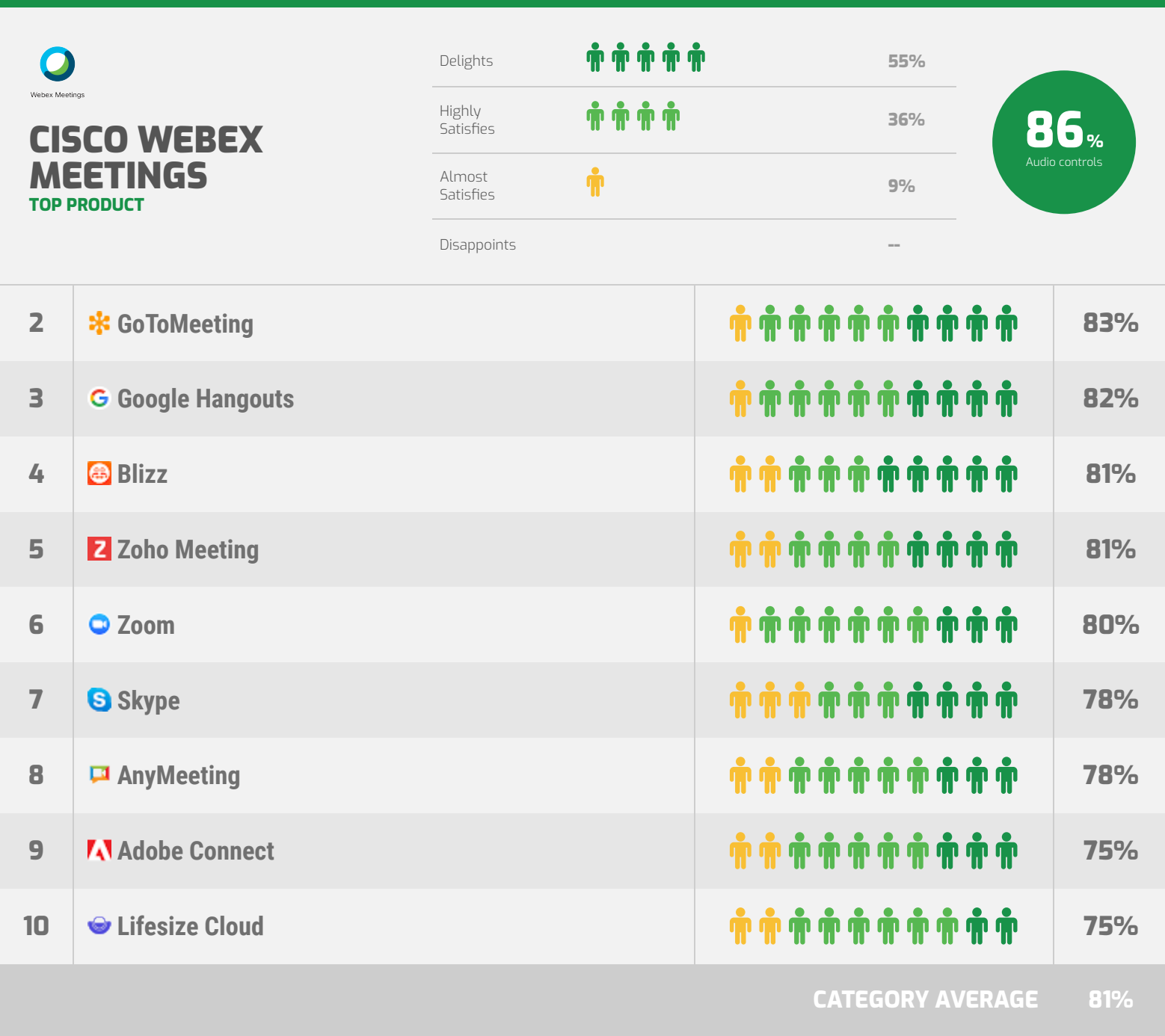


Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

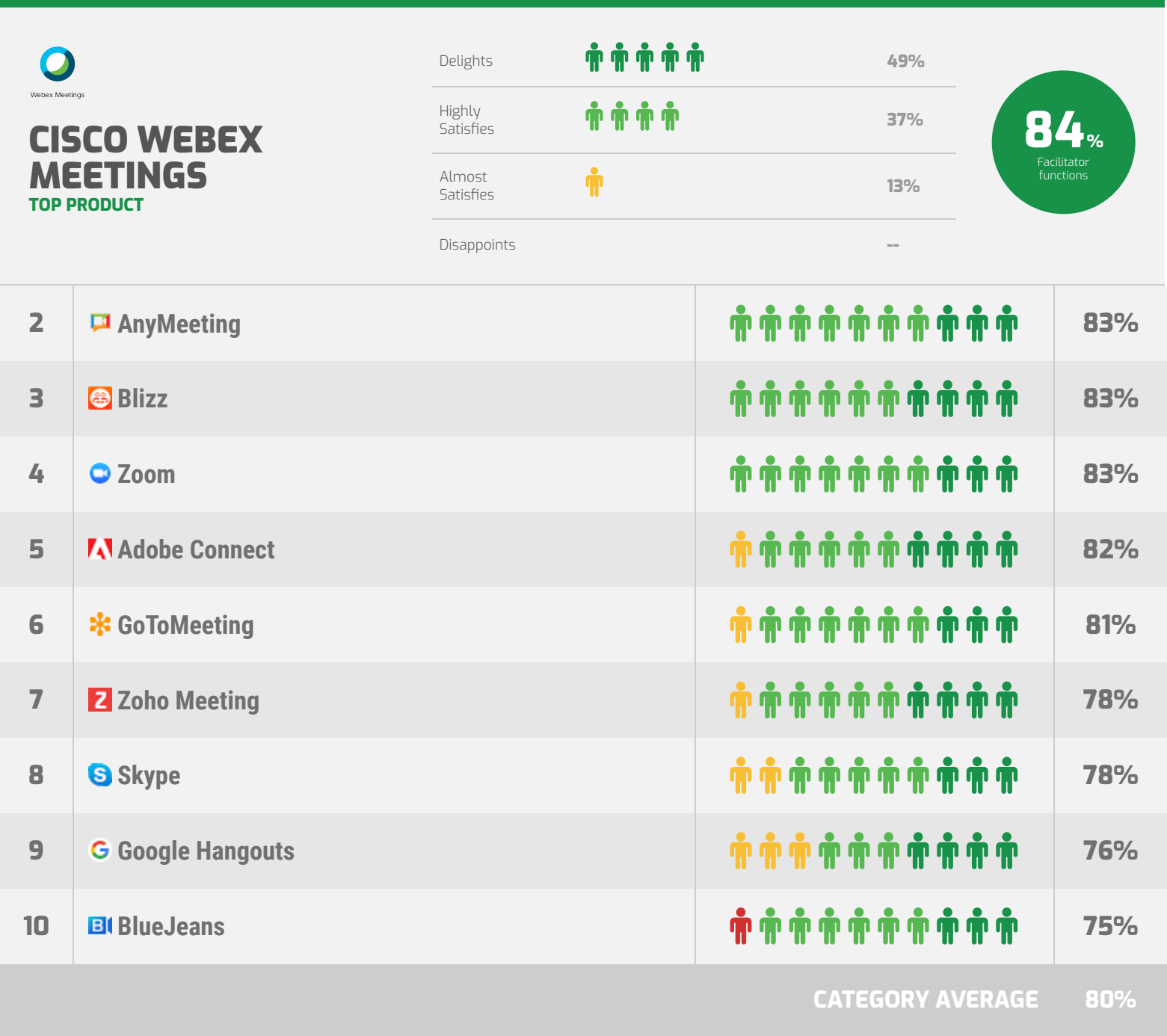
Audio controls

Ability to control the participation of attendees' audio, including muting functions



Facilitator functions

Features that assist with meeting facilitation, including raising hand or voting buttons

