2019 SUMMER CUSTOMER SUCCESS REPORT

VIDEO CONFERENCING SOFTWARE CATEGORY
VIDEO CONFERENCING SOFTWARE OVERVIEW

Video conferencing software helps to conduct live conferences between participants at different locations by utilizing computer networks to transmit video, text, and audio data. Today, this tool is used by businesses of all sizes to communicate with employees and global partners, and to reduce costs and boost productivity. These platforms allow you to communicate, share, and collaborate on documents.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

### Customer Success Report Award Levels

**Market Leader**
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**
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 Market Leader.

**Rising Star**
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.
2019 Customer Success Awards

Check out this list of the highest rated Video Conferencing Software software based on the FeaturedCustomers Customer Success Report.
ABOUT AMAZON CHIME

Amazon Chime is a high-quality communications service that transforms online meetings with an easy-to-use app which works seamlessly across all your devices. With Amazon Chime, you can schedule and attend online meetings and video conferences, and chat, call, and collaborate, inside and outside your organization, all with a single app. Now you can work productively from wherever you are.

“We love using Amazon Chime for meetings, screen sharing, and to create chat rooms with our external customers. It allows us to get real time responses on projects and have better communication with our clients.”

Ethan Bynoe
VP of Business Development, Killer Infographics

“We selected Amazon Chime to address the increasing monthly cost of our previous audio and web conferencing service. It helped us reduce our administrative burden and not worry about costs and variability in usage every month. Chime has reduced our conferencing spend considerably while freeing up valuable administrative and accounting...

Lauren Vest
Executive Assistant, The Sterling Group

“With Chime we are able to collaborate with our counterparts in Hong Kong, the UK, Guatemala, India, etc. With the increased communications channels and flexible billing, it has allowed us to at least double the amount of users that can hold conference calls.”

Josh Washburn
Systems Administrator, Nexgen Packaging

“Virtual meetings were too cumbersome for our attendees to join and service outages were too common with other providers. With Chime, the application calls participants before the meeting and does not require a download unless you want to share your screen. We can join meetings using our cell phones, using the Chime mobile app, and we’re never...

Michael Guido
Chief Executive Officer, Kinetech
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.

"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
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.

“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
ABOUT FLOCK

Flock is a Communication and Collaboration App designed specifically for Teams looking for a faster and more efficient way to communicate. You can discuss projects, share ideas, and make decisions faster! Flock integrates with other leading apps making sure all your work efforts are unified. Flock powers over 35,000 companies globally. Flock users around the world have reported increased productivity by 30%, 50% fewer emails, and 50% reduced in-person meetings. Their clientele includes teams at Accenture, Tim Hortons, Whirlpool, VMware and Victorinox.

“Email communication was slow and work would never get done in a timely manner. Flock has solved this problem for us. Since switching to Flock, we don’t use email at all for internal communication.”
Pratik Patel
Chief Executive Officer and Co-Founder, Niftymillionaire

“We believe that everybody has their own personal space in which they are the most creative. And thus we promote remote working and depend on Flock to bring us together.”
Cristi Jayo
Co-Founder, Strategy Director, HIYO Design

“Flock has streamlined our communication office-wide, decreased wasted movement around the shop, compiled multiple app needs into one place, thereby increasing productivity.”
Aleyna Bagott
FireSprint

“Flock has really transformed how our team communicates. It has increased productivity, transparency, collaboration and is helping us make decisions much, much faster!”
Rajesh Gar
Rolta
ABOUT FUZE

Fuze is a global cloud communications and collaboration software platform for the enterprise. Through an innovative and consumer-inspired unified experience, Fuze enables seamless transition between voice, video, messaging, and content sharing. Fuze empowers the digital workforce anytime, anywhere, and across any device.

“Having communications platforms that are modern is really important in helping ensure the new generation settles into work. The right tools can help you do that.”
Sam Meldrum
IT Partner, Barnett Waddingham

“Fuze provided the opportunity to update and streamline our communications approach, with features and solution performance that other companies simply couldn’t offer. Using Fuze, we have the ideal platform to support us as we scale and grow our business and to deliver a rich set of features to support every employee.”
Vincent Poty
Chief Operations Officer, FIME

“Deploying Fuze is a critical part of our broader strategy for digital transformation. Effective communication and collaboration is the lifeblood of our organization, driving the delivery of news and information that keeps us ahead of the competition, and too often communication infrastructures are ignored and remain stuck in the past.”
Svenn Larsen
IT Manager, NHST Media Group

“Fuze is the most complete and easy to manage UC platform I’ve ever seen, plus, since it it cloud based, there is no need to manage server hardware!”
D. SKye H.
IT Technician, Micro Focus
GoToMeeting is the extremely simple, extraordinarily powerful web conferencing service. It integrates HiDef video conferencing, screen sharing and audio conferencing, creating a natural face-to-face collaboration environment. Professional meetings deserve a professional meeting solution. That’s GoToMeeting - simple, reliable and effective.

