

Web-Conferencing Software Tools

A Comprehensive Market Survey

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1. EXECUTIVE SUMMARY

Today's jobs, business processes, and organizations are becoming increasingly flexible in terms of time as well as space, and tasks are becoming more complex and require heterogeneous expertise. Therefore, organizations are increasingly implementing team based business processes with multi-disciplinary teams.

Therefore, computer supported means of collaboration are becoming increasingly important. Nevertheless, hundreds of tools are existing on the market and potential users have to decide on the right tool to support synchronous collaboration across space.

This report provides a comprehensive overview of existing web-conferencing tools on the market. It lists more than 90 providers including their products and contact information and describes a third of them in detail. The results and descriptions are based on a survey, conducted in spring 2004.

After giving a short introduction to the topic of web conferencing and providing a holistic view of the market and future trends, the main results of the survey will be presented and several tools will be compared.

37 tools – including market leading providers like IBM, Microsoft, Centra, WebEx, Raindance, etc. – are described in detail. Information has either been taken from the survey replies or from provider's whitepapers and web-pages. The two-pages description for each of these tools contains information on supported functionalities, technological requirements, as well as general information about the product, the provider, as well as it's provided services.

This report clearly shows, that tools categorized as web-conferencing software, provide similar functionality, although the differences may be in the details. Furthermore, most provided functionalities and trends are represented.

Finally, a comprehensive directory of 92 providers – including provider name, product name and contact information – is provided at the end of this report.

2. INTRODUCTION

Today's jobs, business processes, and organizations are becoming increasingly flexible in terms of time as well as space (Reichwald et al., 2000, p. 3), and tasks are becoming more complex and require heterogeneous expertise. Therefore, organizations are increasingly implementing team based business processes with multi-disciplinary teams.

Again, shared problem solving requires collaborative processes which are based on communication and coordination (Stoller-Schai, 2003, p. 1).

More efficient ICT systems enable global communication and coordination of tasks without time lag, at high quality and low costs (Reichwald et al., 2000, p. 3). These advances in technology lead to increasing emphasis on far-flung, distributed, "virtual" teams as organizing units of work (Bell & Kozlowski, 2002, p. 41).

In addition to this globalization trend, recent developments and incidents further increase the interest in alternatives to travel. (Wainhouse, 2002) state a relative growth of web-conferencing use of 61.5% after 9/11. Furthermore, war in Iraq and the SARS crises have also led to changes in travel policies of several companies and support the advent of new, alternative technologies for global electronic collaboration.

It could even be said, that the phenomenon of virtual teams and virtual organizations is becoming common (Larsen & McInerney, 2002, p. 445).

Web-Conferencing software is one of many possibilities to technologically support geographically distributed teams. Other categories of tools are virtual teamrooms and smart enterprise suites (see Mayrhofer & Back, 2004). (Bafoutsou & Mentzas, 2002, p. 291) use four categories (electronic meeting systems, computer conferencing, electronic workspace, and group file and document handling). According to (Susman et al., 2003, p. 146) collaborative technologies exist of two components, a communication medium and a database.

Basically, web-conferencing software – also called real-time conferences, web meetings or live meetings – focus on synchronous communication and collaboration across space. According to media richness theory (Daft & Lengel, 1984) and media synchronicity theory (Dennis & Valacich, 1999), web-conferencing applications play an important role for collaboration.

Typically, web-conferencing is applied either to presentations or collaboration (Frost&Sullivan, 2003b, p. 1-28). Therefore, they can be seen both from the perspective of E-Learning as well as Knowledge Management, as they can be applied to both areas, whereas the focus is moving more and more from presentation to collaboration.

The strategic impact of this technology and the trend of e-collaboration is also represented by several forecasts of IT analysts:

- According to a study of Gartner (El-Gabri et al., 2003), E-Learning and real-time collaboration were both in the top three KM Technologies, where companies invested in the first half of 2003 and are still in the top ten for 2004.
- (Frost&Sullivan, 2003b, p. 19) forecasts a compound annual growth rate for web-conferencing software tools (2002-2009) of 33.0%.
- Gartner predicts, that "by year-end 2008, 60 percent of Fortune 2000 enterprises will have deployed Web-conferencing capabilities on an enterprise wide basis (0.7 probability)" (Lundy et al., 2003).

To sum it up, web-conferencing is becoming increasingly important for companies. But as there are hundreds of tools and providers for web-conferencing (for software-guides see (e.g. Think of it, 2004)), support for evaluating those tools is needed.

2.1 Motivation

2.1.1 Communication Challenges in the Enterprise

In today's market, enterprises are facing diverse challenges. These can be mastered with an increased usage of collaborative solutions.

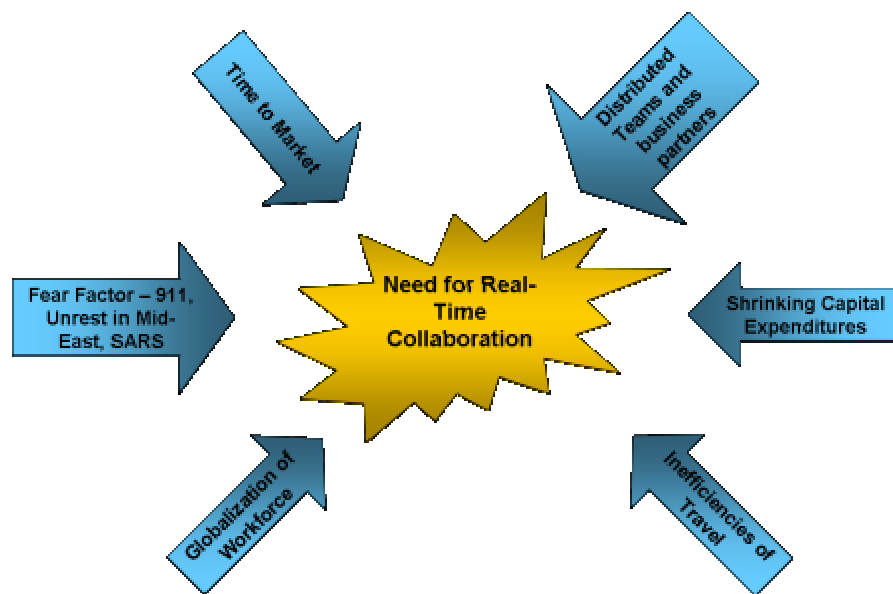


Fig. 2-1: Communication Challenges (Alexander, 2001)

In order to shorten time-to-market, it is necessary to arrange processes as efficient as possible. It is obvious that this is only possible with efficient communication. Therefore the need for real-time collaboration is particularly large, especially in certain areas like research & development.

Additionally to these economic factors, terrorist attacks and diseases such as SARS play an important role regarding increased importance of Web Conferencing applications.

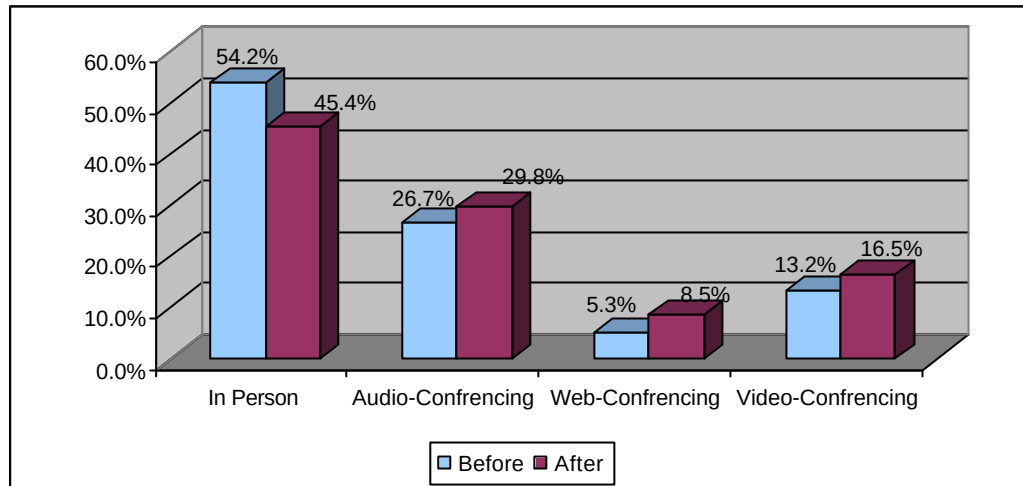


Fig. 2-2: Changes in Usage of different meeting types before and after September 11th 2001 (Wainhouse, 2002, p. 5)

Thus the usage of all conferencing technologies increased after 9/11. Web conferencing usage increased 61.5% to account for 8.5% of meetings. Before 9/11 in-person meetings accounted for 54.2% of meetings; post 9/11 face-to-face meetings decreased 16.3%. Thus before 54.2% of meetings were face-to-face meetings, after 9/11 the majority of meetings shifted to use conferencing technologies at 54.8%.

These are only few examples representing the current and future challenges of enterprises. The resulting need for real-time collaboration, can be satisfied by means of Web Conferencing.

2.1.2 Benefits of Web-Conferencing

Figure Fig. 2-3 lists a number of proposed benefits which can be achieved by applying web conferencing services. Some of these benefits can be achieved through more conventional conferencing means, namely audio and video, but others are native to web conferencing services (Frost&Sullivan, 2001, p. 2-4).

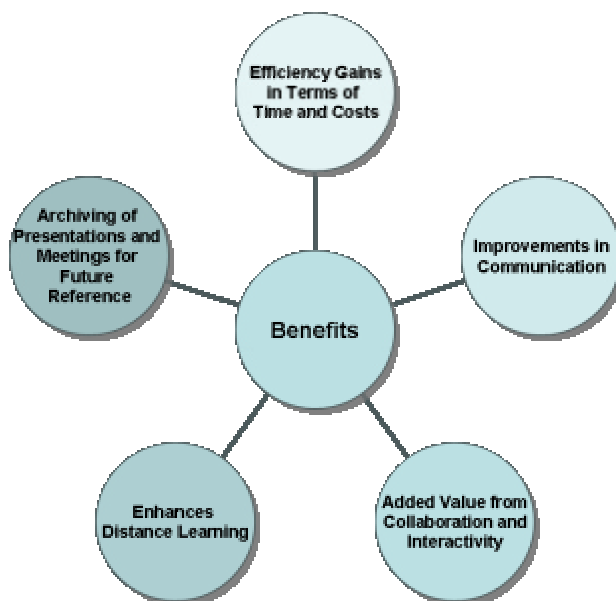


Fig. 2-3: Benefits (Frost&Sullivan, 2001, p. 2-5 f.)

When using Web Conferencing solutions an enormous potential of cost reduction is possible. Cost savings can be divided into the following five categories:

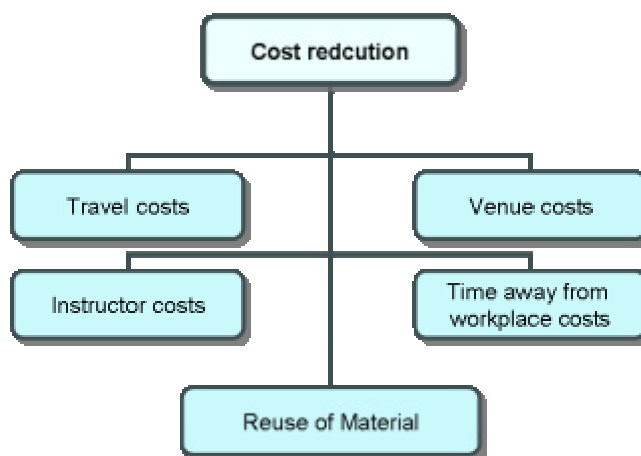


Fig. 2-4: Cost reduction (Ebberts et al., 2002, p. 6)

For example the travel expenses within geographically distributed enterprises and teams are of crucial importance. Currently about 9000 e-Meetings per month take place at IBM. If only 10% would be fact-to-face meetings and the number of participants would only be half as large, IBM would have to spend approximately 50 million dollar on travel expenses only (Computer-Zeitung, 2003).

Instruction costs are closely linked with travel expenses. In some cases, when training must be performed simultaneously in different places, or when there is a very tight schedule, companies may be forced to employ several instructors. With web conferencing you can have one single

instructor either delivering a live worldwide broadcast or moderating collaborative sessions with learners from all over the company (Ebbbers et al., 2002, p.6 f.).

Whether there is travel involved or not, there are certain costs associated with fact-to-face meeting which cannot be avoided, namely: maintenance of the training room or lab; rental of rooms at different locations such as hotels or business centres; provision for refreshments; rental or maintenance cost of required equipment such as computers. Web Conferencing may not require a special venue. Moreover, once you have made the initial investment in an web conferencing tool, you can reuse the resources over and over again (Ebbbers et al., 2002, p. 7).

Enterprises will not only reduce costs, if web conferencing tools are used, but also gain time. According to the National Business Travel Association, the average business traveller will spend (PlaceWare, 2003, p. 18):

- 3 years in flight
- 2 years travelling to and from airports
- 28 months waiting for scheduled flights
- 11 months waiting for connection flights
- 3 months searching for a parking space

2.2 What is Web-Conferencing?

Regarding the definition of web-conferencing, two main directions can be found either focusing on the synchronous or asynchronous collaboration, whereas web-conferencing is increasingly understood as real-time, synchronous, web-based form of collaboration. This point of view is especially disseminated by IT-analysts like IDC, Gartner and Frost&Sullivan (see Frost&Sullivan, 2001; Latham & Hayward, 2001; Mahowald & Levitt, 2003).

For the purpose of this market survey, Web-Conferencing can be described as the use of the Internet as a medium for conducting a virtual conference or meeting (Frost&Sullivan, 2001, p. 2-1). Therefore conferencing applications provide a real-time connection for the exchange, creation, and viewing of information by two or more users during scheduled or spontaneous online meetings or events (Heiman & Byron, 2003, p. 11). Functionality such as chat, event scheduling, video bridging, post-presentation editing and event management have emerged in recent years from some vendors.

But there are several products and services with conferencing-like features. Some team collaborative applications (TOC) offer synchronous chat, application sharing and online presentations. However, these applications only support collaboration of small groups in vertical markets or specific business processes. They do not have the primary purpose of meeting the general purpose of conferencing applications. Similarly, many instant messaging (IM) applications offer synchronous functionalities, but lack the more complex application sharing (Mahowald & Levitt, 2003, p. 1).

Therefore, this market survey does neither include TOC or IM products, nor audio-conferencing or video-conferencing products or services.

3. WEB-CONFERENCING MARKET OVERVIEW

3.1 Web-Conferencing just a Hype?

“Worldwide conferencing applications license and maintenance revenue neared \$469 million in 2002 and is expected to top \$1.1 billion in 2007. With new products campaigns designed to get users thinking about sometimes using conferencing applications in place of traditional stand-alone audio conferencing and in-person meetings, the paradigm of the desktop as the hub for corporate training, meetings, and product demonstrations gained credibility in 2002.” (Mahowald & Levitt, 2003)

Technology evolution can be influenced by human attitudes as much as by economic factors. Therefore, new technology can either gain by user's excitement or loose through user's frustration (Roussel, 2003). IT analyst Gartner has therefore been presenting so called hype-cycles in order to show visibility and maturity of technologies in certain areas.

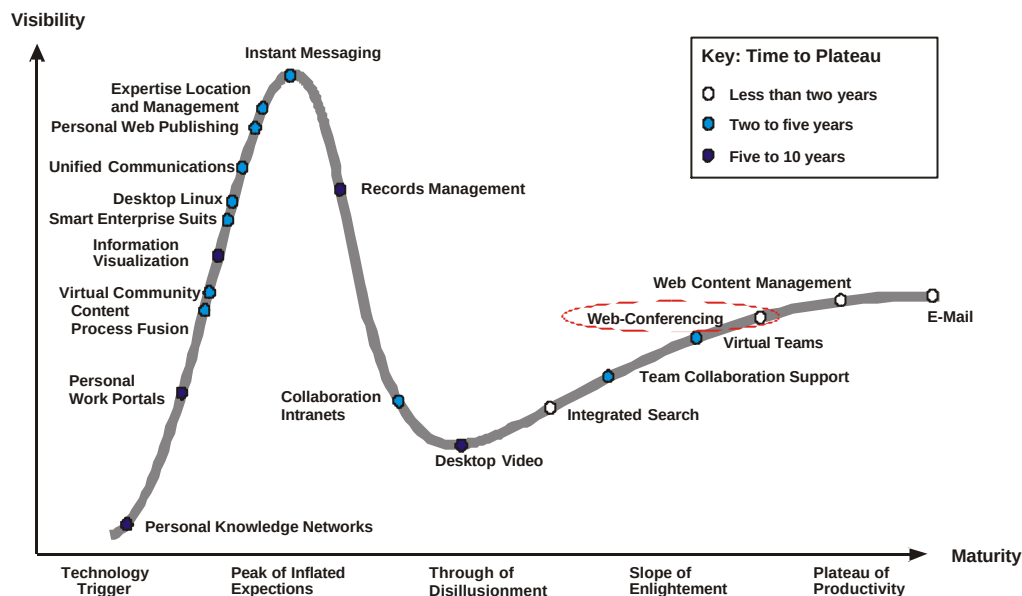


Fig. 3-1: Hype Cycle for E-Workplace-Technologies, 2003 (Hayward et al., 2003)

Accordingly, Web-Conferencing will reach the plateau of Gartner's Hype Cycle in less than two years, because Web-Conferencing is being used heavily and is increasing. Pilot Programs are starting to transition to enterprise wide use, but many problems remain (Hayward et al., 2003).

3.2 Market Structure

Web conferencing provides enterprises with a virtual conference room environment that delivers a number of applications to enhance business communications. All these applications can be designated into two primary categories (Frost&Sullivan, 2003a, p. 2-2):

- Presentation
- Collaboration

The following figure shows the shift between the collaboration and the presentation segment (Frost&Sullivan, 2003b, p. 1-27):

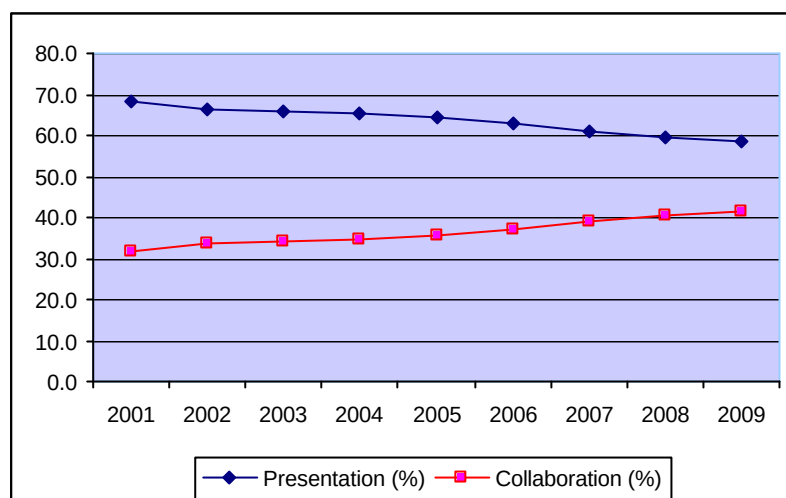


Fig. 3-2: Percent of Usage by Segment Type (World) 2001-2009 (Frost&Sullivan, 2003b, p. 1-27)

3.2.1 Presentation Segment

The presentation segment involves up to 2500 participants and is usually controlled by one or a few presenters. It is characterized by a low degree of interactivity and typically includes 10 participants and lasts for about 50 minutes (Frost&Sullivan, 2003b, p. 1-26).

Although available functionalities within web-conferencing tools may be independent of the planned purpose, the following features have been identified as the most commonly used within presentations or events (Frost&Sullivan, 2003b, p. 1-30):

- Presentation sharing
- Questions & answers
- Polling
- Recording & playback
- Streaming audio and /or video

3.2.2 Collaboration Segment

In contrary, the collaboration segment involves a smaller number of participants (typically 2-15) and is more collaborative by means of a higher degree of interactivity.

One of the most important features of collaborative meetings is application sharing, which allows users to work simultaneously on applications. It is one of the most powerful features and offers added-value to a basic audio or video conference (Frost&Sullivan, 2003a). While application sharing may be the most powerful feature, there are a number of applications that are frequently used as a part of a collaborative web-conference (Frost&Sullivan, 2003b, p. 1-28):

- Application sharing
- Document sharing

- Co-browsing
- Whiteboarding
- Desktop sharing

3.3 Market Figures

This chapter will show some market figures in order to better understand the potential of the web conferencing market. To start with, let's take a look at some market facts:

Measurement name	Measurement	Trend
Market Age	Growth Stage	Increasing
Total Market Revenues	\$ 372.7 Mio.	Increasing
Total Market Potential Revenues (maximum future market size)	\$ 2743 Mio.	Increasing
Forecast Period Market Growth Rate	33 %	
Percent of Total Revenues by Vendor Type in 2002:		
-- Technology Service Providers	57.6 %	Increasing through 2006, decreasing 2007 through 2009
-- Reselling Service Providers	8.4 %	Increasing through 2004, decreasing 2005 through 2009
-- Premises Based Solution Providers	34.0 %	Decreasing through 2005, increasing 2006 through 2009
Percent of Total Revenues by Vendor Type in 2009		
-- Technology Service Providers	57.8 %	
-- Reselling Service Providers	6.0 %	
-- Premises Based Solution Providers	35.3 %	
Average Length of Web Conference:		
-- Presentation Call	50.6 minutes	
-- Collaboration Call	55.4 minutes.	
Total Web Conferencing Market Competitors 2002	78	Increasing
Total Market Concentration (percent controlled by top 3 competitors in 2002)	71.0 %	Stable

Table 3-1: Market Measurement (Frost&Sullivan, 2003b, p. 1-4)

Taking a look at the current market revenues and the potential market revenues it is interesting that market revenues will grow by more than the sevenfold. Moreover, it is interesting that the technology owners will win market shares at the expense of retailers.

