Assignment 2 Report

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**Purpose**

The new virus known as COVID-19 has changed all dimensions of society. Businesses are not an exception to the pandemic impact. However, technologies can be used to facilitate essential interactions among workers.

This research intends to deliver and develop knowledge of two video conferencing software. The main motive is to enhance user’s knowledge of tools that offer services like texting, sharing files and video calls. They have the potential to provide interaction for people who need to work from home as freelancers, contractors or business employees.

This investigation compares and contrasts, as well as seeks clarification as to why Zoom and Microsoft Teams have become essential for companies. To elaborate this research, CSIS Tech 50 employees can be able to use the above software tools with their power from speed, accuracy and storage retrieval capabilities. Overall, it is explored critical influences on the consumption of real-life application in these global circumstances, particularly to those who are affiliated to their achievement of professional success.

Pros & Cons.

|  |  |  |
| --- | --- | --- |
|  | Zoom | MS Team |
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Team & Tools

Below, two screenshots of the group meeting in Microsoft Teams and Zoom respectively:

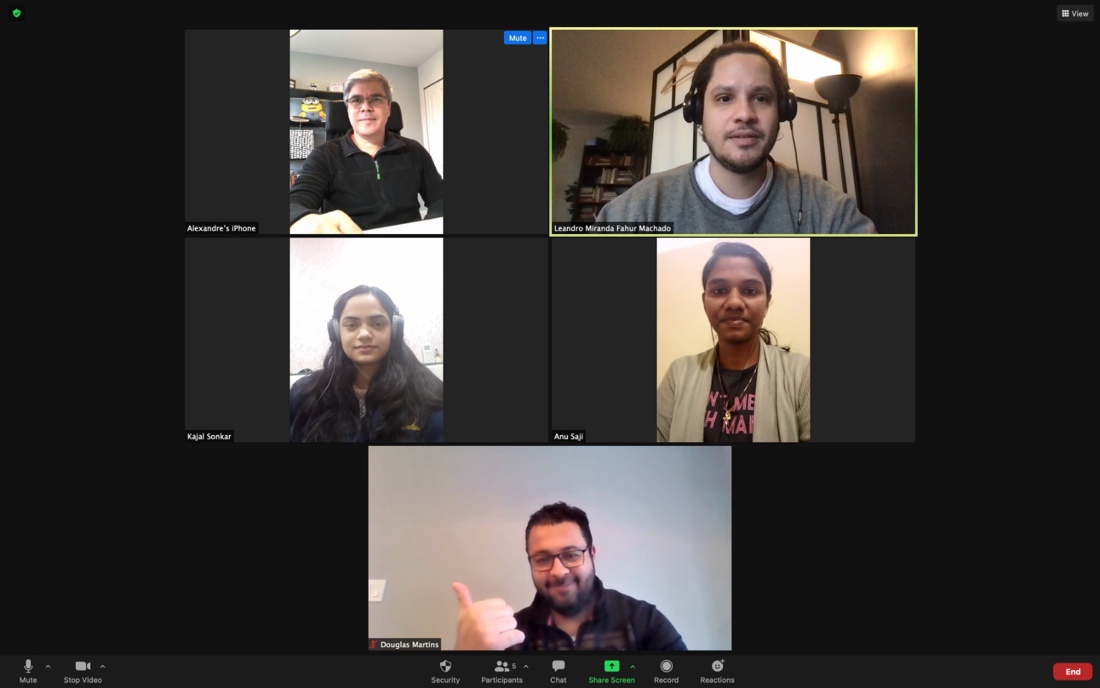


Figure : Zoom meeting

A picture containing text, wall, indoor, person

Description automatically generated

Figure : Microsoft Team meeting

Discussion

The usage of conferencing software's rose dramatically during COVID-19. One tool became particularly popular among schools, universities and even in the workplace. The tool name is Zoom. This research focused on comparing and contrasting Zoom and Microsoft Teams.

According to Gartner - one of the most recognized research and advisory companies in the Information Technology world market, "Virtual meetings are fundamental to long-term collaboration strategies”, and “by 2024, remote work and changing workforce demographics will impact enterprise meetings so that only 25% will take place in person, down from 60% today." Focusing on achieving more efficiency, all types of organizations with different sizes and cultures are demanding alternatives to adapt themselves to the "new normal." In this context, the right choice for adequate video conferencing software can surpass the actual restrictions on in-person meetings, bringing solutions that improve work collaboration and stimulate training and learning culture. All of those benefits or targets may result in more significant stakeholders' satisfaction and better economic-financial results year over year.

Zoom and Microsoft Teams provide both, video calls and chat. However, Zoom is simpler regarding to plugins and extra features, for example, Microsoft Teams allow the users to make use of other Microsoft services such as the Office package. As well as sharing files among the team members, assign tasks and even a calendar.

Zoom is not a free tool, nonetheless Microsoft Teams. The main difference is that if one Zoom user has a service subscription, all other users will benefit from it during a call, such as unlimited time for video conference and number of people allowed in the room. In Microsoft Teams, all user’s need to have access to Microsoft services to be able to access the tool.

The CSIS Tech, a small business organization, needs recommendations on video conferencing software that better fits itself. To attend to its request, and after comparing Zoom and Microsoft Teams solutions, the latter demonstrated many strengths as presented above on Pros and Cons. section, resulting in the best choice nowadays.

Conclusion

Zoom is a virtual meeting room that is only available by a passcode via a ID. The host will create a meeting and invite participants to join it by sharing with them the ID, passcode and URL. The web conference facilities of both telecommunications platforms are like chat rooms, online meetings, virtual schools, webinars, etc. The ease of use and the nice user interface are really a good place for Zoom when it comes to the discussion about which one is better.

However, there is no answer or winner – the final choice depends on the needs and requirements of your organization. Microsoft teams and Zoom work together well in many cases. Large companies are increasingly "standardizing" both, MS Teams and Zoom. Microsoft teams are excellent for internal collaboration, while Zoom is often chosen to work externally – either with customers or with guests. It is easy to create clear scenarios for users to use when they integrate with each other.

**Reference List**

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