



Top 10 Web Conferencing Vendors – 2009

Profiles of the Leading Vendors

Find the best Web conferencing solution for your company.

For more information, visit Business-Software.com/WebConferencing.

About Web Conferencing

Travel expenses are at an all time high. As a result, companies are tightening the reins, placing restrictions on all business activities that impact travel budgets. Additionally, many organizations are operating “leaner” than ever before, and are attempting to minimize impact to productivity by keeping staff members in the office as much as possible.

Yet, travel is a necessity in today’s dynamic marketplace, and severe restrictions can hinder critical business operations. Therefore, companies must find new and innovative ways to communicate and collaborate with peers, partners, prospects, and customers.

What is Web Conferencing Software?

Web conferencing software is a powerful and useful technology solution that allows live meetings, such as Webinars, demonstrations, presentations, training, and brainstorming sessions to take place via the Internet. Users log in to a secure URL to view meeting materials such as slides or video, and use standard phone lines or VoIP for audio communications.

Key Benefits for Your Company

A Web conferencing software application can deliver significant benefits, including:

Reduced Travel Costs

Businesses spend large portions of their travel budgets hosting training classes, sending sales reps to visit potential clients, running marketing events, and conducting executive meetings. With Web conferencing software, these types of sessions can be held remotely, with attendees participating from any location around the world. So, they can communicate and collaborate as effectively as if they were all in the same room, while eliminating all airfare, gas, toll, hotel, and other expenses.

More Effective Allocation of Marketing Budgets

Traditional “brick and mortar” seminars are quite costly. Marketing staff must secure facilities, order catering services, rent projection equipment, and pay to fly in speakers and organizers. Web conferencing software allows the same presentation and/or demonstration to be given to prospects via the Internet. So, the event can be hosted

About Web Conferencing

just as successfully, while the expenses associated with on-site sessions can be avoided. Those funds can then be diverted into other lead generation programs.

Improved Customer Convenience

Many businesses host a variety of marketing and training events for both existing and potential clients. Yet, virtually every company has been hit hard by the sharp rise in travel costs. As a result, prospects and customers now have far less flexibility when it comes to attending trade shows, seminars, educational courses, and other in-person events.

Web conferencing software allows customers and prospects to attend these types of sessions, without the large investment. Content, communication, and collaboration are all maintained, yet the attendee realizes additional advantages in terms of convenience and cost-efficiency.

Does My Company Need Web Conferencing Software?

Web conferencing software can help companies of all sizes to find the balance between conducting business and reducing operating costs. It provides complete business continuity, empowering employees to conduct sales calls, host marketing events, perform training for both employees and customers, and much more – without high travel-related expenditures or significant downtime.

Key Features of Web Conferencing Software

Web conferencing software offers a full suite of capabilities that enable unhindered communication between presenters and audience members. With a Web conferencing software package, session leaders can:

- * Conduct presentations using slides created in PowerPoint, Mac Keynote, or other presentation software. Presenters can draw attention to specific topics by highlighting information on the slide as they are speaking.
- * Display live video through the use of a Webcam or digital camera.
- * Converse with session attendees in real-time through VoIP (both presenters and audience members must have headphones and speakers).
- * Make online meetings more interactive by pushing URLs, forms, cookies, scripts, and

About Web Conferencing

other data directly to session attendees, so they can participate – “hands on” – in demonstrations and other activities.

- * Record sessions for playback at a later date. This is particularly useful for marketing Webcasts. Companies can maximize results by allowing prospects who were unable to attend the “live” session to register to view the recorded version at their convenience.
- * Makes notes or draw diagrams on a whiteboard, to further illustrate certain points. Some Web conferencing software solutions even allow presenters to give whiteboard control to an attendee, so they can add their own notes or graphics.
- * Take and answer questions from audience members through text chat facilities. Questions and responses can be kept private between the meeting participant and the session leader, or can be made public for all attendees to view.
- * Conduct polls and surveys, to gather information and feedback from attendees.
- * Share their desktop in real-time. This provides audience members with a complete view of the session leader’s screen, as he or she opens and navigates various applications.

Some Web conferencing solutions even allow presenters to pass control of their screen over to co-presenters or audience members. Additionally, most Web conferencing software packages on the market today are available via a hosted or on-demand model.

What to Look for When Choosing Web Conferencing Software

System Redundancy

Since most Web conferencing software packages are offered as hosted solutions, companies must rely on the service provider to ensure maximum uptime and optimum performance. Look for a vendor that has redundant or mirrored servers or other back-up mechanisms in place, so that meetings are not interrupted if there is a hardware failure while the session is in progress.

Security

Many session materials include sensitive information. Additionally, attendees provide confidential contact data when registering to attend an event hosted via Web

About Web Conferencing

conferencing software. Therefore, it is important to choose a third-party provider that leverages advanced security mechanisms to keep all information protected from unauthorized access.

You have many options when selecting Web conferencing software. To make your choice a bit easier, we've featured ten of the leading Web conferencing vendors in this report. Review these vendors and you'll be on the way to holding Webinars, demonstrations, presentations, training, and brainstorming sessions via the Internet.



HIGHLIGHTS

- * Simple, flat license pricing.
- * Green Meter tool calculates carbon dioxide emissions Calculates CO2, emissions, cost, and travel reductions.
- * Integrated with several CRM, collaboration and learning management products.

OWNERSHIP:

Public (AMEX: ILC)

HEADQUARTERS:

Phoenix, AZ

WEB CONFERENCING

SOLUTIONS:

iLinc Product Suite

- * iLinc for Enterprise
- * iLinc for Meetings
- * iLinc for Learning
- * iLinc for Conferences
- * iLinc for Customer Support

FOUNDED:

1998, Arizona

TRIAL:

No.

CUSTOMER FOCUS:

iLinc delivers secure and reliable Web and audio conferencing to thousands of organizations, including small and mid-sized business and larger enterprises in the healthcare, technology, manufacturing, government, professional and financial services, and insurance industries.

SELECT CUSTOMERS:

Global Knowledge Training, Inc., Aetna, Creighton University, E-Z Data, e2impact, Marist College, QUALCOMM, State of Oregon, Tribal Data Resources, US Coast Guard.

About iLinc

Founded in 1998, iLinc Communications is a leading provider of Web conferencing, audio conferencing and collaboration software and services. The Company develops and sells on-demand and web-based software solutions that provide real-time collaboration and training using Web-based tools.

The company's four-product iLinc Suite, comprised of LearnLinc, MeetingLinc, ConferenceLinc, and SupportLinc, is an award winning virtual classroom, Web conferencing and collaboration suite of software. With Web collaboration, conferencing and virtual classroom products, The Company provides simple, reliable and cost-effective tools for remote presentations, meetings and online events. Versions of the iLinc Suite have been translated into six languages, and customers may choose from several different pricing and licensing options for the iLinc Suite depending upon the needs.

Uses for the four-product suite of iLinc Web collaboration software include online business meetings, sales presentations, training sessions, product demonstrations and technical support assistance. The company sells its software solutions to large and medium-sized corporations inside and outside of the Fortune 1000. Approximately 3,000 corporate, higher education, and government customers use iLinc inside of their organizations for their Web and audio conferencing needs, including 25 Fortune 500 companies. The reach includes customers both within the United States, Canada, Mexico, and outside North America.

iLinc markets its products using a direct sales force and a distribution channel consisting of agents and value added resellers. iLinc marketing has aggressively developed a plan that incorporates public relations, tradeshow, Web events, Web marketing initiatives, and direct marketing efforts messaged in campaigns that speak to the growing needs of target markets.

iLinc Key Strengths

* According to Forrester Research, "iLinc's web conferencing solution provides strong interaction and presentation features...The product's strengths include many UI customization options, the ability to import all content types natively that run on Windows, and a flat license model that offers pricing simplicity for enterprise Web conferencing.

About iLinc

- * iLinc web conferencing software lets you broadcast over the Web to large audiences from anywhere, to anyone. For a fraction of the cost of running live events, you can host high-impact Web events that clearly deliver your message and promote easy communication during and after your sessions.
- * iLinc technology makes creating and hosting sessions simple by automating many of the time-consuming tasks. From sending invitations and reminders to allowing the storage of content materials (presentation files, documents, media clips/files, etc.), you reduce the stress of pre and post-event coordination.
- * iLinc Web conferencing technology has been refined through years of experience and millions of hours of use. iLinc has established its web conferencing technology to be what it is today — the most reliable, secure, easily scalable secure web conferencing solution available. A direct result of working with clients and prospects, iLinc has honed not just the web conferencing technology itself, but also the ways in which its web conferencing technology can be deployed.
- * The iLinc Green Meter is the only tool of its kind - an automatic calculator inside the iLinc sustainable business Web conferencing software - that tracks CO2, cost, and travel reductions accrued by meeting online rather than traveling.

iLinc Technology

Hosted Web Conferencing: This approach sounds like the same old “Application Service Provider (ASP)” model, but with iLinc’s hosted web conferencing technology, it’s not. iLinc offers a unique twist on the ASP model by allowing you to purchase the software. No monthly subscription fees that go on forever. You buy the solution for one fair price and pay a modest annual maintenance fee.

