



SoftwareReviews

A Division of Info-Tech Research Group

Head-to-Head

Web and Video Conferencing

iotum 

iotum's Cloud Communication Platform

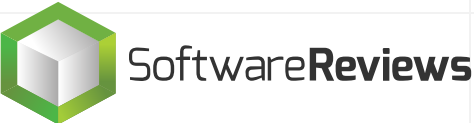
vs

zoom

Zoom

This report has been produced by SoftwareReviews on behalf of iotum Inc based on select data from the November 2022 Emotional Footprint Award. For a full report please visit [SoftwareReviews.com](https://www.softwarereviews.com)

REPORT GENERATED DECEMBER 2022



Overview

This page provides a high level summary of product performance within the Web and Video Conferencing category, comparing some of our top value metrics. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair). Use this data to get a sense of the field, and to see how the products you're considering stack up.

NET SCORE			9.5			iotum iotum's Cloud Communication Platform			vs			zoom Zoom			8.7			NET SCORE		
100%	<div></div>		✓	Plan to Renew				95%		<div></div>										
+100	<div></div>		✓	Love/Hate				+92		<div></div>										
98%	<div></div>		✓	Likeliness to Recommend				90%		<div></div>										
+97	<div></div>		✓	Net Emotional Footprint				+90		<div></div>										
9.5	<div></div>		✓	CX Score				8.9		<div></div>										
92%	<div></div>		✓	Satisfaction of Cost Relative to Value				86%		<div></div>										
+92	<div></div>		✓	Importance to Professional Success				+89		<div></div>										
<div></div>			BEST SCORE				BEST SCORE	<div></div>												

Data from the November 2022 Emotional Footprint Award.
Built for iotum Inc by SoftwareReviews

Vendor Capability Summary

SoftwareReviews examines 11 core vendor capabilities common across all Software Vendors. These capabilities represent table-stakes expectations for any software vendor, and are critical to driving a strong, long-term relationship between a vendor and a customer. This page provides definitions of the 11 core vendor capabilities that have been measured.

Business Value Created:

The ability to bring value to the organization. Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product’s business value.

Breadth of Features:

The ability of the software to perform a wide variety of tasks. Users prefer feature-rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the diversity of the product’s feature set.

Quality of Features:

The ability of the software to perform at or above industry standards. Feature quality is just as important as quantity. Use this data to determine if this product will do what you are purchasing it to do, easily, intuitively, reliably, and effectively.

Product Strategy and Rate of Improvement:

Purchasing software can be a significant commitment, so it is important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who do not stay on top of emerging needs and trends will not enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Usability And Intuitiveness:

End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase. This data captures how quickly your users will be able to adopt and leverage the platform.

Vendor Support:

The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use this data to identify which vendors will be there when you need them.

Ease of Data Integration:

The ability to seamlessly integrate the solution with your other applications. Use this data to determine whether the product will cause headaches or make data integration easy.

Ease of Administration:

Administrative interfaces shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

Ease of Customization:

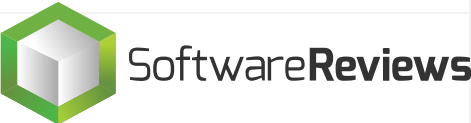
Out-of-the-box functionality often isn’t enough, especially for niche or industry-specific software, and the reason you’re buying rather than building is to save time and money in the first place. Don’t get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

Availability and Quality of Training:

Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.

