Compete Battlecard

Microsoft Teams

As of: September 2024

Please see each slide's notes section for 3rd party sources and other additional details.

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by CISCO

Why ⬥ webex by CISCO ⬥ Wins

Best in Class

- Webex is a technology leader, delivering the most advanced AI powered platform for hybrid work, employee engagement, and customer experience.

- Awarded Best of 2023 by UC Today
  - Ucaas Provider
  - Meeting Room Product
  - Endpoint Product

- Named Best Enterprise Video Conferencing Software (2022, 2023, & 2024) by PC Magazine

- Awarded Best Feature Set and Best Value for Price & Top Rated for 2022 and 2023 by TrustRadius

- G2 satisfaction scores put Webex ahead of Microsoft and Zoom in key capabilities like screen sharing, recording, scheduling, polling, participants permissions, and mobile

Continuous Innovation

- Cisco leverages state of the art AI to deliver immersive experiences across the Webex platform, including unrivaled audio and video quality even in poor network conditions.

- AI is table stakes, the Cisco AI Assistant for Webex improves customer experience, enhances collaboration, and boosts operational efficiencies. Key features are meetings and space summaries, message rewrite and translations

- Cisco noise removal technology uses advanced AI techniques to distinguish human speech from any unwanted noise, resulting in HD Voice quality on **BOTH** ends of a call regardless of device, or environment.

Embedded Security

- Webex is the first collaboration vendor to provide end-to-end encryption across all communication channels, including text message, end user verification, meetings join experience, recordings and Webex extensions and APIs.

- The NSA, one of the world's most advanced cybersecurity governmental agencies, did their own independent analysis and determined that Webex is the most secure collaboration platform.

- Cisco is committed to responsibly and ethically using AI; creating an industry leading AI framework rooted in transparency, fairness, accountability privacy, security, and reliability.

Intelligent Devices

- Cisco is the only Collaboration Manufacturer with its own natively integrated hardware (Cisco Devices) and software (Webex App)., enabling seamless calling and meeting experiences for end users.

- Cisco has the broadest portfolio of AI powered phones and video devices that bring collaboration to any workspace.

- The innovative 9800 device series transforms the desk for modern work; with advanced AI audio features and one-button-to-join any meeting.

- Cisco devices are fully interoperable with other platforms such as Zoom and MS Teams.

Immersive Experiences

- Fueled by AI, Webex creates exceptional experiences for interactions among employees and between employees and customers.

- Webex gives all Employees access to advanced AI features, such as meetings summaries with action items and transcripts, diving richer meeting experience and higher end user productivity..

- Webex improves Customer Experience by empowering teams with dedicated agent and supervisor functionality built into the Webex app.

- With built in AI, CX agents can resolve issues, improve interactions, and provide richer customer experiences

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Weaknesses

Everything is extra with Microsoft licensing

With Microsoft, everything is EXTRA, and nothing is free!

✕ Complicated setup requires expensive Certified professional help

✕ Pricing is not transparent! The way Microsoft 365 is bundled, the add-on costs creep up quickly. The following features are add-ons for additional cost:
- Phone system
- Phone Plan (domestic & international)
- Cloud video per device
- Azure AD

✕ Teams Premium is an additional $7/u/m for
- Intelligent Meeting Recap
- Intelligent Call Recap
- Watermark Meetings
- End-to-End Encryption

✕ Copilot is an additional $30/u/m for table stakes AI functionality
- Catch me Up in Meetings
- Chat Summarization
- Rewrite messages

Poor Integration Experience with other applications

Complicated deployments get in the way of using all the features as they are designed. MSFT Teams only supports one-way integration, meaning you cannot run MSFT Teams inside other apps, you can only run other apps inside MSFT Teams, limiting your options. Webex offers bi-directional integrations making it easier for users to work in a way that is best for them.

✕ **MSFT Teams and Office 365 Do Not Work Well Together:** Webex is better at O365 integration than MSFT Teams. We make it simple to share documents, MSFT Teams makes it frustrating, and users resort to using 3rd party products increasing cost and security issues.

✕ **File Storage Options:** Without OneDrive for Business, MSFT Teams has nowhere to store files in the Messaging feature. And if SharePoint integration isn't complete for all users, you will have content duplication, confusion, and version control problems leading to..."where did my files go?"

✕ **Seamless Collaboration:** For the IT adventurous, MSFT does not support open APIs. Collaboration must happen through Teams. Unlike Webex, Teams can't be embedded into other apps, including MSFT Apps!

No Centralized Administration

Administrators have multiple disjointed portals they need to access for full administration.