Like the traditional ASP technology, you and your IT organization don’t have to worry about a thing. From deploying new releases, provisioning hardware and bandwidth to monitoring the Web conferencing application 24x7, we do it all for you.

Installed Secure Web Conferencing: If your organization needs ultimate control of the technologies you use and requires them to be behind your firewall, this is the option for you. This approach is extremely attractive to companies that must adhere to strict compliance, Intellectual Property, or security guidelines. In this scenario, your IT staff completely controls the secure web conferencing system within your own environment.

About iLinc

iLinc Software Highlights

MeetingLinc (iLinc for Meetings)

- * iLinc Web conferencing software is designed to facilitate small group meetings and the real-world requirements of salespeople.
- * Delivers secure application, desktop, and region sharing, along with multi-point video, polling, surveys, and Q&A.
- * Supports breakout groups, provides interactive whiteboard, floor control to anyone in the session, electronic hand raising, chat, and synchronized Web browsing.

ConferenceLinc (iLinc for Conferences)

- * iLinc Web conferencing software lets you broadcast over the Web to large audiences from anywhere, to anyone.
- * Offers all the features and capabilities of MeetingLinc, with easy-to-use online conferencing services and tools that keep your audience engaged.

iLinc On-Demand Web Conferencing

- * Priced on a per-minute/per-participant basis, each authorized user on your account gets an iLinc On-demand Web conferencing card with a permanent dial-in number, URL, and activation PIN code. You pay only for the time you use.
- * On-Demand Web Conferencing includes online support and training, automated email invitations and reminders, application sharing, polling and text chatting tools, and event reporting.

iLinc On-demand Audio Conferencing

- * Gives you anytime, anywhere calling on a per-minute, per-participant basis.
- * Lets you dial out to new participants, lock conference to any future participants, facilitate attendance/roll call to hear who's on your call, and mute all participants' lines to block background noise.
- * iLinc On-Demand Audio Conferencing also delivers one-touch operator assistance, online account access and billing, individual conference cards for all users on the account, and an activate recording feature to start, pause, and resume recording from your touch-tone phone.

About iLinc

iLinc EventPlus

- * Takes care of every detail from event planning and scheduling, registration (including credit card processing and payment services), operator-assisted phone conferencing, and post-call support.
- * Facilitates event registration, webcasting, operator-assisted phone conferencing, and credit card processing.

Pricing

iLinc offers very flexible pricing options that support how you do business. You can choose to own your iLinc Web conferencing licenses or subscribe to iLinc software as a service (i.e. SaaS).

iLinc for Meetings

1 user for \$49/mo.

Add users for just \$45/mo each.

iLinc Full Suite - Enterprise

1 user for \$79/mo.

Add users for \$75/mo each.

You can purchase iLinc Licenses. With this option, you own your iLinc Web conferencing software. This is a great choice for organizations that want to depreciate a purchase over time, use capital funds rather than operating budgets, and see ROI over a period of time.

The Purchase Model lets you choose to host your iLinc licenses yourself (i.e. on your own servers) or have iLinc host it for you.

You can subscribe to iLinc as a Service. With this option, you pay annually for a subscription. Terms are one or more years, and you may agree to either a per-user (named or concurrent) or a per-minute contract. This option works well for organizations that prefer to budget for a small, recurring Web conferencing fee than fund a larger (upfront) software purchase.



saba.

www.saba.com | (877) SABA101

HIGHLIGHTS

- * Offers deep integration with Saba's learning management products.
- * Specific functionality for e-learning.
- * On-premise and on-demand deployment options.
- * Free, 15-day product trial.

OWNERSHIP:

Public (NASDAQ: SABA)

HEADQUARTERS:

Redwood Shores, CA

WEB CONFERENCING

SOLUTIONS:

Saba Centra Suite

- * Saba Centra for Virtual Classes
- * Saba Centra for eMeetings
- * Saba Centra for Web Seminars

FOUNDED:

1997, California

TRIAL:

Yes.

CUSTOMER FOCUS:

Saba's customers include a range of global enterprises and small- to mid-size organizations in the automotive, communications, computer software and hardware, electronics, consumer package goods, energy, financial services, health care, manufacturing, medical equipment, pharmaceutical, professional services, retail and transportation industries, as well as government and other public sector organizations. The company competes with SumTotal, Microsoft, Cisco, SAP and Oracle.

SELECT CUSTOMERS:

Cingular Wireless, Cornelsen Group, East Carolina University, FlightSafety, Grant Thornton, Nortel Networks, School of the Air, Sony Electronics Inc., Wachovia, Wyndham.

About Saba

Saba Software, Inc. (Saba) was incorporated in April 1997 and provides software platforms for enterprise learning, collaboration, performance, and talent management, as well as license updates and product support, OnDemand, implementation, training, and consulting services.

When it comes to product and technology leadership, Saba is the only solutions provider that offers large organizations across major industries worldwide a management system for people. Saba's comprehensive suite of enterprise learning management, performance management, content management, collaboration and analytics solutions enable its customers to improve organizational performance by aligning, developing and measuring the performance of people across the extended enterprise.

Saba has received industry recognition for its solutions, and recently was named again to the leader quadrant position in the Gartner 2004 e-Learning Suite and LMS "Magic Quadrants and was named as a leader in the 2004 METASpectrum report on Learning Management Systems. Saba was also the only vendor to be recognized with an "Outstanding" rating by Training Media Review.

Today, Saba has a track record for creating solutions that deliver a compelling return on investment. This track record is reflected in an impressive customer list that covers major industries including life sciences, manufacturing, high technology, and financial services.

Saba's customer list includes over 10% of the Global 500, and all of the "big 3" auto manufacturers. Three nations have adopted Saba technology and solutions: Norway, the Netherlands and Scotland. Among the Global 2000, Saba customers include Alcatel, Anheuser-Busch, Cisco Systems, Continental Airlines, DaimlerChrysler, EDS, EMC Corp., Ford Motor Company, Honeywell, Kaiser Permanente, Medtronic, Procter & Gamble, Telecom Italia and VERITAS Software.

Saba offers the Saba Enterprise Suite, the Saba Centra product suite and a range of professional, education and customer support services. The company acquired THINQ Learning Solutions in May 2005 and Centra Software in January 2006.

About Saba

Saba Key Strengths

- * Saba's flagship Web conferencing solution suite, Saba Centra, enables globally dispersed employees, customers, and partners to learn, interact and exchange knowledge online in real time. Saba Centra's dynamic, interactive environment provides an experience equal to that of in-person sessions without incurring the costs of time and travel.
- * Deployed in 1,000+ organizations worldwide, Saba Centra is built for the enterprise and has an advanced architecture that is scalable, secure, and reliable. Fault-tolerance, redundancy, and three-tier design ensure maximum up-time. Bandwidth-efficient architecture helps provide maximum performance.
- * Saba Centra's complete set of administrative features provides one location to schedule, manage and report on online sessions. Using Centra's built-in workflow, organizations can streamline administrative tasks with event creation wizards, automated email management systems, attendance and registration tracking, and access control administration.
- * For a smaller scale solution with minimal demands on desktop and IT, Saba Centra for eMeetings helps people get together across the building or around the globe – live, in real time – to share knowledge and information. Organizations have all the advantages of in-person meetings without the expense and hassle of getting to them. As a result, companies are able to have highly productive, secure meetings, product demos and partner briefings all from the privacy of their home location.

Saba Software Technology

Saba product offerings are available both on-premise and OnDemand. To ensure long-term customer success, the company's global services capabilities and partnerships provide strategic consulting, comprehensive implementation services, and ongoing worldwide support.

Saba Software Highlights

Saba Centra

- * Delivers an online learning environment that combines a highly interactive virtual classroom learning, e-meeting, and web seminar platform with a learning content management system to deliver optimal blended learning.

About Saba

- * Enables globally dispersed employees, customers, and partners to learn, interact and exchange knowledge online in real time. Saba Centra's dynamic, interactive environment provides an experience equal to that of in-person sessions without incurring the costs of time and travel.
- * Advanced desktop application integration supports high-end user adoption across global enterprise deployments. Users need only a web browser to attend a seminar from anywhere, even over low-bandwidth connections or through corporate firewalls and proxy servers.

Saba Centra for Virtual Classes

- * Provides an intuitive interface with self-service set-up wizards and firewall-friendly access.
- * Offers interactivity tools, application sharing, multiple presenters, breakout rooms and labs for collaborative and hands-on learning
- * Designed to meet enterprise standards for security, scalability, redundancy and availability.
- * Integrates with broad range of desktop applications, web services architectures, and portal applications.
- * Provides fully unified conferencing for "live" learning discussions; record and playback sessions for on-demand learning.