3.3.1 Market Drivers

Which factors are enabling this market growth? Market drivers may not be equated with the economical use. Although some factors may be identical, it is necessary to differentiate.

Frost & Sullivan (Frost&Sullivan, 2003b, p. 1-7) identified 13 factors and sorted them according to market influence. The following table lists the five most important factors:

Driver	1-2 Years	3-4 Years	5-7 Years
Web Conferencing offers enterprises an effective and efficient method to share data and conduct presentations without travel	High	High	High
The widening number of web conferencing resellers promotes awareness among existing audio conferencing subscribers	High	Medium	Medium
Increasing adoption of web conferencing within market verticals and specific applications such as sales, marketing, and public relations	Medium	High	High
Expanding geographic disparity of corporations, customers, business partners, and project teams increases the need for collaboration	Medium	High	High
The growing number of web conferencing vendors and solutions drives expansion of the market and increases adoption opportunities for enterprises	Medium	High	High

Table 3-2: World market drivers (2003-2009) ranked by influence (Frost&Sullivan, 2003b, p. 1-7)

Driver	1-2 Years	3-4 Years	5-7 Years
Organizations are in constant pursuit of time and cost savings	High	High	High
The threat of terrorism and its impact on Travel	High	High	High
Increased Use will drive new usage	Medium	High	High
Formalization of the buying process	Medium	High	Medium
Recent Competitive Activity	Medium	High	High

Table 3-3: European market drivers (2003-2009) ranked by influence (Frost&Sullivan, 2003a, p. 4-5)

In both studies organizations are in constant pursuit of time and cost savings. This will remain at the top of the list also in the following years. This driver is perhaps the most obvious of all but is even stronger in the current economic climate. Utilizing web conferencing services can dramatically save time through a reduction in travel. Such time savings can have a positive impact in many ways including increased time to market and resource gains. The European study even focuses on the threat of terrorism and its impact on travel. The terrorist attacks of September 11, 2001 created shock across the world. Many competitors in the web conferencing business reported a peak in demand.

3.3.2 Market Restraints

The market is not only propelled, but also limited by various factors.

Restraint	1-2 Years	3-4 Years	5-7 Years
Lack of end user education restricts customers from experiencing the full potential of their web conferencing software	High	High	Medium
Lack of awareness, particularly in the SME marketplace, limits total number of web conferencing subscribers	High	High	Medium
Limited availability of broadband in many international markets limits the viability for web conferencing adoption	High	Medium	Low
Continued use of alternative methods of communication such as email and instant messaging	Medium	Medium	Low

Table 3-4: World market restraints (2003-2009) ranked by influence (Frost&Sullivan, 2003b, p. 1-8)

Restraint	1-2 Years	3-4 Years	5-7 Years
Lack of understanding of the potential	High	Medium	Low
Mood of apathy amongst some suppliers	High	Low	Low
US companies withdrawing during tough Economic Climate	High	Low	Low
Cultural differences in Europe hindering market development	High	High	Medium

Table 3-5: European market restraints (2003-2009) ranked by influence (Frost&Sullivan, 2003a, p. 4-9)

Even if the market is aware of web-conferencing, awareness and understanding the potential can be two different things.

The debated issue of cultural diversity in Europe as an explanation for the relatively slow development of this market in comparison to the US experience remains still an interesting one. It may depend on the European's culture as well as small distances compared to US which lead to preferring face-to-face meetings.

3.3.3 Revenue Forecast

The following revenues for world as well as European market are calculated by (Frost&Sullivan, 2001, p. 4-13) based on resellers selling to end-users, technology owners selling to end-users and technology owners selling to resellers.

Therefore, all revenues which are calculated from an end-user perspective are included, but not licensing agreements between technology providers and resellers.

3.3.3.1 World Market Revenues

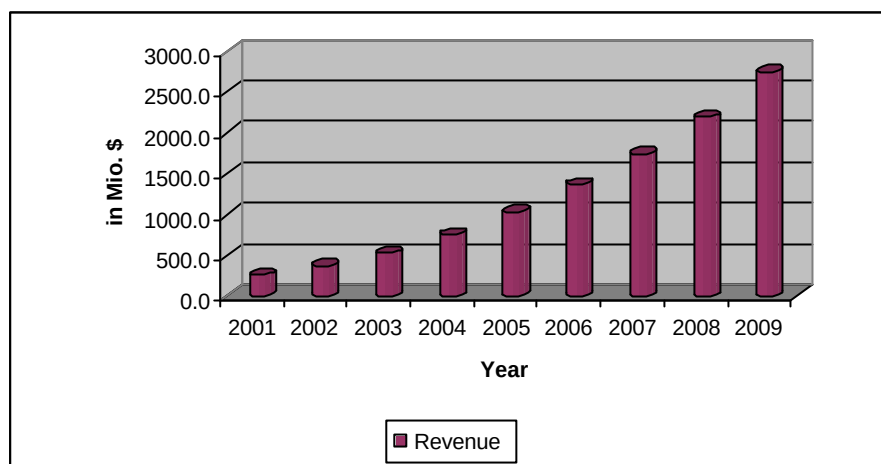


Fig. 3-3: Revenues, World (2001-2009) (Frost&Sullivan, 2003b, p. 1-9)

In 2003 total revenues were at \$533.3 million and were growing by more than 40%. This growth rate remains however not on such a high level and will reduce to 25% in 2009 (Frost&Sullivan, 2003b, p. 1-9).

3.3.3.2 European Market Revenues

The value of the European market for web conferencing services was at \$18.2 million in 2003. This represents 82 percent growth since 2000 when it was estimated at \$10 million. The majority of these revenues is made up from the top markets in Europe, which are the UK, France, Germany and Scandinavia (Frost&Sullivan, 2003a, p. 4-14).

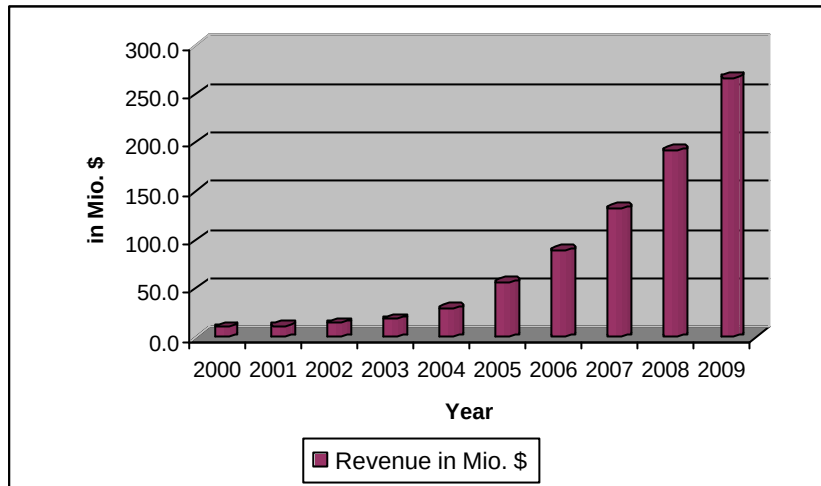


Fig. 3-4: Revenues, Europe (2000-2009) (Frost&Sullivan, 2003a, p.4-14)

3.3.3.3 Worldwide Web-Conferencing Applications Revenue by Region

IDC (Mahowald & Levitt, 2003, p. 5) analyzed and calculated the world market according to regions and presented slightly different numbers than Frost&Sullivan, which can result from the market definition. Nevertheless this study provides a view on the distribution of the world market.

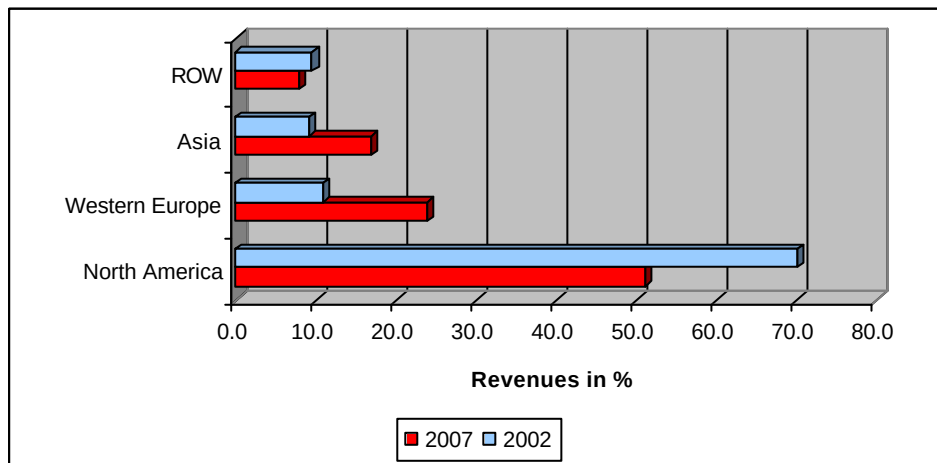


Fig. 3-5: Proportional Revenues by Region (2002 & 2007) (Mahowald & Levitt, 2003, p. 6)

3.3.4 Future Use

After the revenues of vendors were briefly regarded, users and their future intentions are of interest.

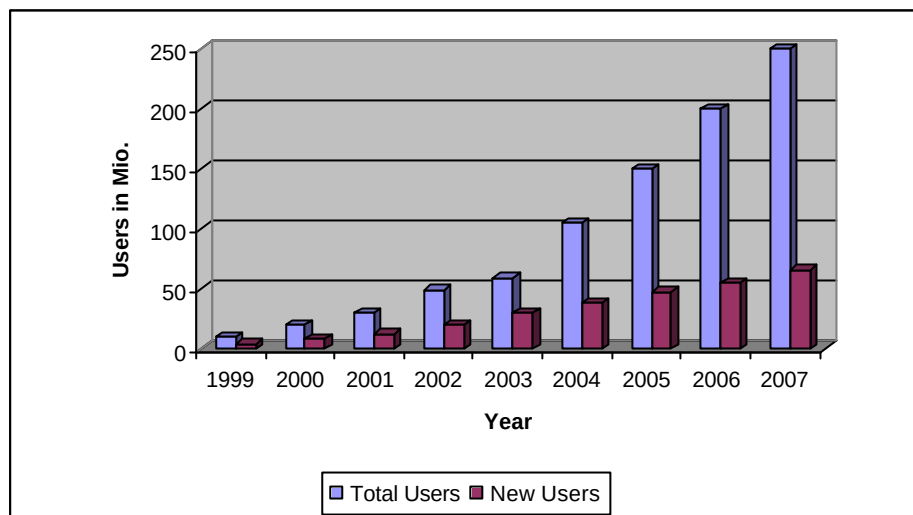


Fig. 3-6: Web Conferencing Users (1999-2007) (Mahowald & Levitt, 2003, p. 8)

According to IDC (Mahowald & Levitt, 2003, p. 8) the number of users will be approximately 250 millions in 2007. These figures are confirming the increasing importance of web-conferencing use.

3.3.5 Market Leaders

Gartner's Magic Quadrant for Web-Conferencing (Latham & Lundy, 2004) lists vendors, that sell web-conferencing as a separate service or product, according to their completeness of vision and ability to execute.

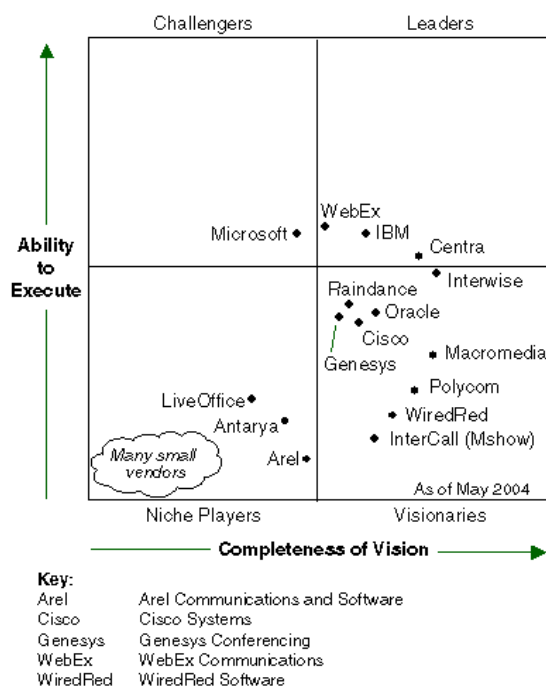


Fig. 3-7: Gartner's Magic Quadrant (Latham & Lundy, 2004)

Several leaders (Microsoft, WebEx, Centra) have already been evaluated in a previous report (1/2004: "Web-Conferencing Software: Evaluation der Marktführer").

Leaders already have established products with a wide range of functionality und good performance, whereas challengers may still lack some functionality or performance.

Challengers, arising from the traditional telecommunication or video-conferencing market, often have strong visions but fail to execute, due to several reasons, which my be overcome in future.

Finally, niche players focus on specific functionalities, sizes or markets.

According to a report of Frost & Sullivan (Frost&Sullivan, 2003b), the web-conferencing market 2002 (technology service provider market share by revenues) is represented as follows (tools marked bold are represented in this survey):

- **WebEx** (63.9 %)
- **PlaceWare** (19.5%) (acquired by Microsoft in 1Q03, now sold as Microsoft Office Live Meeting)
- **Raindance** (5.7%)
- Genesys Conferencing
- Others (7.0%), containing: **Centra**, **Interwise**, **Latitude** (acquired by Cisco), **Linktivity**, **Loudeye**, Netspoke, etc.

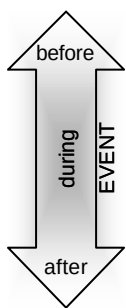
4. MAIN RESULTS OF THE SURVEY

4.1 Methodology

- Collection of providers and products.
- Distribution of questionnaire to all found providers.
- Analysis of returned questionnaire as well as analysis of product information (web-site, technical whitepapers, product brochures) of selected (market leading) providers.

4.2 Evaluation Criteria

The present survey is mainly based on a functional comparison and presentation of web-conferencing products. These functional criteria are based on the typical web-conferencing process of “Preparing an event” → “Executing an event” → “Editing an Event”. Therefore the following groups of functional requirements have been surveyed:



- Event Management (Planning of an event and participants management)
- Content & Control (Agenda, Participants & Interaction)
- Communication (Presentations, Audio & Video, Chat, Surveys & Polls)
- Collaboration (Application & File Sharing, Whiteboarding, Co-Browsing)
- User guidance & user friendliness
- Recording & Reporting

Additionally to these functional criteria, technological details (technological requirements and compatibility) and general conditions (customer support, demo and trial) are presented.

4.2.1 Event Management

Event Management describes the starting point for web-conferencing applications. It comprises planning of an event the management of participants.

4.2.1.1 Planning

Planning comprises all functionalities used to initiate and plan web-conferencing sessions.

4.2.1.1.1 Scheduling

Scheduling should allow the a priori planning of web-conferences. Enhanced functionalities integrate calendars (often with different time zones) to schedule the event and provide the duration for the event.

4.2.1.1.2 Event description

Comprehensive description of an event which can also be viewed by participants before the meeting starts.

4.2.1.1.3 (Microsoft-)Office integration:

Office integration means to use existing office or groupware solutions via a plug-in or add-in in order to administrate participants or schedules or directly plan a web-conference via a groupware/office calendar.

4.2.1.1.4 Multiple presenters / moderators

In order to collaborate within a web-conference it is often required to have more than one participant to present. Multiple presenters can either be designated before the meeting or promoted during an event.

4.2.1.1.5 System check

Several tools provide system checks for participants to check system requirements like bandwidth, headsets, CPU-speed, etc. Technical disruptions can be detected and avoided beforehand.

4.2.1.2 Participants Management

Participants management comprises all functionalities used to select, invite and keep participants informed about the planned session.

4.2.1.2.1 Address book

An integrated address book lists all potential users for web-conferences and saves time in inviting participants manually. Office integration (see above) can substitute or enhance a separated address book.

4.2.1.2.2 Automatic participants invitation

Invitations should be made as easy as possible. Upon selection of participants, the system should add the necessary conference information (date, time, URL, how to's).

4.2.1.2.3 Automatic information update of participants

This criterion is fulfilled, if the system automatically sends updates to enrolled participants, if important changes regarding the planned conference have occurred (date-time-changes, assignment of different roles, ...).

4.2.2 Communication

Communication is the most basic group of functionalities within web-conferences. Communication can happen via presentations, audio-video communication, text communication (chat), and polling & surveys.

4.2.2.1 Presentation

Presentations are most common within web-conferences for imparting information. Differences occur in how presentations are converted, if effects can be used, and if there is a preview of slides (at least for the presenter).

4.2.2.1.1 Conversion of PPT-Slides

Most companies are using Microsoft PowerPoint™ slides for face-to-face presentations. In order to use them within a web-conference, these slides have to be either converted to a compatible format or presented via application sharing (see criterion 4.2.3.1) of PowerPoint™.

4.2.2.1.2 Full screen mode

If the participant is able to view a full screen presentation without control or annotation tools, this criterion is fulfilled.

4.2.2.1.3 Slide preview

Slide preview (with thumbnails) improve the clarity and structure of presentations. It allows presenters to also skip slides, if required.

4.2.2.2 Audio & Video

Audio conferencing can either be accomplished via Voice over IP (VoIP) or via an additional phone conference. Additionally to VoIP visual information can be transferred using a web-cam and video over IP.

4.2.2.2.1 Audio over IP

VoIP allows participants to orally communicate without using an additional device like a telephone. The most important advantage of VoIP lies in the possibility to control the communication by assigning rights to talk to several participants.

Nevertheless, VoIP still requires rather high bandwidths and often disturbs synchronicity of voice and the rest of the web-conference.

This criterion is also seen as accomplished if tools do not provide VoIP but at least provide mechanisms to synchronize phone- and web-conferences for recording and playback.

4.2.2.2 Video over IP

Video over IP requires even more bandwidth than VoIP and the quality varies across different providers.

It is often required by the presenter to use video for the first few minutes of a meeting in order to convey some visual and personal impressions to the participants. Therefore it is most important to have the possibility of switching video on and off during a session.

4.2.2.3 Chat

Chat can be used in parallel or instead of audio communication. Users are sending text messages to each other. Generally, chat can be realised as continuous chat (all messages in one window) or with each message in a separated window. The quality of chat furthermore depends on formatting possibilities and on the possibility to decide, which message to send to which (group of) participants.

4.2.2.3.1 Continuous Chat

Continuous chat describes the possibility to have all text messages in a single window in order to follow the whole conversation.

4.2.2.3.2 Formatting possibilities

In order to enrich the textual conversation, text messages can be formatted by means of changing the following:

Font, font size, **bold**, *italic*, underline.

Further options include automatic URL-recognition or emoticons, like ☺.

4.2.2.3.3 Private chat

Each participant should be able to decide to whom to send a message. It should be possible to send private text messages to the presenter and public messages to all participants. Additional possibilities are to send private messages to specified groups or even to any listed participant.

4.2.2.4 Surveys & Polls

Surveys and polls are used to quickly get an overview of the opinion of participants. They can be provided by means of tests, polls, surveys, or quizzes. Questions can be used as Yes/No, True/False, Multiple Choice, or even full text questions.

4.2.2.4.1 Ad-hoc Surveys & Polls

Surveys & polls can either be prepared before the meeting starts or be initiated spontaneously during an event. It should be possible to create ad-hoc surveys with minimal effort during an event.

4.2.2.4.2 Live statistics

If surveys & polls are used during an event, the presenter/moderator should have the possibility to decide, if the results are presented to all participants.

4.2.3 Collaboration

Additional to communication, collaboration is especially important if web-conferencing is not only used for presenting, but also for support or meetings.

Collaboration can happen via application or file-sharing, co-browsing, or using a whiteboard.

4.2.3.1 Application-Sharing

Application-sharing means that any authorised user can share an application running on his computer with the participants. Application-sharing is very bandwidth-intensive as it is required to broadcast the presenter's desktop as well as any changes done by the presenter.

This functionality also requires to grant selected participants access to the application in order to make changes in the application. The moderator should be able to take over the control at any time.

4.2.3.2 File-Sharing

File-sharing in a narrower sense is not typical for web-conferencing.

This functionality allows users to upload files to a temporary space where any other (authorised) user can download the file. Another possibility of file-sharing is to directly send files to participants of a web-conference without using any additional application (e-mail, ...)

4.2.3.3 Whiteboard & annotation tools

A digital whiteboard in a web-conference has similar purposes to real whiteboards in physical meetings. Additionally to shared drawing and writing it should be possible to annotate presentations or whiteboard contents and use markup tools. Finally, it should be possible to save whiteboard contents and re-use them at a later point of time.

4.2.3.3.1 Online drawing and writing tools

Online drawing and writing tools are most basic for whiteboards. Basic forms (circle, rectangle, lines) should be available as well as a tool to put text on the whiteboard.

4.2.3.3.2 Multi-author whiteboard

Multi-author whiteboards are available, if further (authorised) participants additionally to the presenter are able to draw and write on the whiteboard at the same time.

4.2.3.3 Formatting possibilities during session

Formatting possibilities include font and font size for writing as well as colour, line thickness, etc. for drawing. Additionally, it should be possible to erase parts of or the whole whiteboard content.

Further options include copy and paste of third party application contents or import of text and pictures.

4.2.3.3.4 Markup Tools

Markup tools allow presenters (and participants) to online mark or point to parts of the presentation, and make annotations.

Typical markup tools are: arrow, laser pointer, and pen. The moderator should be able to switch participants' markup tools on and off.

4.2.3.3.5 Save and re-use whiteboard content

Once, contents have been created on a whiteboard, it should be possible to save them and re-use them at a later point of time during or after the session.

4.2.3.4 Co-Browsing

Co-browsing can realise push as well as follow me mechanisms.

Within the push-mechanism, the moderator only submits an URL to the participants who take the URL as a start page to surf through the web on their own.

On the other hand, follow-me is quite similar to application sharing of a web browser, where the moderator surfs through the web and the participants are following.

