



January, 2005

## *Side-by-side product comparison for web conferencing applications*

### **webex Meeting Center vs. hotComm**

**webex** Meeting Center is a web-based virtual meeting product available as a hosted service. **webex** Meeting Center is often compared to and has features similar to other web based conferencing products such as, Live Meeting, Raindance, and Genesys. Meeting Center features include content presentation, text messaging, video, web browsing, 1-way VOIP for up to 200 attendees, polling, and interactive whiteboard. **webex** Event Center supports online meetings by providing turnkey event management and marketing tools and is an integral part of the Meeting Center application.

**hotComm** is a next generation Internet application that is available as a hosted service or can be self-hosted as an NT server application. **hotComm** is a fully integrated rich-media web conferencing product that includes support for 2-Way VOIP, content presentation, text messaging, full motion video, web browsing, polling, interactive whiteboard, and built-in session record. Users may choose to install a desktop client or take advantage of the SuperJava browser based client with its "autoloader" capability. 1stWorks also offers Virtual Event Manger, an optional web based registration and meeting management service for **hotComm** users who host public (e.g. Webinar) events. **hotComm** virtual events presently scale from 2 to 4000 attendees in a single session.

### **Pricing options**

**webex** Meeting Center is offered with three pricing options:

- Small business can use the **webex** Express option at \$375 per month for unlimited usage for up to 5 attendees and includes 200 minutes of teleconferencing service. Meeting Center Pro is \$995 per month and offers unlimited usage for up to 5 attendees and 500 minutes of teleconferencing service.
- Pay-per-use: \$0.45/attendee/minute for presentation service and an additional teleconferencing charge of \$0.10/attendee/minute for the "call in" service and \$0.25/attendee/minute for the "call back" service. Customers supply a credit card and are billed for what they use. Attendee count includes the meeting host.
- Business subscription: is a monthly subscription plan with fixed monthly rates for a specified number of attendees. There are overage fees that are based on the number of attendees and duration of the event. There is also an additional fee for archiving events.

**hotComm** has three pricing options:

- **hotComm** Presenter Pro Plus: standalone desktop version of **hotComm** that includes all the features needed for real-time interactive multimedia presentations for up to 5 attendees (not counting the Host). Presenter Pro Plus is available at \$699 per year

- **hotMeeting** – a pay-for-use model that allows customers to reserve a **hotMeeting** room for a specific time and date for up to 4,000 attendees. The cost is \$0.20/attendee/minute and includes 2-Way VOIP, presentation services, web browsing, chat, and audio record. Customers supply a credit card and are billed for what they reserved. Attendee count includes the meeting host.
- **hotComm** Presentation room – prices are based on a 3, 6, or 12-month subscription plan. Monthly fees start at \$30/attendee for a meeting room that includes unlimited usage of the presentation features, VOIP voice service and the Virtual Event Manager system. 1stWorks also offers an optional teleconferencing option at \$0.13/attendee/minute.

#### Sample cost comparison of per minute plans

	Attendees/ Meeting	Average Minutes/ Meeting	Frequency	Web Conference Service	Voice Conference Service	Archive Cost	Total Cost Per Month
<b>webex</b>	50	60	4 x per month	\$5,400	\$1,200	Extra	\$6,600 +
<b>hotMeeting</b>	50	60	4 x per month	\$2,400	FREE	FREE	\$2,400
Monthly Savings							<b>\$4,200</b>
Yearly Savings							<b>\$50,400</b>

Based on published prices provided above.

#### Sample cost comparison of subscription plans using \$60/attendee as Meeting Center cost

	Attendees/ Meeting	Average Minutes/ Meeting	Frequency	Web Conference Service	Voice Conference Service	Archive Cost	Total Cost Per Month
<b>webex</b>	50	60	4 x per month	\$3,000	\$1,200	Extra	\$4,200 +
<b>hotComm</b> includes VEM	50	60	4 x per month	\$1,500	FREE	FREE	\$1,500
Monthly Savings							<b>\$2,700</b>
Yearly Savings							<b>\$32,400</b>