Saba Centra for eMeetings

- * Offers an intuitive interface to create meetings and invite participants with little or no training. You can schedule meetings with standard desktop applications like Microsoft Outlook and collaborate on spreadsheets and other documents.
- * Delivers automated email management to create, schedule and confirm meetings; automatically email out meeting minutes and link to meeting recording.
- * Seamless integration with Saba Learning launches instant meetings for real-time collaboration.
- * Ensures dynamic, interactive collaboration equal to that of in-person meetings.

Saba Centra for Web Seminars

- * Combines voice, video, data and graphics in a structured, highly engaging online environment that supports large groups – up to 1,000 simultaneous attendees. Centra

About Saba

provides a complete solution for start-to-finish management, eliminating the complex planning, time and expense entailed in large, on-site events.

- * Enables you to captivate and educate large audiences with online seminars and lectures, easily integrating dynamic presentations and powerful multimedia. With live application demos, streaming video and Flash, support for multi-presenters, ad-hoc audience polling and moderated chat, you're able to deliver high-impact events.

Saba Centra Knowledge Center

- * Allows you to store, search, manage and deliver information and resources from one centralized location.
- * Functions as a portal for personalized learning that tracks and prescribes learning activities and offers on-demand access to a searchable catalog of organizational knowledge resources.

Saba Centra Third-Party Integration

- * Lets you leverage your investment in existing technologies with Centra's tight integration with desktop and enterprise applications, databases, and infrastructure, such as Microsoft Outlook, LDAP/AD, enterprise portals, SiteMinder, NTLM, and Cisco CDN.

Pricing

Not published.

HIGHLIGHTS

- * Favor usability over advanced functionality. Aimed at small and midsize businesses.
- * Free, 30-day trial.
- * Downloads quickly; easy to use and manage.
- * Small Business Technology Magazine named Citrix GoToWebinar as a 2006 Product of the Year Top 10 Winner.

OWNERSHIP:

Public (NASDAQ: CTXS)

HEADQUARTERS:

Santa Barbara, CA

WEB CONFERENCING

SOLUTIONS:

- * GoToMeeting
- * GoToMeeting Corporate
- * GoToWebinar

FOUNDED:

1991, California

TRIAL:

Yes.

CUSTOMER FOCUS:

More than 215,000 organizations worldwide rely on Citrix to deliver any application to users anywhere with the best performance, highest security and lowest cost. Citrix Online is focused on small and midsize businesses.

SELECT CUSTOMERS:

Clarity, eTouch International, FileMark Corporation, xG Technology, TyMetrix, Siemens, Cablevision, InternetVIZ, Microsoft Business Solutions, Papa John's Pizza Company.

About Citrix Online

Santa Barbara, California-based Citrix Online is a leading provider of on-demand applications for remote desktop access, web conferencing and collaboration.

The company's "Simpler Is Better" approach to empowering business productivity online offers small and mid-sized businesses, consumers and professionals an easier, more cost-effective and secure way to access and interact with information, customers, partners and employees in real time.

Its award-winning services, used by more than 20,000 businesses and hundreds of thousands of individual subscribers, include: Citrix GoToMyPC for easy, secure remote PC access from anywhere; Citrix GoToAssist for live, easy remote support; Citrix GoToMeeting for online meetings made easy; and Citrix GoToWebinar the industry's first do-it-yourself solution for Web events.

Citrix Online has satellite offices and data centers distributed around the world. Citrix has approximately 8,000 partners in more than 100 countries. Annual revenue in 2007 was \$1.4 billion.

Citrix Key Strengths

- * For small groups with up to 25 attendees, Citrix Online's GoToMeeting solution makes it easy to meet, present information, demonstrate products and provide training online, allowing users to do more and travel less. For online events with up to 1,000 attendees, GoToWebinar makes communication with prospects, employees, partners and customers easier and more efficient than any event product available today.
- * Citrix Online's one-click access to VoIP and traditional phone connections for both PC and Mac users is designed to give growing businesses one easy-to-use interface for a rich combination of popular tools that are easy to manage and afford.
- * Citrix Online, a division of Citrix Systems, Inc., was named 2008 Software Company of the Year by the Technology Council of Southern California at the annual Technology Industry Award ceremony, honoring the "Best and Brightest Technology Innovators" in Southern California.

About Citrix Online

- * Small Business Technology Magazine named Citrix GoToWebinar as a 2006 Product of the Year Top 10 Winner; and the company's GoToMeeting software was named by Small Business Computing.com as a 2008 The Absolute Best in Small Business top honors winner.

Citrix Technology

The Citrix Online solution suite is a Web-based service that can be used from any Internet-connected PC, and does not require client-side installation. Citrix Online provides 24/7 monitoring, maintenance, live US-based support, and unlimited upgrades, at no additional charge.

Citrix Software Highlights

GoToMeeting

- * Enables you to easily meet online with anyone at any time. This option is ideal for individuals that use Web conferencing for internal and external meetings.
- * Lets you start a one-click online meeting in seconds.
- * Shows anything on your screen in real time to online audiences.
- * Lets you conduct meetings with people in multiple locations, right from your desktop.

GoToMeeting Corporate

- * Enables businesses of all sizes to easily present and demonstrate online with GoToMeeting or GoToWebinar.
- * Gives businesses the ability to hold sales demonstrations and prospecting meetings
- * Provides capability to put on marketing lead-generation events.
- * Lets you lead interactive training sessions and department meetings.

GoToWebinar

- * Allows individuals to easily plan and deliver seamless online events to larger external audiences.
- * Lets you set up a Web seminar in minutes without IT support.
- * Delivers the capability to gather and profile online audiences in real time.
- * Lets you record Webinars for on-demand viewing.

About Citrix Online

Pricing

GoToMeeting Subscription Plan

<i>Plan</i>	<i>Monthly Cost</i>	<i>Total Annual Cost</i>
Monthly Plan	\$49.00	\$588.00
Annual Plan (Save 20%)	\$39.00	\$468.00

One flat fee lets you host unlimited online meetings with up to 15 attendees per meeting. No need to purchase licenses for meeting attendees: all attendees meet for free. You can also save money with free phone conferencing, VoIP or both. Subscription plans lets you have 10 or 10,000 meetings a year for one low price.

Note: Citrix GoToMeeting is for very small businesses that require a single-user account and up to 10 attendees per meeting. Citrix GoToMeeting Corporate is available for larger businesses that require a company-wide solution for a minimum of five named-user accounts with 25 attendees per meeting and an optional event-license upgrades for up to 200 attendees per meeting.



HIGHLIGHTS

- * Market leader. Owned by Cisco – strong financial and stock performance.
- * Free, 14-day trial.
- * Maintains its own high-traffic network to improve performance and reliability.

OWNERSHIP:

WebEx Communications, Inc. is a wholly owned subsidiary of Cisco Systems, Inc. (NASDAQ: CSCO)

FOUNDED:

1996, California

HEADQUARTERS:

Santa Clara, CA

TRIAL:

Yes.

WEB CONFERENCING

SOLUTIONS:

- * WebEx Meeting Center
- * WebEx Meeting Assist
- * Cisco WebEx Connect
- * WebEx Support Center - Remote Support
- * WebEx MeetMeNow
- * WebEx Pay-Per-Use
- * WebEx PCNow
- * WebEx Sales Center

CUSTOMER FOCUS:

Individuals, small and medium sized companies and large enterprises use WebEx meeting applications across many industries—including financial services, high-tech, healthcare, pharmaceutical, communications, manufacturing, government, and management consulting.

SELECT CUSTOMERS:

Empire Group, datango, GMAC, Kennedy-Western University, Philadelphia Stock Exchange, Uniprize, Cognos, Sun Microsystems, Kodak, Ad Giants.

About WebEx

WebEx, a Cisco company, creates on-demand software solutions for companies of all sizes. The company's online meeting applications and software services help organizations all over the world fulfill their most ambitious goals for marketing, sales, training, and support.

WebEx is a global leader in online meeting applications. As evidence of this, more than 7 million people use Cisco's WebEx products every month to communicate and collaborate online. And the company's 35,000 customers understand why WebEx is the proven technology leader, with first-class global support.

Following the Cisco acquisition of May 25, 2007, WebEx products are being integrated into Cisco's expanding portfolio of next-generation collaboration products and services based on Web 2.0 technologies. WebEx remains committed to advancing its innovative technology without sacrificing the reliability and security that enables on-demand collaboration.

When it was founded in 1996, WebEx began with a vision: to use the Web to bring people together from around the world to collaborate and work collectively on creative ideas and business.

In the beginning, emerging digital communications standards, such as ISDN and Switched Digital Service, led to the development of video conferencing, a market which took off. Users were excited by the possibilities of extended learning, keynote events, and multimedia presentations combining live video and audio—without the time and expense of traditional conferences.

WebEx worked to overcome the common barriers of the user conferencing software available at that time. Most users found it painstaking—if not impossible—to customize these applications into a useful solution to meet their business needs. Also, video conferencing tended to focus on people and their faces—relegating to a minor role the information they were trying to convey. The result: a lot of conferencing software was sold, but very little was used.

