

What You Need to Know About Zoom

**Answers to 6 of the most frequently asked
questions about moving to Zoom**



We've got you covered.

When it comes to finding a video collaboration suite that meets your business needs, Zoom has you covered. From video conferencing to messaging to mobility, there's a lot that Zoom can offer your company. We know this is an impactful decision, so we've answered the most common questions about moving to Zoom and how we can help grow your business.

Read on to learn answers to these 6 common questions about Zoom:

1. Can it meet all of our video communication needs?
2. What makes Zoom unique?
3. Is it secure?
4. Who else is using it?
5. Does it work with our other systems?
6. How is Zoom different from WebEx?

Question 1

Can it meet all of our video communication needs?

Yes, with Zoom's comprehensive video collaboration suite, we've got you covered.

Many communications platforms offer a variety of basic services, but lack a comprehensive platform to meet all your needs. Zoom simplifies your collaboration stack with our all-in-one solution across your mobile devices, desktops, and conference rooms.

"Zoom packs impressive functionality into its service... Zoom prices its solutions to be both affordable and high value."

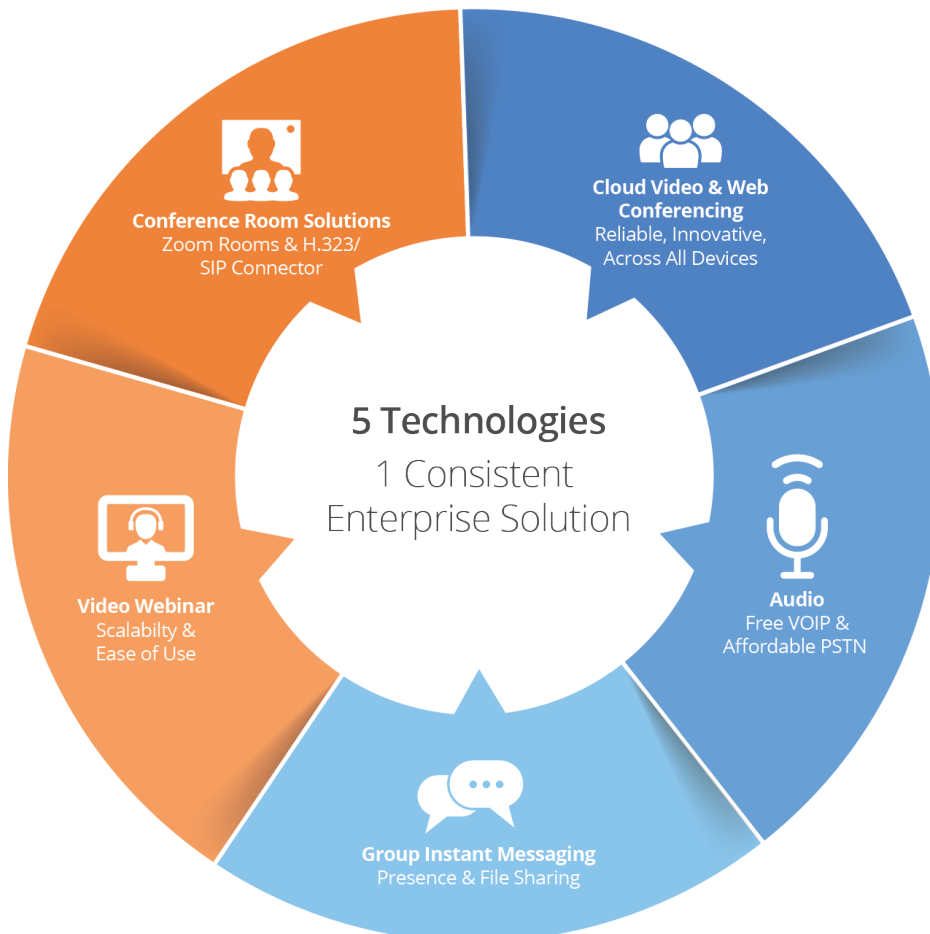
- Frost & Sullivan

"We evaluated 42 different solutions and had 150 requirements before we switched to Zoom. We are now using 100,000 daily meeting minutes, and our meetings are shorter and more productive because the video is there. Zoom saves everyone time in starting meetings, and my support team isn't getting calls from conference rooms."