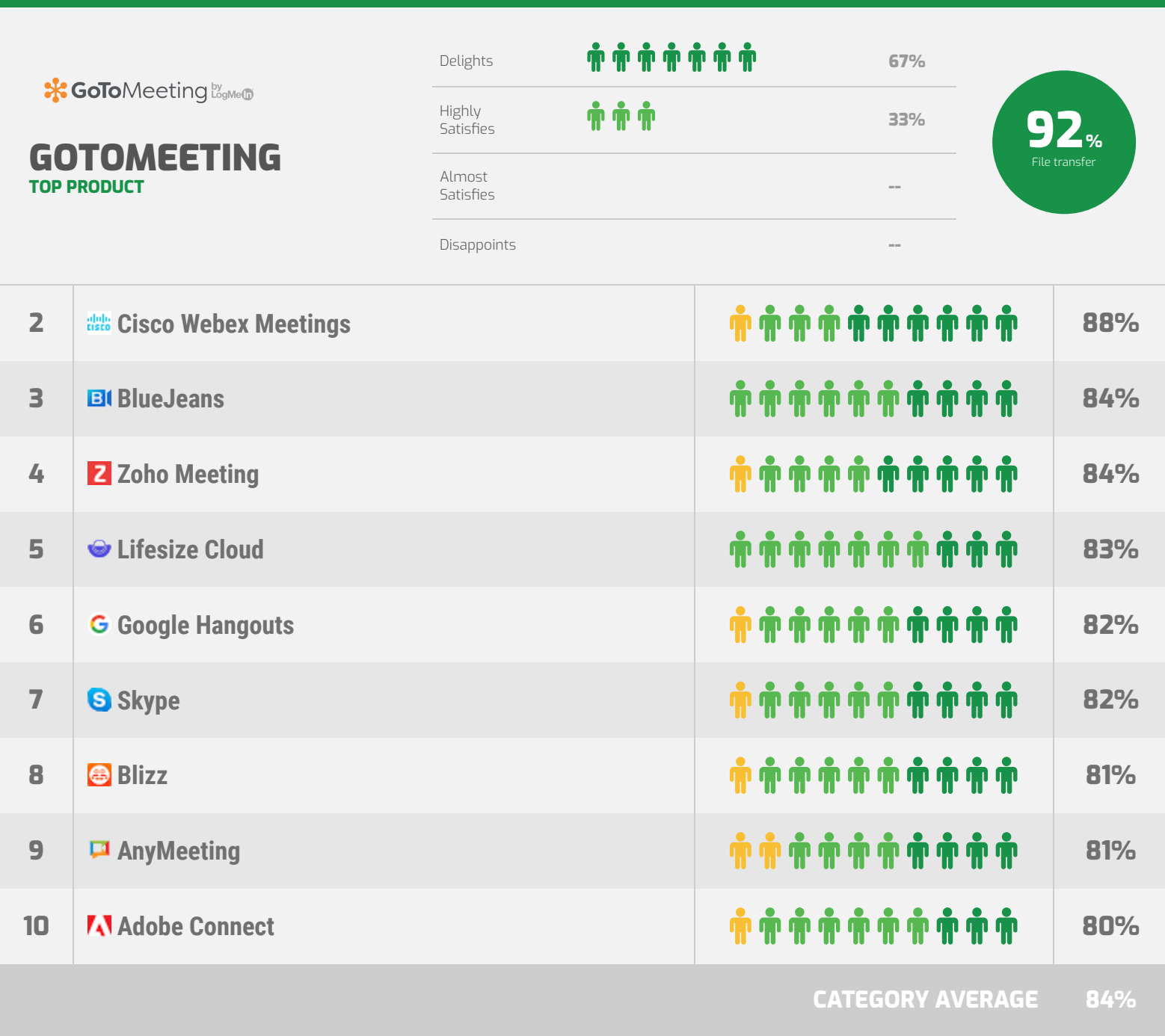


Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

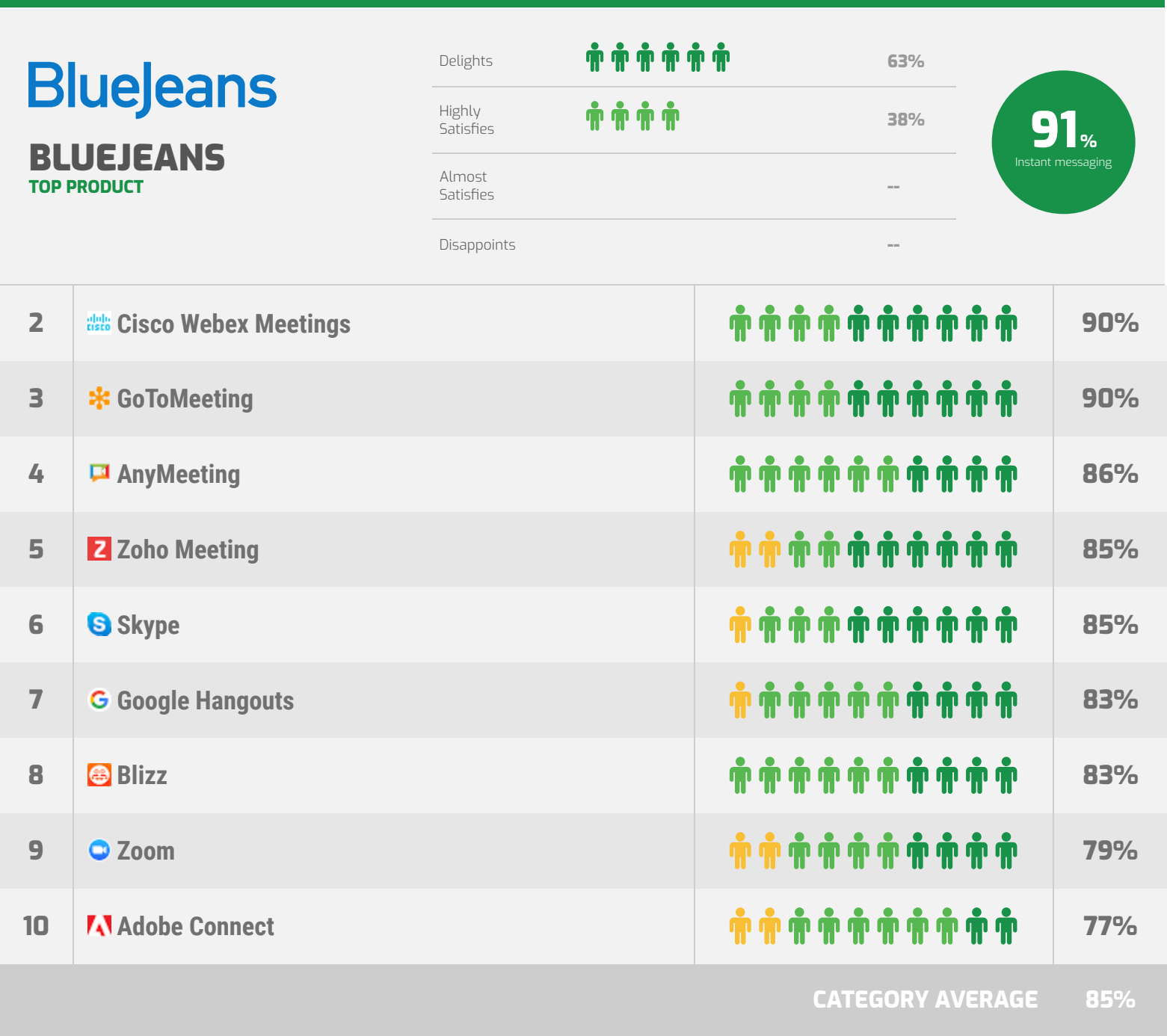
File transfer