About WebEx

WebEx took an early, decisive lead—where it remains today—in the commercial web conferencing market with a robust solution that provides the spontaneity and interactivity of face-to-face meetings. With WebEx, users share presentations, applications, documents and desktops, with full-motion video and integrated audio, all in a rich-multimedia environment.

Today, organizations use WebEx meeting applications across many industries—including financial services, high-tech, healthcare, pharmaceutical, communications, manufacturing, government, and management consulting—and support every stage of both customer and product lifecycles, driving results in sales, marketing, fulfillment, product development, manufacturing, training, and support with real-time collaboration.

WebEx Key Strengths

- * WebEx, a Cisco company, creates on-demand software solutions for companies of all sizes. The company's online meeting applications and software services help customers all over the world fulfill their most ambitious goals for marketing, sales, training, and support.
- * WebEx is a leader in online meeting applications. As evidence of this, more than 7 million people use Cisco's WebEx products every month to communicate and collaborate online. And the company's 35,000 customers understand why WebEx is the proven technology leader, with first-class global support.
- * Founded in 1996, WebEx has grown into the worldwide innovation leader in online meeting applications, with 64% market share. More than 3.5 million people use WebEx every month to communicate and collaborate online.
- * In just over 10 years, WebEx has grown from a start-up to a \$380 million company, from a web meeting business to a leading platform for on-demand delivery of collaborative applications. Today 2.2 million registered hosts rely on WebEx to connect with colleagues, customers, and partners around the globe.

WebEx Technology

WebEx applications are quick and easy to deploy, and considerably less expensive to manage than traditional on-premise applications—for a much lower TCO. Customers take advantage of the opportunities offered by the WebEx SaaS delivery model to

About WebEx

manage costs, gain economies of scale, and pay as you go. WebEx is not a standard software product that you purchase and install on your computer. It's delivered as a service through your web browser.

WebEx Software Highlights

WebEx Meeting Center

Small & Medium Business Solutions

- * Gives you the capability to provide high-touch service for customers, deliver sales presentations and demos to prospects, and meet with colleagues across the map—right from your computer.
- * Enables you to make presentations, share applications, and update spreadsheets in WebEx online meetings with integrated audio conferencing.
- * Provided on a subscription basis on-demand over private, global, and secure network. You don't need to invest in any new hardware or install any software on your computer. A predictable monthly fee means you can use it anytime, from any web browser, anywhere in the world.

Large Enterprise Solutions

- * Provides always-on access and availability to meet your business-critical demands with better than 99.99% uptime.
- * Lets you grow your meeting solution to meet any user base. The WebEx MediaTone network currently serves more than 125,000 meetings per day running at just 50% capacity. You can count on it to scale to meet even the highest peak traffic loads.
- * Delivers fast, simple WebEx SaaS delivery to minimize IT resources required for implementation, integration, and ongoing updates. Also, simplify user management and support with single sign on.
- * Lets you conduct and enable meetings across all common operating system platforms.
- * Ensures seamless operation with all your business processes, from corporate accounting and human resources to CRM, ERP, and LMS applications.
- * Provides a highly secure environment to share confidential, business-critical information.
- * Minimizes the cost of travel and lost productivity. Integrate an enterprise-wide solution with rapid ROI and attractive TCO.

About WebEx

Cisco WebEx Connect

- * Delivers the foundation for a comprehensive collaboration strategy that delivers instant collaboration for employees and an extensible development platform for you.
- * Functionality is delivered on an extensible, open development platform based on SOA and XML. You can use the WebEx Connect Platform to extend the functionality of applications your organization already has to create customized business mash ups that build collaboration into any business process.
- * WebEx Connect brings together essential collaborative applications—including online meetings, presence notification, chat, audio and video conferencing, as well as document and task management in virtual workspaces—into a single, familiar interface.
- * Your users simply download a small client to access their WebEx Connect services. Soon, they'll also be able sign in from the web to access all their spaces.

WebEx Meeting Assist

- * Provides behind-the-scenes expert support to plan, start and run your meeting, with the Standard Meeting Assist. Or you can upgrade to a Premium Meeting Assist and also receive an edited, high-quality digital media file of your meeting.

Pricing

WebEx services are sold both as stand-alone applications, and in packages that provide comprehensive solutions for a variety of situations. General pricing information is as follows:

WebEx Meeting Center (When you need web meetings for the whole team, department.)

- * Includes application and document sharing as well as desktop sharing Include up to 15 people in meetings (contact WebEx if greater capacity is needed)
- * Unlimited usage for one monthly fee
- * Start with 5 users for \$375/mo. Add users for just \$75/mo each.

WebEx MeetMeNow (Get a quick and easy meeting solution for your personal use, with convenient credit card payment.)

About WebEx

- * Provides instant desktop sharing.
- * Include up to 10 people in meetings.
- * Unlimited usage for one monthly fee.
- * Prices starting as low as \$39 a month.

WebEx Pay-Per-Use

Use WebEx Meeting Center, on an as-needed basis. No minimum cost. No monthly commitment. Just bill to your credit card.

- * Pay just 33c/minute per participant.
- * Add integrated conferencing for 20c/minute each.

WebEx PCNow

- * Access your PC and everything on it remotely. Secure and reliable.
- * Pay just \$12.95/mo. Less with multiple PCs and/or 1-year subscription.



HIGHLIGHTS

- * Over 20 years experience in the Conferencing Industry.
- * Comprehensive Conferencing Services with top notch customer support.
- * Provider of industry leading web conferencing applications.
- * Highest possible quality and reliability.

OWNERSHIP:

Public – Subsidiary of
Westell Technologies

HEADQUARTERS:

Schaumburg, IL

WEB CONFERENCING

SOLUTIONS:

- * Microsoft Office Live Meeting
- * WebEx
- * IBM Lotus Sametime Unyte Meeting

FOUNDED:

1988

TRIAL:

Free Trial Available

CUSTOMER FOCUS:

Companies of all sizes including Fortune 500 companies and leading telecommunications resellers.

About ConferencePlus

ConferencePlus makes virtual meetings happen. The conferencing services provider offers teleconferencing, as well as video and Web conferencing, directly to large corporations and through agreements with large telecommunications carriers and resellers. Its integrated scheduling and billing system allows users to sign up for services and manage their accounts online, using custom-branded Web sites.

Founded in October 1988, ConferencePlus, Inc. entered the market as a premier private label provider of audio conferencing services.

Recognizing excellent opportunities for continued growth and expansion in the conferencing sector, ConferencePlus added web and multipoint videoconferencing in 1996. In 1998, ConferencePlus established its first international subsidiary in Dublin, Ireland. In this same year, ConferencePlus was presented a Supplier Excellence Award from American Express in recognition of outstanding achievement with several key success indicators, including customer satisfaction and continual improvement for quality initiatives. In 2001, ConferencePlus moved into a new, custom-designed headquarters taking full advantage of the latest in fiber optic network and digital switching technology.

Today, ConferencePlus is more determined than ever to focus its efforts on providing customers and prospects a consultative approach to applications-based solutions. The strong encouragement given ConferencePlus by its investors and the contributions of its customers continues to take the firm in exciting, new directions.

ConferencePlus Key Strengths

- * ConferencePlus offers audio and video webcasting services that allow you to reach a wide audience in the most economical way. Webcasting allows you to “stream” real-time audio and video along with your presentation materials to your audience via the internet.
- * ConferencePlus is dedicated to making you and your organization look good by providing audio, web and video conferencing services that help you maximize every meeting opportunity – anywhere, at any time.
- * ConferencePlus’ Infrastructure is engineered to provide you and ConferencePlus with maximum flexibility to route traffic and recover from any potential networks and equipment issues.

About ConferencePlus

- * ConferencePlus supports all conferencing media, helping customers use conferencing software in a cost effective way to improve productivity.

ConferencePlus Technology

Every ConferencePlus facility utilizes optical Synchronous Optical Network (SONET)/ Synchronous Digital Hierarchy (SDH) connections with dual physical entrances for all network connections. Their backup power is supplied with on-site battery-backed Uninterruptible Power Systems (UPS) and on-site diesel generators capable of powering the entire facility. Conference Plus utilizes dedicated connections to the Public Switch Telecommunication Network (PSTN) to ensure the highest possible quality and reliability. This engineering, coupled with a Nortel DMS-100 switching platform, provides you and ConferencePlus the greatest flexibility possible in routing traffic and recovering from any potential network and equipment issues that could possibly arise.

ConferencePlus Software Highlights

Web Plus™ | Web Conferencing Services

Utilize industry leading web conferencing applications with Conference Plus' Web Plus partners. Choose the web conferencing service that meets the specific needs of your next presentation.

