

Netviewer hosted Meet Competitive Cheatsheet

| Silver Bullets | Fault-Finding Script | Category |
|---|---|------------------|
| Service and support for global customers | No 24-hour phone support. ¹ No dedicated customer success reps. | Customer Support |
| No NBR | No ability to capture and archive recordings to a centrally hosted, secure location. Important for enabling compliance with government and industry regulations. Netviewer One2One only provides client-side recording. | Feature |
| Software maintenance | No automatic notification/deployment of upgrades. Customers must actively request and manually install updates to gain access to latest capabilities. | Customer Support |
| Lacks built-in PSTN audio conferencing | Integrated PSTN audio conferencing is not available. Cisco WebEx solutions can provide meetings and audio conferencing on a single invoice. | Features |
| No mobility support | No support for mobility. Cannot attend a meeting through a 3G smart phone to see data or hear audio. | Connectivity |

¹ Available for select customers and is an expensive added cost.

| Netviewer Weaknesses | Fault-Finding Script | Category |
|--|---|--------------|
| Downloads an .exe file with every session | Can be an issue for users on corporate networks configured to block .exe downloads. Customer participants will not get access to the session. | Connectivity |
| Limited platform support | Support for Windows, Macintosh and Linux. Users are required to be on Windows to hosts a meeting. Macintosh and Linux users cannot host, only attend. | Connectivity |

| Netviewer Strengths | Rebuttal Script | Category |
|---|---|--------------|
| Fast join-time performance | Cisco WebEx solution join times are 40% faster for first-time meeting participants when compared to Netviewer. | Performance |
| One-time license fee with annual maintenance | Higher upfront licensing expense. Cisco WebEx solutions provide a variety of licensing models to match customer requirements. | Pricing |
| One time client download | Cisco WebEx solutions provide multiple client download methods to ensure attendees can easily connect (i.e. exe file download is Netviewer's only deployment method.) | Connectivity |

| Pricing Models (Named Host License) |
|---|
| Netviewer One to Meet – One-time license fee with annual maintenance, or semi-annual/annual plans available. |

| Capability | Netviewer One to Meet | Cisco WebEx Meeting Center | Cisco WebEx Training Center | Cisco WebEx Event Center |
|--|-----------------------|----------------------------|-----------------------------|--------------------------|
| Maximum meeting capacity | 100 | 500 | 1,000 | 3,000 |
| Full-duplex VoIP | ✓ | ✓ | ✓ | ✓ |
| PSTN audio conferencing integration with controls | | ✓ | ✓ | ✓ |
| Hybrid audio conference (VoIP and PSTN) | | ✓ | ✓ | ✓ |
| 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 | ✓ | ✓ | ✓ | ✓ |
| 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 | | | ✓ | ✓ |
| Breakout rooms | | | ✓ | |
| Built-in testing/grading | | | ✓ | |
| Hands-on lab | | | ✓ | |
| Mobility support for 3G mobile devices ¹ | | ✓ | | |
| 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 | ✓ | ✓ | ✓ | ✓ |
| AES security | ✓ | ✓ | ✓ | ✓ |
| Cross-platform support | Limited ³ | ✓ | ✓ | ✓ |
| Integration with productivity tools | Limited ⁴ | ✓ | ✓ | ✓ |
| Branded website | ✓ | ✓ | ✓ | ✓ |
| Published 99.99%+ availability | | ✓ | ✓ | ✓ |
| Network-based recording and replay | | ✓ | ✓ | ✓ |
| Local client recording | ✓ | ✓ | ✓ | ✓ |
| Online usage reports | ✓ | ✓ | ✓ | ✓ |

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

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

³ Netviewer Web Client (attendee only, no hosting) supports Windows, Mac and Linux. No support for Solaris operating system.

⁴ Integration with MS Office applications and email/IM clients but lacks support for Sametime, AIM, Yahoo.

| Capability | Netviewer One to Meet | Cisco WebEx Meeting Center | Cisco WebEx Training Center | Cisco WebEx Event Center |
|---|-----------------------|----------------------------|-----------------------------|--------------------------|
| 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 and A management panel | | ✓ | ✓ | ✓ |
| Private global network | | ✓ | ✓ | ✓ |