Jolean Dekort

Director, Employee Technology, GoDaddy

Zoom's Collaboration Suite



Supported Platforms



Question 2

What makes Zoom unique?

Experience and innovation separate Zoom from the pack.

Traditional legacy solutions were built for desktop-to-desktop screen sharing. These were great tools at the time. And they tried to adapt to new ways of working by adding on mobile apps and video, but they were never architected for the way we communicate today, and it's difficult for them to innovate.

Zoom has all of the standard web conferencing features that these solutions offer – and a lot more. Zoom's simple, all-in-one solution lets you meet across desktop, mobile and conference rooms.

The biggest difference that sets Zoom apart is its architecture that provides **scalable** and **reliable** video. Zoom meetings scale to 500 video feeds, and Zoom Video Webinars scale to 50 video panelists and 10,000 attendees.

“The platform's technical capabilities and broad base of features serve important enterprise use cases.”

- Gartner

Innovative features that set Zoom apart from other solutions:

- **HD Video Conferencing:** Up to 500 video feeds
- **Screen Sharing:** Show video with audio during screen sharing, iOS app screen sharing
- **Zoom Rooms:** Affordable, high quality video, audio, and wireless screen sharing on off-the-shelf hardware for your conference rooms
- **H.323/SIP Interoperability:** Connects your traditional conference room systems to the cloud
- **Recording:** MP4 and M4A formats saved locally or in the cloud
- **Video Breakout Rooms:** Ideal for training and education
- **Virtual Backgrounds:** Create a professional or fun backdrop
- **IM/Presence:** For cross-platform individual and group chats with file sharing and content library
- **International Performance:** Perfect for globally dispersed teams with added infrastructure in China and India
- **Hybrid Cloud Option:** Meeting data runs through your private servers
- **Freemium Model:** Test the full-featured product in your environment

Question 3

Is it secure?

Yes, Zoom's security is top-notch.

Sensitive information is discussed during your meetings. Presentations and data are shared. It's important that meeting online is just as secure as if you were all in the same room.

Zoom places security as the highest priority in its public and hybrid cloud networks. Security starts with our distributed network with low-latency multimedia routers. All session data originating from the host's device and arriving at the participants' devices is dynamically switched — nothing is ever stored persistently through the Zoom communications infrastructure.

Zoom's robust set of security features meet the requirements for safe and secure collaboration.

Compliance and Certifications:



Security

- End-to-end encryption of all screen sharing content uses AES 256 encryption standard, and encryption of the network connection to Zoom uses 256-bit TLS encryption standard
- Admin controls and integrations allow for easy user management and access
- Role-based user security that the host can set including passwords to join meetings
- Selective meeting invitation via email, IM or SMS, or create the meeting to only allow members from a certain domain email to join
- In meeting security:
 - Expel or put an attendee on hold
 - Lock a meeting
 - Controls on recording options
 - Watermark screen grabs
- Admin controls and integrations to allow for easy user management and access

Question 4

Who else is using it?

Join the 400,000 companies using Zoom.

With the highest quality video collaboration service on the market, it's no wonder that everyone is turning to Zoom, a Leader in the Gartner Magic Quadrant for Web Conferencing. From startup to enterprise, from global to local, from nonprofit to Fortune 500, Zoom is there. Whatever your industry, wherever your offices, Zoom offers the flexible, affordable solution to meet your needs.

Over 5,800 schools choose Zoom.

"It's been about 99.5% hands off. People pretty much get their invitation, set it up themselves and they're off and running. There's no need to hear from them again. It's been that intuitive."