Microsoft® Office Live Meeting

Live Meeting is a hosted web conferencing service that allows you to communicate and collaborate with anyone, anywhere with just a PC, an internet connection, and a telephone. Choose from the Standard or Professional Edition to get the level of service that matches your needs. Key features include:

- * **Provide slide presentations** online to enhance your meeting.
- * **Annotation tools** enable you to underline major points being made.
- * **Interactive Whiteboard** is just like the whiteboard in your office enabling you to brainstorm ideas.
- * **Text slides** are much like the parking lot items you create in a face-to-face meeting.
- * **Web tours** allow you to take your audience to a particular website.
- * **Polling** features enable you to record the opinions of meeting participants.
- * **Application viewing** allows you to reveal any application on your desktop for viewing with participants. (e.g. specialized software, electronic documents or financial

About ConferencePlus

spreadsheets)

- * **Shared Notes** allows you to take advantage of the new always-on shared notes pane.
- * **Recording options** enable you to attend the meeting at your convenience.
- * **Rich Media Presentations** allows you to incorporate media displayed in Windows Media Player and Adobe Flash movie clips into meetings and training sessions.
- * **Live Webcam Video** allows you to show live webcam video of meeting participants alongside their presentation.
- * **Integrated Media Experience** allows for a new user interface which brings together live and recorded video, chat, slide and application sharing, and audience feedback tools.
- * **Handout Distribution** allows you to scan handouts with Microsoft Forefront and distribute them before and during meetings in their native file format.
- * **Live Meeting with Integrated Audio Conferencing** that now includes the “Call Connect” feature which enables the display of all audio participants in the Live Meeting console when used with your Conference Anytime service.

Professional: all of the features associated with Standard and the following additional features.

- * Remote Control features enable the host to let others take charge of the meeting. The host can regain control any time he/she wishes.
- * Event and Class Registration*
- * Public Events Pages*
- * Advanced Testing and Grading*
- * Shared Recordings*
- * Virtual Breakout Rooms*

WebEx

Experience all the WebEx services including Meeting Center, Training Center, and Event Center. Share presentations, documents, web content and applications online in real time.

About ConferencePlus

Key features include:

- * **Document Viewing** allows you to reveal any document from your desktop for viewing with participants.
- * **Annotation tools** enable you to underline major points being made.
- * **Whiteboarding** is the online version of sharing the whiteboard in your conference room.
- * **Text slides** are much like the parking lot items you create in a face-to-face meeting.
- * **Web tours** allow you to take your audience to a particular website.
- * **Application viewing** lets you put up any application and the audience can view (e.g. electronic documents or financial spreadsheets).
- * **Polling** enables you to record the opinions of meeting participants.
- * **Meeting Lists** inform you as to who joined the meeting and how long they participated.
- * **Recording** options enable you to attend the meeting at your convenience.
- * **Remote Control** features enable the host to let others take charge of the meeting.

IBM® Lotus® Sametime® Unyte™ Meeting

Share your presentations, documents, web content and applications online in real time.

Use this simple and effective browser-based application with no software to install.

Features include:

- * **Application viewing** enables the presenter to show documents, spreadsheets and applications with the audience.
- * **Multiple Presenters/Control Passing** can designate multiple desktops as a host / web conference leader.
- * **Roster with Controls** captures participant information and monitors their presence as they join or leave the meeting.
- * **Hand Raising** enables participants to “raise their hands” in response to a question or to get the attention of the host; this tool can also be used to tally “raised hands”.
- * **Smart Scrolling** synchronizes the participant’s view of a document with the presenter’s view.
- * **Pointer** highlights key presentation points on slides or in documents.
- * **Annotation** enables the presenter to use a marker tool to illustrate key points.
- * **Full Screen** enlarges the presentation to the full size of the application window.

About ConferencePlus

- * **Chat (host or participant initiated)** with individuals, send broadcast messages, or designate an individual participant or a group to conduct Q&A sessions.
- * **Optimized Slide Presentations** uses the computer's memory to store (or cache) slides to improve performance on slower connections, and automatically displays fixed dimension slides when slow connections are detected.
- * **SSL Encryption** ensures the safety and privacy of information shared during the meeting.
- * **Firewall Conformance** ensures that web services will work through corporate firewalls and proxy servers.
- * **Web Surf** host-guided web tours during the course of the web conference.



HIGHLIGHTS

- * Backed by the strength of Microsoft.
- * Free, 30-day trial of Live Meeting.
- * Offered as part of the Microsoft Office system and as a SaaS offering.

OWNERSHIP:

Public (NASDAQ: MSFT)

HEADQUARTERS:

Redmond, WA

WEB CONFERENCING

SOLUTIONS:

Microsoft Office Live Meeting

- * Standard Edition
- * Professional Edition
- * Microsoft Office Live Meeting Services

FOUNDED:

1975, New Mexico

TRIAL:

Yes.

CUSTOMER FOCUS:

Microsoft distributes its software products primarily through the following channels: OEM; distributors and resellers; and online services. Its Office products are used by small and medium-sized organizations, enterprises, governmental institutions, educational institutions, Internet Service Providers, application developers, and OEMs.

SELECT CUSTOMERS:

Activant Solutions, Intelliem, Orrick, Herrington & Sutcliffe, Del Monte Foods, PFT Plastics, Raymond James Financial, Avtex, Electro Scientific Industries (ESI), Cogan Wire and Metal.

About Microsoft

Founded in 1975, Microsoft is a worldwide leader in software, services and solutions that help people and businesses realize their full potential.

The company develops, manufactures, licenses, and supports software products for many computing devices. Its software products consist of operating systems, server applications, information worker productivity applications, business solution applications, high-performance computing applications, and software development tools. In addition, Microsoft provides consulting and product support services; and trains and certifies computer system integrators and developers. The Company sells the Xbox 360 video game console, the Zune digital music and entertainment device, PC games and peripherals. Online offerings are delivered through its Windows Live, Office Live, and MSN portals and channels.

The company recorded revenues of \$51,122 million during the fiscal year ended June 2007, an increase of 15.4% over 2006. Its revenue growth was driven by the revenue gains from the licensing of the 2007 Microsoft Office system and Windows Vista; increased revenue associated with SQL Server, Windows Server, and Visual Studio; and increased Xbox 360 console sales.

Microsoft also develops the MSN network of Internet products and services. The company primarily operates in the US. Microsoft is headquartered in Redmond, Washington, and employs about 79,000 people.

Microsoft Key Strengths

- * Microsoft Office Live Meeting is a hosted web conferencing service that connects and engages audiences in online meetings, training, and events through a reliable, enterprise-class hosted service. With meeting attendees participating from their PCs, you can deliver a presentation, kick off a project, brainstorm ideas, edit files, collaborate on whiteboards, and negotiate deals at a fraction of the cost and without the hassle of travel.
- * Microsoft's Office Live Meeting lets organizations delivers the capability to easily add unique interactive tools that work with existing systems and productivity applications.

About Microsoft

- * Office Live Meeting improves remote collaboration and increases meeting effectiveness with a familiar, easy-to-use interface. Users stay confident with proven 99.99% uptime availability and always-on encryption.
- * Organizations can also count on Microsoft's Office Live Meeting service to improve call resolution times and user satisfaction with remote assistance.

Microsoft Technology

Office Live Meeting Client (Windows-based client) — The Windows-based meeting client is a full-featured Windows program that is installed and run from the end user's computer. Office Live Meeting users with Windows-based computers should use the Windows-based meeting client because it offers features that are not available with Office Live Meeting Web Access.

Office Live Meeting Web Access (Web-based client) — Office Live Meeting Web Access (MWA) is an alternative for users of the Office Live Meeting service who cannot install or run the Windows-based meeting client, usually because their computer runs an operating system that is not compatible with the Windows-based meeting client, such as Microsoft Windows 98, Sun Solaris, or Apple Macintosh, or their PC is locked down and do not allow installation of new software.

Office Live Meeting Web Access is an applet-based program that runs on any of the Java runtime environments specified in the system requirements section later in this guide. MWA does not require installation of any files. However, initiating application sharing on Apple Macintosh using Office Live Meeting Web Access does require installation of an application-sharing component.

Microsoft Software Highlights

Microsoft Office Live Meeting

- * Provides the ability to interact with groups of up to 1,250 users, share presentations, collaborate on documents, and encourage participation with interactive tools.
- * Allows meeting organizers to keep attendees engaged through integrated audio, video, and rich media.
- * Reduces training and deployment costs with a familiar look and feel and convenient Web-based hosting.

About Microsoft

- * Provides upfront assistance to users with a simple-to-use remote assistance capability.
- * Provides a customizable rich client and a Web client for remote attendee flexibility to help ensure an efficient user experience, effective collaboration, and a focus on the meeting content at-hand.
- * Supports a diverse set of circumstances ranging from a spontaneous meeting between two people working on a document, to large-scale training and events with hundreds or even thousands of participants.
- * Offers deeper connections across and between organizations with online meetings, events, and training. The 2007 version of Office Live Meeting allows users to connect with customers and partners and collaborate with employees.