Ability to transfer files between meeting participants



Instant messaging

Sending of instant messages to individuals or to the group

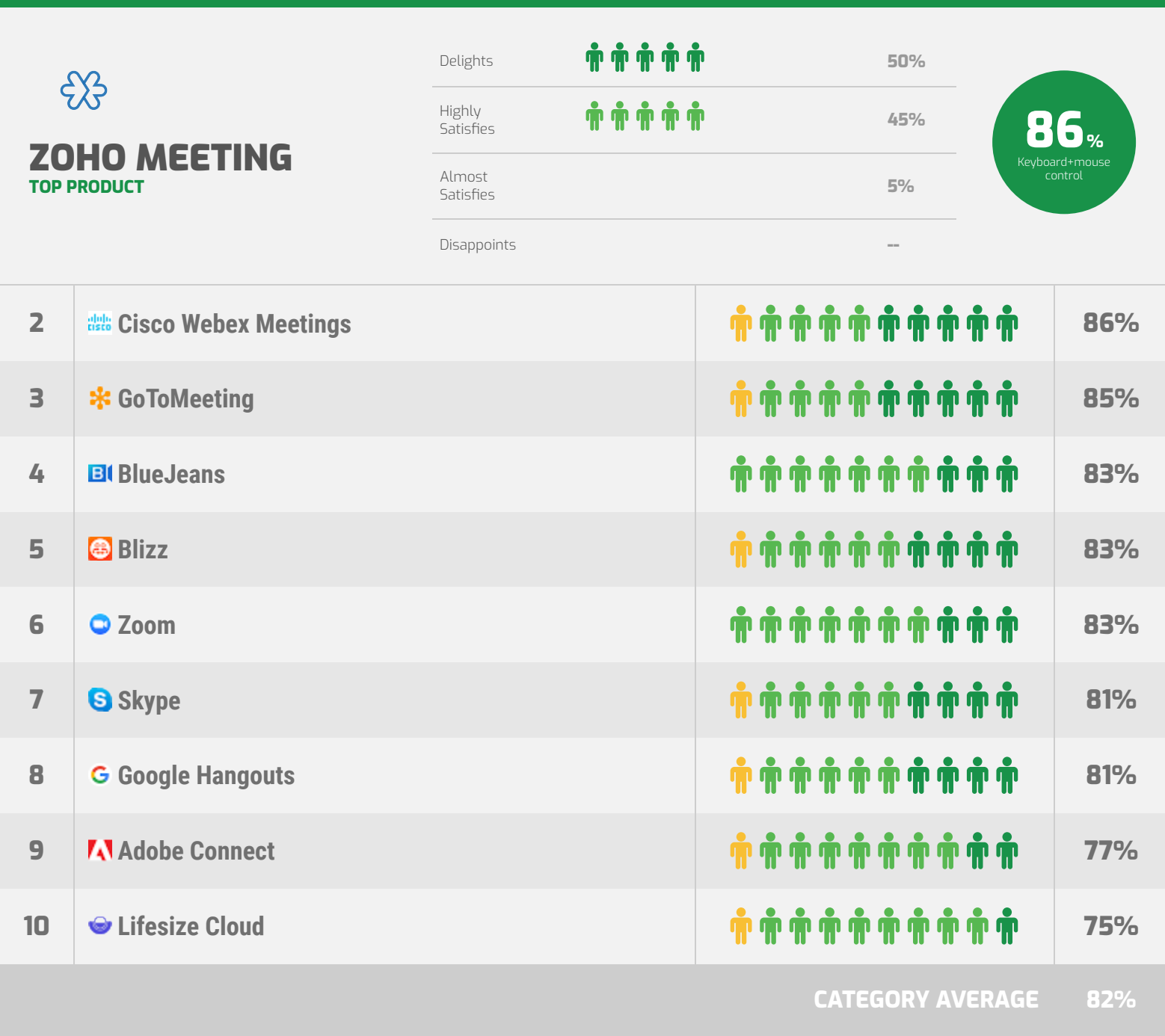


Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

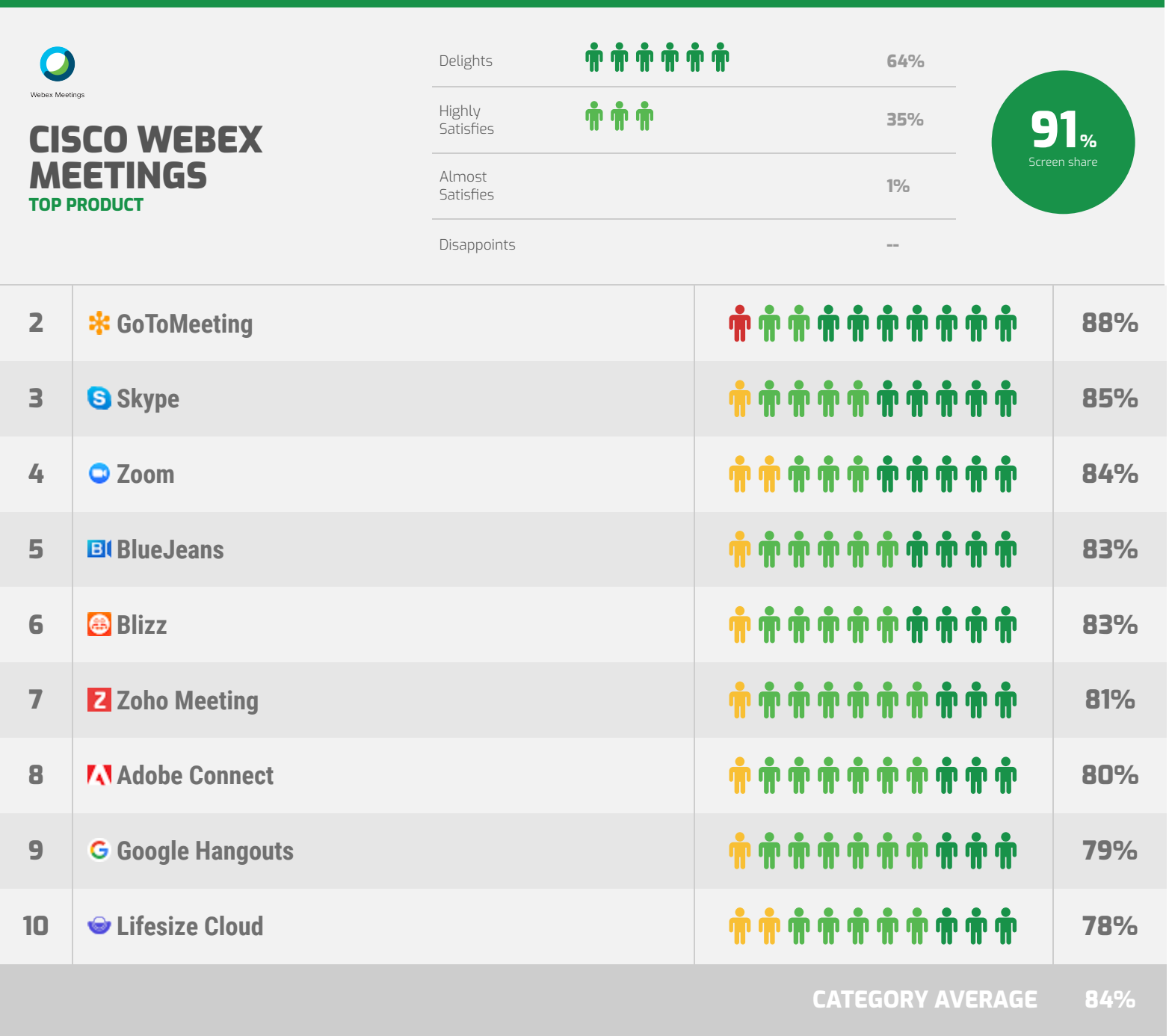
Keyboard+mouse control

Host can grant or remove control



Screen share

