

Hosted Adobe Acrobat Connect Pro Competitive Cheatsheet

Silver Bullets	Fault-Finding Script	Category
Reliability of service	Adobe has had several documented planned and unplanned maintenance periods within the past 12 months for Connect Pro.	Reliability
Client services additional cost extra	Adobe client services cost extra. They ultimately rely on partners to deliver training and adoption services. Cisco WebEx™ online solutions provide dedicated, worldwide client services team to assist with training and adoption services as part of the overall service. Recently moved support to India and that has yet to work smoothly.	Client Services
Limited mobility support	Although Adobe launched Connect Pro Mobile for the Apple iPhone and iPod, performance is problematic due to the conversion of Flash which is not supported on the iPhone. WebEx® supports more mobile platforms (for example, iPhone, RIM, Nokia, Android, etc.). Also, WebEx has the added 'hand-off' with the iPhone.	Connectivity
No hands-on lab	Adobe does not have a hands-on lab.	Feature
Lacks built-in PSTN audio conferencing	Requires a third-party audio conferencing provider to activate integrated audio conference controls for PSTN-based participants. WebEx enables meetings and audio conferencing on a single invoice.	Feature

Adobe Weaknesses	Fault-Finding Script	Category
Store-and-forward architecture	Adobe stores content accessible via the public Internet before, during, and after the meeting. Security-sensitive companies will find this architecture does not comply with corporate policy (for example, HIPAA)	Security
Registration and e-mail management	Adobe outsources this to Meeting One for operator-assisted calls. This is important for training (tracking enrollment and compliance) and web events (following up with sales leads).	Feature
Hybrid audio (VoIP & PSTN)	Requires that the customer supply a toll-free dial-in number to enable hybrid audio conferencing capabilities. Hybrid audio is a standard feature in WebEx solutions. No third-party numbers or providers are necessary.	Feature

Adobe Strengths	Rebuttal Script	Category
Fast, easy access to meetings: Flash-based architecture	Flash architecture has some known issues scaling for larger meetings. WebEx also provides fast, easy access to meetings with proven scalability for up to 3,000 participants, documented reliability of over 99.99% availability, and a wide variety of supported operating system (Windows, Mac, Linux, Solaris)	Connectivity
Clean user interface	Cisco WebEx Web Conferencing also supports a clean, purpose-built user interface that provides presenters with a consistent user experience, whether they are on a Windows or Macintosh system. Adobe recommends not hosting meetings from a Macintosh.	Ease of Use
Strong name recognition in education market	Adobe Acrobat Connect Pro is a "one size fits all" for the different markets. Cisco WebEx online solutions offer advanced capabilities in separate products specifically addressing general meetings, training, events, and support.	Feature
Hosted and on-premise solutions	WebEx solutions offer reliable, secure, and inexpensive implementation with a fully hosted solution, independently of license model.	Feature
Full-feature support for all operating systems	Flash works on most operating systems. However, it's the only option to join an Adobe meeting. If an end-user doesn't have a recent version of Flash, and they can't download it when the meeting starts, then they can't gain access to the meeting. WebEx solutions support multiple join options (TFS, ActiveX, and Java) and Flash for Cisco WebEx Event Center.	Cross platform support

Pricing Models (NHL, ports, minutes) and other fees
<p>Purchase Options</p> <p>Software License (on-prem): available by purchase order only. Adobe Presenter, Acrobat Connect Pro Meeting/Training/Events included.</p> <p>Per Host Plan: Buy up to 9 hosts per account. Each host can hold meetings with up to 100 attendees. Annual or monthly payment plans.</p> <p>Pay per use: No up-front fee and pay based on usage of .32 per minute per user with teleconferencing at an additional cost.</p> <p>For more info: http://www.adobe.com/products/acrobatconnectpro/purchase/</p>
<p>VoIP audio and broadcast video is included for free with on-premise Software License, Annual Subscription, or Pay-per-Use.</p>

Other	
Offering	Adobe will offer Connect Pro as a managed service to supplement on-premise and SaaS deployment models.
Capacity	80,000 capacity for webinars through Webcast feature that trims down the meeting room capabilities.
Integration	Lotus Notes integration
To Come	iPhone support coming soon