## Summary of webex and hotComm features:

Feature	Comments	webex	hotComm
Application showing and slide show presentations	Documents, application screens, or PowerPoint slides can be shown to attendees.  Attendees can save slides.	The result must be saved in a <b>webex</b> format.	Any content including presentations can be shown.  All content can be saved in native format at the attendee PC or in a secure repository.
Whiteboard	Provides a white background for annotation and markup.	Images cannot be included in whiteboard session.	Whiteboard is available to hotComm attendees. Any image can be dropped onto the whiteboard.
Web page co-browsing	Used for web tours and collaborative browsing.	Web tours are available to attendees. Annotation and markup can be applied to web pages.	Web tours are available to attendees. Annotation and markup can be applied to web pages by hotComm clients.
Application and Desktop Sharing	Run any application on your computer and show it to attendees. Give control to remote user. Share your entire desktop in support scenarios.	Session must be configured for this service in advance. Not part of basic Meeting Center offering.	Available with upgrade to hotComm Pro. SuperJava and hotComm clients can control applications on remote desktop.
Annotation tools: <ul style="list-style-type: none"> <li>Text</li> <li>Pointer with attendee's name</li> <li>Drawing tools</li> <li>Check mark tool</li> </ul>	Used to add real time mark up on content as it's presented. Can be saved for review at a later date.	Drawing tools include: wide marker, narrow marker, straight line, line with one arrow, line with two arrows, oval, rectangle, checkmark.	Text, pointer with name, drawing tools include Color palette with selectable marker width, opaque line, solid line, free form draw, rectangle, and filled rectangle.
File sending and transfer	Allows host to send a file to attendees during the session.	Can transfer files to all or individual attendees during meeting.	Can transfer files to all or individual attendees during meeting.
Text Chat (transcript can be saved)	Session chat messages and host actions are stored for playback or review.	Send text chat to all attendees or just host or presenter. Text is saved as part of archived session.	Send text chat to all attendees or just host or presenter. Public and private sessions can be stored on the user PC or hosting server.

Feature	Comments	webex	hotComm
Converts Text-to-speech and supports voice-to-text	Allows text from all or selected users to be converted to audio in real time.	Not available	Text-to-speech is included, voice-to-text is supported by 3 <sup>rd</sup> -party products.
Polling	Pre-defined questions: e.g. Y/N, T/F, scale, or multiple choices can be sent to attendees. Results are tallied as public or private results.	Wizard-like approach to setting up a multiple-choice poll and displaying results.	Predefined or dynamically created questions with aggregated responses either public or private.
Video	Live or pre-recorded.	Snap shot or very low frame rate. Not adjustable by presenter.	Stills or live video with auto adjust of frame rate based on available bandwidth at the receiver PC.
VoIP	Allows voice conferencing over Internet connection.	Half duplex from presenter. Limited to 200 attendees per session.	Full duplex 2-way for voice or optional hifi audio.
Supports phone conferencing	Telephone calls can be routed to session attendees.	Yes, with 3rd-party device.	Yes, with 3 <sup>rd</sup> -party device.
Record and playback entire session	Used for archiving past events. Playback available from users web site.	Playback software must be installed at users PC. Session can only be archived on vendor site.	Full session record, audio only, or text transcript recording and playback at users PC or can be converted to Flash format.
Schedule public or private meeting	Registration and meeting information is automatically sent to attendees. Attendee list is created.	Event Manager provides registration and meeting management and is a required feature.	Virtual Event Manager provides for online registration and guest tracking as an optional feature. Ad hoc (no registration needed) meetings are available.
Event promotion and follow-up via email	As a marketing tool to increase ROI for events.	Invite from <b>webex</b> address book or email; can import into <b>webex</b> address book from Outlook or Exchange.	Event registration information available for email follow-up.
Data encryptions	Provides secure transmission of data stream.	Data is encrypted using SSL technology. Phone communications are not.	Yes, all transmissions are encrypted, chat, VOIP, and data. Phone communications are not.

