

## Hosted IBM Lotus Live Meeting (Sametime Unyte) Competitive Cheatsheet

Silver Bullets	Fault-Finding Script	Category
<b>Unyte stores meeting content before and after web conferences</b>	By default, hosted Sametime Unyte architecture stores two copies of meeting content on external servers accessible via the public Internet before and after web conferences. Many security-sensitive companies view this to be a breach of security policy (for example, companies in the health industry that must be compliant with HIPAA).	Security
<b>No hybrid audio conferencing</b>	Unyte lacks the ability to bridge PSTN and VoIP callers into a single audio conference.	Feature
<b>No full-duplex VoIP</b>	VoIP conversations are limited to only one speaker at a time, making conversations less natural and less efficient (that is, "walkie-talkie" type conversations)	Feature
<b>Limited business line-specific services</b>	No equivalent services to Cisco WebEx™ Support Center and Cisco WebEx™ Training Center.	Business Products

IBM Weaknesses	Fault-Finding Script	Category
<b>Limited multipoint video</b>	Webcam video supports a single video pane in the console. Participants only see one presenter at a time. WebEx online solutions enable up to six different panes to display simultaneously in the console. This provides meeting participants with a much greater level of interactivity through video. WebEx also integrates with Cisco Unified VideoConferencing for standards-based video that can display up to 16 video panes.	Feature
<b>Lacks existing business line integration (LMS)</b>	Lacks ability to easily leverage existing investments in training department's LMS. Sametime Unyte provides an API. However, development and integration are left to the customer. WebEx supports the widest variety of existing integrations with LMS.	Integration
<b>No video file streaming</b>	Lacks ability to embed pre-recorded video and audio for rich media presentations for customer calls or high-profile events.	Feature
<b>Limited annotation capabilities</b>	Unyte provides only a pointer and highlighter. WebEx provides presenters with a full set of tools (pointer, highlighter, text, etc.) for engaging the audience.	Feature
<b>Limited recording features</b>	No pause option when recording presentations. Recording does not capture polls or published docs (that is, docs that are uploaded to the Unyte server for sharing purposes during a meeting). Flash format only – manual, cumbersome setup.	Feature

IBM Strengths	Rebuttal Script	Category
<b>Name Recognition</b>	IBM is a well-known and trusted name in many accounts and they will leverage this. Cisco is also a trusted name in corporate IT environments. WebEx is the dominant leader in on-demand web conferencing solutions based on its ability to satisfy business line requirements for customer environments through products and services.	Feature

Pricing Models (Named Host Licensing & minutes. Ports not available)
<b>Sametime Unyte</b> – NHL (15, 25 or 999 attendee options), no user minimum, annual and Price-Per-Minute plans available only (monthly plans no longer available).

Capability	Unyte Share (free)	Unyte Share	Unyte Meeting	Unyte Events	Cisco WebEx Meeting Center	Cisco WebEx Training Center	Cisco WebEx Event Center
Maximum meeting capacity	25	25	999	999	500	1,000	3,000
Full-duplex VoIP <sup>7</sup>					✓	✓	✓
PSTN audio conferencing integration with controls			✓	✓	✓	✓	✓
Hybrid audio conference (VoIP and PSTN)					✓	✓	✓
Show compressed PPT or any file			✓	✓	✓	✓	✓
Share application/desktop	Limited <sup>5</sup>	✓	✓	✓	✓	✓	✓
Pass the cursor to attendees			✓	✓	✓	✓	✓
Launch website with multimedia audio and video					✓	✓	✓
Attendee polling			✓	✓	✓	✓	✓
Chat publicly and/or privately			✓	✓	✓	✓	✓
Pre-meeting registration				✓	✓	✓	✓
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 registration or after meeting						✓	✓
Auto-approval rules for registration				✓		✓	✓
Post event surveys						✓	✓
Breakout rooms						✓	
Built-in testing/grading						✓	
Hands-on lab						✓	
Mobility support for 3G mobile devices <sup>1</sup>			Limited <sup>8</sup>		✓		
Localization <sup>2</sup>	✓	✓	✓	✓	✓	✓	✓
Attention indicator						✓	✓
Option to not store data on external servers (for example, HIPAA compliance)	✓	✓	✓	✓	✓	✓	✓
PKI security					✓		
SAS 70 Type 1 and 2 security audit reports					✓	✓	✓
128-bit SSL encryption	✓	✓	✓	✓	✓	✓	✓
AES security					✓	✓	✓
Cross-platform support <sup>3</sup>			✓	✓	✓	✓	✓
Integration with productivity tools <sup>4</sup>			✓	✓	✓	✓	✓
Branded website				✓	✓	✓	✓
Published 99.99%+ availability					✓	✓	✓
Network-based recording and replay			✓	✓	✓	✓	✓
Local client recording					✓	✓	✓

Capability	Unyte Share (free)	Unyte Share	Unyte Meeting	Unyte Events	Cisco WebEx Meeting Center	Cisco WebEx Training Center	Cisco WebEx Event Center
Online usage reports <sup>6</sup>			✓	✓	✓	✓	✓
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)					✓	✓	✓
Professional services team				✓	✓	✓	✓
Q&A management panel			✓	✓	✓	✓	✓
Private global SaaS network (Cisco WebEx Collaboration Cloud)					✓	✓	✓

<sup>1</sup> 3G smartphone such as iPhone, Blackberry Bold, etc.

<sup>2</sup> Spanish, French, German, Brazilian, English, Japanese, Korean, Chinese, Italian, Portuguese

<sup>3</sup> Service works with Windows, Mac, Unix, Solaris operating systems.

<sup>4</sup> Integration with Microsoft Office applications and email/IM clients

<sup>5</sup> No selective app/doc share available. Desktop share only.

<sup>6</sup> Optional email meeting report at end of meeting.

<sup>7</sup> Unyte lacks full-duplex VoIP. Unyte provides audio casting only. Attendees are in listen-only mode via their PC speakers.

<sup>8</sup> Attendee-only capabilities. iPhone and BlackBerry users can not host a meeting.