

2018 SPRING CUSTOMER SUCCESS REPORT

VIDEO CONFERENCING SOFTWARE
CATEGORY



featured
customers

VIDEO CONFERENCING SOFTWARE OVERVIEW

As long as you are equipped with headphones, a microphone, and web camera, you are ready to use Video Conferencing software. This solution transmits text, audio, and video allowing users to interact with each other from anywhere in the world with the capability to record meetings, share screens in real time, and exchange files.

Video conferences can eliminate the need for attendance in person as well as reduce travel costs for organizations that may have multiple offices or international clients and partners. Not only does this type of software allow for open communication, but also offers convenience to hectic daily schedules.





CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:

1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:

1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:

1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS



Market Leader (90 - 95)

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer (86 - 89)

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Leader.



Rising Star (80 - 85)

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

ALL VENDORS





ABOUT GOTOMEETING

GoToMeeting was built with both you and your attendees in mind. No matter who you meet with, you can rest assured knowing all your meetings are easy to start, easy to join, with the simplest interface. Whether it's sales demos, external presentations, collaborative or ad hoc meetings - GoToMeeting lets your best work shine through.

TRUSTED BY:



ORACLE



"We have a collaborative corporate culture and we use OpenVoice and GoToMeeting incessantly. OpenVoice cut our audio conferencing costs by a factor of 2.5, saving tens of thousands of dollars annually, and the VoIP feature of GoToMeeting avoids telephony costs for our highest-volume users."

Elena del Valle
Chief Information Officer, Stant

"Originally, whether we were talking to members or interacting with service companies, it was done in one city, face to face. Today we're working across the country, so finding tools that allow us to make that process more efficient is really important, because we don't want to give up that interaction."

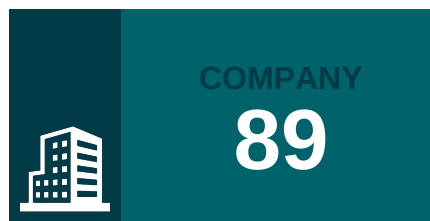
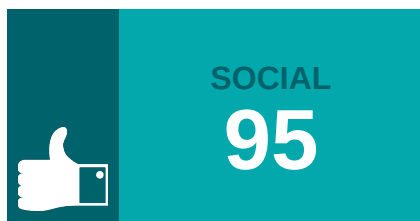
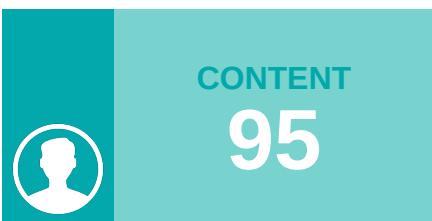
Angie Hicks
Co-Founder and Chief Marketing Officer, Angie's List

"GoToMeeting builds intimate connections within small groups of people because they can collaborate easily and often. If people could only conduct video conferences in dedicated rooms and needed IT specialists to run the conferences, then these meetings simply wouldn't happen."

Andrew Clowes
Head of IT, JLL

"For a multi-site development organization like ours, GoToMeeting saves so much time because everyone is on the same page. The 'eureka' moments happen more frequently because everyone can see an accurate visual."

Brian Harrison
Director, Platform Development, SolidWorks Corporation



READ ALL 234 CUSTOMER SUCCESS REVIEWS FROM GOTOMEETING USERS



ABOUT ZOOM.US

Zoom unifies cloud video conferencing, simple online meetings, group messaging, and a software-defined video conference room solution into one easy-to-use platform. Our solution offers the best video, audio, and screen-sharing experience across Windows, Mac, Linux, iOS, Android, Blackberry, Zoom Rooms, and H.323/SIP room systems such as Polycom and Cisco Tandberg. Zoom is a privately held company headquartered in San Jose, California.

TRUSTED BY:



"At BAYADA, we use Zoom Rooms in our conference rooms to connect our dispersed offices across the US. We also make great use of the chat feature in Zoom Cloud Meetings to stay connected internally."

Dennis Vallone
Network Administrator, BAYADA Home Health Care

"We've have been using Zoom to connect our global IT team for the past year. It has been a great solution for our desktop and mobile collaboration. We're thrilled to bring Zoom into our conference rooms with Zoom Rooms. It's ease-of-use, attractive price tag, and high quality content sharing means we won't miss a beat, even across oceans."