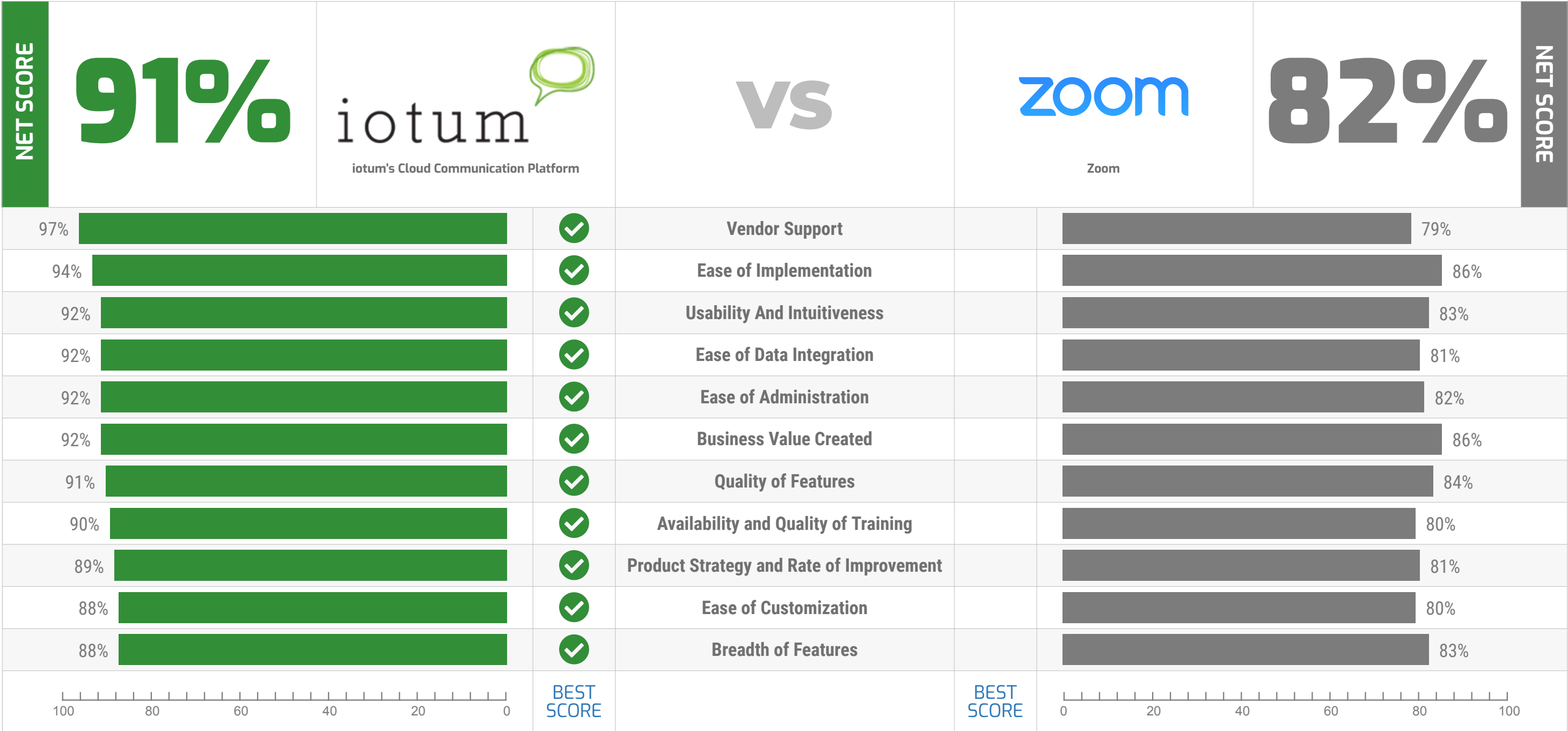
Ease of Implementation:

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow up on areas of concern during the evaluation and negotiation processes.



Data from the November 2022 Emotional Footprint Award.
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Product Feature Summary

SoftwareReviews examines product features specific to the Web and Video Conferencing software category. Features have been chosen based on market relevancy and typical use within the category. Use this data to compare against your primary use case and identify relative strengths and weaknesses across your shortlisted vendors.

Application Share:

Ability to share a single application only for viewing by web conference participants

Audio Conferencing Call in Bridge:

Voice conferencing through a PSTN conference bridge

Audio Conferencing VoIP:

Voice conferencing through a web conference bridge

Audio Controls:

Ability to control the participation of attendees' audio, including muting functions

Facilitator Functions:

Features that assist with meeting facilitation, including raising hand or voting buttons

File Transfer:

File transfer services

Instant Messaging:

Real-time, text-based communication between two or more people

Keyboard Mouse Control:

Host can grant or remove control

Screen Share:

Ability to share a computer screen for viewing by web conference participants

Video Conferencing:



Interactive video conferencing using a webcam

Virtual Whiteboard:

Whiteboard application that enables drawing and diagramming

Product Feature Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the feature set is preferable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

NET SCORE		93%	<div> iotum's Cloud Communication Platform</div>	vs		<div> Zoom</div>	86%	NET SCORE	
98%	<div><div></div></div>	✓	Video Conferencing			<div><div></div></div>	88%		
96%	<div><div></div></div>	✓	Audio Controls			<div><div></div></div>	85%		
95%	<div><div></div></div>	✓	Screen Share			<div><div></div></div>	87%		
93%	<div><div></div></div>	✓	Instant Messaging			<div><div></div></div>	83%		
93%	<div><div></div></div>	✓	File Transfer			<div><div></div></div>	80%		
93%	<div><div></div></div>	✓	Audio Conferencing Call in Bridge			<div><div></div></div>	85%		
92%	<div><div></div></div>	✓	Audio Conferencing VoIP			<div><div></div></div>	87%		
91%	<div><div></div></div>	✓	Application Share			<div><div></div></div>	82%		
88%	<div><div></div></div>	✓	Virtual Whiteboard			<div><div></div></div>	82%		
88%	<div><div></div></div>	✓	Facilitator Functions			<div><div></div></div>	84%		
82%	<div><div></div></div>	✓	Keyboard Mouse Control	✓		<div><div></div></div>	82%		
<div><div></div></div>		BEST SCORE			BEST SCORE	<div><div></div></div>			

Emotional Footprint Summary

Satisfaction with your software vendor is more than strong features at a good price. Your relationship with your vendor will have a significant impact on both your short and long-term satisfaction with the platform. We quantify this relationship in our Emotional Footprint. The information collected represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale and converted to percentages.



