



Premise

Post-funding Eclipse will continue to utilize “virtual” offices rather than brick ones for several months at minimum. We will communicate electronically to avoid the costs of physical offices and extensive travel. We will however be increasing the size of the team. Skype and GoToMeeting have (barely) served our needs to date, but neither are good solutions as we grow.

Here I proposed a set of criteria for evaluating collaboration systems from various vendors that can equally meet the needs of the sales, technology, and operations sides of the company. Each of those sides will have different needs for things like CRM, SCM, and HRM, but hopefully we can all use the same basic collaboration tools.

	Legend
R	Absolute Requirement
S	Strongly Desired
D	Desirable
O	Optional

Platform

R	Ability for same user to be signed in from multiple platforms simultaneously. (Like Skype not Y!Messenger)
R	Native desktop support on Windows XP~8 with reasonable use of resources and bandwidth
D	Native desktop support on X-Windows
D	Native desktop support on Macintosh
R	Ability to participate in Group Meetings from a web browser on a guest computer
S	Ability to participate in Group Chats and Meetings via POTS dial-in (and/or -out?)
R	NO COMMERCIALS or distractions on paid service
S	Support for iPhone/iPad with a minimum of voice conference and chat
S	Support for Android with a minimum of voice conference and chat
D	Ability to manage group meetings from iPhone or Android
D	Ability to view screen/video on iPhone or Android
R	User management including group permissions with the ability to invite guests or conduct public presentations
D	User management from VPN authentication (KERBOS? or similar)
S	Ability to host within VPN
S	Ability to selectively record/log any activity. Ability to package presentations for future playback.

Expected Formats

One-on-one	
“Hangout” (Project	Always open, participant status shown. Users and groups invited and can be added on the fly. Shared file repository. Ability to send SMS alert to absent participants.

Collaboration Criteria

Revised January 31, 2013

Eclipse
Identity
Recognition
Corporation



Oriented)	
Conference	Ad Hoc collaboration session of users or groups
Meeting	Scheduled collaboration session of users, groups, and invited guests
Presentation	Scheduled one-way presentation to users, groups, invited guest, and (optionally) public
Support Session	One-on-one with invited guest. Control of guest's desktop (with permission). Minimal disruption of guest's desktop (preferable browser session only).
Webinar	Playback of a concluded meeting or presentation.

Chat

One-on-one or Small Group

R	Text-based chat
R	Voice over IP with POTS option
S	Two-way video
S	Desktop/Window sharing
S	Remote desktop control
D	Shared editing
D	Shared whiteboard
D	Shared file repository
S	Live file distribution

Collaboration

S	Ability to send USABLE invitations to participants
S	One video source at a time
R	One shared desktop/window at a time
S	Remote desktop control by participant
D	Shared editing
D	Shared whiteboard
R	Shared text-based chat
R	Voice over IP with POTS option

Presentation

S	Moderator controls participant's remote control, screen sharing, mute
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S	Ability to send USABLE invitations to participants
S	One video source at a time
R	One shared desktop/window at a time
S	Participant text-based chat to moderator or all participants
R	Voice over IP with POTS option controlled by moderator
D	Participant can “raise hand” to request recognition
R	Push video, remote desktop, or power point to all participants
S	Moderator can delegate control of desktop or power point to a participant
S	Ability to record presentation for later playback