4.2.4 Content

Content only comprises the agenda as a criterion and describes the possibility to pre-define the content of a web-conference and provide a structured overview of the content by means of an agenda.

4.2.4.1 Agenda

An agenda not only contains a structured overview of all slides but also any pre-defined element for interaction (surveys & polls, application sharing, co-browsing, whiteboards).

4.2.5 Control

The category "control" comprises all functionalities to manage and control a web-conference during the session. Web-conferencing tools can provide participants lists, control mechanisms to promote or exclude participants, show the participants or moderator's status, and give participants the possibility to provide feedback.

4.2.5.1 Participants list

Regarding interactive sessions, it is most important for the moderator to know who is participating in a session, who is active or away.

4.2.5.2 Control management & participants exclusion

As already mentioned above, the moderator should be able to promote or exclude participants. The most basic way of managing control is to give participants the right to “talk”. The presenter should also be able to promote an “ordinary” participant to a co-moderator, demote them again, provide access rights to application sharing or allow participants to share their own applications. Furthermore, annotation and markup tools for participants should be switched on and off by the moderator.

4.2.5.3 Participants status

Additionally, to the participants list, the status of each participant should be apparent to the moderator. Status include “active” and “away”. Furthermore they can indicate, if a participant has a question, agrees/disagrees or wants to provide feedback.

4.2.5.4 Feedback / raise hand

To provide feedback is one of the most important functionalities within web-conferencing. It is the “only” possibility to initiate interaction.

Participants should be able to provide feedback using preset options (O.K, Not O.K, too fast, ok, clear, unclear, too slow, ...) and should have the possibility to virtually raise their hand for indicating that they want to interact.

Additional forms of feedback include emotions like applause or smile.

4.2.5.5 Status of moderator

For participants it is important to figure out, who is the moderator, who is or are the co-moderators and who is currently speaking.

4.2.6 Record, report and playback

Recording and reporting can either be used by the moderator to review the own presentation and analyse the interaction with participants, or it can be used by absent participants to playback the session at a later point of time.

4.2.6.1 Record & playback

Recording & playback should include synchronised VoIP (if available) with any contents shown during the session. Advanced recording prompt the user for interaction (test, surveys), if these elements have also been part of the online-session. Absent participants are able to watch the

session, as if they would have been there, except the possibility to directly interact with other participants or presenters.

The quality of recording & playback strongly depends on bandwidth and recording format. Enhanced functionalities provide integrated post-editing for proprietary recordings or use standard formats like MPEG or AVI (huge file sizes).

4.2.6.2 Reporting

Authorised users (e.g. moderators) should be able to view reports for past web-conferences. These reports may include: names of participants, enter time, time connected, type of connection, survey/test results as well as a summary of the event (number of participants, average time of connection, average survey/test results, ...)

4.2.7 User guidance and user friendliness

4.2.7.1 Help system

This criterion is fulfilled if the software provides an integrated help system. Depending on technical realisation, help can be either directly integrated to the client or available online via a link.

4.2.7.2 Easy (one click) access

Easy access corresponds to the ability to send invitations to participants. If these invitations or a general web-conferencing web-site provides a direct link to the session, easy access is provided.

4.2.7.3 Multi language support

Multi language support does not mean to provide user support in different languages, but to provide the product with multiple languages (user interface, documentation, ...).

4.2.8 System requirements

Several system requirements are relevant for web-conferencing software tools. These comprise the minimal required bandwidth, client/plugin requirements as well as requirements regarding operating systems or web browsers.

4.2.8.1 General requirements

4.2.8.1.1 Minimal required bandwidth in kbps

Although broadband is increasingly available, minimal bandwidth still plays an important role. The minimal required bandwidth specifies the minimal requirements to perform the basic functionalities for web-conferencing.

4.2.8.1.2 Plug-In or Client required

Web-conferencing applications are either realized by using pure web browsers, or by installing clients or plug-ins. Realizations without required installations are preferable as many companies do not allow users to install software on their own. Therefore, if clients or plug-ins are required roll-out costs can be increased tremendously.

Therefore, if installations of clients or plug-ins are required, these have to be possible by users, in an easy way, without demanding administrator access on their computer.

4.2.8.2 Compatibility

4.2.8.2.1 Platform independence: Windows/other

This survey mainly focuses on platform requirements for clients (if required) but not for server requirements.

If no client is required, this criterion is fulfilled, as web browsers are available for any operating system.

4.2.8.2.2 Web Browser independence

If no client is required, but the web-browser is being used for the web-conferencing software, several browsers should be available.

This criterion is basically accomplished if Internet Explorer and Netscape Navigator are supported, although additional browsers should be supported as well.

4.2.9 Security

Especially when web-conferencing is deployed in business settings, security and confidentiality plays an important role.

4.2.9.1.1 Firewall Friendliness

Firewall friendliness indicates the ability of web-conferencing to use existing standard ports for web applications. If additional ports on the firewall have to be opened, firewall friendliness is not given.

4.2.9.1.2 Data storage: local/server

Data being used during a web-conference (files, recordings, ...) can either be stored locally on the participants' computer or a central server (of a web-conferencing provider).

If the company runs its own server, central storage should be used, as this also improves performance. If the web-conferencing service is hosted by a third party provider, data should be stored locally.

4.2.9.1.3 Encryption

Minimal requirements for encryption are HTTPS and 128-bit SSL.

4.2.9.1.4 Login required

Access to web-conferences should be restricted to authorised users only. Therefore logins should be provided.

4.2.10 Customer Support

Additional to functional and technological requirements, customer support plays an important role.

4.2.10.1 FAQs

FAQs are frequently asked questions, which are available on the provider's web site.

4.2.10.2 Helpdesk

Helpdesks can be realised by phone or e-mail support. Although support may generally be provided within office hours, it may not be available to customers due to locations in different time zones.

4.2.10.3 Online-Forum or Knowledge Base

Online discussion boards or an electronic knowledge base on the provider's web site help to deal with problems and discuss them with technical staff or other users.

4.2.10.4 Online Documentation

Online documentation can be available on the provider's web site by means of handbooks, documentations, and technical whitepapers.

4.2.10.5 On-the-spot support

Depending on the locations of the provider, on-the-spot support may be available. Typically this kind of support is only available at additional charges.

4.2.11 Demo- & Trial

In order to experience or even evaluate a product before purchasing an evaluation licence should be available. At least guided tours or flash demos can provide an impression of the product.

4.2.11.1 Demo or trial: download/upon request

Evaluation licences or trials are available either for download (after registration) or upon request. Several providers offer private demos.

4.2.11.2 Trial period

Trials are limited either by a trial period with functional restrictions or by limited functionality. Trial periods are typically limited to 14 – 30 days

4.2.11.3 Limitations

If trials are not restricted to a limited time, functionality is limited. This criterion lists restrictions of trial and evaluation licences.

4.3 All Products at a Glance

Our survey showed, that although products are sold as web-conferencing software, they may have a special focus.

Although most of the products have been identified as “typical” web-conferencing software providing most of the above criteria, there are several products focusing on other aspects.

Additionally to typical web-conferencing software, two further categories have been identified:

- Collaboration and groupware suites
 - Web-conferencing is part of a collaboration or groupware suite. These products are often only sold as part of a comprehensive collaboration suite and not available as a stand-alone product. Therefore, these products provide additional functionality in terms of coordination and also focus on file sharing.
- Instant messaging applications
 - Instant messaging applications are generally used for ad-hoc conferences and characterised by providing full chat support.
 - Therefore, planning and participants management is restricted. An Agenda or presentations are not included and surveys & polling is not available.
 - As these applications focus on ad-hoc collaboration, recording and reporting is not available, too.

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		Web-Conferencing Software																												Collaboration & Groupware Suite				Instant Messaging					
		Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	Avail.	
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2.1.1.2 Plug-In or Client required		x	x	-	-	x	x	x	-	-	-	-	x	x	x	-	-	-	-	-	n/s	x	x	x	-	x	-	x	n/s	-	x	n/s	-	-	-	-	-	x	-
2.1.2 Compatibility																																							
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2.1.2.1 Browser independence: I-Explorer/Netscape		x/-	x/x	x/x	x/x	x/x	x/x	x/-	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x/x	n/s	x/x	x/x	x/x	x/x	x/-	x/x	x/x	x/-	x/x	x/x	x/-	x/x	x/-	x/x	x/x	x/x	-/-	x/x
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2.2.0.4 Login required		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	o	x	x	x	x	x	x	x	x	
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3.1.0.2 Helpdesk		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	p	x	x	x	x	
3.1.0.3 Online-Forum or Knowledge Base		x	x	-	x	-	x	x	x	x	x	x	x	-	x	p	x	x	x	x	x	x	x	x	-	x	x	x	x	x	x	x	-	-	x	-	x	-	
3.1.0.4 Online Documentation		x	x	x	x	x	x	x	x	x	x	x	x	-	x	x	x	x	x	x	n/s	x	-	x	x	x	x	x	x	x	x	x	x	x	x	x	n/s	x	
3.1.0.5 On-the-spot support		x	x	-	x	x	x	x	x	x	x	x	n/s	x	-	x	x	x	x	x	x	x	x	x	x	p	x	-	x	x	x	x	x	x	-	x	n/s	-	
3.3 Demo- & Trial																																							
3.3.0.1 Demo or trial: download/upon request		x/-	x/-	x/-	x	-/x	x/-	-/x	-/x	x/-	x/-	x/-	x/x	x/x	x/x	x/-	x/x	x/-	x/-	x/-	x/-	x/-	x/-	-/x	x/-	x/-	x/-	x/-	x/-	-/x	x/-	-/x	x/-	x/-	x/-	x/-	x/-	x/-	x/-
3.3.0.2 Trial period		5 days	15 days	n/s	30 days	individual	30 days	individual	14 days	90 days	90 days	n/s	15 days	n/s	4 months	10 days	15 days	30 days	30 days	n/s	8-28 days	21 days	3 month	unlimited	3 hours	7 days	14 days	n/s	n/s	n/s	individual	31 days	4 weeks	10 uses	n/s	1 day	n/s	n/s	14 days
3.3.0.3 Limitations		-	-	-	x	-	-	-	-	-	-	n/s	-	n/s	3 users	n/s	-	3 users	n/s	-	-	-	-	x	-	-	n/s	n/s	n/s	-	100 users	-	-	n/s	-	x	-	-	

Legend: x=available, o= partially available, p= planned

Table 4-1: Provider / Product Overview

4.4 Results and Trends from the Survey

Within this chapter, several trends and results are described resulting from the analysis of 37 web-conferencing software tools.

If not explicitly mentioned, results are related to “web-conferencing software” as well as “collaboration & groupware suites”:

4.4.1 Application areas

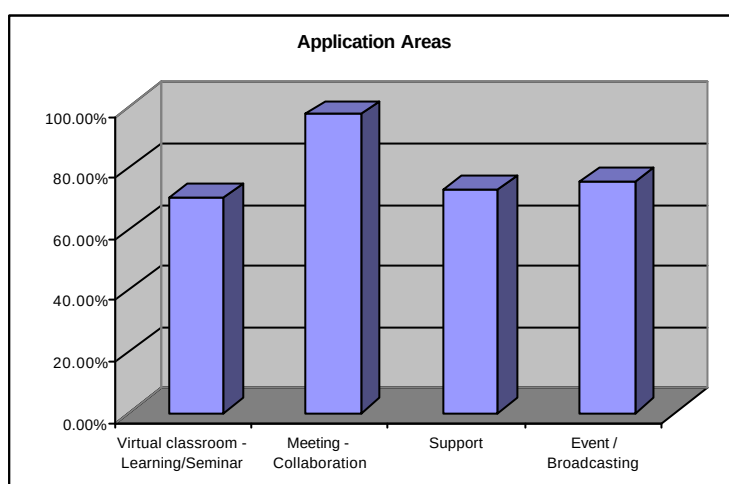


Fig. 4-1: Application areas (all product types)

Regarding application areas, each web-conferencing (excluding collaboration suites and instant messaging software) software tool provider indicated, that the software would be able to be used for meetings. Additional, 85% can be used for events and broadcasting and approximately 75-80% for support and virtual teamrooms.

Including collaboration suites and instant messaging software, still all but one are suited for meetings. Event/Broadcasting is supported by approx. 75% whereas support and virtual classrooms are still at about 70%

The results may be surprising as especially meetings and broadcasting require different functionality:

Meetings rather require high interactivity including the possibility to have multiple presenters and collaboration tools, whereas broadcasting has its focus on presentation.

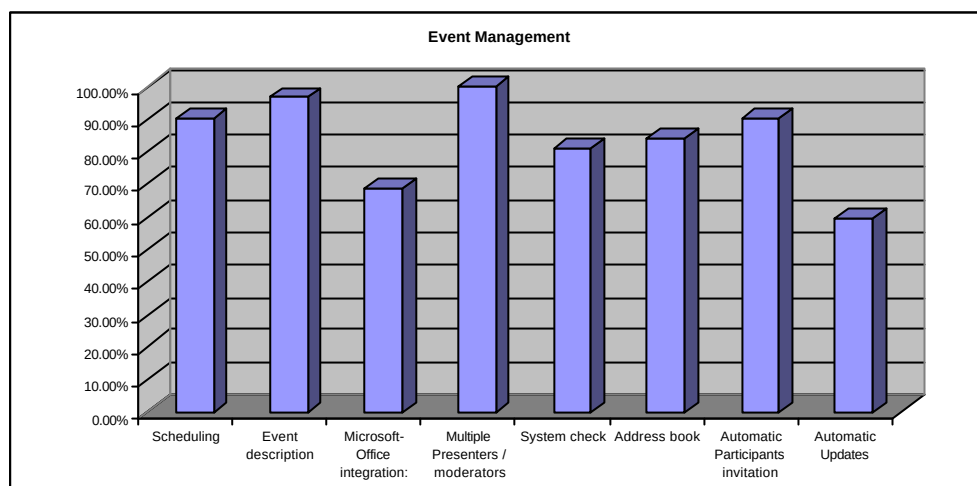
4.4.2 Event Management

To support the results regarding application areas the survey showed, that all products (web-conferencing and collaboration suites) are supporting multiple moderators, which are one of the prerequisites for interactive meetings. Additionally, all but one product provide event descriptions and still 90.63% provide support for scheduling meetings.

At least 81.25% are providing some kind of system check.

Office integration is already realized in 68.75% of all surveyed products. Four more providers indicated this functionality as “planned”.

Therefore, a trend towards office integration can already be seen. Generally, a trend towards integrated solutions is expected, which can be seen in the growing number of collaboration suites, which are integrating web-conferencing functionality into virtual teamrooms or knowl-



edge management suites.

Fig. 4-2: Event Management

The second part of the conference pre-phase deals with management of participants, by means of administrating names and addresses, inviting participants and keeping them informed about updates.

Most tools (84.38%) already have an own address book to manage participants and three more providers are planning to implement address books in one of their next releases, which would even result in 94%.

Automatic participants invitation is already available in 90.63% of all tools and can therefore be referred to as a standard functionality.

4.4.3 Communication

Communication functionalities are most basic for web-conferencing and there are several means of communication already implemented in the surveyed products (web-conferencing and collaboration suites).

Basically every single tool can be used to share presentations. This can be either realised by conversion of slides (84.38%) or by directly sharing presentations. A similar number of tools (81.25%) allow full-screen mode and still 68.75% have some kind of slide preview, at least for the moderator.

Each tool has some kind of chat, whereas 90.63% of all tools provide a continuous-chat. Even all but one tool provide private chat functionality. Formatting possibilities within chat are not that common, yet. These are only available in exactly half of the tools.

Surveys and polling is available in 87.5% of all tools, with additional three tools having this functionality planned (resulting in 96.88%). Approximately the same figures can be given for live statistics.

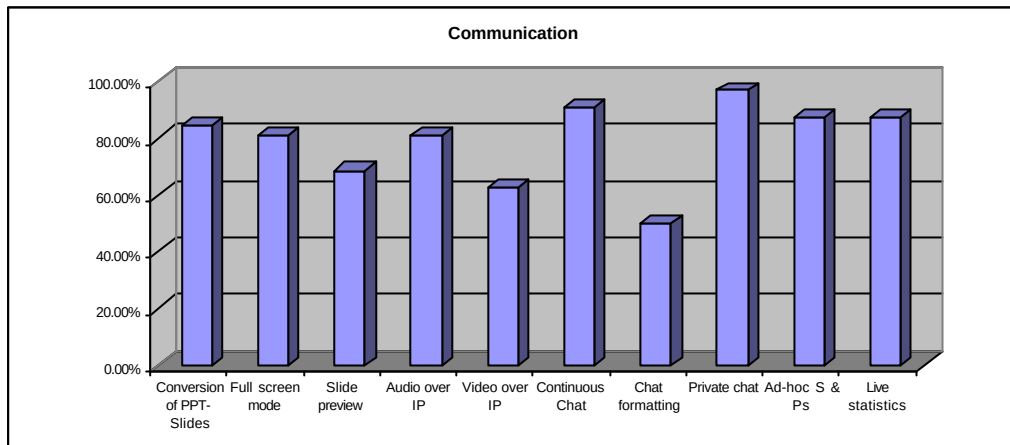


Fig. 4-3: Communication

4.4.4 Collaboration

Additionally to communication, collaboration provides main functionalities to support online meetings.

Every tool in the survey provides application sharing and markup tools. Furthermore, all tools have some kind of a whiteboard, where at least the moderator/one participant can draw and write on. Still 90.63% provide multi-author whiteboards with two more tools having this functionality planned.

Whiteboard contents can be stored and re-used by 81.25% and co-browsing as a dedicated functionality is available in 81.25% as well, whereas a work-around via application sharing is possible for all tools.

Merely file-sharing is only supported by 65.63% of all products, whereas all collaboration suites are supporting this functionality.

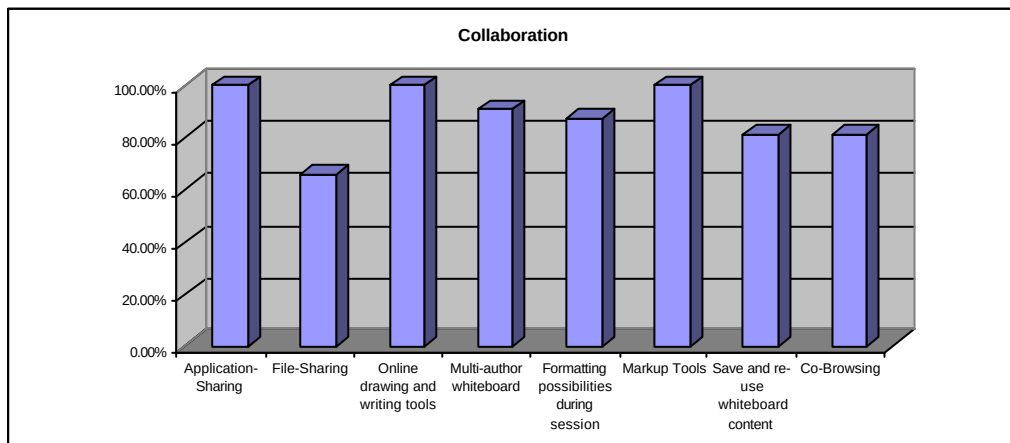


Fig. 4-4: Collaboration

4.4.5 Control

Regarding control management during web-conferences, all tools are providing some kind of support to manage access rights, promote or demote participants and all tools are providing a participants list as well. Still 93.75% are even providing information about the current status of participants and 87.5% about the status of the moderator.

Feedback mechanisms are implemented in 81.25% of the surveyed tools with two more tools having this functionality planned. The same figures can be given for the dedicated “raising hands” functionality.

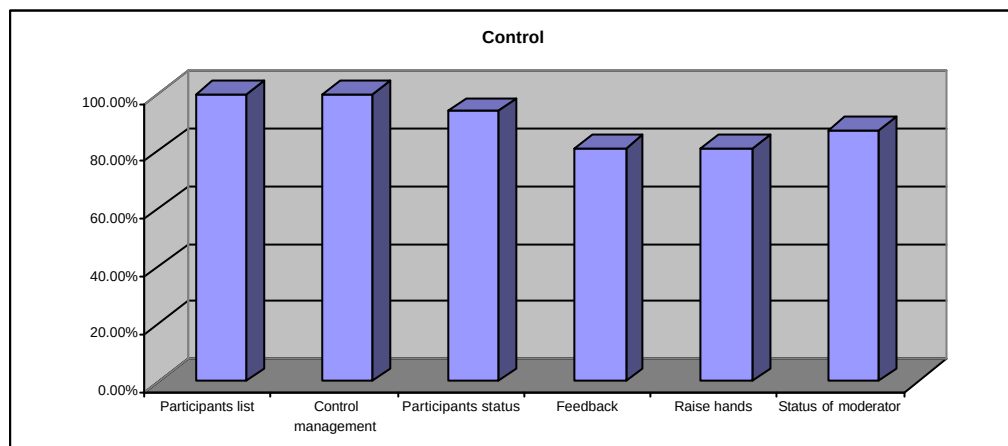


Fig. 4-5: Control Management

Regarding the post-conference phase, 84.38% of all products are supporting recording and playback and still 68.75% allow to generate reports on the event.

4.4.6 System Requirements

Regarding the basic requirements for using web-conferencing applications, the survey has shown, that nearly all providers support several operating system, whereas at least Microsoft Windows is supported by every single tool. The same is true for web browsers, whereas additionally to Internet Explorer and Netscape, several more browsers are being supported (Mozilla, Opera, Safari, ...).

The **average required bandwidth** (n=32, all product categories) is **43.13 kbps** (median: 44.8 kbps / mode: 56.0 kbps) and exactly half of all products require some kind of a client or plug-in.

4.4.7 Customer Support (All products)

Regarding customer support it can be said, that the providers are already offering quite professional support. On an average, providers are supporting their customers by 4.27 means (median: 4; mode: 5) and all but three providers are having three or more means of support. Every provider does have a helpdesk and FAQs/Online documentation are quite common (90.63%) as well.