Microsoft Teams Admin Center

&

PowerShell

Certain settings require PowerShell

Power BI for Analytics

+$

3rd Party Portals for Device Management

&

Microsoft Teams lets calling suffer

Missing fundamental business calling features:

✕ No Noise Removal for PSTN Calls
✕ No Hunt Groups
✕ No Group VM
✕ No Selective Call Forwarding
✕ No Business Continuity (Call forward not reachable)
✕ No Selective Call Rejection

Basic Customer Experience gaps:

✕ No weighted, Priority, or Skills based routing for call queues
✕ No Call Back option for call queues
✕ Only Standard greetings and Hold music for call queues
✕ No bounce call policies for call queues
✕ No routing policy for stranded calls

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Add-ons add up

	Included in Webex	Webex Add-on	Included in Teams	Teams Premium	Microsoft 365 Copilot for Teams	Power BI
Message conversation summaries	✓				X	
Change Tone/Message rewrite	✓				X	
Voice Isolation	✓				X	
Call summaries	Coming Soon			X		
Be Right Back(RMM)	✓					
In Meeting Catch Me Up	✓				X	
Real-time transcriptions	✓		X			
Meeting recap	✓			X	X	
End-to-End Meeting Encryption	✓			X		
Real-time translations		X		X		
Analytics	✓					X

*Pricing subject to change

Premium $7

Microsoft 365 Copilot $30

Natural Language
Large Language Models · Microsoft Graph - Your Data - · Microsoft 365 Apps

Power BI $10.00 user/month

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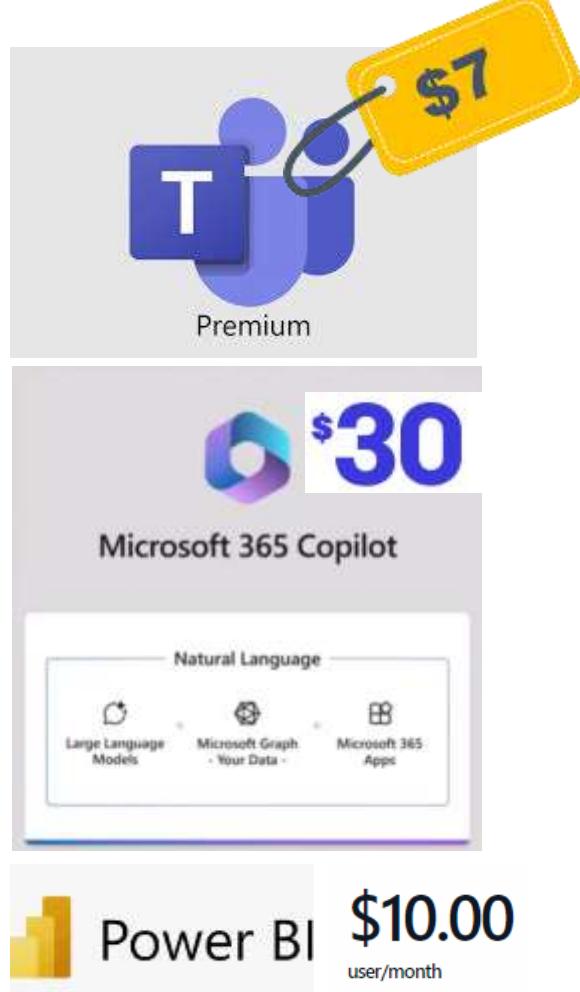
Objections

Microsoft Teams

MSFT Teams is simple to configure and manage

An entire consulting industry exists to support MSFT apps! MSFT Teams has a very complex deployment. Default settings are not optimized for the best user experience or security. Administrators need to use MSFT Teams Admin Center, Power Shell, and a 3rd party portal to configure calling and phones. Webex default settings are optimized out of the box for interoperability, end points, & guests and don't require anything to maximize your employee and guest experiences. Webex is managed via Control Hub, a centralized portal for calling, messaging, meetings, analytics, and troubleshooting.

Microsoft includes security & compliance capabilities

Security and compliance are crucial for businesses. Microsoft requires add-ons like Teams Premium for watermarking and end-to-end encryption of meetings, or higher packages with Microsoft Purview for key compliance capabilities of customizable retention policies and eDiscovery. In contrast, Cisco's Webex has built-in security, offering end-to-end encryption across all packages without extra cost. Webex also includes ProPack for customizable data retention policies and compliance officer capabilities, and eDiscovery.

My MS Teams is grandfathered in and not extra

Microsoft announced the unbundling of MS Teams from it's various 365 licenses in April of 2024. While Microsoft has stated customers will be able to renew their current plans, they have made no public commitment to honor existing pricing.

We've looked at MSFT Teams and it looks less expensive

To access Calling, Messaging, Meetings, with Microsoft you need Teams, Teams Phone, PSTN, and Power Bi. For AI features, you must add on CoPilot or Teams Premium or BOTH depending on your needs. In contrast, [SP Product Name] with Webex offers a straightforward subscription with more standard features including AI, analytics, security and compliance, all included. Plus, you can still integrate your Microsoft Outlook and documents with Webex.

I don't want to switch my devices to Cisco

You don't have to! Webex Calling integrates with an unmatched set of intelligent audio and video devices, delivering functionality, quality, control, and security that enterprises expect and demand and providing a truly complete collaboration experience

Microsoft Teams only runs on select certified devices, meaning you will likely need to buy new devices that are capable of running the Microsoft Teams software.

MS Teams phone has call queues I can use for customer experience.

