CSIS 2200 - System Analysis and Design

Assignment 2

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1. Purpose

Due to the advancement in technology, reliable video conferencing has become accessible and affordable, and can easily serve the modern workplace. This has allowed many businesses to continue to operate by allowing employees to work from home, using conferencing solutions for meetings and updates, as well as general communications especially during this ongoing pandemic.

Our goal is to provide **CSIS Tech** with, in our opinion, the best video conferencing app which will help their employees operate from home with efficiency. We compared two video conferencing software i.e., **Zoom** and **Microsoft Teams**, based on ease of use and features to see which will be best suitable for this current scenario.

2. Feature List

In the table provided below (*Table 2.1*) we have compared the two video conferencing software mainly based on its feature set.
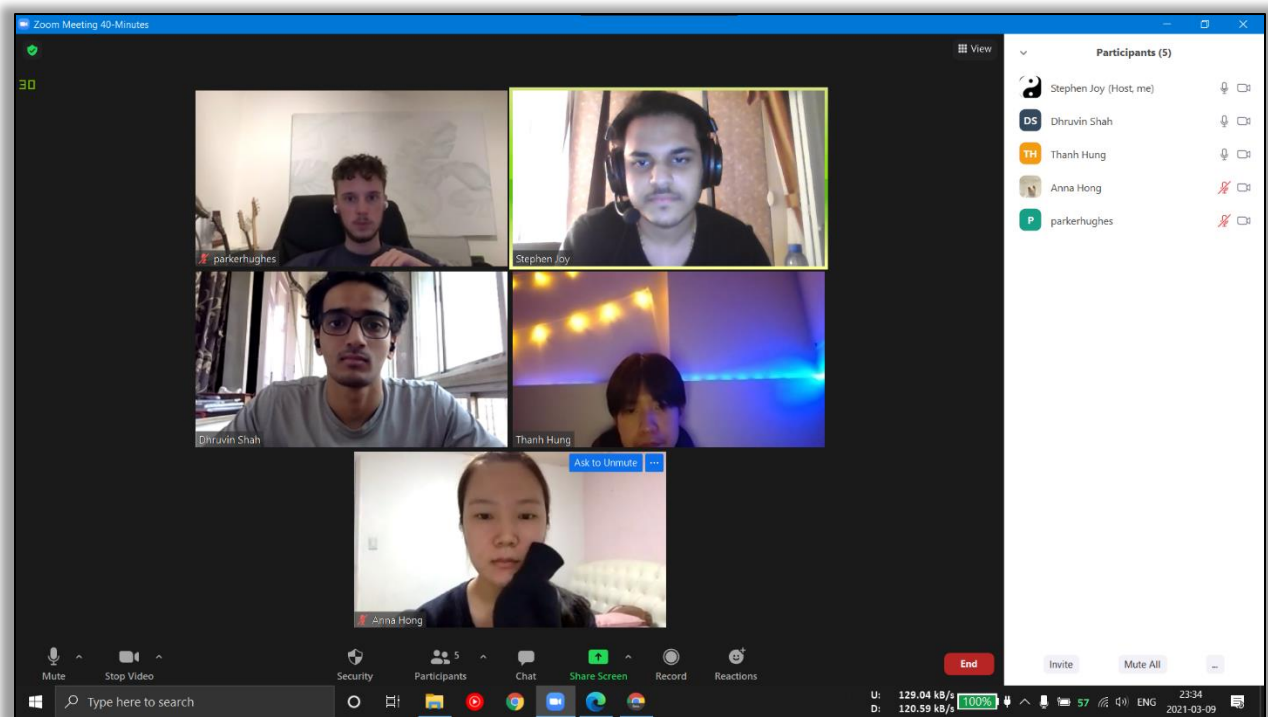
Table 2.1

Categories	Zoom	Microsoft Teams
Usage	Zoom is mostly a video calling and meeting app.	Microsoft Teams serves as a general chat and organization application.
Integrations	Integration with some 3rd party applications with limited features.	Tight integration with Microsoft's 365 office suite including but not limited to Word, Excel and PowerPoint.
Video Quality	**720p @30fps** by default but can be increased to **1080p @30fps**. Connection speed of at least **3Mbps** is recommended	**1080p @30fps** by default. Connection speed of at least **2Mbps** is recommended.
No. of Participants	Up to **100** on free tier and up to **1000** with paid license	Up to **100** on free tier and up to **10000** with paid license. (Number of participants increased up to **300** on free tier due to pandemic)
Time limit	**40 minutes** on free tier; **30 hours** with paid license.	**60 minutes** on free tier; **24 hours** with paid license. (Time limit increased up to **24 hours** on free tier due to pandemic)