Microsoft Office Live Meeting Service

- * Available as both Standard and Dedicated offerings. The Standard offering is for customers who want rapid service adoption and a standardized administrative console. The Dedicated offering is for customers with more than 5,000 employees who are interested in having a dedicated architecture.
- * Lets you connect with your colleagues and engage your customers through real-time meetings, training sessions, and events—using only a PC with an Internet connection and basic software.
- * Hosted Web conferencing from the Microsoft Office Live Meeting service can help give you the power to collaborate from virtually anywhere—set up project meetings, brainstorm ideas, edit files, collaborate on whiteboards, and negotiate deals without the cost and hassle of travel. Rely on Live Meeting to consistently deliver a high level of security, quality, and availability backed by a decade of operating experience.

Pricing

Subscription licensing is available for Office Live Meeting Standard and Professional Editions. Office Live Meeting offers flexible licensing options depending on the number of meeting participants and features needed.

Per user licensing options provide dedicated meeting attendee capacity for users who access the Live Meeting service. Licenses are required for all internal users of the service, but are not required for external conference participants.

About Microsoft

Standard licenses offer meeting capacity up to 15 participants.

Professional licenses extend meeting capacity to a maximum of 1,250 participants and feature unlimited storage of shared meeting recordings for 360 days. Minimum 5 users. Minimum acquisition price: \$15.42 per user per month with no one-time fees.

Managed Events are provided by Live Meeting Event Services, a professional, fee-based event management service. Managed event packages include production planning, Live Meeting seats, toll-free domestic audio, custom registration materials, and post event reports.

HIGHLIGHTS

- * The world's largest dedicated conferencing service provider, connecting people through advanced audio, web, video and event services.
- * Reliable, flexible and easy-to-use web conferencing services.
- * 2007 Frost & Sullivan Conferencing Service Provider of the Year Award
- * 2008 North American Frost & Sullivan Award for Customer Value Enhancement

OWNERSHIP:

Private

HEADQUARTERS:

Chicago, IL

WEB CONFERENCING

SOLUTIONS:

- * InterCall Unified MeetingSM
- * Microsoft® Office Live Meeting
- * InterCall Centers
- * IBM LotusLive: Meetings, offered by InterCall

FOUNDED:

1991

TRIAL:

Free Trial Available

CUSTOMER FOCUS:

Since 1991, InterCall has offered customers the broadest range of services to support the changing needs of small and large businesses. We offer the widest variety of global solutions, through our flagship proprietary product, InterCall Unified MeetingSM, as well as strategic partnerships with leading technology vendors, to give you multiple conferencing options and greater flexibility. Our product portfolio of integrated services truly provides seamless collaboration and service delivery—all available from a single provider. In fact, because of our commitment to expanding our conferencing and collaboration offerings, and integrating new technologies that widen the unified communications (UC) portfolio, we were recognized with the 2008 North American Frost & Sullivan Award for Customer Value Enhancement.

SELECT CUSTOMERS:

Esurance

About InterCall

InterCall, a subsidiary of West Corporation, is the largest service provider in the world specializing in conference communications. Founded in 1991, InterCall helps people and companies be more productive by providing advanced audio, event, web and video conferencing solutions that are easy-to-use and save them time and money. Along with a team of over 500 meeting consultants, the company employs more than 1,500 operators, customer service representatives, call supervisors, accounting, marketing and IT professionals. InterCall's strong U.S. presence, which includes four call centers and 26 sales offices, is bolstered by a global reach that extends to Canada, Mexico, Latin America, the Caribbean, the United Kingdom, Ireland, France, Germany, Australia, New Zealand, China, India, Hong Kong, Singapore and Japan. For more information, please visit www.intercall.com.

InterCall Key Strengths

- * InterCall is a financially stable company and subsidiary of West Corporation. Last year, InterCall handled over 10.3 billion conferencing minutes and executed over three million conference calls every month, serving more than 1.3 million unique conference leaders in more than 73,000 organizations worldwide. These figures continue to grow annually at a pace greater than the industry average, while maintaining the highest quality standards in the industry.
- * With operations, facilities, call centers and sales offices resident across North America, Europe and Asia Pacific, InterCall provides our customers global presence with a truly local touch. InterCall has infrastructure strategically located in each of the main conferencing regions worldwide, ensuring our customers have local access points to our conferencing platforms. Furthermore, with sales offices and call centers in over 20 countries worldwide, InterCall delivers global account management and in-region end user support services that far out reach the competition.
- * InterCall works with the leading technology and promotional partners to bring added value and opportunities to customers and provide the resources to business partners and resellers to help them succeed and generate revenue opportunities.
- * InterCall's architecture is comprised of a redundant, distributed server platform that supports the development of multiple conferencing applications. The result is a powerful end user experience that combines the scalability and performance of a distributed model with the security and reliability of a centralized model.

About InterCall

- * Our proven conferencing solutions and exceptional customer service enable us to effectively compete with both large telecommunications firms and smaller, independent conferencing companies. Our awards and accolades include:
 - + 2005 Frost & Sullivan named InterCall Audio Conferencing Provider of the Year
 - + 2007 Frost & Sullivan named InterCall North America Conferencing Company of the Year, Wainhouse Research named InterCall Largest Conferencing Service Provider in the World
 - + 2008 Frost & Sullivan Recognizes InterCall with the 2008 North American Conferencing Services Customer Value Enhancement Award
 - + 2008 Frost & Sullivan named InterCall Asia Pacific Conferencing Provider of the Year

InterCall Technology

InterCall owns and maintains the most technologically advanced conferencing equipment worldwide. InterCall uses multiple network providers and partners to support our extensive product offering, and we have the ability to link multiple bridges together, so they act as one virtual bridge. This architecture design and network engineered systems for non-blocking eliminate connectivity issues, supporting the goal of 99.9% uptime. And, with more than 140,000 ports globally, InterCall's capacity usage never exceeds 70%.

InterCall is also dedicated to the on-going development of conferencing and collaboration technologies, such as Voice over IP (VoIP). InterCall has IP conferencing running today that is the best in the market. Our approach to VoIP is different than other conferencing providers because our world-class architecture utilizes PSTN and IP along with media gateways. And InterCall has other applications working on this platform, like speech and ANI recognition, which can be integrated with our conferencing services.

InterCall Software Highlights

InterCall Unified Meeting

Using InterCall Unified Meeting will help you accomplish more in your workday. This easy-to-use system lets you meet with colleagues, partners and customers in remote locations in your own online meeting room, without ever leaving your office.

About InterCall

Reliable and secure, InterCall Unified Meeting allows you to present PowerPoint® slides, share applications, quiz and survey participants and show web sites—all with the same impact and results as in-person meetings. Simply said, you meet more productively and more often without the time and expense of travel.

With InterCall Unified Meeting, you can:

- * Quickly join or start online meetings with a simple click on the InterCall desktop icon in your task bar.
- * Have InterCall Unified Meeting automatically dial you when you start the meeting, so no more looking up dial-in numbers or logins.
- * Control the phone portion of the meeting using the web—without the hassle of extensive telephone keypad commands.
- * Schedule online meetings in Outlook® or Lotus Notes® for easy invitations and one-click entry.

Microsoft Office Live Meeting

Microsoft® Office Live Meeting, offered by InterCall is a web conferencing service that lets you host interactive, collaborative meetings by showing presentations, software and web sites. Using Office Live Meeting, you can mute and unmute lines and dial out to additional participants from the web interface. Microsoft Office integration, custom slides, reporting tools, recording and printing to PDF are just a few of the features Live Meeting offers to help you make the most of your meeting.

With Live Meeting, you can:

- * Manage your audio portion of your meeting online with the click of a mouse from your Live Meeting interface.
- * Create custom slides by adding text, whiteboard, web pages, polling or snapshots to your PowerPoint® slide deck.
- * Give everyone instant access to the materials being discussed so they can save and print the presentation content—no more waiting to distribute your pertinent conference information.

About InterCall

MeetingCenter

MeetingCenter™, a web conference solution powered by WebEx™, is the ultimate collaborative platform for your day-to-day business communication needs. With MeetingCenter, you can:

- * Share anything on your desktop with your participants to instantly make decisions, streamline project meetings and conduct more effective live demos.
- * Schedule your meeting in a few short steps with Quick Scheduler. Choose from the saved meeting templates you have created or use the Advance Scheduler to edit meeting features and access additional options.
- * Record and edit your presentation before providing the recorded meeting link for employees to access.

TrainingCenter

TrainingCenter, a web based training solution powered by WebEx™, allows you to deliver live, interactive training to employees, customers or partners anywhere in the world by sharing presentations, demonstrating applications or showing web site navigation. TrainingCenter's features are specifically designed to let you conduct training online just as you would during a live event.

With TrainingCenter you can:

- * Rapidly scale your training programs to reach more people, more frequently.
- * Quiz, poll and test trainees to ensure retention and track productivity.
- * Dramatically reduce training delivery costs including travel, accommodations and facilities rental.
- * Ensure employee, partner and customer are up to speed with timely and convenient training on products, new corporate processes and critical skills.