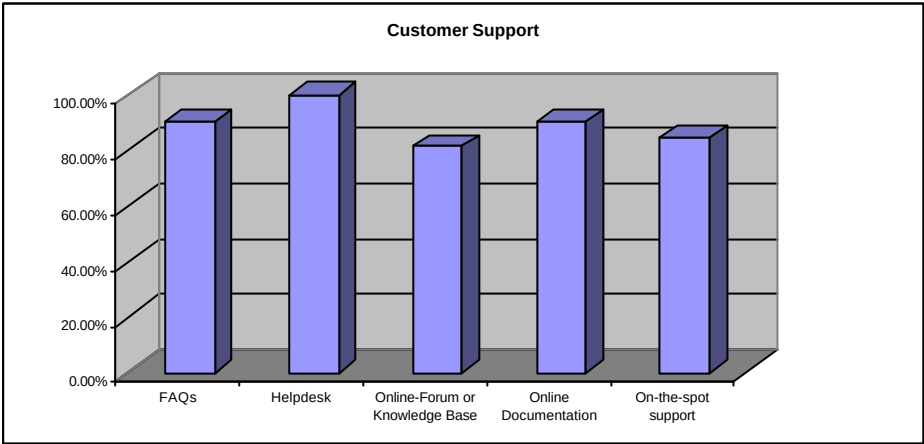


Fig. 4-6: Customer Support (All products)

5. WEB-CONFERENCING SOFTWARE TOOLS IN DETAILS

The following chapter lists 37 web-conferencing software products in detail. Each product is described on two pages using the same form and the same criteria.

First, general information about the provider is given (name, address, contact details, etc.)

Second, general information about the product is provided (supported application areas, general characteristics, reference customers, information about pricing and licensing as well as information about available support).

Third, functional criteria (described in chapter 4.2) are assessed:

- Event Management (planning & participants management)
- Communication (presentations, audio/video, surveys & polls)
- Collaboration (application sharing, whiteboards, ...)
- Control & Content (agenda, control, recording & reporting)
- Help

Fourth, technological details are given (system requirements, security issues)

Finally, criteria regarding demos & trial are assessed.

Each product uses the same form, whereas the following notation is used to indicate, if a criterion is currently available (grey shadow), not available (white shadow), partially available (striped), planned (white shadow, indicated as “planned”) or could not be assessed due to missing information (white shadow, indicated with an asterisk and additional information):

	... available
	... not available
Functionality	... partially available
*	... not specified (information on this criterion was not provided / not available)
... (planned)	... functionality planned for future release

No responsibility is taken for the correctness and completeness of the following data. Data is taken either from questionnaires completed by providers or from provider's documentation (technical whitepapers, web-sites, product brochures, online demos, etc.) and aggregated by the authors according to the following scheme. If data has not been directly given or reviewed by the provider, a footnote denotes the data source.



5.1 Cata Technologies – Cata

Company	Cata Technologies 215 Broadus, Sturgis, MI 49091 USA No. of. Employees: <50 Founded: 2001	Tel.: ++1 269 659 8550 catasupport@catatech.com www.catatech.com Dina Schlack															
	Cata (Release 2.7) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>Application Sharing, URL sharing, Power Point slide show, Polling, price/ performance</td></tr></table> Reference Customers: <table><tr><td>See www.catatech.com</td></tr></table> Licensing & Pricing <table><tr><td>See www.catatech.com</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	Application Sharing, URL sharing, Power Point slide show, Polling, price/ performance	See www.catatech.com	See www.catatech.com	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further													
Application Sharing, URL sharing, Power Point slide show, Polling, price/ performance																	
See www.catatech.com																	
See www.catatech.com																	
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support													
Product																	

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
	Participants				
	Address book	Participants invitation	Update / rescheduling		
Communication	Presentation				
	Conversion of PPT	Full screen mode		Slide preview	
	Conversion of PPT to GIF				
	Audio & Video				
	Audio over IP		Video over IP		
	Chat				
	Continuous chat	Formatting possibilities		Private chat	
	Q&A chat - presenter sees all chat messages, attendees see only what presenter types in chat				
	Surveys & Polls				
	Ad hoc surveys and polls		Live statistics		

Collaboration	Application sharing				
	Application sharing	File-sharing		Co-Browsing	
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
Record & Playback		Reporting			
Help	Help				
	Help System	Easy Access		Multi-language support	

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	Client provided.				
	Compatibility				
	Platform independent		Browser independent		
Only Windows & Internet Explorer					
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	No compatibility with many proxy servers.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Free trial available at www.catatech.com Trial period of 5 days without limitations.	



5.2 Centra – Centra eMeeting

Company	Centra 430 Bedford Street Lexington, MA 02420 (USA) No. of. Employees: n/s Founded: 1995	Tel.: ++1 781 861 7000 Info CH/D: www.tertia-edusoft.ch , www.tertia-edusoft.de info@centra.com www.centra.com				
Product	Centra eMeeting (Release 7.0)					
	Application areas:					
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	
	Centra offers special solutions for other application areas, such as Centra Symposium, Centra Conference Center, Centra Knowledge Center					
	Provider's description of product characteristics & strengths:					
	One point of access to all live online events and self-paced knowledge resources. One application for any environment -flexible deployment options allow you to start as an ASP customer and move behind-the-firewall when ready. One system for managing all users and events. One process for handling scheduling and reporting, and one company to service you.					
Reference Customers:		1,200 global corporations, 3.2 million licensed users, see www.centra.com/corporate/customers/index.asp				
Licensing & Pricing		Upon request				
Support:		FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support

Functionality

Events	Planning				
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters
Scheduling	Event description	Office integration	Multiple presenters	System check	
Communication	Participants				
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling	
	Address book	Participants invitation	Update / rescheduling		
	Presentation				
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview	
	Conversion of PPT	Full screen mode	Slide preview		
Conversion of PPT into jpeg, gif or html.					
Audio & Video					
<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
Audio over IP	Video over IP				
Interactive audio-setup-wizard. Multiple speakers for audio.					
Chat					
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat		
Continuous chat	Formatting possibilities	Private chat			
Surveys & Polls					
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics				

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Application selection via dialogue box or automatically at application start-up. Easy control and access management via menu. Files can be saved and downloaded via the meeting room. Moderator can activate pre-defined web-sites for co-browsing.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Agenda can easily be created by using Centra's Agenda builder. Large support of PowerPoint, Word, Excel, PDF, BMP, JPG, Flash, HTML, XML, Java-Script, Java, Audio, Video, ...				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Control can easily be granted by using the participant list. Functionally very strong participant and moderator list.					
Record & Playback					
Record & Playback			Reporting		
Easy one click recording of meeting. Automatic storage of recording.					
Help	Help				
	Help System		Easy Access		Multi-language support
	Language support for English, German, French, Chinese, Japanese, Spanish, Portuguese and Italian.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28 kbps		Plug-in / client required		
	Client required. Installs automatically upon participation.				
	Compatibility				
	Platform independent		Browser independent		
	Only Windows platform supported. Internet Explorer and Netscape supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Recordings and general meeting data stored on server.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial available at www.centra.com/trial/index.asp . Trial period 15 days without limitations.	



5.3 Cisco Systems – (Latitude) MeetingPlace Web

Company	Cisco Systems, Inc. San Jose, USA No. of. Employees: n/s Founded: n/s <i>Acquired Latitude in January 2004</i>	Tel.: ++1 408 525 4000 info@cisco.com www.cisco.com Mike Fratesi (mfratesi@cisco.com)			
Product	MeetingPlace Web 4.0				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider's description of product characteristics & strengths:				
	MeetingPlace alone delivers easy-to-use, fully integrated rich-media conferencing, including voice and web conferencing capabilities. Residing On-Network—behind the corporate firewall on internal voice and data networks, whether you own MeetingPlace or use our hosting service—MeetingPlace offers the unmatched security, bulletproof reliability, scalability, application integration, and strong return on investment IT professionals demand.				
	Reference Customers:				
Honeywell, U.S. Robotics, Cendant, Mercer, Adobe, Budget, ...(also see http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_case_studies_list.html)					
Licensing & Pricing					
Upon request					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	

Functionality

Events	Planning <table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table> Always-available Web and voice conferences with a personalized meeting ID for each designated user. Integrations with the Microsoft Outlook and Lotus Notes calendaring environments.	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
	Participants <table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table> Schedule and reschedule Web and voice conferences in a single step from a browser or phone. Invitees automatically receive notification by e-mail or calendar invitation and can attend with a single click.	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Presentation <table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview			
Conversion of PPT	Full screen mode	Slide preview				
Communication	Audio & Video <table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
	Chat <table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat		
	Continuous chat	Formatting possibilities	Private chat			
Surveys & Polls <table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics				
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Meeting organizer can change Web conferencing permissions, specify announced entry and departure, require passwords, lock the meeting, and eject unwanted attendees. Customizable view allows participants to hide/view shared content to their own requirements					
Record & Playback					
	Record & Playback		Reporting		
	Record and playback meeting recording from your desktop using streaming audio or by downloading the recording.				
Help	Help				
	Help System		Easy Access		Multi-language support
	Attend both the Web and voice conference directly from calendar, e-mail URL link, or browser. Language support for English and Japanese				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28 kbps		Plug-in / client required		
	Accessible from a standard Java-enabled Web browser (Windows, Mac, Unix). Javaless Mode: Presentation support for users with browsers lacking Java				
System Requirements	Compatibility				
	Platform independent		Browser independent		
	Support of Windows, Mac OS X, Unix. Internet Explorer 5.5 (and higher) and Netscape 4.79 (and higher) supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Web-based tunneling technology allows users behind firewalls to participate in Web conferences. Encryption via HTTPS and SSL. Hacker Defenses: Automatically blocks out users after multiple failed login attempts. MeetingPlace integrates with corporate directories, automatically removing the accounts of employees who leave the company.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Online flash demo and product video available at: http://www.cisco.com/en/US/products/sw/ps5664/ps5669/index.html	

5.4 Communicast – Event/Conference Center

Company	Communicast, Inc. 423 Carlisle Drive, Herndon, Virginia 20170, U.S.A. No. of. Employees: 20 Founded: 1999	Tel.: +1 703 435 8033 info@communicast.com www.communicast.com Bryan J. Crum, Marketing Manager			
Product	Event Center and Conference Center				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider’s description of product characteristics & strengths:				
	Communicast works across the most platforms, browsers, firewalls and Internet connection speeds with no installation or plug-ins required. Communicast is ideal for larger web events that require an easy, reliable and flexible solution – either live or on-demand. It fully integrates slide presentations, audio and video, multimedia content, co-browsing, screen sharing, audience interactivity, reporting and more. Get free training, optional managed event services, and an unconditional service guarantee. Branding is available and resellers are welcome.				
	Reference Customers:				
	Eli Lilly, US Department of Health & Human Services, Association of Public Television Stations (APTS), and United Way North America.				
Licensing & Pricing					
Communicast offers pricing “per event”, “per minute”, and “per user/seat” with discounts based on volume.					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	
Unlimited free support with flat rate pricing and unlimited free training. Local European agencies planned.					

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
2-2000 participants depending on service agreement						
	Participants					
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of PPT	Full screen mode	Slide preview			
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
	Surveys & Polls					
	<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback (planned)	Moderator status (planned)
				Raise hands (planned)	
	Additional functionality (feedback/raise hands and status of moderator) planned for future release.				
Record & Playback					
Record & Playback			Reporting		
	Proprietary format of recording				
Help	Help				
	Help System		Easy Access		Multi-language support (planned)
	Multi-language support: Currently English only. Planned: Spanish, German, French, Italian.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28.8 kbps		Plug-in / client required		
	Compatibility				
	Platform independent		Browser independent		
	Operating Systems: Macintosh OSX, Windows 98 to present. Browser: Java-enabled Mac – IE 5.1+, Windows – IE 4.0 + and Netscape 4.08+.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Accessible through firewalls. Storage local/server. 128-bit SSL, Link Specific Security™ (LSS) combines URL & PIN access unique to user.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial available at: http://www.communicast.com/demo.asp for 30 days.	



5.5 Data Connection – MeetingServer

Company	Data Connection 100 Church Street Enfield, EN2 6BQ (UK) No. of. Employees: 275 Founded: 1981	Tel.: ++44 20 8366 1177 MeetingServer@dataconnection.com www.meetingserver.com Liz Rice												
	MeetingServer (Release 3.0, July 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider’s description of product characteristics & strengths: MeetingServer is the ideal solution for Service Providers wishing to host their own web conferencing services. It is a proven, widely -deployed solution with a full range of web conferencing features including application sharing, presentations, whiteboarding/annotations, polling/voting and text chat. Intuitive user interface. Usable in any scale. Reference Customers: Upon request Licensing & Pricing Typically a one-time license fee priced according to the number of concurrent users. Costs depend on factors such as the size of deployment, range of features, and scale of rebranding or integration work. Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> On-the-spot support according to agreement.					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										

Functionality

Events	Planning <table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table> MeetingServer uses a reservation less model, so meetings do not need to be scheduled. It can easily be integrated with scheduling applications, but this is not available off the shelf. Integration with Outlook for attendee integration. Participants <table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table> Participants are not "enrolled" beforehand in a reservation less model, but MeetingServer is integrated with e-mail to allow straightforward invitation of participants. A single click from the MeetingServer interface creates a new email including a link to the meeting.	Scheduling	Event description	Office integration	Multiple presenters	System check	Address book	Participants invitation	Update / rescheduling	
	Scheduling	Event description	Office integration	Multiple presenters	System check					
Address book	Participants invitation	Update / rescheduling								
Presentation <table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table> All features such as annotations are available in full screen mode. Slide preview as thumbnails. Audio & Video <table><tr><td>Audio over IP (planned)</td><td>Video over IP</td></tr></table> Chat <table><tr><td>Continuous chat</td><td>Formatting possibilities (planned)</td><td>Private chat</td></tr></table> Formatting possibilities are under considerations for further releases, but no confirmed release date is available. Surveys & Polls <table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table> Polling and voting slides are created in PowerPoint format and can be saved for reuse.	Conversion of PPT	Full screen mode	Slide preview	Audio over IP (planned)	Video over IP	Continuous chat	Formatting possibilities (planned)	Private chat	Ad hoc surveys and polls	Live statistics
Conversion of PPT	Full screen mode	Slide preview								
Audio over IP (planned)	Video over IP									
Continuous chat	Formatting possibilities (planned)	Private chat								
Ad hoc surveys and polls	Live statistics									

Collaboration	Application sharing					
	Application sharing		File-sharing (planned)		Co-Browsing	
	File-sharing is under consideration for future releases but no confirmed release date is available. Co-browsing available via application sharing.					
	Whiteboard					
	Online drawing & writing		Multi-author white-board	Formatting during session	Markup tools	Save & re-use
	Authors contribution identifiable by different colours.					
Control & Content	Agenda					
	Agenda					
	Agendas can be uploaded directly as presentation slides. This provides for easy re-use and does not require the user to learn how to use a separate agenda feature.					
	Control					
	Participants list		Control management	Participants status	Feedback (planned)	Moderator status
				Raise hands (planned)		
Feedback and Raise Hands are under consideration for a future release but no confirmed release date is available.						
	Record & Playback					
	Record & Playback			Reporting (planned)		
	Reporting under consideration for a future release but no confirmed release date is available.					
Help	Help					
	Help System		Easy Access		Multi-language support	
	All text content is contained within text files available for translation.					

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	10 Kbps average usage during a 30 minute, 5 client meeting with slides and word shared. Thin Java Client needed.				
System Requirements	Compatibility				
	Platform independent		Browser independent		
	No further information which platforms and browser are supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Presentations and annotated content are stored on server. Users also have the option to save them locally at the client.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial, trial period & limitations according to individual agreement.	



5.6 Illuminate – Illuminate Live!

Company	Elluminate, Inc. 1000 W. McNab Rd., Pompano Beach, Florida 33069, USA	Tel.: ++1 954 781 7958 Tel.: ++1 866 388 8674 questions@elluminate.com http://www.elluminate.com			
	No. of. Employees: <45 Founded: 2000	Maurice Heiblum, VP Sales & Marketing			
Product	Elluminate Live! (Release 5, February 2004)				
	Application areas:				
	Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting	Further
	Provider's description of product characteristics & strengths:				
	Crystal clear audio that eliminates the need for conference calls. Unprecedented Moderator Awareness and Ease of Use. Bandwidth Management That Works! Rapid Return on Investment (ROI) with decreased costs and increased productivity. True Collaboration! Universally Accessible				
	28.8 dial up (56K for app sharing) is all that's needed to participate in or moderate an Elluminate Live! session.				
	Reference Customers:				
	Penn State University, T-Mobile, Interstate Hotels & Ressorts, Project HOPE, etc.				
	Licensing & Pricing				
	ASP and Server Licences. Details upon request.				
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	
Toll free phone support. Online-Forum "Elluminati"					

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
	Participants				
	Address book	Participants invitation	Update / rescheduling (planned)		
Communication	Presentation				
	Conversion of PPT	Full screen mode (planned)		Slide preview	
	Applicable formats: PPT and PNG.				
	Audio & Video				
	Audio over IP		Video over IP (planned)		
	Chat				
	Continuous chat	Formatting possibilities		Private chat	
	Q&A chat - presenter sees all chat messages, attendees see only what presenter types in chat				
	Surveys & Polls				
	Ad hoc surveys and polls		Live statistics		
	Yes/No, Multiple Choice, Short answer.				

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	All applications shareable, regardless of participants applications.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda (planned)				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback			Reporting (planned)		
Help	Help				
	Help System		Easy Access		Multi-language support

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28.8 kbps		Plug-in / client required		
	Minimal bandwidth 28.8, 56 for application sharing.				
	Required Client: Java Web Start by Sun Microsystems which is automatically installed upon initial use				
Compatibility	Platform independent				
	Browser independent				
	OS: Windows, Mac, SPARC Solaris. Browser: Internet Explorer, Netscape, Mozilla, Safari				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Data storage: local for files and server for recordings. Login: Session can be set up so that no login is required.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Demo at: http://www.elluminate.com/site/external/event/live/schedule without limitations.	

5.7 First Virtual Communications – Click to Meet

Company	First Virtual Communications 3200 Bridge Parkway, Suite 202 Redwood City, CA 94065-1169 (USA) No. of. Employees: 130 Founded: 1993	Tel.: ++49 8176 999 195 (German Office) HSchaarschmidt@fvc.com www.fvc.com Helmut Schaarschmidt (German Office)												
	Click to Meet (Release 4.0, June 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Further: Government, Military, Medical. Provider's description of product characteristics & strengths: "...CTM 4.0 is the Swiss Army knife of desktop collaboration..." (Wainhouse, June 9th 2004), Multipoint, standards based, Intelligent Linking, business audio and video over IP, Collaboration, Software-Client, completely customizable (SDK & XDK), leveraging advances made by largest Development Companies in the world (Intel and Microsoft). Reference Customers: US Federal and State governments, Royal Netherlands Army, Fujitsu Asia, London Grid for Learning, Petrol and many more at http://www.fvc.com/eng/solutions/ → Case Studies Licensing & Pricing Server-Client license model based upon concurrent user model. Client Software can be freely distributed to unlimited PCs. Support: <table><tr><td>FAQs (planned)</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs (planned)	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further										
FAQs (planned)	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										
Product														

Functionality

Events	Planning <table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table> Office integration optional available.	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
	Participants <table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation <table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table> Conversation of PPT into html.	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of PPT	Full screen mode	Slide preview			
	Audio & Video <table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
	Chat <table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table> Detection of URLs. Copy/Paste.	Continuous chat	Formatting possibilities	Private chat		
Continuous chat	Formatting possibilities	Private chat				
Surveys & Polls <table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table> Ad hoc surveys and polls are available via the SDK	Ad hoc surveys and polls	Live statistics				
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Support of PowerPoint, Word, Excel, PDF, BMP, JPG, HTML, Audio, Video, ...				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback			Reporting		
Recording optional available. Reporting only for billing information.					
Help	Help				
	Help System		Easy Access		Multi-language support
	Language support for English, German, Italian, French, Spanish, Japanese, Korean, Chinese (Simplified) and Chinese (Traditional).				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	Minimal technological bandwidth is 56, but DSL recommended. Click to Meet Client, ActiveX and Scripting plug-in required.				
Compatibility	Compatibility				
	Platform independent		Browser independent		
	Server-side, Windows and Linux is supported. Client-side, only Windows is supported. Only Internet Explorer supported. Completely interoperable with H.323, H.320 and PSTN via Gateway, SIP, LCS, Windows and MSN Messenger.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Presentations stored locally and/or on server. Login only for administrative purpose required.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial available upon request. Trial period 30 days without limitations.	

