

5th Meeting of the Scientific Committee

Shanghai, China
23 - 28 September 2017

SC5-INF02

Web Conferencing Software

Purpose

The purpose of this paper is to inform the SPRFMO Scientific Committee about the intention of the Secretariat to subscribe to [Citrix GoTo Meeting](#) and to use that software for future web meetings of the SC and other web collaborations. The Secretariat already currently utilises Skype for smaller group collaborations.

Background

The SPRFMO Committees (particularly the Scientific Committee) conduct annual or bi-annual inter-sessional web meetings of approximately 25 people to facilitate the effective work of the SC and its sub-groups (refer [SC5-Doc05](#)). Until 2017, the free remote desktop access [TeamViewer](#) software was used for making web conference calls with SC participants. However, Teamviewer has recently changed its terms of service and the free option that the SPRFMO was using now only supports a meeting of 5 people. Considering this change the Secretariat investigated alternative options to determine which is most viable for the needs of the SPRFMO.

Options that were considered were based on the available features and cost of service. The features considered most important were – Whiteboard Tools, Share Desktop, In-App Chat, Calendar Integration, Audio Recording, Accessibility and Price. A comparison of these features and the software options that were considered is in Appendix 1.

Initially, [Skype for Business](#) was considered as a possible alternative. The Secretariat already has and uses Skype to communicate with Members and CNCs. Skype for Business integrates with many Microsoft products including Outlook 265, Power point and Excel. This would make it very easy to initiate conversations, schedule meetings and share screens. Skype for Business also has very good information security and meeting histories can be archived.

But Skype for Business does have a significant drawback in that all users would need to have Skype installed and this can be problematic for some SPRFMO Members. [Cisco WebEx Meeting Center](#) was also considered, but the price was considerably higher without any additional desirable features.

Citrix GoTo Meeting was identified as being the most accessible, providing a suitable range of features and was also the most cost-effective.

Appendix 1: Comparison of 4 Web conferencing software providers

Feature	TeamViewer	Cisco WebEx Meeting Center	Citrix GoTo Meeting	Microsoft Skype for Business
Whiteboard Tools	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Share Desktop	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
In-App Chat	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Calendar Integration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Audio Recording	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Video Recording	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accessibility	TeamViewer must be installed on all computers.	Attendees must have an email account to receive an invite	A link shared with attendees allows them to join.	Skype must be installed on all computers (free version).
Pros	SC is already familiar with the software. Unlimited participants	Monthly subscription available	Simple user interface. Easy to create meetings. 50 participants	Video and audio recording in calls. Supports up to 250 attendees in a meeting.
Cons	Expensive. Subscriptions paid annually in advance	The desktop app displays very small text on higher-res screens.	Video calls cannot be recorded. Subscriptions paid annually in advance	No integrated dial-in audio conference features.
Price	Business NZ\$65 /month	Premium 25 \$49 /month Premium 100 \$69 /month	Citrix GoToMeeting Pro \$29 /month	Microsoft Office Business Essentials plan \$5 /month