“With GoToTraining the planning, administration and execution of our training sessions is entirely seamless. The solution offers outstanding quality with great features that simplify our work and facilitate interactive communication.”

Daniela Rehorn
Business Coach and Trainer, Weight Watchers

“By using GoToMeeting, GoToWebinar and GoToTraining we’re able to facilitate distance learning for our students all over the globe in at least 163 countries.”

Andrew Richardson
Learning Technologist, Manchester Business School

“We couldn’t run our company without LogMeIn collaboration tools. An integrated suite of products from a single vendor, they provide value far beyond their individual components.”

David Lewis
Chief Executive Officer, DemandGEN

“GoToMeeting is critical to our business. Whenever we don’t have the option to meet in person because our clients or team members are not in the same area, an online meeting is a great alternative and saves a lot of time and costs.”

Caleb Parker
Chief Executive Officer, MeetingRooms.com
ABOUT HIGHTFIVE

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.

“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
CTO, 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
Intermedia, a company that works with cloud and security services for businesses, conducted a study to determine how safe the average company was, and the results weren’t terribly encouraging. Of more than 2,000 workers surveyed in the United Kingdom and the United States, Intermedia determined that 97 percent had access to some kind of confidential company information, and 93 percent took part in at least one bad security practice. With numbers that high, the overlap between the two categories is bound to be substantial.

“Intermedia had all the offerings we were looking for at a competitive rate. We were also impressed with the financially backed uptime SLA and 24/7 support.”

Mark Pierce
Vice President of Business Development and Sales, PointAcross, PointAcross

“Intermedia makes all of the pain of managing Exchange go away, so we can focus on operations and grow of our business.”

Rick Braddy
Founder & CEO, SoftNAS

“Intermedia’s services help us grow our business through constant changes in the business. They’re able to adapt and change with the business almost instantaneously.”

Carey Jones
VP of Operations, EEC Enviro Service Co.

“Even when something is not technically Intermedia’s responsibility, the customer service team has been heroic. For a small business owner who isn’t a geek, I can’t imagine a better host.”

Jay Wolfkind
Owner, The Cherokee Group
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.

"[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

"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.

316
Customer references from happy Lifesize users

VIEW ALL REFERENCES
ABOUT LIVESTORM

Livestorm is the modern browser-based webinar software. At Livestorm they help companies get the most of their webinars. Their mission is to make your webinars simpler and more efficient. Livestorm is a webinar tool that functions 100% in your browser, and, besides the basic webinar requirements, they provide Advanced post-webinar analytics tools, Audience segmentation capabilities, Lead management system & Native integrations with CRMs and marketing tools.

“Livestorm allowed us to acquire new customers and offer an alternative to our 1:1 demos. In the past, we hosted a demo using Facebook Live and it created less engagement than Livestorm.”
Clément Spiers
Lead Generation Manager, PayFit

“What I found interesting with Livestorm was the fact there was nothing to install, that everything was web-based. The ease-of-use and UX were also a big plus. It is really efficient.”
Anthony Brebion
Product Marketing Manager, AB Tasty

“Since started using Livestorm a few weeks ago, we noticed an increase in adoption velocity. The creation process of a product page on the platform is faster after they have attended a webinar.”
Lucas Demange
Marketing Manager, Alkemics

“With Livestorm, I’m finally happy and not only with their software, also with their amazing and blazing fast support. Try the free webinar and you will be convinced.”
Oliver Huebler
Vice President of Sales, MeisterTask
ABOUT RINGCENTRAL

RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud-based business communications solutions. Easier to manage and more flexible than on-premises communications systems, RingCentral’s cloud solution meets the needs of modern distributed and mobile workforces, while eliminating the expense and complications of on-premises traditional hardware-based systems and software.

509 Customer references from happy RingCentral users

VIEW ALL REFERENCES

“With RingCentral’s mobile app, faculty can have their office phones wherever they are. Having the app on their phones, iPads, or computers, whether they’re in China, a hotel in Istanbul, or anywhere in the world, it doesn’t matter. All they need is an IP address and they’re good to go.”

Maureen Coughlin
Director, Client Services, Teachers College, Columbia University

“The RingCentral Professional Services team is second to none, and the Customer Success team has been deeply involved in post-implementation follow-up.”

Mark Schooley
IT Director, Box

“RingCentral is uniquely suited to address the needs of distributed large-scale businesses with a single cloud solution that seamlessly enables multi-modal communications. The robust capabilities, such as call analytics, will be instrumental in improving customer experiences across all locations, which is something our previous legacy systems could not offer.”