5.8 Foroso Communications GmbH – Foroso Training Center

Company	Foroso Communications GmbH Parchetwiesen 33 DE-82362 Weilheim (Germany) No. of. Employees: 9 Founded: 2002 <i>Acquired by Virtue Communications in 2004</i>	Tel.: ++49 (0)700-367676-00 info@foroso.de http://www.foroso.com Franz Buchenberger (CEO)															
	Foroso Training Center (Release 3.0, October 2003) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Further: Presentations Provider's description of product characteristics & strengths: <table><tr><td>Inimitable easy use. No installation at user's site. No configuration of firewalls. Very intuitive handling. Complete range of services of all typical features. Web services standards (XML, SOAP) for easy integration.</td></tr></table> Reference Customers: <table><tr><td>Fujitsu, MSD, DEKRA, PASS, CCF Kinderhilfswerk, Deutsche Bank</td></tr></table> Licensing & Pricing <table><tr><td>Not specified</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> Helpdesk available at office hours. Knowledge base with several documents. On-the-spot support according to maintenance contract or at hourly rates.					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	Inimitable easy use. No installation at user's site. No configuration of firewalls. Very intuitive handling. Complete range of services of all typical features. Web services standards (XML, SOAP) for easy integration.	Fujitsu, MSD, DEKRA, PASS, CCF Kinderhilfswerk, Deutsche Bank	Not specified	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further													
Inimitable easy use. No installation at user's site. No configuration of firewalls. Very intuitive handling. Complete range of services of all typical features. Web services standards (XML, SOAP) for easy integration.																	
Fujitsu, MSD, DEKRA, PASS, CCF Kinderhilfswerk, Deutsche Bank																	
Not specified																	
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support													

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration (planned)</td><td>Multiple presenters</td><td>System check</td></tr></table> Personalized directory. 80 chars for event description. Flexible role concept. System check for network / voice.	Scheduling	Event description	Office integration (planned)	Multiple presenters	System check
	Scheduling	Event description	Office integration (planned)	Multiple presenters	System check	
Participants						
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table> Integrated e-mail distribution.	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview (planned)</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview (planned)		
	Conversion of PPT	Full screen mode	Slide preview (planned)			
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP (planned)</td></tr></table> Interactive audio-setup-wizard. Multiple speakers for audio.	Audio over IP	Video over IP (planned)			
Audio over IP	Video over IP (planned)					
Chat						
	<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table> Different colours for participants. Support of emoticons. Detection of URLs. Copy/Paste.	Continuous chat	Formatting possibilities	Private chat		
Continuous chat	Formatting possibilities	Private chat				
	Surveys & Polls					
	<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table> Integrated tool for surveys. Results of surveys can be displayed anonymously and re-used in later meetings.	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Application selection via dialogue box or automatically at application start-up. Easy control and access management via menu. Files can be saved and downloaded via the meeting room. Moderator can activate pre-defined web-sites for co-browsing.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
	Contents can be integrated into original agenda and re-used...				
Control & Content	Agenda				
	Agenda				
	Support of PowerPoint, Word, Excel, PDF, BMP, JPG, Flash, HTML, XML, Java-Script, Java, Audio, Video, ...				
	Control				
	Participants list	Control management	Participants status	Feedback Raise hands	Moderator status
	Participants with personal profile and picture.				
	Record & Playback				
	Record & Playback		Reporting		
Help	Recording of slides and audio. Replay of complete sessions or sequences, play/stop/skip (proprietary format of re-cording). Comprehensive reporting				
	Help				
	Help System		Easy Access		Multi-language support
	Easy access via meeting-room URL or via directory. Language support for English/German.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 33.6 kbps		Plug-in / client required		
	Minimal technological bandwidth is ISDN (33.6), but delay may occur. No plug-in/client required.				
Compatibility	Platform independent				
	Platform independent		Browser independent		
	Windows fully supported. Limited support of OS 2 and LINUX. Internet Explorer and Netscape supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Password protected meeting room. Support for lost passwords.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial period & limitations according to individual agreement. Online demo upon request.	



5.9 Hewlett-Packard – HP Virtual Classroom

Company	Hewlett-Packard Startbaan 16, 1187 XR, Amstelveen, Netherlands		Tel.: +31 20 547 6559		
	No. of. Employees: 140000 in 178 countries Founded: 1998		jeen-de.boer@hp.com www.hpe-learning.com Jeen de Boer		
Product	HP Virtual Classroom (Release 4/4.01, 13 th March 2004)				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider's description of product characteristics & strengths:				
	The HP Virtual Classroom is ideal for interactive and engaging training and meetings in which the presenter wants to retain the human element of interaction while relying upon a secure IT infrastructure. Main features include: Worry-free high availability, ease of use, secure, more use and reuse, more than slides, more interaction, more than white-board, "real-world" access.				
	Reference Customers:				
	e.g.: Toyota, INPO, HP And Compaq, BTS, Frost Bank, Greenpoint Mortgage, Jordan Grand Prix, Mass Mitec, etc.				
	Licensing & Pricing				
	ASP: Room Rentla (monthly basis) and Pay per Use, Pricing information upon request				
	Support:				
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	

Functionality

Events	Planning				
	Scheduling	Event description	Office integration (planned)	Multiple presenters	System check
	Participants				
	Address book (planned)	Participants invitation		Update / rescheduling	
Communication	Presentation				
	Conversion of PPT		Full screen mode		Slide preview
	Available formats: PPT, PPS, XLS, DOC, SWF, JPG, TXT, PDF, DCP, HTML, HTM, GIF, DCR				
	Audio & Video				
	Audio over IP			Video over IP (planned)	
	Up to 250 simultaneous speakers.				
	Chat				
	Continuous chat		Formatting possibilities		Private chat
Additional features: Group Chat / Save Chat to Disk / Print Chat					
Surveys & Polls					
Ad hoc surveys and polls			Live statistics		

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
	Record & Playback		Reporting		
Format for recording: AVI / MWV. Online course evaluations, Question manager					
Help	Help				
	Help System		Easy Access		Multi-language support
	Language support for: German, English, Spanish, French, Korean, Japanese, Chinese				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28.8 kbps		Plug-in / client required		
	56 K recommended. No client required. Cab files are downloaded.				
	Compatibility				
	Platform independent		Browser independent		
	OS: Windows, Linux				
	Browser: Internet Explorer 5.0/5.5/6.0, Netscape 4.7/4.72/6.2+/7.0+, Mozilla 1.0+				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Encryption: HTTPS. Login: Name and room key.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Online demo and trial available at http://www.hpe-learning.com (trial period 14 days, no limitations). Local agencies in US and all EMEA countries.	



5.10 HorizonLive – HorizonLive OpenCampus

Company	HorizonLive 520 8 th Avenue Suite 2300 New York, NY 10018 (USA) No. of. Employees: 25 Founded:1997		Tel.: ++1 212 533 1775 info@horizonlive.com www.horizonlive.com Matt Wasowski										
	Horizon Live Open Campus (Release 4.0, Spring 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Further: Office hours Provider's description of product characteristics & strengths: With HorizonLive OpenCampus, it doesn't matter where persons are located in order to be able to communicate and interact with them. HorizonLive allows organizations to replicate a face-to-face class or meeting while online. Further, what's most unique about OpenCampus is that is accessible to the hearing and visually impaired - the only tool of its kind to be accessible. The hearing impaired can 'listen' to audio via closed-captioning and persons with visual impairments can 'see' material via HorizonLive's screen-reader friendly interface. Reference Customers: California State University, Chico; Dalhousie University; Adecco; United States Fish & Wildlife Service; Temple University; Goucher University Licensing & Pricing ASP, Server hosting, One-time events. Prices available upon request. Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>				Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further									
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support									
Product													

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
	Participants				
	Address book	Participants invitation	Update / rescheduling		
Communication	Presentation				
	Conversion of PPT	Full screen mode		Slide preview	
	Conversion of PPT into jpg, gif, html or other image format. Additional accessibility tools: ability to create text-based descriptions of slides and images so they can be read by a screen reader, an HTML-based interface that can be read by a screen reader.				
	Audio & Video				
	Audio over IP		Video over IP		
	Chat				
	Continuous chat	Formatting possibilities		Private chat	
Surveys & Polls					
	Ad hoc surveys and polls		Live statistics		

Collaboration	Application sharing				
	Application sharing	File-sharing		Co-Browsing	
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
Record & Playback		Reporting			
Recordings in proprietary format. Recorded sessions are automatically stored as a URL on the HorizonLive server.					
Help	Help				
	Help System	Easy Access		Multi-language support*	
	Multi-language support not specified.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28 kbps		Plug-in / client required		
	Minimal technological bandwidth 28.8kbs for voice-only; 56.6kbs for video. No plug-in/client required.				
	Compatibility				
	Platform independent		Browser independent		
	Support of OS9+, Win 98+, Unix. Internet Explorer, Netscape, Mozilla and Safari supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Data storage on server or local. Login optional, depending on customer's need.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Demo available at www.horizonlive.com/try_product/live_demo.php . 3 months pilot program as trial without limitations.	

5.11 Hyperwave AG – Hyperwave eConferencing Suite

Company	Hyperwave AG Humboldtstrasse 10 DE-85609 Munich (Germany) No. of. Employees: 160 Founded: 1997	Tel.: ++49 89-94304-0 info@de.hyperwave.com www.hyperwave.com Frank Schlingensiepen															
	Hyperwave eConferencing Suite (Release 1.5.1, November 2003) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>Cross platform functionality, scalability, VoIP, multi-point (A+V) conferencing, session save & replay</td></tr></table> Reference Customers: <table><tr><td>Upon request</td></tr></table> Licensing & Pricing <table><tr><td>Named User, Conc. User, Pay per use. Prices not specified</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	Cross platform functionality, scalability, VoIP, multi-point (A+V) conferencing, session save & replay	Upon request	Named User, Conc. User, Pay per use. Prices not specified	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further													
Cross platform functionality, scalability, VoIP, multi-point (A+V) conferencing, session save & replay																	
Upon request																	
Named User, Conc. User, Pay per use. Prices not specified																	
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support													
Product																	

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
Office Integration available upon project basis.						
	Participants					
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of PPT	Full screen mode	Slide preview			
	Conversion of PPT into jpg, gif or svg.					
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
Copy/Paste, Cut, Print, Local Save. Formatting possibilities such as font size, bold, italic,...						
Surveys & Polls						
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics				
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Support of PowerPoint, Word, Excel, PDF, HTML,				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback			Reporting*		
Proprietary and avi/wav recording format. Reporting not specified.					
Help	Help				
	Help System		Easy Access		Multi-language support
	Language support for English/German others by customizing Res-files.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 9 kbps		Plug-in / client required		
	No plug-in/client required.				
	Compatibility				
	Platform independent		Browser independent		
Server: Linux, Win32, Sun. Client: Win, Linux, MacOS. Internet Explorer and Netscape supported.					
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial period of 90 days, without limitations.	

5.12 IBM – Lotus Sametime¹

Company	International Business Machines Corporation, IBM Global Headquarters Armonk, New York, USA No. of. Employees: 320.000 Founded: n/s	Tel.: +1 914 499 1900 www.lotus.com			
Product	Lotus Sametime				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider's description of product characteristics & strengths:				
	The IBM Lotus Instant Messaging and Web Conferencing (Sametime) family includes three components, the instant messaging and Web conferencing server, the "connect" client and the developer toolkits. These three components help people collaborate and communicate effectively with others either across the hall or around the world.				
	Reference Customers:				
(see http://www.ibm.com)					
Licensing & Pricing					
Upon request.					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support*	
*not specified					

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table> Partially integrated to Lotus Notes.	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
Participants						
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT*</td><td>Full screen mode</td><td>Slide preview*</td></tr></table> *not specified. Work-around via application sharing of MS PowerPoint.	Conversion of PPT*	Full screen mode	Slide preview*		
	Conversion of PPT*	Full screen mode	Slide preview*			
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
Surveys & Polls						
	<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics					

¹ Information taken from white papers, product brochures and IBM web site, as well as using Lotus Sametime.

Collaboration	Application sharing				
	Application sharing	File-sharing*		Co-Browsing	
	*File transfer via instant messenger.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback Raise hands	Moderator status
	Record & Playback				
	Record & Playback		Reporting		
Help	Help				
	Help System	Easy Access		Multi-language support	
	Integrated help system. One-click access via Sametime Instant Messaging. Language support for several languages.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth* Not specified		Plug-in / client required		
	*Minimal bandwidth not specified. Client installation required.				
	Compatibility				
	Platform independent		Browser independent		
	Windows, Unix, Linux (red Hat), Sun Solaris, Citrix. Internet Explorer and Netscape				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Firewall Friendliness: Port 80. Storage of data on server.				

Demo & Trial

Software	Demo or trial				
	Download		Upon request		

5.13 iLinc Communications – Meeting Linc²

Company	iLinc Communications, Inc. 2999 N. 44th St. Phoenix, AZ 85018, USA No. of. Employees: n/s Founded: 1995		Tel.: +1 602 952 1200 customer@iLinc.com www.iLinc.com		
Product	MeetingLinc				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further*
	*Product family comprises applications for further areas (LearnLinc, ConferenceLinc, SupportLinc, etc.)				
	Provider's description of product characteristics & strengths:				
	iLinc was the first Web conferencing software ever developed (since 1995) and continues to be the most feature-rich, intuitive collaboration software available. Winner of the 2002 Web Conferencing Software Shootout at Online Learning Expo 2002, iLinc defeated every other major Web conferencing software in the industry including WebEx and PlaceWare in a competition judged by software users.				
Reference Customers:					
e.g.: The Gillette Company, United Airlines, Carl Zeiss Inc., etc. (see: http://www.ilinc.com)					
Licensing & Pricing					
Purchased & installed, ASP and hybrid solutions. Pay-per-use web-conferences and audio conferences on demand					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	
Free online trainings and tutorials					

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
Participants						
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode*</td><td>Slide preview*</td></tr></table>	Conversion of PPT	Full screen mode*	Slide preview*		
	Conversion of PPT	Full screen mode*	Slide preview*			
	*not specified					
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
Surveys & Polls						
	<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics					

² Information taken from white papers, product brochures, feature lists and iLinc web site.

Collaboration	Application sharing				
	Application sharing		File-sharing*		Co-Browsing
	*not specified				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use

Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
	Record & Playback		Reporting*		
	*not specified. Record & Playback as well as post-editing of recordings.				

Help	Help		
	Help System	Easy Access	Multi-language support

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth Not specified		Plug-in / client required		
	Installation works in lock-down and highly secure environments with 1-3 clicks for end-users. Average impact is 30Kbps per participant. Multicast and distributed server options included to reduce network impact				
	Compatibility				
	Platform independent		Browser independent		
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Data transport is native HTTP on port 80. SSL and HTTPS for the encryption of “front-end” transactions. Additional Advanced Encryption Standard (AES) encryption that can be implemented at 128 or 256 bit.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Free trials, tours and tutorials. Attend live demo sessions or request private demos. Trial: 15 days without limitations.	

5.14 Interwise – ECP Connect³

Company	Interwise, Inc. Global Headquarters 25 First Street, Suite 412, Cambridge, MA 02141 USA No. of. Employees: n/s Founded: 1994		Tel.: +1 617 475 2200 info@interwise.com www.interwise.com		
Product	ECP Connect (iMeeting, iCast, iSeminar, iClass, iMentoring)				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider's description of product characteristics & strengths:				
	To optimize the iMeeting experience, ECP provides a unique "mode of operation" - a single interface and toolset. Initiate and access iMeetings directly from MS Outlook, create high-impact content on the fly, and use five-way video conferencing to facilitate collaboration more easily than ever.				
	Reference Customers:				
Siemens, Schindler, Halliburton, VisionAir, etc...(see http://www.interwise.com/customers/success_stories.html)					
Licensing & Pricing					
Fixed price – unlimited conferencing – Details upon request.					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	

Functionality

Events	Planning <table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table> User management and user list import/export. Outlook add-in and Notes connector.	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
Participants <table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling			
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation <table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview*</td></tr></table> *not specified. MS Powerpoint support (import or convert to static image)	Conversion of PPT	Full screen mode	Slide preview*		
	Conversion of PPT	Full screen mode	Slide preview*			
	Audio & Video <table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table> VoIP and phone in same event. SIP and RTP support. Personalized IVR for event entry. Integrated video conference.	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat <table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table> Chat notes – public and private.	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
Surveys & Polls <table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table> On-the-fly Polling with display results to participants	Ad hoc surveys and polls	Live statistics				
Ad hoc surveys and polls	Live statistics					

³ Information taken from white papers, product brochures and Interwise web site.

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Application sharing with synchronized scrolling. File transfer – handouts.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
	Shared whiteboard with “snapshot” save and full annotation, drawing, and text tools				
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Participant / materials list, including raise hand, emoticons, and step in / out indicators. Visual display of active speaker. Multiple moderators / co-moderators					
Record & Playback					
	Record & Playback		Reporting		
	Event recording / editing (local or server-based), including protected recordings.				
Help	Help				
	Help System		Easy Access		Multi-language support
	Language support for English				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 33.6 kbps		Plug-in / client required		
	Compatibility				
	Platform independent		Browser independent		
	LDAP integration and published APIs. Support for MS Virtual Machine for Java users and Sun Virtual Machine for Java users Section 508 compliance. Browser: Internet Explorer 5+ and Netscape 4.7+				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Server-side recording. Optional SSL encryption. Encrypted passwords and password policy enablement. Block potentially harmful file upload / download.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Free trial upon request. Online seminars, live events and demos.	



5.15 JDH Technologies – Web-4M

Company	JDH Technologies Suite 302, 12388 Warwick Boulevard, Newport News, Virginia, 23606, USA No. of. Employees: 5 Founded: 1996	Tel.: +1 757 873 4747 info@jdhtech.com http://www.jdhtech.com David Doughty												
	Web-4M (Release 6.5, March 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: Web-4M is a leader in the field of real-time collaboration, with features including a secure firewall tunnel, slide show presentations, audio conferencing with true multi-way full duplex audio, video, application sharing, recording and editing, and more. Also Web-4M has many features from the asynchronous world, including mail, news, calendaring, a document library and projects. And all this is available on virtually any client platform you wish - Windows, Linux, Macintosh, or Solaris. Reference Customers: Susan Stein of University of Alberta Edmonton, Larry Dennis of Florida State University. More are available upon request Licensing & Pricing Upon request Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base (planned)</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base (planned)	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further										
FAQs	Helpdesk	Online-Forum / Knowledge Base (planned)	Online Documentation	On-the-spot support										
Product														

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
Participants						
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of PPT	Full screen mode	Slide preview			
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
As many simultaneous speakers as desired.						
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
	Continuous chat in the window for a given multimedia room. Private chat ("Yo") has separate window, which is used continuously, for each private two-way chat. Additional features: whisper mode, save, ...					
	Surveys & Polls					
	<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Files can be uploaded to the server at any time, and participants can download them.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
	Record & Playback		Reporting		
	Proprietary format for recording. The response viewer can be used to view questions, and even to grade tests.				
Help	Help				
	Help System	Easy Access		Multi-language support	
	Language support for: German, English, Spanish, French				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 25 kbps		Plug-in / client required		
	Client only needs a JAVA-enabled browser.				
	Compatibility				
	Platform independent		Browser independent		
	OS: Windows 98 or higher, Macintosh, Linux, Solaris				
	Browser: Internet Explorer, Netscape, Mozilla, Opera, Safari				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Secure Access-4M both tunnels through firewalls and encrypts data. HTTPS and SSL encryption. Logins required, but can be automated using the server-side API. Also "Guest" login feature allows users without permanent accounts to join a conference if they know the conference ID.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Online demo and trial available at http://www.idhtech.com (trial period 4 months. The downloadable trial version is fully functional but restricted to 3 users. Can be increased to 22, 44, or even 111 users upon request.)	

5.16 Converging Technologies / Linktivity - WebDemo⁴

Company	Converging Technologies, Inc. One South Church Avenue, Suite 2200 Tucson, AZ 85701, USA No. of. Employees: n/s Founded: 1982		Tel.: +1 520 670 7100 sales@linktivity.com www.linktivity.com										
	Web DemoEnterprise Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further*</td></tr></table> *Additional products available: WebInteractive, LinktivityPresenter Provider's description of product characteristics & strengths: WebDemo is an easy to use in-house server software solution that provides you with all the tools necessary to conduct a web-based highly interactive successful meeting. WebDemo lets you use the Internet to extend the reach and impact of your ideas to virtually anybody, anywhere in the world. All you need to conduct or join a meeting is a computer, an Internet connection and a phone line (for the audio conference). Reference Customers: e.g.: BMW North America, Sony Chemical, UCLA, etc. (see: http://www.linktivity.com/home/customers.html) Licensing & Pricing Hosted and installed. In a cost-effective server package, WebDemo is available in 3, 5, 10, 15, 20, and up to 500 or more concurrent user licenses Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> Online knowledge base, support documents, patches and downloads.				Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further*	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further*									
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support									
Product													

Functionality

Events	Planning				
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters
Scheduling	Event description	Office integration	Multiple presenters	System check	
Communication	Participants				
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling	
	Address book	Participants invitation	Update / rescheduling		
	Presentation				
	<table><tr><td>Conversion of PPT*</td><td>Full screen mode</td><td>Slide preview*</td></tr></table>	Conversion of PPT*	Full screen mode	Slide preview*	
	Conversion of PPT*	Full screen mode	Slide preview*		
*not specified					
Audio & Video					
<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
Audio over IP	Video over IP				
Chat					
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat		
Continuous chat	Formatting possibilities	Private chat			
Surveys & Polls					
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics				
Polls and surveys. Yes/no, true/false, and multiple-choice questions. Results can be tallied dynamically.					

⁴ Information taken from white papers, product brochures, feature lists and Linktivity web site.

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Transparency and annotation tools with formatting tools and transfer of control.					
Control & Content	Agenda				
	Agenda				
	*not specified				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback			Reporting		
WebDemo's Record and Playback captures everything in your session including live demonstrations, annotations, notes, visuals and even live Web slides. Export recording as AVI-slide.					
Help	Help				
	Help System		Easy Access		Multi-language support

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	56kbps connection per user plus 20kbps network overhead per user. No client or plug-in required. Browser-based JAVA technology.				
	Compatibility				
	Platform independent		Browser independent		
	Windows 98, ME, NT, 2000, XP. Internet Explorer 5.5 or later; AOL 6.x or later, Netscape 7.x. Java: JVM 5.x, or Sun Java 1.4.x				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Data transport is native HTTP on port 80. SSL and HTTPS for the encryption of “front-end” transactions. Additional Advanced Encryption Standard (AES) encryption that can be implemented at 128 or 256 bit.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Hosted free trial or download the free server evaluation software.	