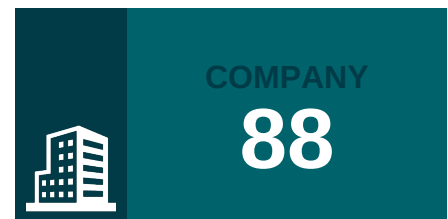
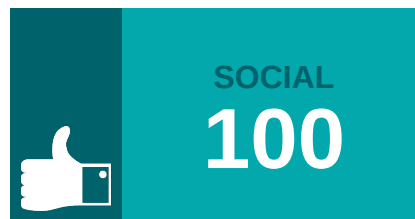
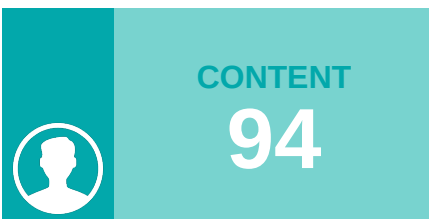
Dennis Hodges
CIO, Inteva Products

"Many of our clients asked for an expanded live interviewing tool to accommodate a larger number of key hiring stakeholders. We determined that integration with Zoom was the optimal option to fulfill our clients' needs and provide the best features to suit their unique hiring ecosystems."

Steve Throneberry
Chief Revenue Officer, InterviewStream

"Zoom has rapidly become an essential tool for us to improve the effectiveness of our global engineering, support and product team meetings. Its ease-of-use and great video and audio quality paired with support across multiple device platforms has resulted in Zoom replacing older, legacy tools that just couldn't keep up with our needs."

Carsten Puls
Vice President and Product Management, EngineYard



READ ALL 81 CUSTOMER SUCCESS REVIEWS FROM ZOOM.US USERS





ABOUT LIFESIZE

Lifesize delivers video conferencing that's as easy, as lifelike and as remarkable as meeting in person. Founded in 2003 and acquired by Logitech in 2009, Lifesize continues to reinvent the video conferencing industry. From delivering the world's first high definition video conference in 2005 to introducing the first cloud video conferencing solution to provide a connected experience across devices and meeting rooms, Lifesize addresses organizations' demand for high quality and reliable video that is affordable and simple to use.

TRUSTED BY:



"[LifeSize technology] has changed the way we provide educational experiences to our students, men and women alike, and brought both of our campuses together in a strong, cohesive way."

Shabeer Mangattuparambil
ADU's acting IT head and system administrator, Abu Dhabi University

"[LifeSize solutions are] so intuitive and easy to use, and the image quality is phenomenal. It's hard to imagine my work life now without LifeSize."

Suaad Sait
Chief Marketing Officer, Rackspace, RackSpace

"LifeSize Room is the best equipped system, with an internal conference bridge, the built-in Multipoint Control Unit (MCU). With this unit, six participants can join a conference simultaneously. With the access to the conference bridge, we have the ability to use one channel for the presentations and have five offices to join the session."

Dirk Robberechts
Information System & Infrastructure Manager, Toshiba TEC Europe Retail Information Systems

"LifeSize allows us not only to interact directly with our colleagues around the world, but with LifeSize Express, we can connect different game consoles through the HDMI input on the back of the codec and actually play our games with impeccable quality. It's pretty remarkable what we can do over the public internet with LifeSize."

Thomas Fenady
Director of IT, Activision, Activision, Inc.



[READ ALL 153 CUSTOMER SUCCESS REVIEWS FROM LIFESIZE USERS](#)



ABOUT BLUEJEANS NETWORK

BlueJeans Network was founded with a passion to make video conferencing easy and pervasive as audio communications, enabling more effective collaboration at work, at home, and on the road. Their cloud-based conferencing service makes this possible by enabling customers to connect with each other seamlessly anytime, anywhere, and from practically any device. The BlueJeans Network extends high quality video communications beyond the traditional boundaries of specialized conference rooms and into the mainstream, allowing individuals and employees throughout an enterprise to interact more effectively with each other, customers, partners, suppliers, family, and friends. Every phone call should be a seamless video call.

TRUSTED BY:



facebook

BuzzFeed

ATLASSIAN

DOLBY

"The buying process with Blue Jeans went very smoothly. They had come highly recommended from several references and haven't disappointed. The service has been extremely easy to deploy and maintain."

Matthew Bellows
CEO, Yesware

"We love the simplicity of the service – the ability to seamlessly utilize any device is a great feature. It is also very beneficial to be able to purchase an unlimited use plan instead of paying per minute for each call."