Howard Miller

Deputy CIO, Columbia Business School

Hundreds of businesses have shared their success stories with us.

"Zoom made our lives much easier. It translates right down to the bottom line. Communication helps us go faster, it helps us be more innovative, and helps us serve our customers better."

Peter Gassner

CEO, Veeva Systems, Inc.

Healthcare organizations turn to Zoom for video conferencing that enables HIPAA compliance.

"Zoom has jump-started our communications. With it, we were able to condense multiple different platforms and technologies into one simple solution."

Stefan Scherbik

Associate, BAYADA Home Health Care



Question 5

Does it work with our other systems?

Yes, Zoom will integrate into your critical workflows.

Zoom works for you, not the other way around. We have created a variety of integrations with the tools you use most, so you don't miss a beat. We've also built powerful Mobile SDK and REST API capabilities so you can seamlessly add Zoom video into your own platforms.



Unified Login	Microsoft Active Directory, Google, Okta, Facebook, Centrify
Scheduling & Starting Meetings	Outlook, Google Calendar, iCal, Google Chrome, FireFox, Salesforce
Enterprise Social Networks / Project Management	Slack, Skype for Business, Redbooth, HipChat, and others through Zapier like Jira and Basecamp
Sales & Marketing / Process Automation	Salesforce, Marketo, Eloqua, HubSpot, Infusionsoft, and through Zapier you get Paypal, Eventbrite, MailChimp, and more
Content Sharing	Microsoft OneDrive, iCloud, Google Drive, Dropbox, and Box
LTI / LMS	BlackBoard, Canvas, Desire2Learn, Moodle
Conference Room Collaboration	H.323/SIP systems, Intel Unite, Kubi, Logitech
Healthcare / EMR	Epic

Question 6

How is Zoom different from WebEx?

Zoom is the modern solution.

WebEx was great back in the day - we know because we were the original engineering team that built it. Our vision for video and web conferencing required a modern architecture. So we left and built Zoom.

The main thing you'll notice when you switch to Zoom is that the scalability, quality, and ease of use of our video and VoIP drives high adoption.

Zoom has all of the great web conferencing features you would expect, plus high-quality video and ton of innovation (see Question 2).

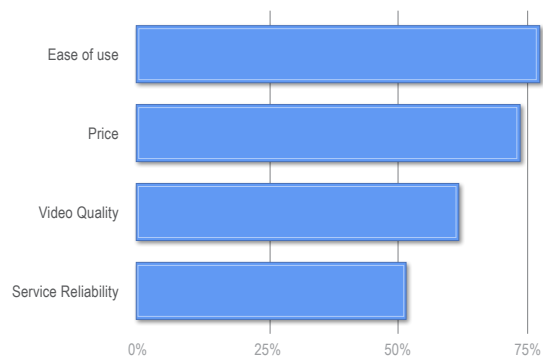
With Zoom, you'll likely consolidate your stack and enjoy big savings - 73% of our customers who switched from WebEx report at least a 25% savings with Zoom. Zoom gives you one solution for video, audio, and screen sharing across desktop, mobile, and conference rooms.

"We needed a better solution than our WebEx environment. With Zoom's quality collaboration & live video, we are able to keep our global business running 24x7."

David Ramsey
CIO, Teletech

TechValidate asked CIOs who switched from WebEx to Zoom:

Why did you switch to Zoom?



Migrating to Zoom is easy.

Zoom's intuitive interface makes it simple for your end users to immediately get started - no training required! And with straightforward, flexible provisioning, it's easy for IT to deploy, monitor, and manage. With single sign-on or bulk upload, your employees will be up and running in minutes. If you do need guidance, we're always here for you with on demand trainings and specialized client services to cater to your organization's needs.

With answers to 6 of the most important questions about Zoom, it's time to get connected.

Visit zoom.us/livedemo to talk to a product specialist.