5.17 Macromedia Inc. – Breeze

Company	Macromedia Macroweb GmbH Liebherrstrasse 10 DE-80538 Munich (Germany) No. of. Employees: 1300 Founded: 1992	Tel.: ++49 89-20 20 99-12 ckoller@macromedia.com www.macromedia.com/de Christian Koller												
	Breeze (Release 4.0, March 2003) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: Conduct hassle-free online meetings. Meet instantly with colleagues anywhere, anytime, and experience online meetings that actually work. Further strengths & unique features: Index and search of recording, Preparing presenter & presenters only area, Customize meetings in advance or in real-time, File sharing capability, Customization, Back-end integration API, Per-participant bandwidth optimization, Library content re-use, On-demand content, Instant-on capability (no client download) Reference Customers: Intel, General Electric, Siemens, McDonalds, Oakley, 3Com, Novell, Wells Fargo Bank, Cable & Wireless Licensing & Pricing Breeze Live starts at €60 per user per month; Breeze Live is available as a hosted service or as a behind-the-firewall enterprise installation Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										
Product														

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
Office partially available. Further integration planned.						
	Participants					
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of PPT	Full screen mode	Slide preview			
	Conversion of PowerPoint slides into Flash swf.files. Slide preview as text.					
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities (planned)</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities (planned)	Private chat			
Continuous chat	Formatting possibilities (planned)	Private chat				
Formatting of chat messages planned.						
Surveys & Polls						
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics				
Ad hoc surveys and polls	Live statistics					
Survey data also saved to the server for later offline analysis						

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Support the notion of a 'preparing presenter' and a presenter's only area in the meeting				
Record & Playback					
Record & Playback		Reporting			
	Survey and poll results available for later use.				
Help	Help				
	Help System		Easy Access		Multi-language support
	Meeting interface, including online help content, is supported in French, German, Japanese and Korean. Content may be published in any language.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required*		
	*Flash Player (presenter extensions required for presenters). 98% of web connected PCs already have the Flash runtime required for Breeze Live				
	Compatibility				
System Requirements	Platform independent		Browser independent		
	Platform specifications available at www.macromedia.com/software/breeze Internet Explorer, Netscape, Mozilla and Safari supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		

Demo & Trial

Software	Demo or trial	
	Download	Upon request
Software	Trial available at www.macromedia.com/go/breezetrial . 15-days trial period without limitations.	

5.18 Microsoft Corporation – Microsoft Office Live Meeting

Company	Microsoft Corporation One Microsoft Way Redmond USA No. of Employees: 55'000+ Founded: 1975 <i>Acquired Placeware in 2003</i>				Tel.: ++1 425 882 8080 lmeadows@microsoft.com www.microsoft.com Larry Meadows															
	Microsoft Office Live Meeting (Release September 2003) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collabora- tion</td><td>Support</td><td>Event – Broadcas ting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>Reliable and easy to use.</td></tr></table> Reference Customers: <table><tr><td>More than 2200 leading companies including HP, Sun, CAP Gemini, Autodesk and Cisco use Live Meeting for mar- keting seminars</td></tr></table> Licensing & Pricing <table><tr><td>Live Meeting is a hosted service available in pay as you go or per user contract options. There are two options- Presenter and Premier Edition. Presenter Edition is \$0.35 per minute per user for pay as you go service; \$75 per month, per user for shared service. Premier Edition is \$0.45 per minute per user for pay as you go or \$150 per user per month for shared seat service.</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>								Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting	Further	Reliable and easy to use.	More than 2200 leading companies including HP, Sun, CAP Gemini, Autodesk and Cisco use Live Meeting for mar- keting seminars	Live Meeting is a hosted service available in pay as you go or per user contract options. There are two options- Presenter and Premier Edition. Presenter Edition is \$0.35 per minute per user for pay as you go service; \$75 per month, per user for shared service. Premier Edition is \$0.45 per minute per user for pay as you go or \$150 per user per month for shared seat service.	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting	Further																
Reliable and easy to use.																				
More than 2200 leading companies including HP, Sun, CAP Gemini, Autodesk and Cisco use Live Meeting for mar- keting seminars																				
Live Meeting is a hosted service available in pay as you go or per user contract options. There are two options- Presenter and Premier Edition. Presenter Edition is \$0.35 per minute per user for pay as you go service; \$75 per month, per user for shared service. Premier Edition is \$0.45 per minute per user for pay as you go or \$150 per user per month for shared seat service.																				
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support																
Product																				

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling in MS Outlook, Lotus Notes or web based possible.				
	Participants				
	Address book	Participants invitation		Update / rescheduling	
Communication	Presentation				
	Conversion of PPT	Full screen mode		Slide preview	
	Audio & Video				
	Audio over IP		Video over IP		
	Audio is only available through event services.				
	Chat				
	Continuous chat	Formatting possibilities		Private chat	
	Only 1:1 text chat between participants possible.				
	Surveys & Polls				
	Ad hoc surveys and polls		Live statistics		

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	All content can be created in PowerPoint with special plug-ins.				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback			Reporting		
Meetings can directly be saved as PDF.					
Help	Help				
	Help System		Easy Access		Multi-language support
	Language support for English				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	No plug-in/client required. Special plug-ins available for PowerPoint in order to create polls for example.				
	Compatibility				
	Platform independent		Browser independent		
	Support of Windows, Mac OS X, Solaris. Internet Explorer and Netscape supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Data storage on server and local. Nine layers of security: Filtering routes, Firewalls, Intrusion detection, Systems level security, application authentication, application level countermeasures, separate data network, authentication to data, and encrypted data (128 bit encryption).				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial available at www.microsoft.com/livemeeting . Trial period 30 days, limited to 10 users.	

5.19 NetDive – eAuditorium

Company	NetDive 41 Sutter St., #1142 San Francisco, CA 94104 (USA) No. of. Employees: n/s Founded: 1997	Tel.: ++1 415-577-5673 dean@netdive.com www.netdive.com B. Dean Ansari															
	eAuditorium (Release 6.0, February 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>Most advanced conferencing features. Very easy to use. Very cross platform on user side. Massively scalable.</td></tr></table> Reference Customers: <table><tr><td>Viacom</td></tr></table> Licensing & Pricing <table><tr><td>Purchase or ASP. Purchase \$895.00. ASP \$29.95 per Seat per month.</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	Most advanced conferencing features. Very easy to use. Very cross platform on user side. Massively scalable.	Viacom	Purchase or ASP. Purchase \$895.00. ASP \$29.95 per Seat per month.	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further													
Most advanced conferencing features. Very easy to use. Very cross platform on user side. Massively scalable.																	
Viacom																	
Purchase or ASP. Purchase \$895.00. ASP \$29.95 per Seat per month.																	
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support													
Product																	

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
	Participants				
	Address book	Participants invitation		Update / rescheduling	
Communication	Presentation				
	Conversion of PPT		Full screen mode		Slide preview
	Audio & Video				
	Audio over IP			Video over IP	
	Chat				
	Continuous chat		Formatting possibilities		Private chat
	Many additional chat features available. For further information see www.netdive.com				
	Surveys & Polls				
	Ad hoc surveys and polls			Live statistics	
Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use

Control & Content	Agenda				
	Agenda				
	Support of HTML, AU for Audio, MPG or others for Video.				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback			Reporting		
Recording format is up to the owner.					
Help	Help				
	Help System	Easy Access	Multi-language support		
			eAuditorium can be localized into any language		

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	No plug-in/client required.				
	Compatibility				
	Platform independent		Browser independent		
	Support of Windows and Linux. Internet Explorer, Netscape and Oxygen supported.				
Security	Security				
	Firewall Friendliness	Data storage*		Encryption available SSL via https	Login required
		local	server		
	*Data Storage not specified. Diffie Hillman Encryption. If a login is required is up to the owner of eAuditorium.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial can be downloaded at www.netdive.com/indexea.htm . 30 days trial period. Only 3 concurrent users for free evaluation.	

5.20 Netucate – Live e-meeting⁵

Company	netucate systems GmbH 61184 Karben, Germany No. of. Employees: n/s Founded: n/s		Tel.: +49 6039 484 000 info@netucate.de www.netucate.de													
	Live e-meeting Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>You just need one click and an internet connection to start your meeting or seminar. Like in a physical meeting, you can hold presentations, draw on whiteboards or study documents in the web. Together, you are able to work on software or make a training.</td></tr></table> Reference Customers: <table><tr><td>Upon request</td></tr></table> Licensing & Pricing <table><tr><td>Upon request</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation*</td><td>On-the-spot support</td></tr></table> *not specified				Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	You just need one click and an internet connection to start your meeting or seminar. Like in a physical meeting, you can hold presentations, draw on whiteboards or study documents in the web. Together, you are able to work on software or make a training.	Upon request	Upon request	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation*
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further												
You just need one click and an internet connection to start your meeting or seminar. Like in a physical meeting, you can hold presentations, draw on whiteboards or study documents in the web. Together, you are able to work on software or make a training.																
Upon request																
Upon request																
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation*	On-the-spot support												

Functionality

Events	Planning				
	Scheduling	Event description	Office integration*	Multiple presenters	System check
	*not specified				
	Participants				
	Address book	Participants invitation		Update / rescheduling*	
	*not specified				
Communication	Presentation				
	Conversion of PPT		Full screen mode		Slide preview
	Audio & Video				
	Audio over IP			Video over IP	
	Chat				
	Continuous chat		Formatting possibilities*		Private chat
	*not specified				
	Surveys & Polls				
	Ad hoc surveys and polls			Live statistics	

⁵ Information taken from white papers, product brochures and netucate web site.

Collaboration	Application sharing				
	Application sharing		File-sharing*		Co-Browsing
	*not specified				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
Record & Playback			Reporting*		
*not specified					
Help	Help				
	Help System		Easy Access		Multi-language support
	Integrated help system. One-click access via Sametime Instant Messaging. Language support for several languages.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required*		
	*not specified				
	Compatibility				
	Platform independent		Browser independent*		
	Platform: Windows only. *Browser independence not specified.				
Security	Security				
	Firewall Friendliness	Data storage*		Encryption available SSL via https*	Login required
		local	server		
	*Data storage and encryption not specified				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Demo only available at www.netucate.de (Web site in German only)	



5.21 Netviewer GmbH – Netviewer

Company	Netviewer GmbH Beiertheimer Allee 18, DE-76137 Karlsruhe, Germany	Tel.: +49 721 354499 0 m.kupper@netviewer.de www.netviewer.de , www.netviewer.ch , www.netviewer.info (for GB), www.netviewer.net (for USA) Martina Kupper			
	No. of. Employees: 28 Founded: 2001				
Product	Netviewer one2many (Release 2.0, April 2004)				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting (planned)	Further
	Further application areas: Daily Business, Management, ...				
	Provider's description of product characteristics & strengths:				
	Netviewer allows internet users to view each other's screens simultaneously: no installation required – works behind firewalls – simple and easy to use – compelling pricing model: no subscription fees- no set-up fees- no pay-per-use				
	Reference Customers:				
	More than 900 in 21 countries. E.g.: BMW, Bayer, Siemens, Novartis, Ciba Vision, SBB, Deutsche Post, Agfa, Price-WaterhouseCoopers, Ernst&Young, EDS, Leica, TUI, Siemens, Skoda, Danzas, Würth-Gruppe, ...				
Licensing & Pricing					
Netviewer one2many web-conferencing: One time license fee: Virtual conference room for up to 10 participants: 4990 US\$, 25 participants: 5990 US\$, 50 participants: 6990 US\$, 80 participants: 7990 US\$. Further information upon request.					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	

Functionality

Events	Planning				
	Scheduling (planned)	Event description	Office integration	Multiple presenters	System check (planned)
	Participants				
	Address book (planned)	Participants invitation		Update / rescheduling (planned)	
	Integration of address-book functionality via CRM tools, Outlook or Lotus Notes. Planned				
Communication	Presentation				
	Conversion of PPT	Full screen mode		Slide preview	
	Audio & Video				
	Audio over IP		Video over IP (planned)		
	Chat				
	Continuous chat	Formatting possibilities		Private chat	
	Surveys & Polls				
	Ad hoc surveys and polls (planned)		Live statistics (planned)		

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Co-Browsing via application sharing.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board (planned)	Formatting during session (planned)	Markup tools	Save & re-use (planned)
	Using pointers in different colours, labelled with the respective participant's name,				
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
	Record & Playback		Reporting		
Help	Help				
	Help System		Easy Access		Multi-language support
	Language support for: German, English, French., Italian., Spanish., Dutch, Portuguese, Japanese				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	Minimal recommended bandwidth: GPRS. Exe or active-x component temporarily executed.				
System Requirements	Compatibility				
	Platform independent (planned)		Browser independent		
OS: Win95 and higher. Additional platforms as from autumn 2004.					
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
Firewall friendliness due to usage of Port 80. No standard data storage. Additional component for logging can be ordered. 128-bit-encryption with Blow -Fish combined with Elyptic Curve Cryptography (ECC). Authentication at application start-up.					

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Download available at www.netviewer.de or www.netviewer.ch (trial period 8-28 days, no limitations)	



5.22 Neuwerk AG – netzrunde.com

Company	neuwerk ag Hauptstrasse 65 CH-9400 Rorschach, Switzerland No. of. Employees: 8 Founded: 1999	Tel.: ++41 71 846 65 00 info@neuwerk.ch www.neuwerk.ch / www.netzrunde.com Nando Bosshart															
	netzrunde.com (Release 1.8, February 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>Client as well as backend purely flash-based. No software installations required. True cross-platform compatibility. Application can be modularly attached to any existing infrastructure. Easy integration to LMS, CMS or CRM systems.</td></tr></table> Reference Customers: <table><tr><td>Application is currently being evaluated in several companies.</td></tr></table> Licensing & Pricing <table><tr><td>Upon request</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	Client as well as backend purely flash-based. No software installations required. True cross-platform compatibility. Application can be modularly attached to any existing infrastructure. Easy integration to LMS, CMS or CRM systems.	Application is currently being evaluated in several companies.	Upon request	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further													
Client as well as backend purely flash-based. No software installations required. True cross-platform compatibility. Application can be modularly attached to any existing infrastructure. Easy integration to LMS, CMS or CRM systems.																	
Application is currently being evaluated in several companies.																	
Upon request																	
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support													
Product																	

Functionality

Events	Planning <table><tr><td>Scheduling (planned)</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table> Multiple presenters can be assigned a priori or on the fly. Complete system check including recommendations for conference configurations (audio, video, etc.) Participants <table><tr><td>Address book (planned)</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Scheduling (planned)	Event description	Office integration	Multiple presenters	System check	Address book (planned)	Participants invitation	Update / rescheduling	
	Scheduling (planned)	Event description	Office integration	Multiple presenters	System check					
Address book (planned)	Participants invitation	Update / rescheduling								
Presentation <table><tr><td>Conversion of PPT</td><td>Full screen mode (planned)</td><td>Slide preview</td></tr></table> Conversion of ppt to Macromedia Flash and JPG. Depending on method of conversion, animations are available. Audio & Video <table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table> Chat <table><tr><td>Continuous chat</td><td>Formatting possibilities (planned)</td><td>Private chat</td></tr></table> Surveys & Polls <table><tr><td>Ad hoc surveys and polls (planned)</td><td>Live statistics</td></tr></table>	Conversion of PPT	Full screen mode (planned)	Slide preview	Audio over IP	Video over IP	Continuous chat	Formatting possibilities (planned)	Private chat	Ad hoc surveys and polls (planned)	Live statistics
Conversion of PPT	Full screen mode (planned)	Slide preview								
Audio over IP	Video over IP									
Continuous chat	Formatting possibilities (planned)	Private chat								
Ad hoc surveys and polls (planned)	Live statistics									

Collaboration	Application sharing		
	Application sharing	File-sharing (planned)	Co-Browsing
	Desktop streaming only. No application sharing.		
	Whiteboard		
	Online drawing & writing	Multi-author white-board	Formatting during session
	Storage of contents server - as well as client-side.		
Control & Content	Agenda		
	Agenda		
	Control		
	Participants list	Control management	Participants status
			Feedback
			Raise hands
			Moderator status
	Record & Playback		
	Record & Playback		
	Recording for broadcast only. Audio/Video can be recorded and provided as video-on-demand.		
Help	Help		
	Help System	Easy Access	Multi-language support
	Language support for: German, English, French		

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 64 kbps		Plug-in / client required		
	Plug-in: Flash MX or newer.				
	Compatibility				
	Platform independent		Browser independent		
OS: Any Windows, Max, Linux and Unix with graphical interface.					
Browser: Internet Explorer, Netscape, Mozilla, Conqueror, Opera, Galeon, Safari, etc...					
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https (planned)	Login required
		local	server		
	Personalization data stored locally, conference data on server. Encryption: SSL available on demand.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Download available at www.netzrunde.com (trial period 21 days, no limitations)	

5.23 Oridus Inc. – SpaceCruiser

Company	Oridus Inc. 39560 Stevenson Place, Ste. 119, Fremont CA 94539, (USA) No. of. Employees: <50 Founded: 1997	Tel.: ++1 510-796-1111 info@oridus.com www.oridus.com Jingwen Yuan			
Product	SpaceCruiser (Release 5.0, April 2004)				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Further: Multi-media (Audio/VOIP/Video) Web conferencing, desktop sharing, remote driving, remote access				
	Provider's description of product characteristics & strengths:				
	SpaceCruiser is a client/server software solution that is installed and supported by corporate IT for increase control, security and policy management. It covers all aspect of collaboration needs, including instant messaging, desktop sharing and multi-media.				
Product	Reference Customers:				
	See: www.oridus.com/aboutus/cap.html				
	Licensing & Pricing				
	Software vendor, Server hosting. Full feature SpaceCruiser starts at \$4000/per year with volume discount available. Enterprise level pricing starts at \$250K per year.				
Product	Support:				
	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration (planned)</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration (planned)	Multiple presenters	System check
	Scheduling	Event description	Office integration (planned)	Multiple presenters	System check	
Office Integration planned for Mid 2004						
	Participants					
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling		
Address book	Participants invitation	Update / rescheduling				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of PPT	Full screen mode	Slide preview			
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
	Chat can be saved to file.					
	Surveys & Polls					
	<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing (planned)
	Sending files directly to a participant is optional. Not available for standard offering for security reasons. Co-Browsing planned for Mid 2004				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Support of PNG, JPEG, MPEG and Speech				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback		Reporting			
Recording in proprietary format					
Help	Help				
	Help System		Easy Access		Multi-language support
	All language support for chat and annotation for the meetings. Support of Chinese and Japanese interface planned.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 5 kbps		Plug-in / client required		
	The bandwidth usage is up to 5K bytes. More bandwidth results in better performance. Plug-in/client required only for presenter. No plug-in/client required for participants, but limitations in features.				
System Requirements	Compatibility				
	Platform independent		Browser independent		
	Unix: SUN SPARC Solaris 2.6 and up, HP-UX 10.20, HP-UX 11.0/11i, IBM AIX 5.1 and up. Linux: RedHat 7.2 and up, Suse 7.2 and up. Windows: 98/Me/2000/NT/XP. All Browsers supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trials for 3 month evaluation can be requested at: sales@ordius.com .	

5.24 Raindance Communications – Raindance Web Conferencing Services

Company	Raindance Communications, Inc. Louisville, CO 80027, USA No. of. Employees: 260 Founded: 04/1997		Tel.: +1 303 928 2400 info@raindance.com www.raindance.com		
	Raindance Meeting Edition / Web Conferencing Pro				
Product	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider's description of product characteristics & strengths:				
	<i>Raindance Meeting Edition:</i> Experience Raindance's newest and most advanced remote meeting solution. It integrates audio, web and desktop video capabilities so remote meetings become a full sensory experience, inspiring genuine participation and greater productivity. Start and join meetings with convenient one-click access, helping meetings to start on time and stay on track.				
	<i>Web Conferencing Pro:</i> Conduct large-scale events in a one-to-many setting - more easily and with less stress.				
	Reference Customers:				
	e.g.: Bell Canada, Oracle, Qwest Communications, Verizon and Wells Fargo				
Licensing & Pricing					
<i>Raindance Meeting Edition:</i> 5-User pack: \$274.95 per month; 10-User pack: \$399.95 per month, integrated audio conferencing: \$.18 - \$.20 per minute. <i>Web Conferencing Pro:</i> Set-up \$1000-3000. Pay-per-use pricing: \$.49/minute/participant (+\$.24 for integrated audio). Recording & Playback: \$ 10 set up and \$.27/minute/participant for recording / playback. <i>Volume pricing for both products available on request.</i>					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters	System check
	Scheduling	Event description	Office integration	Multiple presenters	System check	
Participants <table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling*</td></tr></table> *not specified. Automated reminders to participants.	Address book	Participants invitation	Update / rescheduling*			
Address book	Participants invitation	Update / rescheduling*				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of PPT	Full screen mode	Slide preview			
	Audio & Video					
	<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table> Integrated recording and playback of audio and web-conference.	Audio over IP	Video over IP			
	Audio over IP	Video over IP				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table> Font formatting available in Raindance Meeting Edition	Continuous chat	Formatting possibilities	Private chat			
Continuous chat	Formatting possibilities	Private chat				
Surveys & Polls						
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table> Ad-hoc and pre-defined polls.	Ad hoc surveys and polls	Live statistics				
Ad hoc surveys and polls	Live statistics					

Collaboration	Application sharing				
	Application sharing	File-sharing		Co-Browsing	
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
Record & Playback		Reporting			
Help	Help				
	Help System	Easy Access		Multi-language support*	
	*Language support not specified				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required*		
	Web Conferencing Pro requires minimal bandwidth and no participant downloads or plug-ins.				
	*Raindance Meeting Edition requires a download.				
System Requirements	Compatibility				
	Platform independent		Browser independent		
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
		Optional SSL encryption			

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Quick-Tour as well as Live Web Seminar (20 minutes)	

5.25 SalesWebmeeting, LLC– Virtual Meeting Place

Company	SalesWebmeeting, LLC PO Box 245, Soquel, CA 95073 (USA) No. of. Employees: 20 Founded: 2003			Tel.: ++ 1-888-598-9911 sales@saleswebmeeting.com http://www.saleswebmeeting.com Christopher Dean										
	SalesWebmeeting Virtual Meeting Place (Release date, 2000) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collabora- tion</td><td>Support</td><td>Event – Broadcas ting (planned)</td><td>Further</td></tr></table> Provider’s description of product characteristics & strengths: Screen casting, application sharing, and “take control” features. Text chatting, PowerPoint presentations, and a web board for participants to follow the host on the web. Focus on using web meetings as a business tool for small busi- nesses, sales and marketing. Reference Customers: Steve Timmer, Premier Assistive technologies Licensing & Pricing ASP; Pricing available under: http://www.saleswebmeeting.com/pricing.html Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support (planned)</td></tr></table>					Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting (planned)	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting (planned)	Further										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support (planned)										

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
Communication	Participants				
	Address book		Participants invitation		Update / rescheduling
	Presentation				
	Conversion of PPT		Full screen mode		Slide preview
	Audio & Video				
	Audio over IP			Video over IP	
	Video over IP via Webcam				
	Chat				
	Continuous chat		Formatting possibilities		Private chat
	Surveys & Polls				
Ad hoc surveys and polls (planned)			Live statistics		

Collaboration	Application sharing				
	Application sharing	File-sharing		Co-Browsing	
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
	Record & Playback		Reporting		
Recording in proprietary format. Save as any format locally planned					
Help	Help				
	Help System	Easy Access		Multi-language support	
	Language support for English				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28 kbps		Plug-in / client required		
	Active X Plug-in required.				
	Compatibility				
	Platform independent		Browser independent		
Only Windows platforms and Internet Explorers supported					
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial & Demo upon request. 3 free hours no limitations.	