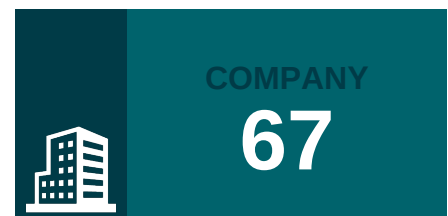
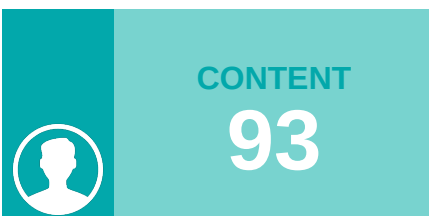
Jim Richardson
Global Infrastructure Manager, Sage Software

"With Blue Jeans a meeting is just a meeting. Users simply schedule a meeting -- not an audio conference, web conference or video meeting. With Blue Jeans it all comes together under one platform, and best of all, everyone is happy!"

Ashley Azzopardi
Principal Advanced Communications Engineer, Red Hat

"Blue Jeans conferences are easy to set up and we've never had an issue with a client or prospect joining the conference (from the Netherlands to New Zealand). Using Blue Jeans has cut down on sales travel and client travel without sacrificing sales results or client satisfaction. Travel costs are down. Profit margin is up."

Bret Starr
Founder, President and Partner, The Starr Conspiracy



READ ALL 92 CUSTOMER SUCCESS REVIEWS FROM BLUEJEANS NETWORK USERS





WebEx



ABOUT CISCO WEBEX

WebEx was acquired by Cisco Systems. Cisco WebEx offers secure video conferencing for individuals, business, and the enterprise. You can use WebEx to meet via computer or your mobile - wherever you have access to the Internet. WebEx lets you video conference, share your desktop, record and much more. Free WebEx Mobile applications are available for most SmartPhones allowing you to attend any meeting (no account needed) and host if you have a host account. For meetings up to 100 people, WebEx can be purchased online at WebEx.com. For larger meetings, webinars, events or training, please contact sales office for the best WebEx solution. Welcome to WebEx. They are so glad you joined them community.

TRUSTED BY:



"People can engage and innovate: anywhere, any time, on any device. Cisco collaboration makes it easier to exchange ideas, pool resources, and unlock business intelligence."

Giuseppe Fiorentini
Telecommunications Director, Pirelli

"Collaboration has enriched our program by opening the real world up to students. We're providing a wealth of opportunities by breaking down geographical barriers to actual industry experience."

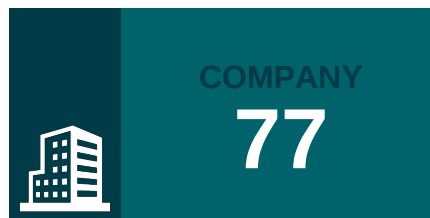
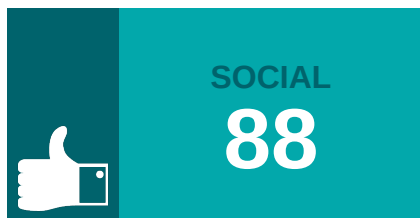
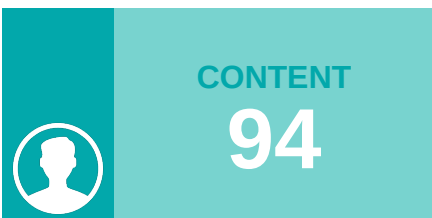
John Delacruz
Advertising Professor, San Jose State University

"Sentara enhances patient care by providing patients with multiple professional opinions without having to commute from one hospital to another."

Betsy Meadows
Director, Sentara Healthcare

"In the past, if a non-centralized team was working on a project, they would travel several times each month to have in-person meetings; now, we've been able to cut that by two-thirds, resulting in tens of thousands of Euros saved every year."

Paolo Marino
IT Manager, CRIF



**TOTAL WEIGHTED
SCORE:**

91

[READ ALL 70 CUSTOMER SUCCESS REVIEWS FROM CISCO WEBEX USERS](#)





ABOUT STARLEAF

StarLeaf brings people together through the power of video conferencing and calling. StarLeaf is a service provider with a global platform that delivers secure, reliable and rich video conferencing services to Fortune 500 companies all the way down to the smallest organizations around the world. Whether a company chooses StarLeaf conference room systems or already has their own – for instance from Cisco, Polycom, Lifesize or Avaya – StarLeaf removes the complexity and cost of management and enables users to call anyone else, including those who use Microsoft Skype for Business as their client.

TRUSTED BY:



HIGHLAND
CAPITAL PARTNERS



"Here at NWG we believe that involving our people is vital to our success and video conferencing is a productive form of communication. Therefore, it's key that our people remain connected and that no one is isolated from a communications point of view."

Christopher Wrightson
Service and Support Manager, Northumbrian Water Group

"Steve and his team have given us a system with excellent quality, great video, great audio, and great underlying reliability. We recently had a board meeting where our CEO was out of the country. He connected with us using StarLeaf Breeze on his laptop, and the meeting was as productive as if he had been in the room with us."

