

Cisco WebEx Web Conferencing Distinct Advantages vs. Microsoft Hosted Live Meeting

Silver Bullets	Fault-Finding Script	Category
LM stores meeting content before and after web conferences	By default, the hosted Live Meeting 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
First time LM attendees must download 15 MB client or use web access	For first-time attendees, hosted Live Meeting requires the download of a 15 MB compressed client (which requires administrative privileges) or a web access option that doesn't support application sharing. The WebEx compressed client for first-time attendees is only 3 MB. This means first-time Live Meeting attendees will have a slow join time or not be able to join at all if they are on a slow Internet connection.	Performance
No Mobility Support	No support for mobility. Cannot attend a meeting through a 3G smartphone to see data or hear audio.	Connectivity
New LM eLearning features complex and hard to manage	In-session testing requires the trainer to copy/paste a URL into a "web content" feature and also copy/paste a unique testing ID in a form to launch a single test. In addition, each attendee must copy/paste a unique testing ID from the email invite into a form to take the test. If the trainer or attendees can't locate the email with the unique ID, they can't launch or take the test. Essay-type questions are not supported. Trainers cannot assign co-presenters to breakout rooms. As soon as the breakout sessions are launched, all the attendees have as much control over the meeting and features as the trainer.	Feature
Difficult to integrate PSTN-based audio conferencing	Microsoft does not offer PSTN-based audio conferencing directly. It must be offered by a partner, and each host must go through a long series of steps to integrate the audio conferencing services with Live Meeting to have on-screen controls (for example, Mute/mute, active speaker, etc.).	Feature

LiveMeeting Weaknesses	Fault-Finding Script	Category
Excess app sharing Latency	Preliminary tests conducted in the WebEx Lab found Live Meeting to be 30% slower in application sharing than WebEx. This diminishes participants meeting experience if they experience extended latency when viewing desktop applications or websites. Performance becomes critical for customer-facing meetings or high-profile events.	Performance
Limited multipoint video	Webcam video only supports two video panes within the console. Meeting participants can only see a maximum of two different sites simultaneously. WebEx solutions enable up to six different panes to display simultaneously within the console. This provides meeting participants with a great level of interactivity through video. WebEx Web Conferencing also integrates with Cisco Unified Video Conferencing for standards-based video that can display up to 16 video panes.	Feature
Lacks existing business line integration (LMS)	Lacks ability to easily leverage existing investments in training department's LMS. Microsoft Live Meeting provides an API. However, development and integration are left to the customer. WebEx supports the widest variety of existing integrations with LMS.	Integration
No hands-on lab	Inability to support global access to computer systems for instructor-led or on-demand training.	Feature
Web access client lacks core features	This access method does not provide a consistent user experience and lacks key capabilities : For Windows users there is no support for desktop/application sharing, no VoIP, no webcam video, no integrated audio controls, no localization (that is, English only).	Accessibility
Security certifications	Live Meeting does not carry ISO 17799 certification (via SAS-70 Type II audit), an international standard for secure information handling.	Security
Limited regional VoIP coverage	VoIP functionality limited to a set of approved countries: United States, Canada, UK, Finland, France, Japan, and India.	Accessibility

Microsoft Strengths	Rebuttal Script	Category
Inexpensive licensing	Microsoft requires full deployment with their new licensing model. All internal employees who host or attend a meeting must have a Live Meeting license (for example, cost adds up for high-capacity internal events). Microsoft reserves the right to audit customers for enforcement through monitoring attendee IP addresses. WebEx provides flexible licensing models to fit customer requirements.	Pricing

Pricing Models (Named Host Licensing and minutes only – Ports no longer available)
Live Meeting – NHL - five user minimum, annual commitment - requires full deployment (any internal employee attending or hosting a meeting must have a license)