5.26 SmileTiger Software – SmileTiger

Company	SmileTiger Software Corporation 11615 Sir Francis Drake Drive, Charlotte, NC 28277 USA No. of. Employees: n/s Founded: n/s		Tel.: +1 704 321 9068 info@smiletiger.com www.smiletiger.com Steve Qin													
	SmileTiger SmileTiger eTraining Server, eMeeting Server, eSupport Server, WebPresentation Server (Release 5.7, December 2003) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collabora- tion</td><td>Support</td><td>Event – Broadcas ting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>SmileTiger product family offers web conferencing software and services for companies to hold web-based conferences, trainings, and support sessions. SmileTiger products/services offer multiparty audio, multiparty video, remote PowerPoint presentation, application sharing, whiteboard, web tour, instant messaging, polling and other rich real-time collaboration functions.</td></tr></table> Reference Customers: <table><tr><td>Thinkhouse GmbH at http://www.thinkhouse.de/, Provadis http://www.provadis.de, Vitasoma http://www.vitasoma.com, Lloyd's http://www.lloyds.com</td></tr></table> Licensing & Pricing <table><tr><td>See http://www.smiletiger.com/v9s/purchase-all.php</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>				Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting	Further	SmileTiger product family offers web conferencing software and services for companies to hold web-based conferences, trainings, and support sessions. SmileTiger products/services offer multiparty audio, multiparty video, remote PowerPoint presentation, application sharing, whiteboard, web tour, instant messaging, polling and other rich real-time collaboration functions.	Thinkhouse GmbH at http://www.thinkhouse.de/ , Provadis http://www.provadis.de , Vitasoma http://www.vitasoma.com , Lloyd's http://www.lloyds.com	See http://www.smiletiger.com/v9s/purchase-all.php	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting	Further												
SmileTiger product family offers web conferencing software and services for companies to hold web-based conferences, trainings, and support sessions. SmileTiger products/services offer multiparty audio, multiparty video, remote PowerPoint presentation, application sharing, whiteboard, web tour, instant messaging, polling and other rich real-time collaboration functions.																
Thinkhouse GmbH at http://www.thinkhouse.de/ , Provadis http://www.provadis.de , Vitasoma http://www.vitasoma.com , Lloyd's http://www.lloyds.com																
See http://www.smiletiger.com/v9s/purchase-all.php																
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support												
Product																

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
Events	Participants				
	Address book	Participants invitation	Update / rescheduling		
Communication	Presentation				
	Conversion of PPT	Full screen mode	Slide preview		
	Conversion of ppt to GIF.				
	Audio & Video				
	Audio over IP	Video over IP			
	Up to 20 simultaneous speakers.				
Communication	Chat				
	Continuous chat	Formatting possibilities (planned)	Private chat		
Communication	Surveys & Polls				
	Ad hoc surveys and polls	Live statistics			

Collaboration	Application sharing				
	Application sharing	File-sharing		Co-Browsing	
	Desktop streaming only. No application sharing.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board (planned)	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status (planned)	Feedback	Moderator status
				Raise hands	
	Record & Playback				
Record & Playback		Reporting (planned)			
Proprietary format for recording.					
Help	Help				
	Help System	Easy Access		Multi-language support	
	Language support for: German, English, Spanish, Finnish, Turkish, Chinese				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28.8 kbps		Plug-in / client required		
	No client or plug-in required				
	Compatibility				
	Platform independent		Browser independent		
	OS: Windows, Mac, Linux, Unix				
	Browser: Internet Explorer, Netscape, Mozilla				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Application automatically passes firewalls and proxies. Data storage locally as well as on server. Encryption: HTTPS, SSL and Message Encryption.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Online demo: http://www.smiletiger.com/v9s/demo.php	
	Server trial download: http://www.smiletiger.com/v9s/download.php (trial period 7 days, no limitations)	



5.27 Virtue Communications – Virtue Meeting Centre

Company	Virtue Communications 60-62 Commercial Street London E1 6LT United Kingdom No. of Employees: 70 Founded: 1998	Tel: +44 (0) 20 7785 6000 Fax: +44 (0) 20 7785 6001 london@virtuecomms.com www.virtuecomms.com Franco Fubini
Product	Virtue Meeting Centre All functionality identical to FOROSO Training Center (see chapter 5.8, page 52f.)	

5.28 WebEx – WebEx

Company	WebEx Communications Zekeringstraat 48-I, 1014 BT Amsterdam, Netherlands		Tel.: +31 20 410 8700 europa@webex.com www.webex.com		
	No. of. Employees: 1000+ Founded: 1996		Sylvia Jensen		
Product	WebEx WebEx Meeting Center 6.0; Training Center 3.0; Support Center 4.1; Event Center 4.2				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider's description of product characteristics & strengths:				
	We don't sell software, it's a service run on the MediaTone Network (a network of switches we built to ensure reliability, security and scalability of our service). We are a communications service company (like the telephone) not a software company				
	Reference Customers:				
	A comprehensive list can be found at http://www.webex.com/webex_customers.html , including Kodak, Toshiba, Covisint, Verisign, Ricoh, Texas Instruments, etc.				
	Licensing & Pricing				
	E.g.: WebEx Meeting Center Pro for \$995.00/month (5 seats, unlimited usage, 500 minutes audio conferencing). Further pricing information at http://try.webex.com/mk/get/buyonline and upon request.				
	Support:				
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
Communication	Participants				
	Address book	Participants invitation	Update / rescheduling		
	Presentation				
	Conversion of PPT	Full screen mode	Slide preview		
	Audio & Video				
	Audio over IP	Video over IP			
Surveys & Polls	Chat				
	Continuous chat	Formatting possibilities	Private chat		
	Surveys & Polls				
	Ad hoc surveys and polls	Live statistics			

Collaboration	Application sharing				
	Application sharing	File-sharing		Co-Browsing	
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
Record & Playback		Reporting			
Help	Help				
	Help System	Easy Access		Multi-language support	
	Language support for: English, French, German, Swedish, Spanish, Chinese, Japanese				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	Meeting service automatically downloads and sets up Meeting Manager. Each meeting, Meeting Manager maintains itself by checking for the latest version and automatically updating itself, as necessary.				
	Compatibility				
	Platform independent		Browser independent		
Security	OS: Windows 98+, Mac OS X, Solaris 7 / 8, Red Hat Linux 7.x/8/9				
	Browser (Java Script and Cookies enabled): Internet Explorer 5/6, Netscape 4.7, Safari 1.1+				
	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
Data storage local as the meetings are run from anybody's computer. 128 bit SSL encryption.					

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Demo and free trial available at www.webex.com (trial period 14 days, no limitations)	

5.29 WebTrain Communications – WebTrain

Company	WebTrain Communications 900 West Hastings Street, Suite 700 Vancouver, BC, Canada V6C 1E5 No. of. Employees: n/s Founded: 1999	Tel.: +1 604 408 0027 jim.smith@webtrain.com www.webtrain.com Jim Smith												
	WebTrain (Release 3.0, April 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: Highly advanced technology, easy-to-use, extremely fast, works on low-bandwidth connections down to 28k, complete with high-quality Voice over Internet audio. Easily branded and integrated on any website. Aggressive per minute pricing includes audio. Reference Customers: Upon request Licensing & Pricing 16.6 cents/minute/participant down to 5 cents per minute including audio. The host's time is free. Details upon request Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										

Functionality

Events	Planning				
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration (planned)</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration (planned)	Multiple presenters
Scheduling	Event description	Office integration (planned)	Multiple presenters	System check	
Communication	Participants				
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling	
	Address book	Participants invitation	Update / rescheduling		
	Presentation				
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview	
	Conversion of PPT	Full screen mode	Slide preview		
	PowerPoint opens directly on the Whiteboard – no conversion necessary				
Audio & Video					
<table><tr><td>Audio over IP</td><td>Video over IP</td></tr></table>	Audio over IP	Video over IP			
Audio over IP	Video over IP				
Audio over IP- unlimited microphones					
Chat					
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat		
Continuous chat	Formatting possibilities	Private chat			
Private Chat- both text and voice					
Surveys & Polls					
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics (planned)</td></tr></table>	Ad hoc surveys and polls	Live statistics (planned)			
Ad hoc surveys and polls	Live statistics (planned)				

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Many options for control management: anyone can be given presentation ability or promoted to co-host				
Record & Playback					
Record & Playback (planned)			Reporting		
	Record & Playback to be released in June 2004.				
Help	Help				
	Help System		Easy Access		Multi-language support
	German, Spanish, Portuguese, French, Italian interfaces coming in summer of 2004				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28.8 kbps		Plug-in / client required*		
	*not specified. Cookies must be enabled				
	Compatibility				
	Platform independent		Browser independent		
	OS: Windows, Mac (with PC emulation)				
	Browser: Internet Explorer 4.0+				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	128-bit SSL encryption. Login for host only.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Online live demo at www.webtrain.com	

5.30 Documentum – eRoom⁶

Company	Documentum GmbH Inselkammerstrasse 2, 82008 Unteraching, Germany No. of. Employees: n/s Founded: 1990	Tel.: ++49 89 6 66 81 0 central.europe@documentum.com www.documentum.de Lothar Hänle												
	eRoom 7 (especially Real Time Services) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collabora- tion</td><td>Support</td><td>Event – Broadcas ting</td><td>Further*</td></tr></table> *Strong Groupware functionalities, including Project Management,.... Provider’s description of product characteristics & strengths: Fast and effective idea generation and problem solving. High quality, cost efficient products and services. Overview of the status of critical projects and business processes. More productive and better predictable relationships between supply and demand chain. Improved use of shared expertise and easy re-use of bestpractices. Optimized and fast collaboration in any projects. Reference Customers: See http://www.documentum.de/about_us/customers/index.html Licensing & Pricing Upon request. Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>					Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting	Further*	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collabora- tion	Support	Event – Broadcas ting	Further*										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										
Product														

Functionality

Events	Planning					
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check*</td></tr></table> Direct integration with eRoom digital workplace (and calendar). Invite participants from an eRoom directory.	Scheduling	Event description	Office integration	Multiple presenters	System check*
	Scheduling	Event description	Office integration	Multiple presenters	System check*	
	Participants					
<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling*</td></tr></table> *update/rescheduling not specified	Address book	Participants invitation	Update / rescheduling*			
Address book	Participants invitation	Update / rescheduling*				
Communication	Presentation					
	<table><tr><td>Conversion of PPT</td><td>Full screen mode*</td><td>Slide preview*</td></tr></table> *Full screen mode and slide preview not specified	Conversion of PPT	Full screen mode*	Slide preview*		
	Conversion of PPT	Full screen mode*	Slide preview*			
	Audio & Video					
	<table><tr><td>Audio over IP*</td><td>Video over IP*</td></tr></table>	Audio over IP*	Video over IP*			
	Audio over IP*	Video over IP*				
Chat						
<table><tr><td>Continuous chat</td><td>Formatting possibilities*</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities*	Private chat			
Continuous chat	Formatting possibilities*	Private chat				
Surveys & Polls						
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics				
Ad hoc surveys and polls	Live statistics					

⁶ Information taken from white papers, product brochures, feature lists and documentum web site.

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session*	Markup tools	Save & re-use*
	*formatting during session and save and re-use of whiteboard contents not specified				
Control & Content	Agenda				
	Agenda*				
	*not specified				
	Control				
	Participants list	Control management	Participants status	Feedback*	Moderator status*
				Raise hands*	
*Feedback, raise hands, and moderator status not specified. Presence and active chat indication					
Record & Playback					
Record & Playback*			Reporting		
*Recording & playback not specified. Capture meeting annotations and chat conversations and save them within an eRoom.					
Help	Help				
	Help System		Easy Access		Multi-language support

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth Not specified		Plug-in / client required		
	Minimal required bandwidth not specified. No plug-in or client for meeting attendees required. Optional browser plug-in (4 MB, Windows only).				
Compatibility	Platform independent		Browser independent		
	OS: Client: Microsoft 95/98/ME/2000/NT/XP/2003, Apple Macintosh, Red Hat Linux, Sun Solaris, HP UX				
	Browser: IE 5.01+, Netscape Navigator 6.x and 7.x not supported.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
Data storage on server. SSL-encryption, RSA SecurID, Netegrity Siteminder and other authentication tools. access rights can be controlled at the community, facility, eRoom, and object levels.					

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	10 Minutes flash tour as well as trial of a hosted eRoom.	

5.31 OpenText– LiveLink Meeting Zone

Company	OpenText AG Swiss Subsidiary: Hechtackerstrasse 41, 9014 St. Gallen, Switzerland No. of. Employees: 1250 (CH: 55) Founded: 1991 (CH: 1994)	Tel.: +41 (0) 71 272 15 00 mfurini@opentext.com , tstringa@opentext.com www.opentext.com Marco Furini, Thomas Stringari												
	LiveLink Meeting Zone (Release 2.0.2, 31 October, 2003) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further*</td></tr></table> *MeetingZone is embedded into the Livelink Environment (Collaborative Knowledge Management) – all Livelink tools are available in MeetingZone, too – Document Management, task lists, discussions, etc. Provider's description of product characteristics & strengths: Livelink MeetingZone is based on the Livelink platform. Livelink is a freely scalable collaborative Knowledge Management System - 100% web based. Meetings are created within the workspace, composing participants, structure and tools. Any content (documents, slides, discussions, ...) can be saved, indexed, and used after the event as well as a template for future meetings. Additionally, OpenText provides Web based trainings supporting IMS, AICC, SCORM, etc. Reference Customers: Upon request Licensing & Pricing MeetingPlace is available as additional component of the Livelink platform only. No stand-alone product. Named licences. Server as well as ASP. Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> FAQs part of documentation. Local agencies all over Europe. Face-2-face as well as web based training available.					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further*	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further*										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										
Product														

Functionality

Events	Planning				
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters
Scheduling	Event description	Office integration	Multiple presenters	System check	
Communication	Participants				
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling	
	Address book	Participants invitation	Update / rescheduling		
	Invitation and notification via e-mail and livelink workspace.				
	Presentation				
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview	
Conversion of PPT	Full screen mode	Slide preview			
Conversion of PPT into JPG. Additional 170 formats can be converted to HTML or opened in application (fetch)					
Communication	Audio & Video				
	<table><tr><td>Audio over IP (planned)</td><td>Video over IP (planned)</td></tr></table>	Audio over IP (planned)	Video over IP (planned)		
	Audio over IP (planned)	Video over IP (planned)			
	Chat				
	<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table>	Continuous chat	Formatting possibilities	Private chat	
Continuous chat	Formatting possibilities	Private chat			
chat-transcripts can be archived, indexed (full text search) and synchronized for replay.					
Communication	Surveys & Polls				
	<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics		
Ad hoc surveys and polls	Live statistics				

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Any application running on the presenter's computer can be shared. File sharing via the Livelink platform.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
	Unlimited number of whiteboards. Current presenter is allowed to draw on whiteboard. Whiteboard contents also indexed and saved in Livelink platform.				
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback (planned)			Reporting		
Reporting of planned and participants. Recording with synchronised audio planned for future release. All contents are available after events as well.					
Help	Help				
	Help System		Easy Access		Multi-language support
	Context sensitive online help. Easy access and personalization via SDK. Language support for English, German, Italian, French available and planned for Japanese.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 100 kbps		Plug-in / client required		
	Java VM and OpenText Plug-In for Application-Sharing required				
	Compatibility				
	Platform independent		Browser independent		
	OS (client): Windows 98, NT 4, 2000, 2003, XP or any other OS with JavaVM and web browser.				
	Supported Browser: IE (5.01+), Netscape (4.79+)				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Firewall friendliness via http-polling. Data storage on Livelink server via XML. Https, SSL and SEA (secure extranet architecture).				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial available upon request. Several strategic partners, see: http://www.opentext.com/partners/affinity/	

5.32 Oracle- iMeeting⁷

Company	Oracle Corporation 500 Oracle Parkway, Redwood Shores CA, 94065, USA No. of. Employees: 44'000 Founded: 1977	Tel.: +1 650 506 7000 realtimecollab@oracle.com www.oracle.com/collabsuite/			
Product	IMeeting (as part of the collaboration suite- WebConferencing)				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcas ting	Further
	Provider's description of product characteristics & strengths:				
	Oracle® Web Conferencing brings real-time online collaboration to any e-business, enabling employees, customers, and partners to conduct all types of conferences online in a common, flexible environment.				
	Reference Customers:				
See http://www.oracle.com/customers/products/index.html?collabsuite.html					
Licensing & Pricing					
Hosted or on premise.					
Support:					
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support	

Functionality

Events	Planning <table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table> When deployed together with Oracle Calendar, Web Conferencing leverages the advanced scheduling, reminder, attendee availability, and other capabilities of Calendar seamlessly from within the Oracle Calendar Web application client, or from any other client supported by Oracle Calendar such as Microsoft Outlook. Participants <table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters	System check	Address book	Participants invitation	Update / rescheduling	
	Scheduling	Event description	Office integration	Multiple presenters	System check					
Address book	Participants invitation	Update / rescheduling								
Presentation <table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table> For Microsoft PowerPoint files, you can use the index and thumbnail views to locate and present specific slides Audio & Video <table><tr><td>Audio over IP</td><td>Video over IP*</td></tr></table> Chat <table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table> Complete transcript of all chat messages available after event. Surveys & Polls <table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table> Instant polls or select predefined polls. Responses are displayed in real-time. Poll results can be published to all users	Conversion of PPT	Full screen mode	Slide preview	Audio over IP	Video over IP*	Continuous chat	Formatting possibilities	Private chat	Ad hoc surveys and polls	Live statistics
Conversion of PPT	Full screen mode	Slide preview								
Audio over IP	Video over IP*									
Continuous chat	Formatting possibilities	Private chat								
Ad hoc surveys and polls	Live statistics									

⁷ Information taken from white papers, product brochures, feature lists and oracle web site.

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Registered users can upload and manage meeting materials such as documents, bookmarks, polls, and predefined chat messages. Any type of document from a user's PC can be directly shared and even jointly created or edited.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use*
	*save and re-use of whiteboard contents not specified				
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback*	Moderator status
				Raise hands*	
Record & Playback					
	Record & Playback		Reporting		
	Recording of voice and synchronized on-screen data. Reporting of attendees (times, polls, ...), chat transcripts, poll results, conference web URLs.				
Help	Help				
	Help System		Easy Access		Multi-language support

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 33 kbps		Plug-in / client required		
	No plug in required.				
Compatibility	Platform independent		Browser independent		
	Windows and Linux.				
Security	Security				
	Firewall Friendliness	Data storage*		Encryption available SSL via https	Login required
		local	server		
	*location of data storage not specified.				
	Smart firewall traversal communication technique without http-polling. Optional https and 128-bit SSL. OID (Oracle internet directory) authentication for restricted conferences. Optional conference ID and key. Role-based access control for users.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	31 day free trial available on http://www.oracle.com/collabsuite/ . Demo upon request.	

