



# How Microsoft Teams Differentiates from Zoom

Meetings Lifecycle	Artificial Intelligence & Inclusiveness	Microsoft 365 Integration	Calling and Phone System	Enterprise Security & Compliance
<p>With <b>Microsoft Teams</b>, meetings are transformed with the introduction of a lifecycle, which makes the experience more persistent.</p> <ul style="list-style-type: none"> <li>• BEFORE: collaborate on documents and presentations before a meeting via chat.</li> <li>• DURING: memorialize your meetings with cloud recordings and transcripts</li> <li>• AFTER: easily access notes, action items, and continue the conversation via chat.</li> </ul> <p><b>Zoom</b> is a standalone meeting solution. With Zoom customers may need:</p> <ul style="list-style-type: none"> <li>• 3rd parties for any service other than meetings</li> <li>• IT overhead to manage tools and security</li> </ul>	<p>By harnessing the power of deep learning and AI in <b>Microsoft Teams</b>, the user experience is more insightful, proactive &amp; adaptive.</p> <ul style="list-style-type: none"> <li>• Live captions, subtitles &amp; meeting transcripts, translatable to over 60 languages (coming soon)</li> <li>• Meeting recommendations based on employee availability</li> <li>• Intelligent MTR content camera detects, crops &amp; frames the in-room whiteboard.</li> <li>• Custom backgrounds for remote video attendees.</li> </ul> <p><b>Zoom</b> lacks these intelligent features, plus expose customers to:</p> <ul style="list-style-type: none"> <li>• Additional IT costs</li> <li>• Additional complexity</li> <li>• Multiple SLA and support models</li> </ul>	<p><b>Microsoft Teams</b> offers a centralized workspace to get work done.</p> <ul style="list-style-type: none"> <li>• Use Office apps such as Excel, OneNote, Planner, and Power BI - right within Teams</li> <li>• Meet where your files, conversations, and files live; share and co-author files directly in Teams meetings</li> <li>• Cloud recordings are stored in Microsoft Stream and accessible throughout the organization</li> <li>• Pin 3rd party and custom-made apps with PowerApps to streamline business processes in Teams</li> </ul> <p><b>Zoom</b> lacks built-in capabilities with Microsoft 365 apps like:</p> <ul style="list-style-type: none"> <li>• In-app co-authoring</li> <li>• Specialized notetaking</li> <li>• An integrated calendar</li> <li>• Enterprise-grade guest access</li> </ul>	<p><b>Microsoft Teams</b> brings mature Phone System capabilities that are enterprise ready.</p> <ul style="list-style-type: none"> <li>• Phone System replaces on-site PBX with advanced telephone features in the cloud and provides users with one number that rings across their devices.</li> <li>• Direct Routing connects existing phone circuits to Teams.</li> <li>• Expertise in deploying large enterprise phone systems.</li> <li>• Full range of compatible Teams devices.</li> </ul> <p><b>Zoom</b> phone system capabilities are nascent and unproven:</p> <ul style="list-style-type: none"> <li>• Few enterprise references</li> <li>• Limited experience &amp; history in providing PSTN</li> <li>• Less robust features available</li> </ul> <p>For more detail, please see the <a href="#">Why Microsoft for Meeting Room Hardware DVP</a></p>	<p>Built on the <b>Microsoft 365</b> platform, Teams is secure and compliant, powered by the same enterprise-grade security and compliance offerings that millions of our customers rely on every day.</p> <ul style="list-style-type: none"> <li>• One cloud powers the end-to-end Microsoft Teams experience</li> <li>• Auditing and Reporting; DLP, eDiscovery; Legal Hold; Information Protection; Rights Management, and MFA are built right in</li> <li>• 6 Worldwide datacenters</li> <li>• Single Admin Center to simplify management</li> <li>• Established communications provider for over 15 years</li> </ul> <p>With <b>Zoom</b>:</p> <ul style="list-style-type: none"> <li>• Infrastructure is hosted in 3rd party datacenters, while its traffic is hosted in Zoom</li> <li>• There is no MFA or RMS</li> <li>• Traffic is not secure for file sharing</li> <li>• There is no financially-backed SLA</li> <li>• Potential for additional management overhead</li> <li>• Newcomer into the market</li> </ul>