Bron McCall
Chief Technology Officer, Extra Space Storage

“Our IT strategy is to go full cloud and never buy a server again. RingCentral fits perfectly into our IT strategy. We’ve experienced the true benefits of transitioning our legacy on-premise VoIP system to the cloud with lower costs, mobility, easy maintenance, and speed of implementation.”

Chad Anderson
Director of Information Technology, Del Monte Foods
Samepage is collaboration software that helps teams manage projects online in real-time with simultaneous editing, version control, task management, group video calling, file sharing and more. They believe a transparent work environment is vital to keeping everyone informed and accountable. They empower people to collaborate across teams. Their mantra is great content comes from great conversation.

"With Samepage, we’re delivering information in an engaging way — which is incredibly important in keeping our staff motivated to use and learn from it. We’ve found that when they’re happier, they happily answer guests’ questions. And that translates into tremendous brand value because of the superior experience they provide our guests."

Dustin Halcon
Director of Guest Services, Windstar Cruises

"We tried just about everything, but no other software product has ever been adopted so fast inside Ecovative. It’s a testament to how easy-to-learn and useful Samepage has been."

Amanda Klyanitsa
Product Manager, Ecovative Inc.

"Samepage really fosters collaboration. Our teachers are based all over the world, but Samepage’s features have helped us to feel more local, working together as a cohesive team."

Anthony Wood
Director of Teaching, Shillington

"Samepage is a one-stop resource for us. Having all the information we need on a single page, organized the way we want it, has been awesome. I don’t know how we could manage as many growers as we do right now without [it]."

Luke Heinrichs
Marketing Director and Field Rep, Guardian Harvest
ABOUT STARLEAF

StarLeaf enables seamless collaboration through intelligently-engineered reliable meeting room systems, superior video conferencing, and secure messaging. StarLeaf has architected its own global platform to deliver world-class video conferencing with a 99.999% uptime guarantee, robust security, ISO 27001 certification, and data jurisdiction control. Designed and engineered by StarLeaf, intuitive meeting room systems, feature-rich conferencing, and total interoperability bring future-proof communications to the enterprise. Founded in 2008, StarLeaf is a private company headquartered in the UK with a global presence. For more information, visit www.starleaf.com or follow us: Twitter (@StarLeafCo) and LinkedIn (StarLeaf).

Customer references from happy StarLeaf users

“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
ABOUT WORKPLACE BY FACEBOOK

Workplace is a collaborative platform run by Facebook. It is built on Facebook’s powerful systems that keep more than a billion people’s information safe. It connects everyone in your organization to turn ideas into action and get more done.

315
Customer references from happy Workplace by Facebook users
VIEW ALL REFERENCES

"The beauty of Workplace is that there’s no training needed. People know how to use it because they use Facebook every day. It was the easiest rollout we’ve ever done. Once people get on it, they’re hooked.”
Jami Lamontagne
Senior Communications Director, Sam’s Club

"Workplace has brought our employees closer together; they are communicating better and the shops are running more smoothly than ever, which is reflected in our growing revenues.”
Jayson Rapaport
Co-founder, Birds Barbershop

"Campbell is more connected than we’ve ever been. We’ve seen a complete transformation in just nine months. I think it’s because Workplace has tools that people can use whenever and wherever they are.”
Kristin Ennis
Senior Manager, Communications, Campbell

"Workplace has made a huge difference in the way our staff communicate. Anyone can share important information instantly, crowd-source answers at the touch of a button and live stream from every corner of the world.”
Ric Sheldon
Chief Information Officer, Unicef UK
ABOUT ZOOM VIDEO COMMUNICATIONS

Zoom helps businesses and organizations bring their teams together in a frictionless cloud environment to get more done. Our easy, reliable, video-first unified communications platform for video, voice, content sharing, and chat runs across mobile devices, desktops, telephones, and room systems. Founded in 2011, Zoom is a publicly traded company on Nasdaq (ticker: ZM) and headquartered in San Jose, California. Visit zoom.com and follow @zoom_us.

"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

"Zoom is probably the most well-received collaboration tool that we’ve seen at Fox in 20 years. There’s not a TV production or movie produced at Fox without Zoom in the mix somewhere. There is no other tool that has brought people closer together than Zoom has."

Jeff Dow
Chief Information Officer, 21st Century Fox

"We like that anybody on the go can use it. We have a very mobile workforce and we don’t want to be tied down to just offices. We are everywhere, so it’s very important to have the most easy way to go and start meetings."

Shobhana Ahluwalia
Head of Information Technology, Uber

"Zoom is super natural and easy to use - just download it, click, and you’re in. I use Zoom on an airplane, in the car, in my house, in the office - everywhere."

Jelena Joffe
AB InBev