Capability	Microsoft Basic	Microsoft LM Std.	Microsoft LM Pro	Cisco WebEx Meeting Center	Cisco WebEx Training Center	Cisco WebEx Event Center
Maximum meeting capacity	2 ¹³	250	1,250	500	1,000	3,000
Full-duplex VoIP		✓	✓	✓	✓	✓
PSTN audio conferencing integration with controls		Limited ⁵	Limited ⁵	✓	✓	✓
Hybrid audio conference (VoIP and PSTN)		Limited ⁶	Limited ⁶	✓	✓	✓
Show compressed PPT or any file	✓	✓	✓	✓	✓	✓
Share application/desktop	✓	✓	✓	✓	✓	✓
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	Limited ¹⁰	Limited ¹⁰	Limited ¹⁰	✓	✓	✓
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			Limited ⁹			✓
Breakout rooms			Limited ¹¹		✓	
Built-in testing/grading			Limited ⁷		✓	
Hands-on lab					✓	
Mobility support for 3G mobile devices ¹				✓		
Localization ²	Limited ¹²	Limited ¹²	Limited ¹²	✓	✓	✓
Attention indicator					✓	✓
Option to not store presentation sharing files on external servers (e.g., HIPAA compliance)	Limited ⁸	Limited ⁸	Limited ⁸	✓	✓	✓
PKI security				✓		
SAS 70 Type 1 and 2 security audit reports				✓	✓	✓
128-bit SSL encryption	✓	✓	✓	✓	✓	✓
AES security	✓	✓	✓	✓	✓	✓
Cross-platform support	Limited ³	Limited ³	Limited ³	✓	✓	✓
Integration with desktop apps through productivity tools ⁴	✓	✓	✓	✓	✓	✓
Branded website			✓	✓	✓	✓
Published 99.99%+ availability				✓	✓	✓
Network-based recording and replay			✓	✓	✓	✓
Local client recording		✓	✓	✓	✓	✓
Online usage reports	✓	✓	✓	✓	✓	✓
Pre-recorded training sessions for new users		✓	✓	✓	✓	✓

Capability	Microsoft Basic	Microsoft LM Std.	Microsoft LM Pro	Cisco WebEx Meeting Center	Cisco WebEx Training Center	Cisco WebEx Event Center
Custom training sessions for new users				✓	✓	✓
24x7 technical help desk	✓	✓	✓	✓	✓	✓
eCommerce support					✓	
Dedicated account support specialists (e.g., CS)				✓	✓	✓
Professional services team				✓	✓	✓
In-session participant invite by IM				✓	✓	✓
In-session participant invite by SMS				✓	✓	✓
In-session participant invite by email	✓	✓	✓	✓	✓	✓
In-session participant invite by phone		Limited ⁵	Limited ⁵	✓	✓	✓
In-session participant remind by email				✓	✓	✓
Q&A management panel		✓	✓		✓	✓
Private global network (e.g., Cisco WebEx Collaboration Cloud)				✓	✓	✓

¹ 3G smartphone such as iPhone, Blackberry Bold, etc.

² Spanish, French, German, Swedish, Japanese, Korean, Chinese, Italian, Portuguese

³ Lacks support for Linux. Live Meeting supports Windows, Macintosh, and Solaris operating systems

Window only: Full functionality - requires admin rights

Non Windows:

Web Client required for non-windows computers. Requires Java to install and run (prohibited in many enterprise environments)

Missing Features in Web Client:

- VoIP
- Webcam
- App sharing
- Sharing screenshot
- Saving notes
- PowerPoint slide animations
- Multimedia playback controls
- Uploading and deleting handouts
- Breakout room management
- Local (personal) recording
- Multi-language support (English only)

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

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

⁶ VoIP functionality limited to a set of approved countries: United States, Canada, UK, Finland, France, Japan, and India.

⁷ Essay-type questions not supported

⁸ Requires application sharing to avoid storage on LM servers

⁹ Surveys are pushed out manually in session or via email post-session

¹⁰ Requires up/download to LM servers

¹¹ No integrated audio sub conference. No presenter/leader role

¹² Available with Rich (16MB) Client only (Windows). Web Access client is English-Only

¹³ Minimum purchase quantity 900