A 2024 Hubspot survey shows that 82% of customers expect immediate resolution. MS Teams call queues lack essential features such as weighted, priority, and skills-based routing, as well as bounced call policies and routing for stranded calls. Additionally, there is no callback option, forcing callers to stay on hold without comfort messages. Webex calling plans include all these features, ensuring timely issue resolution.

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Product gaps

Fill the gaps

Microsoft Teams

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Calling	MSFT Teams is missing key features in calling such as: hunt groups, group voicemail, noise removal for PSTN calls and several call forwarding features which gives you the impression that MSFT has not yet built a full PBX replacement. The initial low-cost appearance is deceiving. Many Teams Phone and PSTN must be added to have a bare bones business calling solution. MSFT Teams calling in one word: expensive.	Webex is delivered by your trusted Service Provider, an expert in calling, and Cisco, a global leader in collaboration (on premises, cloud, and hybrid cloud workflows), together giving you a fully integrated, all-in-one communications solution. Webex is the **ONLY** provider to offer background noise reduction on **PSTN calls** on **BOTH** ends of a phone call as part of our Webex Smart Audio.
Meetings	MSFT Teams makes you pay more to use AI with Microsoft 365 Copilot at a price tag of $30 per user per month and Teams Premium if you need end-to-end meeting encryption, adding cost and configuration complexity.	Webex includes innovative features like Cisco AI Assistant, the Real-time Media Model integrating video, reactions, gestures, voice tones, and more into meeting transcripts, Automatic Step-away, people focus, Slido for real-time Q&A and polling, and and with all with seamless integration with Cisco video devices. Webex continues to be the dominant player in the industry, all while setting the standards for confidential, end-to-end encrypted, secure meetings. All built-in, not added on.
Messaging	MSFT Teams 'chat' vs 'channels' confuse users with separate feeds, different tabs, and notifications turned off by default. MSFT Teams 'channels' are not intuitive, with confusion stemming from disconnects with Active Directory 'groups' making it difficult to find work in process. And if you want to use AI to be more efficient in MSFT you have to pay more to get Copilot.	Connect with colleagues using Webex's advanced features for group messaging, secure file sharing, whiteboarding and more with AI included. Easily collaborate with people inside and outside the company – all from the same space. And integrate with the 100+ other industry leading business apps to improve efficiency and workflows. Webex provides a hardened collaboration platform that keeps customers' data secure

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Why Webex Wins vs MSFT Teams

Microsoft Teams

Simple, all in one solution

Webex provides a simple, complete, collaboration solution infused with AI for users and administrators. Microsoft is complicated and expensive to use and administer.

Productive & professional

Webex guests enjoy a fully functional collaboration experience. MSFT frustrates guests, limits their features reducing their ability to participate. With Cisco AI Assistant and Slido your users will be wowed!

Flexible & predictable

One simple per user per month price with no hidden fees or add-ons. Everything you need to securely, efficiently, and effectively collaborate. With MSFT Teams, everything is extra - security, phone package, you name it!

Secure & reliable

Webex is the only collaboration vendor that provides end-to-end encryption for all communication, including text message, end user verification, meetings join experience, recordings and Webex extensions and APIs. Security is included with Webex without package upgrades.

TrustRadius Best Value for Price 2022 | Best Value for Price 2023 | BEST UCAAS PROVIDER WINNER 2023 | TrustRadius Best Feature Set 2022 | Best Feature Set 2023

LEADER
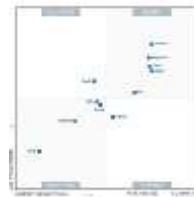
Gartner® 2023 UCaaS

Aragon Research UC&C 2024
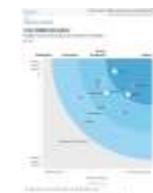
Forrester Wave ™ UCaaS Q3 2023

100B+
Minutes of background noise removed

1.2B+
Messages sent per month

225M+
Files & URLs scanned for malware per month

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Additional resources

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Security Reference Material

Table of Assessments against Criteria

Service	1 – End-to-End Encryption[5]					2 – Testable Encryption	3 – MFA	4 – Invitation Controls	5 – Minimal 3rd Party Sharing	6 – Secure Deletion	7 – Public Source Code Shared	8 – Certified Service (FedRAMP / NIAP)
	Text Chat	Voice Calls	Video Calls	File Sharing	Screen Sharing							
Cisco Webex®[iii]	Y[1]	Y[1]	Y[1]	Y[1]	Y[1]	Y	Y[1,2]	Y[1]	Y	Client – Y Server – N[3]	N	FedRAMP
Microsoft Teams®[viii]	N	N	N	N	N	Y	Y	Y	Y	Client – Y[1] Server – Y[1]	N	FedRAMP
Slack®[xi]	N	N	N	N	N	Y	Y	Y	Y[1]	Client – Y[1] Server – Y[1]	N	FedRAMP
Zoom®[xiv]	Y[1]	N	N	Y[1]	N	Y	Y[1]	Y	Y	Client – Y Server – N[3]	N	FedRAMP

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Source: https://blog.webex.com/video-conferencing/webex-ranks-best-of-breed-in-nsa-collaboration-services Cisco Confidential