Ability to share a computer screen for viewing by web conference participants

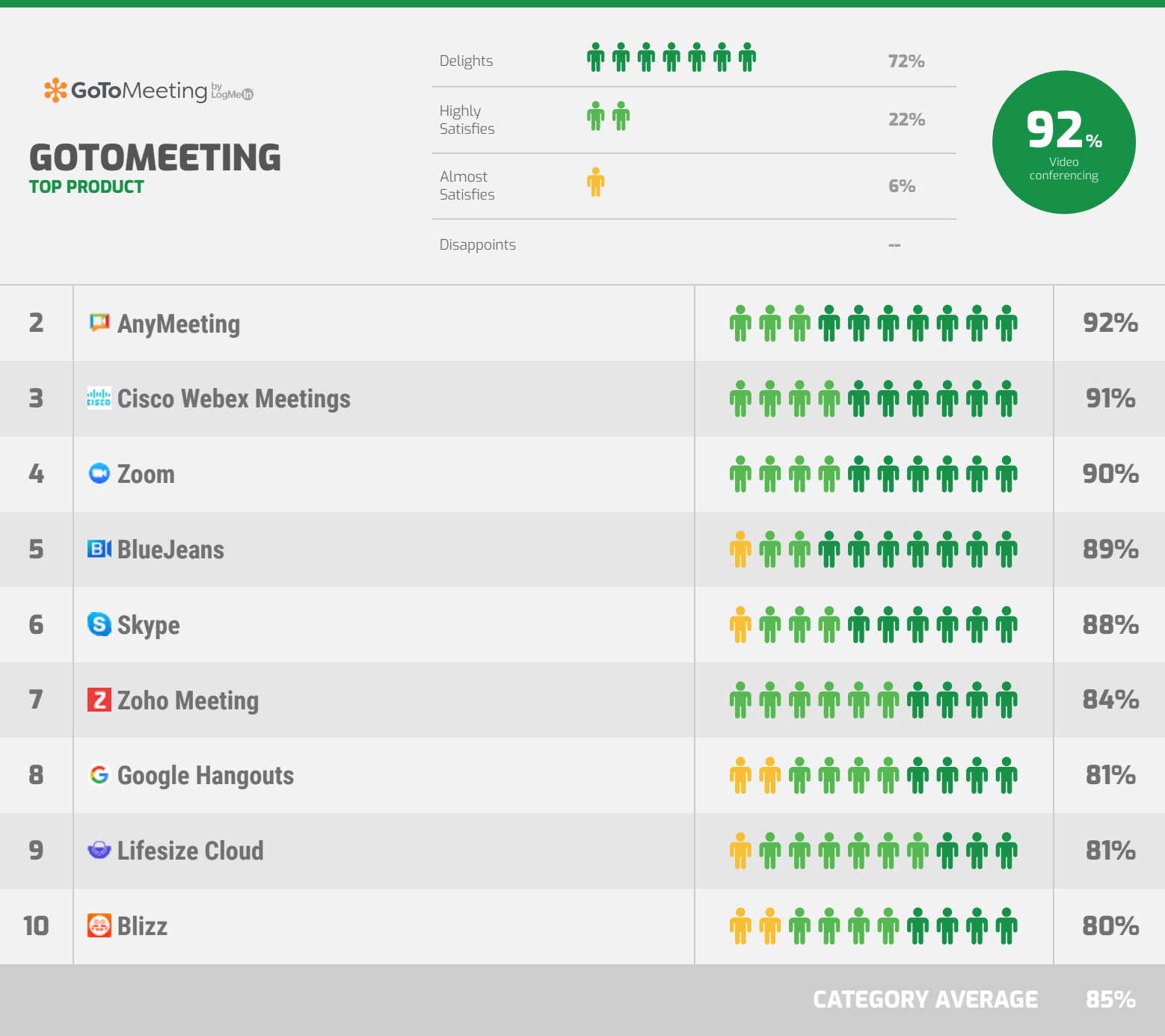


Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Video conferencing

Interactive video conferencing using a webcam



Virtual whiteboard

Whiteboard application that enables drawing and diagramming