Feature	Comments	webex	hotComm
Authentication and authorization	Secure access to a private network by attendees.	By event password.	By user profile and event password.
Optional teleconferencing	Operator assisted conference service.	Available at additional cost, typically \$0.24/attendee/minute.	Available at additional cost, typically \$0.13/attendee/minute.
Customizable client interface	Adds look and feel for company or product branding.	Not available	SuperJava client is fully customizable.
Application integration via APIs	Allows tight integration with other applications.	Not available	API documentation is available.
Global deployment	Service is available Worldwide.	Yes	Yes

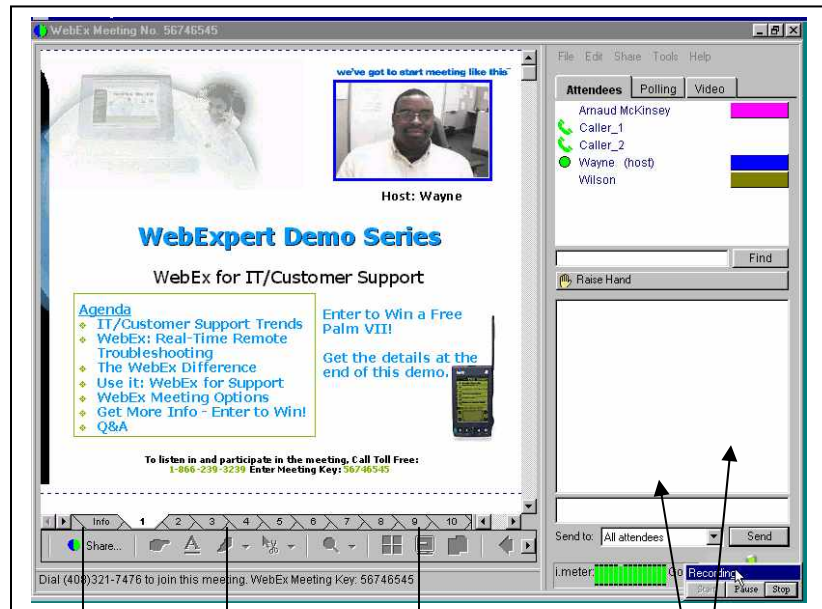
## webex Main Screen

### webex User Interface

Uses tabs for workspaces or for shared documents, presentations, and whiteboards

Green dot identifies the presenter  
Telephones identify attendees connected by teleconference

Web tours and shared applications are shown in separate windows



Share menu:  
Document,  
Presentation  
Application,  
Desktop  
Web Tour  
Whiteboard

Editing  
choices and  
Annotation

Meter to  
show  
connect  
quality.

Text chat

View thumbnails of tab  
contents or full view

### Annotation

### Capabilities:

#### Annotation:

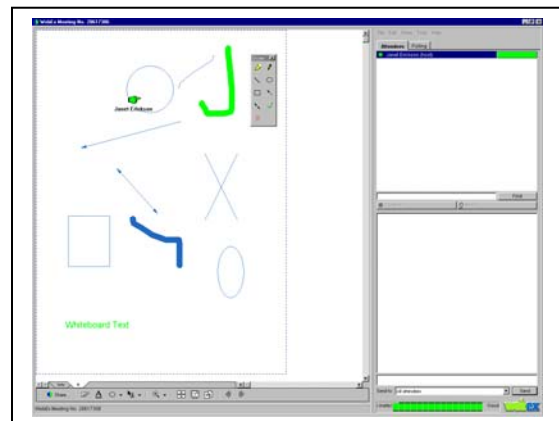
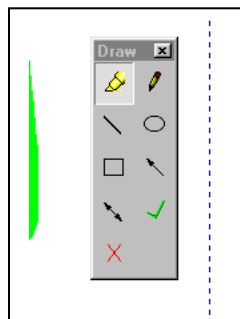
Use:

- Text
- Drawing tools

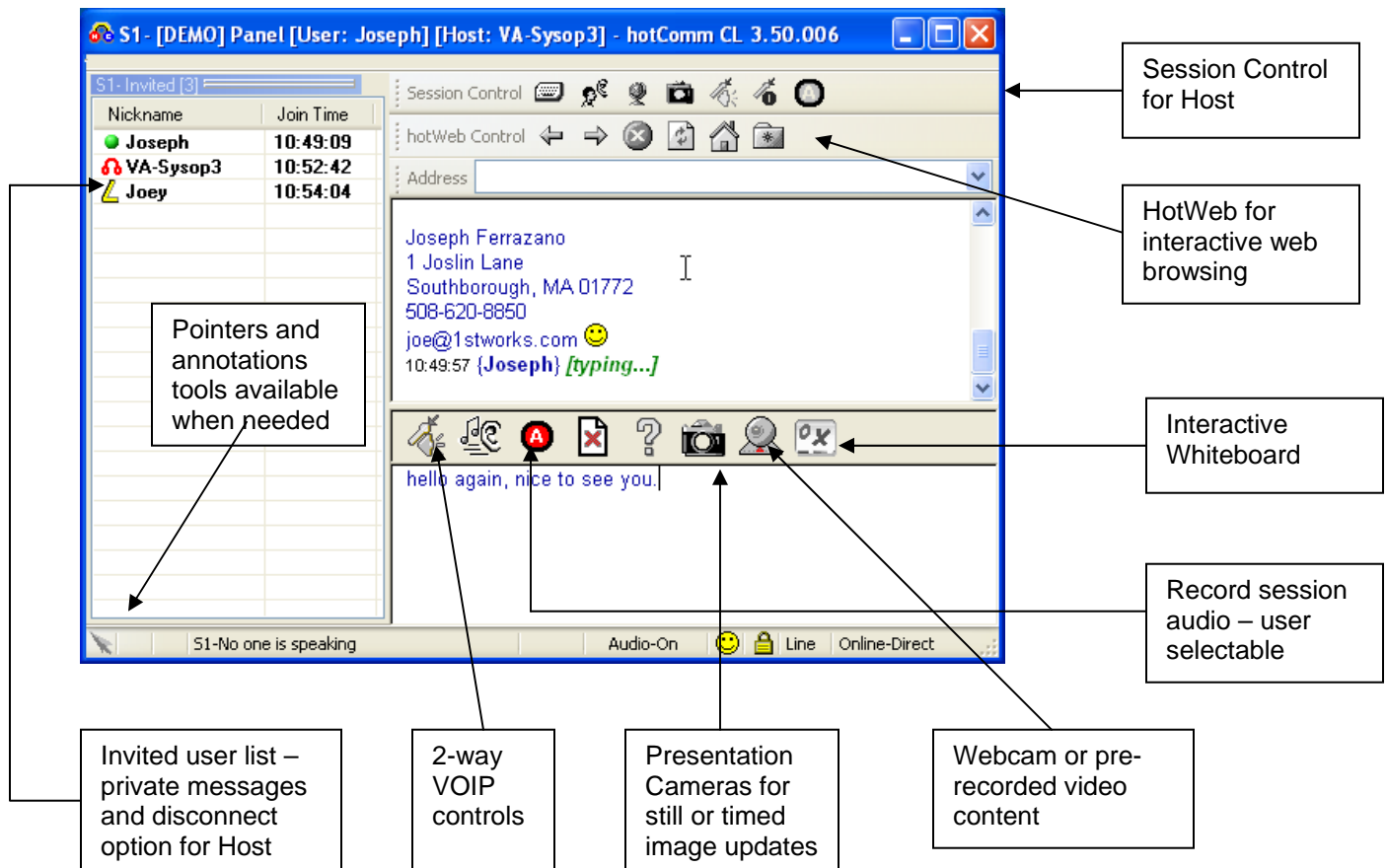
On:

- Whiteboard
- Shared documents
- Shared presentations

Not available on: Web Tours or  
Shared Applications



## hotComm Conference Lite Host screen

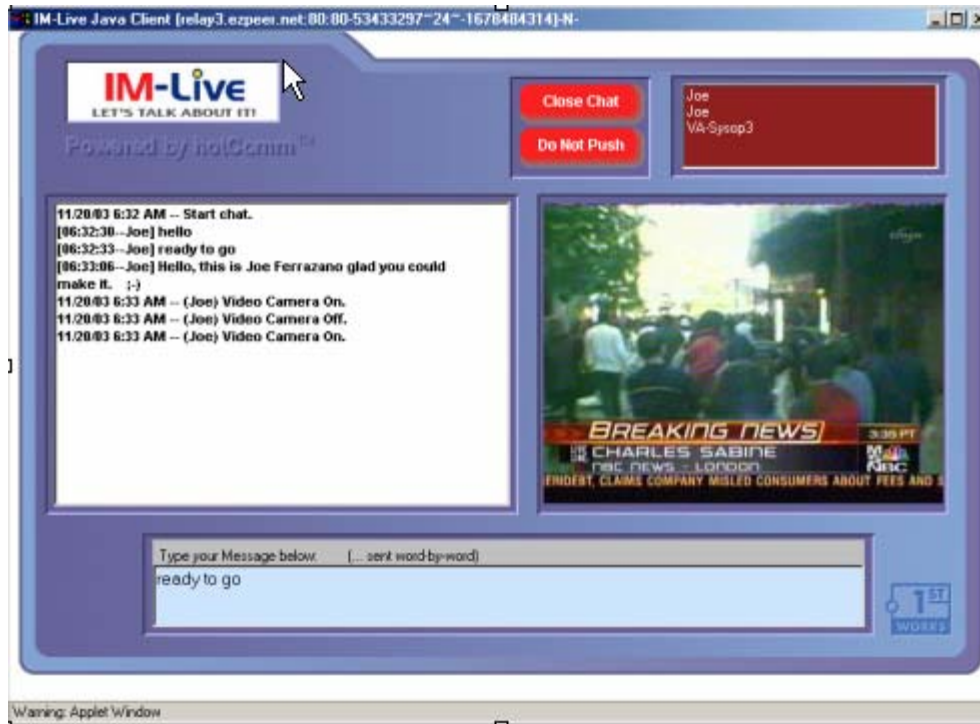


All multi-media features are built into one console. Content is dynamically captured and presented by clicking on one of the icons. There are no limits to the size of the presentation file or restrictions to when the room is available. Attendees can dynamically change the size of the presentation window and select the chat window, viewing window, or both.

VOIP is 2-way full duplex for CL clients and can support either voice or hifi audio in sessions.

Text messaging can be either line-by-line or word-by-word. Pre-programmed text and audio responses (e. g. contact info) can be sent by two-letter abbreviations by the Host. Speech-to-text and speech recognition is supported with the Windows client. Session transcripts are saved automatically and can be searched by standard Find commands.

## IM-Live SuperJava video enabled attendee screen



## Desktop Support

**webex** offers two clients:

- **Browser client:** for use with MAC or UNIX systems
- **Windows native client:** for Windows only. Requires file download and installation depending on the voice option, some setup is required.

1stWorks offers two clients:

- **IM-Live SuperJava based browser client:** for MAC, UNIX, Linux and Windows environments IM-Live SuperJava supports high-performance content presentation, 1-Way VOIP, and interactive text messaging.
- **Conference Lite:** For Windows only. Requires file download and installation. 3-levels of features (Host, Presenter, Attendee) are presented to the user depending on the password entered when joining the meeting.

## webex Meeting Organization

Meeting Center has 3 levels of participation :



Participant	Client software	Role
Host	Windows	Starts and ends the meeting, invites attendees Can pass Host status to another attendee
Presenter	Windows	Shows material, takes questions Can pass presenter status to another attendee
Attendee	Windows, browser	Participates as allowed by host and presenter, and by client limitations

Hosts can eject an attendee and pass control to presenters  
 Presenters can recognize attendees when they "raise hands"  
 Attendees can raise their hands to request attention or control

#### hotComm Conference Lite

Participant	Client software	Role
Host	Windows	Starts and ends the meeting, invites attendees Has total control of meeting services, can block or disconnect attendees, allow presenters to take over the meeting
Presenter	Windows	Presents content, answers Q&A, has 2-way VOIP privileges
Attendee	Windows, Java	IM-Live participants are passive viewers The CL client allows 2-Way VOIP in addition to text chat

Hosts can mute sounds, control VOIP, eject attendees, send private messages, turn on/off Q&A chat, and initiate private sessions with presenters.

Hosts or Presenters can see Q&A text and can respond to an individual or to the entire group.  
 Attendees can type questions to the Host or Presenter. The Host can turn on group chatting.

**Note:** this document is subject to change at anytime. Please contact Joseph Ferrazano, Vice President of Marketing - 1stWorks Corp. [joe@1stworks.com](mailto:joe@1stworks.com) for more information regarding updates or changes.

Get Real, Get **hotComm**!  
*Real Time* conferencing for a real time world.