EventCenter

With EventCenter™, an event conferencing solution powered by WebEx™, you get everything you need to manage your online marketing seminars. EventCenter gives you easy-to-use tools to help schedule your event, send invitations and collect and process registrations. In-meeting features let you share presentations, software applications and web sites, as well as multimedia content. After your event, you have access to comprehensive reports for further follow-up.

About InterCall

With EventCenter, you can:

- * Reach a geographically dispersed audience without leaving your office.
- * Decrease your cost per lead.
- * Quickly and easily measure your ROI.
- * Get hot, qualified prospects into the hands of your sales team.

SupportCenter

SupportCenter, a technical support conferencing solution powered by WebEx™, allows technical support teams to diagnose and resolve customer problems online. It has all the tools to make these teams as efficient and effective when working remotely as if they were on-site. Customer files can be transferred for off-line analysis or technicians can run customers' desktops and download patches or updates to their computers.

With SupportCenter you can:

- * Accelerate issue diagnosis and problem solving
- * Increase customer satisfaction by analyzing files and uploading patches directly to the customer's computer
- * Reduce your support costs

IBM LotusLive: Meetings, offered by InterCall

LotusLive: Meetings is a browser-based web conferencing service that is simple and cost-effective. Because it is hosted online, you can start meetings on-the-fly without the need for a reservation or downloads. The result? Fewer meeting delays and accessibility anytime and from anywhere.

With LotusLive: Meetings, you can:

- * Set up and attend conferences with one permanent meeting code.
- * Access meetings anytime and from anywhere through your web browser.
- * Store and save presentations, documents and polls online in your own content library.
- * Schedule online meetings in Outlook® or Lotus Notes® for easy invitations and one-click entry.



HIGHLIGHTS

- * Favored by enterprises that use Domino.
- * On-premise deployment model.
- * Tight integration with IBM's Lotus Notes/Domino applications and Sametime IM.
- * Backed by the strength of IBM.
- * Free 14-day trial for Sametime Unyte Meeting. 1 User Account/ 15 participants per meeting.

OWNERSHIP:

Public (NYSE: IBM)

HEADQUARTERS:

Armonk, NY

WEB CONFERENCING

SOLUTIONS:

Lotus Sametime Web Conferencing

- * Lotus Sametime Standard
- * Lotus Sametime Advanced
- * Lotus Sametime Entry
- * Lotus Sametime Unyte

FOUNDED:

1924, New York

TRIAL:

Yes.

CUSTOMER FOCUS:

Lotus Sametime is used by over two dozen companies with more than 100,000 users and 29 of the Global Fortune 50, twelve out of the top fifteen worldwide banks, eight out of the top ten worldwide pharmaceutical firms, and four of the five most profitable companies in the world.

SELECT CUSTOMERS:

Ringnes, Finnish Defense Forces, North Shore Credit Union, Monat University, ELAT, Japan Airlines, National Bank of Canada, Nestor Healthcare, Georgia State University, Wachovia Corporation.

About IBM

World leader IBM helped pioneer information technology over the years, and it stands today at the forefront of a global industry that is revolutionizing the way in which enterprises, organizations and people operate and thrive.

IBM is the world's largest information technology services and consulting provider. Some 190,000 professionals in more than 160 countries help clients integrate information technology with business value -- from the business transformation and industry expertise of IBM Business Consulting Services to hosting, infrastructure, technology design and training services. IBM services business delivers integrated, flexible and resilient processes across companies and through business partners, enabling clients to save money and transform their businesses to be more competitive.

Looking ahead, IBM remains committed to staying aligned around a single, focused business model: innovation. The company takes its breadth and depth of insight on issues, processes and operations across a variety of industries, and invents and applies technology to help solve its clients' most intractable business and competitive problems.

IBM Key Strengths

- * The IBM unified communications and collaboration (UC²) vision is to make it easier for colleagues, customers and partners to find, reach and collaborate with one another through an integrated unified communications experience.
- * The world IT leader offers unified communications and collaboration solutions with enterprise IM, presence information, Web and video conferencing and built-in Voice over IP capabilities to help meet the expanding real-time collaboration needs of business.
- * With IBM's Lotus Sametime Web Conferencing solution, organizations can conduct business in real-time with colleagues, customers, partners and suppliers using the company's market-leading, integrated IM and Web software application--a product that's been used by millions of people worldwide to help increase employee productivity and foster customer relationships.
- * With its Lotus Sametime product, IBM is leading the way in delivering leading-edge web conferencing applications to a wide array of global customers, developing security-rich software that enables businesses to communicate, collaborate and increase productivity.

About IBM

- * IBM's Lotus Sametime Web conferencing product won the 2008 North American Enterprise Product of the Year Award.

IBM Technology

IBM's downloadable Service Oriented Architecture (SOA) software solution suite is a business-centric IT architectural approach that supports integrating an organization's business as linked, repeatable business tasks, or services. With the Smart SOA approach, companies can find value at every stage of the SOA continuum, from departmental projects to enterprise-wide initiatives.

IBM Software Highlights

IBM Lotus Sametime Web Conferencing

- * Capabilities let you share and collaborate on presentations, documents and applications with colleagues, customers and business partners in real time.
- * Real-time collaboration software that provides presence awareness, instant messaging, and Web conferencing.
- * Helps organizations reduce costs, improve sales, share information, and make faster decisions.
- * Helps resolve problems & questions through clear, high-quality communications.
- * Lets you work with others as if they are in the same room.
- * Enables instant, global collaboration in your organization while reducing the need for travel.
- * Integrates leading telephony and video solutions to help your meetings run smoothly.

IBM Lotus Sametime Advanced

- * Includes the capabilities of Lotus Sametime Standard software, and expands them with advanced personal, team and community collaboration capabilities.
- * Lets you search for experts and answers, even when you don't know who to ask.
- * Captures and reuses shared knowledge, reducing the burden on subject matter experts and on your help desk.
- * Provides a forum for teams to share information in real-time.
- * Speeds communication by instantly sharing your screen with your co-workers for document review or clarifications.

About IBM

- * Knows where your colleagues-and experts-are at any given time, automatically, with geographic location awareness.

IBM Lotus Sametime Standard

- * Lets you converse online real-time with one or several people using instant messaging. Then launch a Web conference to share a document, application or your entire desktop.
- * Delivers the capability to resolve problems & questions through clear, high-quality communications, access global teams in real time, and communicate quickly with anybody (where regulation permits and with policy controls in place).
- * Offers enterprise instant messaging and presence, rich text, time stamps, spell check and emoticons, multi-way chat, and built-in VoIP and point-to-point video.
- * Provides integration with desktop productivity applications such as Microsoft Office and IBM Lotus Notes, and offers optional file transfer.

IBM Lotus Sametime Entry

- * Provides a way for organizations to get started with enterprise instant messaging.
- * Offers presence and instant messaging chat, integration with e-mail and productivity applications such as Microsoft Office, Microsoft Outlook, and IBM Lotus Notes, and multi-way chat.
- * Provides contact list management: Sort contact list, Show short names, Show online contacts only.
- * Supports a wide variety of server operating systems and a provides support for a wide variety of clients.

IBM Lotus Sametime Unyte

- * Provides easy-to-use Web conferencing services for companies of any size.

Pricing

IBM Lotus Sametime Standard (for small and medium businesses) is available to buy online:

IBM Lotus Sametime Standard for Extranet Processor Value Unit (PVU) License + SW

About IBM

Subscription & Support 12 Months (D55Y0LL) \$338.00

IBM Lotus Sametime Standard Authorized User License + SW Subscription & Support
12 Months (D5CT2LL) \$70.00

IBM Lotus Sametime Enterprise Meeting Server Processor Value Unit (PVU) License +
SW Subscription & Support 12 Months (D55Y2LL) \$309.00



HIGHLIGHTS

- * Primary focus is audio conferencing.
- * Designed for enterprises.
- * Unified communications - Web and video conferencing, meeting management and voice, network and call management.
- * Highly customizable and extendable.

OWNERSHIP:

Public (NASDAQ: CSCO)

HEADQUARTERS:

San Jose, CA

WEB CONFERENCING

SOLUTIONS:

- * Cisco Unified MeetingPlace
- * Cisco Unified MeetingPlace Express

FOUNDED:

1984, California

TRIAL:

No.

CUSTOMER FOCUS:

The industry-leading video setup and control capabilities of Cisco Unified MeetingPlace meet the needs of small to mid-sized organizations, across a wide array of business sectors, looking for a single enterprise-class solution and user environment for voice, Web, and video conferencing.

SELECT CUSTOMERS:

Agilent, CNA Financial Corporation, Energy Sciences Network, NCR, Oracle.

About Cisco

Cisco was founded in 1984 by a small group of computer scientists from Stanford University. Since the company's inception, Cisco engineers have been leaders in the development of Internet Protocol (IP)-based networking technologies. With more than 65,225 employees worldwide, this tradition of innovation continues with industry-leading products and solutions in the company's core development areas of routing and switching, as well as in advanced technologies.