Ed Turner
Managing Partner, Taylor Vinters

"But it wasn't until I was introduced to StarLeaf, that I saw how an advanced cloud UC platform could play out across our entire business, and more specifically, how StarLeaf could help support our sales and grow our revenue."

Nigel Harris
IT and Operations manager, Dr. Martens

"As we expanded internationally, we installed StarLeaf into meeting rooms. As people joined, we ensured they had StarLeaf Breeze on their laptop. Right now, I'd say that we have become a video first organization, where our people prefer StarLeaf to phone calls and our management team and board meet on video all the time."

Erin Hughes
Corporate IT Manager, Alert Logic



READ ALL 15 CUSTOMER SUCCESS REVIEWS FROM STARLEAF USERS





ABOUT HIGHFIVE

Recently named one of The World's Most Innovative Companies of 2018 by Fast Company, Highfive simplifies business collaboration with a conferencing platform that builds connected cultures. Starting with no app downloads or pin codes, Highfive is built to be easy enough for anyone in your organization to collaborate effortlessly. Admins love how Highfive's all-in-one solution reduces IT headaches usually associated with video conferencing. Plus, the meeting room hardware takes just minutes to set up. No need to hang mics or set up dedicated computers. With HD cameras and industry-leading audio powered by Dolby Voice, Highfive makes it feel like everyone is in the same room while still being affordable enough to enable collaboration for every employee and in every meeting room.

TRUSTED BY:



"One of the things I love about Highfive is that it's super easy to use, I have 10 people delivering training who aren't trainers. It's a huge relief that I can just send them to the Highfive app and they're able to figure it out themselves."

Amber Deibert
Training Manager, Zenefits

"We're spending less time trying to help people solve connection issues because those have all gone away. No more conference calls – they're the worst!"

Matt McNamara
Director of Engineering, Expensify

"Walk by any of our conference rooms, and in the majority of them someone's using Highfive to present to people in the room or to talk with team members remotely."

Matthew Anderson
IT Associate, Harry's

"The Highfive solution is magic. By adding in Dolby Voice, the audio is unbelievable - our team meetings are more productive and more enjoyable."

Simon Zhang
IT Lead, Evernote



[READ ALL 43 CUSTOMER SUCCESS REVIEWS FROM HIGHFIVE USERS](#)

IBM Cloud Video



ABOUT IBM CLOUD VIDEO

IBM Cloud Video delivers reliable and scalable video streaming services and solutions globally. Combining Ustream's & Clearleap's robust video functionality and IBM Watson's exceptional cognitive abilities, IBM Cloud Video provides one of the most comprehensive video offerings available today.

TRUSTED BY:

intuit

LinkedIn



SONY

Discovery
COMMUNICATIONS

"Using Ustream, we're able to get our viewers right into the places they can't see."

Jon Orlin
Executive Producer, TechCrunch

"Ustream has been a big part of helping us keep that small company feel . . . Ustream allows us to create a really rich, interactive experience."

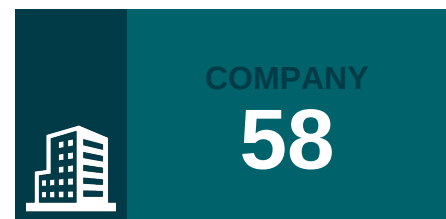
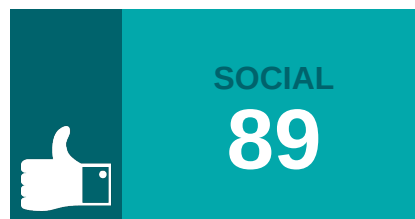
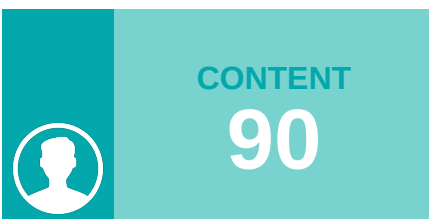
Tien Tzuo
Founder & CEO, Zuora

"The audience is engaging with the message. Its good for the brand when the public sees that Georgetown is providing these great speakers; being tech savvy builds creditability with students and it's also another way the alumni can still feel connected..."

Rob Mathis
Social Media Director, Georgetown University

"Ustream is a great tool for the University to reach into people's homes . . . We're trying to be a whole new ideal in education and Ustream allows us to reach people around the world, not only in their homes, but on their mobile devices wherever they might be."

Jim Salisbury
Station Manager, Arizona State University



[READ ALL 36 CUSTOMER SUCCESS REVIEWS FROM IBM CLOUD VIDEO USERS](#)