The Emotional Footprint Assesses Five Key Areas to Better Evaluate the Vendor Relationship

1

Strategy and
Innovation

2

Service
Experience

3

Product
Experience

4



Negotiation
and Contract

5

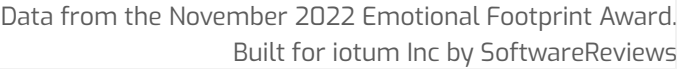
Conflict
Resolution

Strategy & Innovation

Your vendor’s attitude toward innovation is important; if they aren’t at least keeping pace with market directions and trends, they certainly won’t be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they’ll support you to do the same.

NET SCORE	+98	 iotum iotum's Cloud Communication Platform	VS	 Zoom	+90	NET SCORE
	+100	<div></div>	✓	Includes Product Enhancements		+89
	+100	<div></div>	✓	Helps Innovate		+93
	+100	<div></div>	✓	Continually Improving		+90
	+96	<div></div>	✓	Appreciates Incumbent Status		+88
	+92	<div></div>	✓	Inspiring	✓	+92
	<div><div></div></div> <div>100806040200</div>	BEST SCORE		BEST SCORE	<div><div></div></div> <div>020406080100</div>	

Good service matters. The last thing you need is to be disrespected by your software vendor or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.



Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

Data from the November 2022 Emotional Footprint Award.
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Negotiation & Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

NET SCORE		<div>+100</div> <div>iotum</div> <div>iotum's Cloud Communication Platform</div>		VS		<div>zoom</div> <div>Zoom</div>		<div>+89</div> <div>NET SCORE</div>	
+100	<div></div>	<div>✓</div>	Transparent				<div></div>	+91	
+100	<div></div>	<div>✓</div>	Over Delivered				<div></div>	+85	
+100	<div></div>	<div>✓</div>	Generosity				<div></div>	+89	
+100	<div></div>	<div>✓</div>	Friendly Negotiation				<div></div>	+92	
+100	<div></div>	<div>✓</div>	Client's Interest First				<div></div>	+88	
<div>100806040200</div>		BEST SCORE			BEST SCORE	<div>020406080100</div>			

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

NET SCORE		+100		iotum iotum's Cloud Communication Platform		vs		zoom Zoom		+92		NET SCORE
+100	<div></div>	✓	Trustworthy		+92							
+100	<div></div>	✓	Integrity		+93							
+100	<div></div>	✓	Fair		+94							
+100	<div></div>	✓	Client Friendly Policies		+89							
+100	<div></div>	✓	Altruistic		+89							
<div><div></div><div>100806040200</div></div>		BEST SCORE		BEST SCORE	<div><div></div><div>020406080100</div></div>							

About SoftwareReviews

With practical advisory services and a data-driven approach, SoftwareReviews' mission is to improve the B2B software experience for all software buyers and providers.

Our pragmatic tools and detailed customer insights help software buyers maximize success with their technology decisions. We collect the most in-depth customer review data from both business and IT professionals to shorten the time to decision and action for software purchasers and improve overall buyer satisfaction.

Combining deep buyer knowledge and experience, SoftwareReviews' go-to-market practice helps technology providers better understand customer needs and accelerates planning and execution of go-to-market and product strategy.

SoftwareReviews is a division of Info-Tech Research Group with over two decades of research-based IT advice and technology implementation.

SoftwareReviews Methodology

SoftwareReviews collects in-depth, first-party feedback from verified end users about their customer experience with their top enterprise software providers. Quantitative and qualitative feedback data is collected via SoftwareReviews' proprietary online survey platform. The survey gathers over 130 data points on each product, allowing the end user to thoroughly evaluate their experiences over their full lifecycle using the software - from their selection experience through their purchase and service experience.

Every review is meticulously checked through a robust quality assurance process to ensure it is submitted by a real person with valid credentials for using the software. End user experience and sentiment measures revealing product feature fit, perceived vendor capabilities, business value drivers, and the quality of the vendor relationship are accessible at both a high level roll up and a more detailed drill down.

SoftwareReviews reports are available to download at [**SoftwareReviews.com/categories**](https://www.softwarereviews.com/categories).

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