Capability	ACP Meetings	ACP Training	ACP Events	Cisco WebEx Meeting Center	Cisco WebEx Training Center	Cisco WebEx Event Center
Maximum meeting capacity	1,500	1,500	80,000 ¹⁵	500	1,000	3,000
Full-duplex VoIP	✓	✓	✓	✓	✓	✓
PSTN audio conferencing integration with controls	Limited ⁵	Limited ⁵	Limited ⁵	✓	✓	✓
Hybrid audio conference (VoIP and PSTN in same meeting.)	Limited ^{5 & 14}	Limited ^{5 & 14}	Limited ^{5 & 14}	✓	✓	✓
Show compressed PPT or any file	✓	✓	✓	✓	✓	✓
Share application/desktop	✓	✓	✓	✓	✓	✓
Pass the cursor to attendees	✓	✓	✓	✓	✓	✓
Launch website with multimedia audio and video	✓	✓	✓	✓	✓	✓
Attendee polling	✓	✓ ¹¹	✓	✓	✓	✓
Chat publicly and/or privately	✓	✓	✓	✓	✓	✓
Pre-meeting registration	Limited ⁶	Limited ⁶	Limited ⁶	✓	✓	✓
Play, pause, stop controls for video streaming	✓	✓	✓	✓	✓	✓
File transfer	✓	✓	✓	✓	✓	✓
Two-way webcam video	✓	✓	✓	✓	✓	✓
Simultaneous view of 3+ webcam sites	✓	✓	✓	✓	✓	✓
Meeting notes panel for each attendee	✓	✓	✓	✓		
HTML or .gif email invitations	✓	✓	✓	✓	✓	✓
Auto-direct to URL during reg. or after meeting					✓	✓
Auto-approval rules for registration					✓	✓
Post-event surveys	✓	✓	✓			✓
Post-event surveys	✓	✓	✓			✓
Breakout rooms	✓ ¹²	✓ ¹²	✓ ¹²		✓	
Built-in testing/grading		✓			✓	
Hands-on lab					✓	
Mobility support for 3G mobile devices ¹	Limited ¹⁶	Limited ¹⁶	Limited ¹⁶	✓		
Localization ²	✓	✓	✓	✓	✓	✓
Attention indicator					✓	✓
Option to not store data on external servers (e.g. HIPAA compliance)	✓	✓	✓	✓	✓	✓
PKI security				✓		
SAS 70 Type 1 and 2 security audit reports				✓	✓	✓
128-bit SSL encryption	Limited ⁷	Limited ⁷	Limited ⁷	✓	✓	✓
AES security				✓	✓	✓
Cross-platform support ³	✓	✓	✓	✓	✓	✓
Integration with productivity tools ⁴	Limited ⁸	Limited ⁸	Limited ⁸	✓	✓	✓

Capability	ACP Meetings	ACP Training	ACP Events	Cisco WebEx Meeting Center	Cisco WebEx Training Center	Cisco WebEx Event Center
Branded website	Limited ⁹	Limited ⁹	Limited ⁹	✓	✓	✓
Published 99.99%+ availability				✓	✓	✓
Network-based recording and replay	Limited ¹⁰	Limited ¹⁰	Limited ¹⁰	✓	✓	✓
Local client recording				✓	✓	✓
Online usage reports	✓	✓	✓	✓	✓	✓
Pre-recorded training sessions for new users	✓	✓	✓	✓	✓	✓
Custom training sessions for new users	✓	✓	✓	✓	✓	✓
24x7 technical help desk	✓	✓	✓	✓	✓	✓
eCommerce support					✓	
Dedicated account support specialists (e.g. CS)	Limited ¹³	Limited ¹³	Limited ¹³	✓	✓	✓
Professional services team				✓	✓	✓
Q&A management panel	✓	✓	✓	✓	✓	✓

¹ 3G smartphone such as iPhone, BlackBerry Bolds, etc.

² Brazilian Portuguese, Chinese Simplified, Dutch, English, French, German, Italian, Japanese, Korean, and Spanish

³ Service works with Windows, Mac, Unix, Solaris operating systems. They discourage Hosting in OS Other than Windows

⁴ Integration with Microsoft Office applications and email/instant messaging clients

⁵ Requires third-party audio conferencing provider to activate integrated audio conference controls for PSTN-based participants

⁶ Outsourced to third-party (Meeting One)

⁷ Only for Software License and Annual Subscription

⁸ Supports only Microsoft Outlook and instant messaging. Lacks integrations with other email (Notes) and instant messaging applications (for example, IBM, yahoo, AIM)

⁹ Skins can be uploaded for the UI, but no custom branding available

¹⁰ Telephony audio is only captured when used with a toll-free number or when the service is purchased through specific audio conferencing partner (e.g. Premier, Intercall)

¹¹ Polling results are presented in real time as students answer

¹² Breakouts are done in separate chat pods, not rooms where you can share content.

¹³ Additional cost item.

¹⁴ Requires a toll-free PSTN audio conference number.

¹⁵ Available through Connect Pro Webcast offering.

¹⁶ Only supports iPhone. No support for other 3G devices – BlackBerry