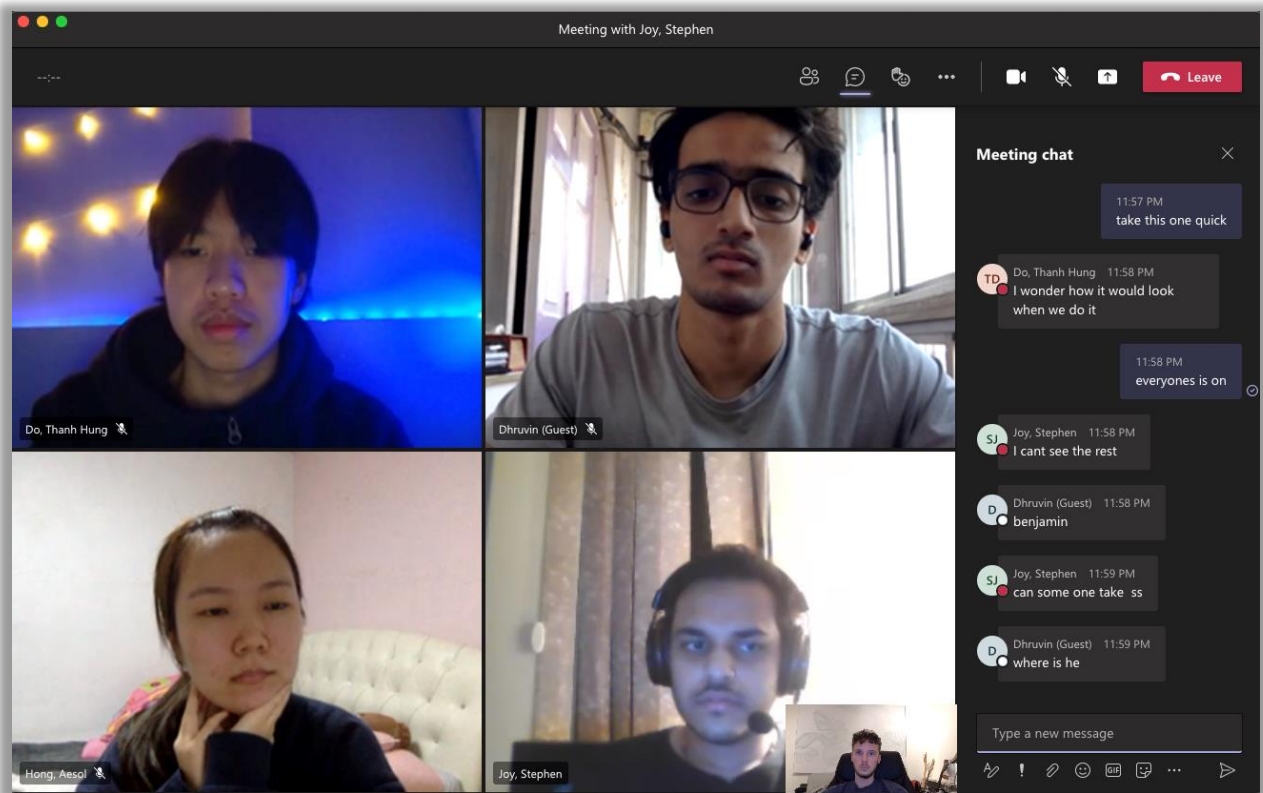|		
Security and Privacy	End-to-end Encryption using AES-256*, pre-meeting features such as Waiting Rooms, Join by Domain, and Passcodes.	Microsoft Teams data encryption at rest and in transit, Single sign-on to all Microsoft 365 apps and services, Enforced two-factor / multi-factor authentication.
Additional features	Background blur, change background image, breakout rooms, post-recording transcripts, join-in notifications, etc.	Change background image, breakout rooms, live captions as well as post-recording transcripts, whiteboards, meeting notes, send messages as important / urgent, etc.
Pricing	Free as well as paid license starting from **C$ 200/user/year**	Free as well as paid license starting from **C$ 6.40/user/month**

3. Sample Screen Shots

Attached below is the screenshot of Zoom (*Figure 3.1*) and Microsoft Teams (*Figure 3.2*) showcasing its interface with all the group members on call.

Figure 3.1 - Zoom

Figure 3.2 – Microsoft Teams

4. Discussion

According to our research, we found Microsoft Teams to be more of a logical and financial choice than Zoom. Zoom is just a standalone video conferencing app. And additionally, you need to pay C$ 200 per user per year for its "Pro" features which includes video conferencing time limit of up to 30 hours which is limited to up to 40 minutes on its free tier. On top of that it has limited choice of 3rd party app integrations which may hamper your productivity. Also, previously Zoom has found itself in hot water due to its security vulnerabilities and lack of privacy protection features resulting it being deemed unsafe under certain scenarios.

Coming over to Microsoft Teams, the video conferencing time limit is set to 60 minutes but due to the pandemic, the time limit has been increased to 24 hours on free tier. Also, Teams comes tightly integrated with Microsoft's 365 suite which includes Outlook mail, Word, Excel, SharePoint and its online cloud storage service OneDrive. On the other hand, if your organisation already has subscription to Microsoft 365 which starts from around C$ 6.40 per user per month you will have access to a host of different features which includes 24 hours of video conferencing limit, increased OneDrive storage limit, access to office suite, etc.

5. Conclusion

In conclusion, we determined Zoom to be intuitive and straightforward, with great features for users. However, we take security seriously, and Zoom's recent security issues, which came to light during this pandemic, are concerning. With Microsoft Teams, you get better overall security features and a more comprehensive collaboration tool. Especially if you are already using Microsoft products.

Although, Zoom and Teams have differences within their usability and what they are geared towards. While we may suggest Teams, overall Zoom is better equipped for teaching and lectures focused on primary speakers at one time while Teams places emphasis on smaller, thorough, collaborative and streamline workflow. Zoom is better equipped for a central host to have control meanwhile Teams is very group oriented, therefore the choice of software is somewhat dependent on the desired usage, in our experience and research. Microsoft Teams is a great product to help improve connection, culture, collaboration, and efficiency in your organization and one that we recommend.