5.33 Time4You – IBT® Live Collaboration

Company	Time4You GmbH communication & learning Maximilianstr. 4, 76133 Karlsruhe, Germany No. of. Employees: 25 Founded: 1999	Tel.: +49 721 830 160 herrmann@time4you.de www.time4you.de Judith Herrmann												
	IBT ® Live Collaboration (Release 2, February, 2004) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider’s description of product characteristics & strengths: Purely web-based, no proprietary client software required. Easy to use for participants as well as moderators. Integration of Web-based-Trainings (WBT) in live sessions possible. Additional slide editor for creating “smooth” slide shows as alternative to PowerPoint. Reference Customers: Manor AG, Bundesamt für Informatik (Bern), HUGO BOSS AG, T-Online International AG, InWEnt gGmbH, Huk coburg, Universität Zürich, Universität Freiburg, etc. Licensing & Pricing 30.000 Euro for a server licence for 100 active registered users. Further information upon request. University discounts. Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> Local agencies in Germany/Austria as well as several strategic partners in Germany and Austria.					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										
Product														

Functionality

Events	Planning				
	<table><tr><td>Scheduling</td><td>Event description</td><td>Office integration</td><td>Multiple presenters</td><td>System check</td></tr></table>	Scheduling	Event description	Office integration	Multiple presenters
Scheduling	Event description	Office integration	Multiple presenters	System check	
Communication	Participants				
	<table><tr><td>Address book</td><td>Participants invitation</td><td>Update / rescheduling</td></tr></table>	Address book	Participants invitation	Update / rescheduling	
	Address book	Participants invitation	Update / rescheduling		
	Presentation				
	<table><tr><td>Conversion of PPT</td><td>Full screen mode</td><td>Slide preview</td></tr></table>	Conversion of PPT	Full screen mode	Slide preview	
Conversion of PPT	Full screen mode	Slide preview			
Audio & Video					
<table><tr><td>Audio over IP</td><td>Video over IP (planned)</td></tr></table> Audio/Video set-up wizard as well as video over IP planned for future releases. Multiple speakers possible.	Audio over IP	Video over IP (planned)			
Audio over IP	Video over IP (planned)				
Chat					
<table><tr><td>Continuous chat</td><td>Formatting possibilities</td><td>Private chat</td></tr></table> Additional features: Save, copy/paste, URL-detection.	Continuous chat	Formatting possibilities	Private chat		
Continuous chat	Formatting possibilities	Private chat			
Surveys & Polls					
<table><tr><td>Ad hoc surveys and polls</td><td>Live statistics</td></tr></table>	Ad hoc surveys and polls	Live statistics			
Ad hoc surveys and polls	Live statistics				

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing (planned)
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
Control & Content	Agenda				
	Agenda				
	Integration of PPT, HTML, Audio- und Video (all typical file and graphic formats) as well as WBT and similar				
	Control				
	Participants list	Control management	Participants status	Feedback (planned)	Moderator status (planned)
				Raise hands (planned)	
Record & Playback					
Record & Playback (planned)			Reporting (planned)		
Reporting as well as recording & playback planned for future releases					
Help	Help				
	Help System		Easy Access		Multi-language support
	Multi-language support for German, English, Spanish, French, Italian.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 64 kbps		Plug-in / client required		
	Plug-Ins for Audio/Video streaming and Java are necessary.				
	Compatibility				
	Platform independent		Browser independent		
	All Java supporting operating systems (server side) are supported. Clients only require web browser. Supported browser: IE und Netscape v5/6+				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Accessible through firewalls. Storage on server. Basic Authentication, Radius Authentication, DES, HTTPS. Login can optionally be turned off.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Trial available upon request. Typical trial period: 4 weeks.	



5.34 Dreamcast – Dreamcast F.A.S.T

Company	Dreamcast SRL Romania B-dul Stefan Cel Mare Nr. 25 No. of. Employees: 6 Founded: 2003		Tel.: ++40 26 847 1291 claudiu.stoicescu@dreamcastfast.com www.dreamcastfast.com Claudiu Stoicescu, CEO													
	Dreamcast F.A.S.T (Release 2.0, November 2003) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>Real-time communications, very small latency, various service options, attractive price and leasing options.</td></tr></table> Reference Customers: <table><tr><td>See http://www.dreamcastfast.com/products/fast.htm</td></tr></table> Licensing & Pricing <table><tr><td>Unlimited server licences, limited server licences, hosted rooms, custom versions. \$1000 - 3000 / server license, \$100 - \$300 / hosted room / month</td></tr></table> Support: <table><tr><td>FAQs (planned)</td><td>Helpdesk (planned)</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> FAQs and Helpdesk planned.				Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	Real-time communications, very small latency, various service options, attractive price and leasing options.	See http://www.dreamcastfast.com/products/fast.htm	Unlimited server licences, limited server licences, hosted rooms, custom versions. \$1000 - 3000 / server license, \$100 - \$300 / hosted room / month	FAQs (planned)	Helpdesk (planned)	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further												
Real-time communications, very small latency, various service options, attractive price and leasing options.																
See http://www.dreamcastfast.com/products/fast.htm																
Unlimited server licences, limited server licences, hosted rooms, custom versions. \$1000 - 3000 / server license, \$100 - \$300 / hosted room / month																
FAQs (planned)	Helpdesk (planned)	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support												
Product																

Functionality

Events	Planning				
	Scheduling	Event description	Office integration (planned)	Multiple presenters (planned)	System check
	Office integration and multiple presenters planned for future releases.				
	Participants				
	Address book (planned)	Participants invitation		Update / rescheduling	
Communication	Presentation				
	Conversion of PPT	Full screen mode		Slide preview (planned)	
	Audio & Video				
	Audio over IP		Video over IP		
	Excellent voice encoding quality/compression ratio, auto adjustable compression ration depending on available bandwidth.				
	Chat				
	Continuous chat		Formatting possibilities		Private chat
Surveys & Polls					
	Ad hoc surveys and polls		Live statistics		

Collaboration	Application sharing				
	Application sharing (planned)		File-sharing (planned)		Co-Browsing
	Whiteboard				
	Online drawing & writing (planned)	Multi-author white-board (planned)	Formatting during session (planned)	Markup tools	Save & re-use
	Basic whiteboard functionalities planned for future release.				
Control & Content	Agenda				
	Agenda				
	ALL formats supported directly or through Automation by the IE web browser, proprietary (spx, jpx) audio and video multimedia formats				
	Control				
	Participants list	Control management	Participants status	Feedback (planned)	Moderator status (planned)
				Raise hands (planned)	
	Feedback, raise hands and moderator status functionalities planned for future release.				
Record & Playback					
Record & Playback		Reporting			
Help	Help				
	Help System		Easy Access (planned)		Multi-language support
	Easy (one-click) access planned. Language support by default English, any other language upon request.				

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 28.8 kbps		Plug-in / client required		
	No plug-ins or client downloads required.				
	Compatibility				
System Requirements	Platform independent		Browser independent		
	Server - all unix/linux distrib., Client - all windows versions. All Internet Explorer Versions.				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Data storage local as well as on server. HTTPS and proprietary encryption algorithms.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Free trial available online at http://www.dreamcastfast/fast/login.php	

5.35 Facilitate.com – Facilitate.com 8

Company	Facilitate.com 4323 23rd St. San Francisco, CA 94114 No. of. Employees: n/s Founded: 1992				Tel.: ++1 805-682-6939 moreinfo@facilitate.com www.facilitate.com Danuta McCall															
	Facilitate.com 8 (11/04) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: <table><tr><td>Designed for highly interactive group decision making - provides web based brainstorming, categorizing, voting, surveys, documentation. Often used in conjunction with audio and video.</td></tr></table> Reference Customers: <table><tr><td>Deloitte & Touche, Eastman, Motorola, U.S. Air Force, etc. (see http://www.facilitate.com/clients.htm)</td></tr></table> Licensing & Pricing <table><tr><td>Standard Package (Standard Internal License, 5 user groups - Annual License Fee for the first yearFacilitate.com - Facilitator Training (2 days)- Custom Success Plan) – Package Price: \$17,240. Several alternatives available. For details see http://www.facilitate.com/product_pricing.htm</td></tr></table> Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table>								Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	Designed for highly interactive group decision making - provides web based brainstorming, categorizing, voting, surveys, documentation. Often used in conjunction with audio and video.	Deloitte & Touche, Eastman, Motorola, U.S. Air Force, etc. (see http://www.facilitate.com/clients.htm)	Standard Package (Standard Internal License, 5 user groups - Annual License Fee for the first yearFacilitate.com - Facilitator Training (2 days)- Custom Success Plan) – Package Price: \$17,240. Several alternatives available. For details see http://www.facilitate.com/product_pricing.htm	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further																
Designed for highly interactive group decision making - provides web based brainstorming, categorizing, voting, surveys, documentation. Often used in conjunction with audio and video.																				
Deloitte & Touche, Eastman, Motorola, U.S. Air Force, etc. (see http://www.facilitate.com/clients.htm)																				
Standard Package (Standard Internal License, 5 user groups - Annual License Fee for the first yearFacilitate.com - Facilitator Training (2 days)- Custom Success Plan) – Package Price: \$17,240. Several alternatives available. For details see http://www.facilitate.com/product_pricing.htm																				
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support																

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
Communication	Participants				
	Address book		Participants invitation		Update / rescheduling
	Presentation				
	Conversion of PPT		Full screen mode		Slide preview
	PowerPoint files are attached to ideas on electronic flipchart.				
	Audio & Video				
	Audio over IP			Video over IP	
Chat					
Continuous chat		Formatting possibilities*		Private chat*	
*not specified					
Surveys & Polls					
Ad hoc surveys and polls			Live statistics		
Facilitate.com provides a robust voting tool that offers multi-criteria voting, instant graphical results and attribution or anonymity with demographic breakdown.					

Collaboration	Application sharing					
	Application sharing		File-sharing		Co-Browsing	
	Whiteboard					
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use	
	Simultaneous collection of ideas or contributions by an unlimited number of participants. Ideas are contributed via an “electronic note pad” and posted on an “electronic flip chart”. Colour display options support facilitation of distributed meetings. Idea tracking and report options for detailed analysis of DOD style simulations. In addition to capturing ideas and comments, the action planning mode allows participants to record responsibility, start and end dates and status information for each item. Items are displayed graphically in a time chart. Action planning mode is used to help move a group all the way through to action items and to provide an online summary of a team’s activities. Action plans can be exported in an ASCII text delimited format for import into other project planning tools.					
Control & Content	Agenda					
	Agenda					
	Control					
	Participants list	Control management	Participants status	Feedback		Moderator status
				Raise hands		
Record & Playback						
Record & Playback			Reporting			
Help	Help					
	Help System		Easy Access		Multi-language support*	
*not specified						

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth Not specified		Plug-in / client required		
	Minimal bandwidth requirements. No plug-ins or client-side downloads.				
	Compatibility				
	Platform independent		Browser independent		
	Minimum server requirements include: PC Pentium running Windows NT 4.0 / 2000 / XP or Apple Power Macintosh running Mac OS 8.5 / 9.0 / 9.1 / X. Participants only need a standard web browser (IE 4.0+, Netscape 4.0+, most other HTML-viewer browsers).				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	Data storage not specified. Latest security options, including passwords and SSL encryption and is firewall compatible.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Online guided tours and screenshots. Live software available at www.facilitate.com/product_demonstration.htm	
	Private live demos upon request	

5.36 Glance Networks – Glance

Company	Glance Networks, Inc. 1167 Massachusetts Ave; Arlington, MA; USA; 02476 No. of. Employees: 11 Founded: 2000		Tel.: ++1 781 646 8505 glance@glance.net www.glance.net Rich Baker										
	Glance (Release 1.6, Service launched in April 2002) Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: Extreme simplicity. Viewing guests never need to manually download or install software, so they connect in seconds. Affordable flat-rate price. Reference Customers: OnScene Solutions, Performaworks, University of Alaska, etc. (several reviews/comments by Wainhouse Research and Robin Good) Licensing & Pricing Flat rate ASP based on concurrent sessions: Corporate Glance: 1st session at 119\$ monthly or 1199\$ yearly. Additional sessions at 99\$/999\$ with up to 15 guests. For details see http://www.glance.net/site/getglance/getglance.asp Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> Free phone & email support during business hours, eastern US time.				Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further									
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support									
Product													

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters (planned)	System check
	Glance is an ad hoc tool, used spontaneously with the phone. Glance auto-tests guest's browser for Java.				
	Participants				
	Address book		Participants invitation		Update / rescheduling
Communication	Presentation				
	Conversion of PPT		Full screen mode		Slide preview
	Glance is a screen sharing service. Whatever you see, your guest sees.				
	Audio & Video				
	Audio over IP			Video over IP	
	Chat				
	Continuous chat		Formatting possibilities		Private chat
	Surveys & Polls				
	Ad hoc surveys and polls			Live statistics	

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Glance shows your entire screen. If you don't want someone to see an application, you leave it minimized.				
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use

Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
	Record & Playback		Reporting		

Help	Help		
	Help System	Easy Access	Multi-language support
	New users master Glance's one-button interface in a few minutes.		

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	Minimal bandwidth requirements. Guests never download or install anything. They see the host's desktop in a plain window that has no menus or buttons.				
	Compatibility				
	Platform independent		Browser independent		
Security	Host: Any Windows PC. Guests: Any Java-enabled browser (PC, Mac, Solaris, Linux, FreeBSD, ...				
	Guest: Any Java-enabled browser (IE 5.0+, Netscape 4.08+, Mozilla 1.0+, newest Safari)				
	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
Firewall friendliness only depends on if Java applets are allowed on guests computer. No data storage.					

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Free trial available online	

5.37 go4Teams – DyCE Instant Messenger⁸

Company	go4teams GmbH Julius-Reiber-Straße 15A 64293 Darmstadt, Germany No. of. Employees: n/s Founded: 2000	Tel.: ++49 6151 869 542 -0 Fax : +49 6151 859 6770 info@go4teams.com www.go4teams.com												
	DyCE Instant Messenger Application areas: <table><tr><td>Virtual Classroom</td><td>Meeting – Collaboration</td><td>Support</td><td>Event – Broadcasting</td><td>Further</td></tr></table> Provider's description of product characteristics & strengths: Targeted at companies wanting to leverage the benefits of Enterprise Instant Messaging (EIM) within their corporation, the DyCE Instant Messenger addresses a number of drawbacks of using existing (public) IM services in a corporate setting. With its communication and groupware features, as well as our additional supporting services, the DyCE Instant Messenger can transform the way you work. Reference Customers: SAG AG Corporate Research, endoxon, IHK Darmstadt, etc...(also see http://www.go4teams.com/content_dt/q4t_references.html) Licensing & Pricing DyCE Instant Messenger base pack (Contains 10-user client access license): US\$ 750 (including standard support) Additional license packs: 5 users (US\$ 125), 20 users (US\$ 490), 50 users (US\$ 1100), 250 users (US\$ 5200) Support: <table><tr><td>FAQs</td><td>Helpdesk</td><td>Online-Forum / Knowledge Base</td><td>Online Documentation</td><td>On-the-spot support</td></tr></table> On-the-spot support limited to Germany.					Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation
Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further										
FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support										

Functionality

Events	Planning				
	Scheduling	Event description	Office integration	Multiple presenters	System check
	Participants				
	Address book	Participants invitation	Update / rescheduling		
Communication	Presentation				
	Conversion of PPT		Full screen mode	Slide preview	
	Audio & Video				
	Audio over IP			Video over IP	
	Chat				
	Continuous chat		Formatting possibilities	Private chat	
	Surveys & Polls				
	Ad hoc surveys and polls			Live statistics	

⁸ Information taken from white papers, product brochures, feature lists and go4teams.com web site.

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
	Shared Notepad for collaborative work on a text. MindBoard for collaborative mind-mapping functionality. Whiteboard (object-oriented drawing application) for team work on designs, sketches, etc.				
Control & Content	Agenda				
	Agenda				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
	Record & Playback				
Record & Playback			Reporting		
Help	Help				
	Help System		Easy Access		Multi-language support

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth Not specified		Plug-in / client required		
	Java-based application, which can be deployed across multiple platforms and operating systems. The client is also available in an Applet version.				
	Compatibility				
	Platform independent		Browser independent		
	Windows 2000, Windows NT, Windows XP, SUSE Linux, RedHat Linux and MacOS-X (client only).				
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		
	HTTPS and 3-DES encryption available.				

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Free evaluation licenses.	

5.38 Loudeye – Loudeye Express⁹

Company	Loudeye Corporation 1130 Rainier Avenue South Seattle, Washington 98144, USA		Tel.: ++1 206 832 4000 Fax: ++1 206 832 4001		
	No. of. Employees: n/s Founded: 1997		salesteam@loudeye.com www.loudeye.com		
Product	Loudeye Express (Release 3.0)				
	Application areas:				
	Virtual Classroom	Meeting – Collaboration	Support	Event – Broadcasting	Further
	Provider's description of product characteristics & strengths:				
	Loudeye Express™ is the new standard for Reservation less Web Conferencing. Combined with a conference call, Loudeye Express makes it surprisingly easy to deliver presentations to groups of 2 or 10,000 around the globe—with one touch of a button				
	Reference Customers:				
	Dell Computer, AOL, Amazon.com, Boing, Sony, etc. (See http://www.loudeye.com/common/successstories/customers/)				
	Licensing & Pricing				
	Upon Request				
	Support:				
	FAQs	Helpdesk	Online-Forum / Knowledge Base	Online Documentation	On-the-spot support

Functionality

Events	Planning			
	Scheduling	Event description	Office integration	Multiple presenters
Communication	Participants			
	Address book	Participants invitation	Update / rescheduling	
Communication	Presentation			
	Conversion of PPT	Full screen mode	Slide preview	
	Audio & Video			
	Audio over IP	Video over IP		
	Chat			
	Continuous chat	Formatting possibilities	Private chat	
Communication	Surveys & Polls			
	Ad hoc surveys and polls	Live statistics		

⁹ Information taken from white papers, product brochures, feature lists and loudeye web site.

Collaboration	Application sharing				
	Application sharing		File-sharing		Co-Browsing
	Whiteboard				
	Online drawing & writing	Multi-author white-board	Formatting during session	Markup tools	Save & re-use
	A pointer is provided to support presentations				
Control & Content	Agenda				
	Agenda				
	Slide preview for the moderator instead of agenda for participants				
	Control				
	Participants list	Control management	Participants status	Feedback	Moderator status
				Raise hands	
Record & Playback					
Record & Playback			Reporting		
Help	Help				
	Help System		Easy Access		Multi-language support

Technological Details

System Requirements	General requirements				
	Minimal required bandwidth 56 kbps		Plug-in / client required		
	No plug-in or client download required. 38 kB Java-Applet				
	Compatibility				
	Platform independent		Browser independent		
Security	Security				
	Firewall Friendliness	Data storage		Encryption available SSL via https	Login required
		local	server		

Demo & Trial

Software	Demo or trial	
	Download	Upon request
	Free trial available.	

6. SUMMARY AND CONCLUSION

Within this report, an overview of the current situation on the web-conferencing market as well as some future trends and figures have been given.

Using a questionnaire, which has been sent to approximately 90 providers of web-conferencing software tools, a survey has been conducted and 37 tools have been described in detail. Finally, a comprehensive directory of 92 web-conferencing software tool providers is given.

After analysing several existing reports of leading IT analysts and conducting the survey, the following conclusions and trends can be given:

Web-Conferencing is becoming increasingly important and adoption within companies' communication behaviour is increasingly growing. This trend can also be seen in the past view years' growth rates for web-conferencing which is to be continued for next years.

Furthermore, European market is still behind the American market, but may become more important within the next few years.

High market volatility could also be observed by the authors: During the period of researching for providers (early 2003) and completion of the report (June 2004), several providers disappeared from the market, several mergers and acquisitions took place and additional providers entered the market.

Generally, a trend towards integrated solutions is expected, which can already be observed in the growing number of collaboration suites, which are integrating web-conferencing functionality into virtual teamrooms or knowledge management suites.

Additionally more and more web-conferencing software tools are integrating office functionalities or at least are providing interfaces to office and groupware applications. Furthermore, file-sharing functionality can already be found in several web-conferencing software tools.

Taking a look at the survey results the questionnaire turned out to be suited and represents the main functionalities of web-conferencing software, although the results ended up in three different categories:

“Real web-conferencing software” focusing on the typical functionalities for web-conferencing, “collaboration suites” adding several functionalities for co-ordination and co-operation, like file-sharing, shared calendars, document repositories, etc., and finally “instant messaging” tools.

7. WEB-CONFERENCING PROVIDERS DIRECTORY

Following, a directory of **92** providers for web-conferencing software tools is presented. All products covered in this survey are marked **bold**.

Provider (in alphabetical order)	Product	Contact details
Advanced Reality	Presence AR	Advanced Reality info@advancedreality.com www.advancedreality.com
Atinav Inc.	aveComm	Atinav Inc. sales@atinav.com www.avecomm.com
Cata Technologies	Cata	Cata Technologies 215 Broadus, Sturgis, MI 49091 USA Tel.: ++1 269 659 8550 catasupport@catatech.com www.catatech.com Dina Schlack
Centra	Centra Symposium Centra Conference Centra eMeeting	Centra 430 Bedford Street Lexington, MA 02420 (USA) info@centra.com www.centra.com Info CH/D: www.tertia-edusoft.de
Cisco	MeetingPlace	Cisco Systems Inc. Tel.: ++1 408 525 4000 info@cisco.com www.cisco.com Mike Fratesi, Manager, IP Communications Product Marketing mfratesi@cisco.com
ClearOne	WebCollaborate	ClearOne Communications GmbH Guternstetter Str. 14a 90449 Nuremberg, Germany Tel: +49 911 9551590 Fax: +49 911 95515910 emea.central@clearone.com www.clearone.com Christian Schiele, Markus Jendrezek
CollabWorx	CollabWorx	CollabWorx, Inc. 111 College Place, Suite 3-287 Syracuse, NY 13244 (USA) Tel: +1 315 443 1118 Fax: +1 315 443 1973 support@collabworx.com www.collabworx.com
Communicast	Conference Center	Communicast, Inc. 423 Carlisle Drive, Herndon, Virginia 20170, U.S.A. Tel.: +1 703 435 8033 info@communicast.com www.communicast.com Bryan Crum

Comotive Systems	Comotive	Comotive Systems sales@comotivsystems.com www.comotivsystems.com
Convea		Convea Ltd. 57 Greta Road Skelton, Cleveland, TS12 2NF (UK) Tel.: +44 1287 207675 marketing@convea.com www.convea.com
Data Connection	MeetingServer	Data Connection Ltd. 100 Church Street Enfield, EN2 6BQ (UK) Tel.: ++44 20 8366 1177 meetingserver@dataconnection.com www.meetingServer.com Liz Rice
Divine	Divine Fuse	Data Return, LLC 222 W. Las Colinas Blvd, Ste 350E Irving, TX 75039 (USA) www.divine.com
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Facilitate.com	Facilitate.com	Facilitate.com 4323 23rd St. San Francisco, CA 94114 Tel.: ++1 805-682-6939 moreinfo@facilitate.com www.facilitate.com Danuta McCall
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