Today, Cisco is a worldwide leader in networking for the Internet. The company's blueprint for continued success stems from its understanding that networks serve as the essential part of business, education, government and home communications, and Cisco Internet Protocol-based (IP) networking solutions have become the foundation of these networks. Cisco hardware, software, and service offerings are used to create Internet solutions that allow individuals, companies, and countries to increase productivity, improve customer satisfaction and strengthen competitive advantage. The Cisco name has become synonymous with the Internet, as well as with the productivity improvements that Internet business solutions provide. At Cisco, the vision is to change the way people work, live, play and learn.

In addition to designing and selling hardware, software, networking, and communications technology services, Cisco products are distributed under five brands, namely Cisco, Linksys, WebEx, IronPort, and Scientific Atlanta.

Cisco Key Strengths

- * Cisco Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time.
- * The security, resilience, and scalability of the network enable users in any workspace to easily connect anywhere, anytime, and anyplace, using any media, device, or operating system.
- * Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management applications, lifecycle services, flexible deployment and outsourced management options, and third-party applications.

About Cisco

- * Cisco's unique lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets an organization's total business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as business needs change.
- * Cisco's acquisition of Webex was completed in May 2007. WebEx's service portfolio includes technologies and services that allow companies to engage in real-time and asynchronous data conferences over the Internet as well as share web-based documents and workspaces that help improve productivity, performance and efficiency of workers in any size organization.

Cisco Technology

Cisco is a recognized global market leader in on-demand collaboration applications, and its network-based solution for delivering business-to-business collaboration extends the company's vision for Unified Communications, particularly within the Small to Medium Business (SMB) segment.

Cisco Software Highlights

Cisco Unified MeetingPlace

- * Delivers a Flash-based Web conferencing interface for rapid and reliable meeting entry across multiple platforms without any downloads.
- * Offers exceptional graphics capabilities that can automatically scale and optimally display shared content to each Web conferencing participant.
- * Provides meeting templates for different meeting types and user roles, including collaborative meetings, presentations, and training.
- * Offers new functions to support interactivity, such as user status icons.
- * Supports Web conferences of more than 1000 users in a single meeting.
- * Provides integration with presence and IM applications so that users can initiate ad-hoc Web conferences from Cisco Unified Personal Communicator.
- * Lets you initiate conferences from Microsoft Office Communicator.

About Cisco

Cisco Unified MeetingPlace Express

- * Enhances collaboration and interactivity with scheduled and reservation less voice, video, and Web conferencing.
- * Supports common industry protocols, such as Skinny Client Control Protocol (SCCP), H.323, and Session Initiation Protocol (SIP), to ensure connectivity with a range of video endpoints.
- * Optimizes audio bandwidth with the addition of G.729 support.
- * Provides more flexible and secure Web conferencing with a multiserver deployment solution that allows users to isolate internal meetings behind the firewall, while making meetings with partners, customers, and suppliers Internet accessible.

Pricing

Not published.



Adobe

www.adobe.com | (888) 649-2990

HIGHLIGHTS

- * Built on Flash platform - strong performance, wide range of features.
- * Offers personal meeting rooms, document-based Web conferences.
- * Both SaaS and on-premise deployment modes.
- * Integrates with Adobe Acrobat.

OWNERSHIP:

Public (NASDAQ: ADBE)

HEADQUARTERS:

San Jose, CA

WEB CONFERENCING

SOLUTIONS:

- * Acrobat Connect Pro Meeting
- * Acrobat Connect Pro Training
- * Acrobat Connect Pro Events
- * Adobe Presenter

FOUNDED:

1983, California

TRIAL:

Yes.

CUSTOMER FOCUS:

Adobe delivers its web conferencing solution suite to corporations, creative agencies, government and education entities, and small to midsize businesses.

SELECT CUSTOMERS:

Academy of Art University, Ontario Ministry of Education, Allianz Group, E*Trade Australia, The Graduate School USDA, Philips Healthcare, MedPoint Communications, Mine Safety Appliances, Grundfos, Toshiba.

About Adobe

Adobe was founded in December 1982 by John Warnock and Charles Geschke, who established the company after leaving Xerox PARC in order to develop and sell the PostScript page description language. In 1985, Apple Computer licensed PostScript for use in its LaserWriter printers, which helped spark the desktop publishing revolution. The company name Adobe comes from Adobe Creek, which ran behind the house of one of the company's founders. Adobe acquired its former competitor, Macromedia, in December 2005.

Today, Adobe Systems' role as a leading desktop publishing software provider is well documented. The company offers the ubiquitous Acrobat Reader (distributed free of charge), a tool that displays portable document format (PDF) files on the Internet. The company's Web and print publishing products include Photoshop, Illustrator, and PageMaker. Adobe's offerings also include print technology geared toward manufacturers, as well as Web design (GoLive), its leading web conferencing solution suite Adobe Connect Pro, and electronic book publishing software. Its InDesign publishing package provides professional layout and design applications. Adobe's Professional Services group offers implementation, training, and support.

As of January 2007, Adobe Systems has 6,677 employees, about 40% of whom work in San Jose. Adobe also has major development operations in Seattle, Washington; San Francisco, California; Ottawa, Ontario; Minneapolis, Minnesota; Newton, Massachusetts; San Luis Obispo, California; and in Hamburg, Germany; Noida, India; and Bangalore, India.

Since 1995, Fortune has ranked Adobe as an outstanding place to work. Adobe was rated the fifth-best U.S. company to work for in 2003, sixth in 2004, 31st in 2007 and 40th in 2008. In 2007 Adobe ranked 9th on the list of largest software companies in the world.

Adobe Key Strengths

- * Adobe revolutionizes how the world engages with ideas and information. The company's award-winning technologies and software have redefined business, entertainment, and personal communications by setting new standards for producing and delivering content that engages people anywhere at anytime.

About Adobe

- * Adobe is a world-class technology innovation company, with industry recognition awards that include #40 best company to work for in America (FORTUNE magazine's "100 Best Companies to Work For," 2008), #2 software company in America's Most Admired Companies 2006 (Fortune, 2006), and #19 in the BusinessWeek 50 (BusinessWeek's "50 Top Performers," 2007).
- * Companies choose Adobe's web conferencing solution, Adobe Connect Pro, because there's no downloads, there's instant access, and a rich interface captures participants' attention and provides an intuitive way to interact.
- * In naming Adobe's Acrobat Connect Pro as PC Magazine Editors' Choice 2008 Award, Oliver Rist of PC Magazine called Adobe's product "the most complete all-in-one web-conferencing solution I've seen."

Adobe Software Highlights

Acrobat Connect Pro Server

- * Acrobat Connect Pro Server is available as licensed software for managing on site or as a hosted subscription service.
- * Integrates real-time and on-demand communications and provides user administration, tracking, reporting, and integrated content management across all Acrobat Connect Pro applications through a fully searchable content library.
- * Offers true enterprise-class scalability, with support for single-server or clustered environments, providing reliable redundant deployment that can support thousands of concurrent users. Acrobat Connect Pro is open and extensible through industry-standard APIs.

Acrobat Connect Pro Meeting

- * Delivers real-time meetings and seminars that participants can access via a web browser with the Adobe Flash® Player runtime, installed on 98% of Internet-enabled desktops.
- * Provides unmatched support for sharing rich content, including streaming audio, video, and software simulations, and it enables multiperson video conferencing.
- * Lets you save Acrobat Connect Pro Meeting custom meeting rooms and their contents automatically for access at a later time. This archiving capability can dramatically reduce preparation time for recurring seminars, team meetings, and sales presentations.

About Adobe

Acrobat Connect Pro Events

- * The Acrobat Connect Pro Events module manages user registration, qualification, notification, automatic e-mail reminders, and tracking for large online seminars and presentations.
- * Lets you easily customize online registration forms, events listings, and information pages to reflect corporate branding.
- * Generates detailed reports on attendee demographics, registrations, attendance, and answers to both registration survey responses and in-session polls.

Adobe Presenter

- * Enables Microsoft PowerPoint authoring of narrated, self-paced eLearning courses and on-demand presentations.
- * Provides support for high-impact content through adaptive streaming of audio and video. Trainers and nontechnical subject-matter experts can use their PowerPoint skills to develop professional-quality eLearning courses complete with voice-overs, prerecorded video, interactive simulations, and formal assessments. Adobe Presenter courses can also be delivered and tracked by SCORM 1.2, SCORM 2004, and AICC-compatible learning management systems.

Pricing

Pricing information is available upon online request. Purchase options include:

Software licensing

Acrobat Connect Pro software licenses let your company host and manage any combination of Acrobat Connect Pro applications from within your company's firewall.

Annual subscription

Annual subscriptions provide the flexibility to buy the Acrobat Connect Pro capabilities and capacity your company needs on an annual, hosted basis.

Monthly and Pay-per-Use

Buy an Acrobat Connect Pro monthly or Pay-Per-Use plan using your credit card and start meeting instantly. It's the fast, affordable way for smaller organizations to experience the next generation in Web conferencing.