

5 WAYS WE DO IT BETTER: GOTOCONNECT VS CISCO WEBEX CALLING



vs



1

GoToConnect is **MORE RELIABLE** than Cisco Webex

GoToConnect comes with industry leading uptimes of 99.995% and a track record of success in reliability. And while Cisco are no slouches in this space either, they've still had 33% more problems than GoToConnect in 2020. In fact, GoToConnect has been one of the most reliable platforms during the Covid crisis.

2

GoToConnect **PERFORMS BETTER** than Cisco Webex

This is largely due to how heavy Webex is on bandwidth usage. It requires 50% more than GoToConnect. Basically, this means you have a greater likelihood of high quality audio and video calls with GoTo and less likely to receive IT tickets complaining about performance. UC Today specifically call out GoTo for our strength in this area and Greenspector's independent 3rd party tests further highlights GoTo's superiority.

3

GoToConnect has **BETTER CUSTOMER SUPPORT** than Cisco Webex

Managed in-house with all customers getting our premium customer offering as standard, GoToConnect wins at customer support compared to Cisco. Thousands of customers across Gartner.com, TrustRadius, G2.com, SoftwareAdvice and GetApp consistently rate GoTo's customer support as superior to Cisco's. We've faster times to respond and better quality in our technical support. Cisco will charge you extra dollars for their enhanced and premium support packages.

4

GoToConnect provides a **BETTER USER EXPERIENCE** compared to Cisco Webex

The GoTo team work hard to ensure our customers have the best experience possible. We believe we've achieved this. While this is a subjective view, when thousands of customer reviews across Gartner.com, TrustRadius, G2.com, SoftwareAdvice, Capterra & GetApp agree with us, it's hard to disagree. GoTo consistently ranks higher for ease of use compared to Cisco Webex.

And it's not just end-users, it's our IT Teams we serve and support too. Gartner and G2.com rate us superior than Cisco Webex across Installation, Integration, Self-provisioning tools, Ease of Set-Up, Ease of Administration and Ease of Doing Business With.

5

GoToConnect is **BETTER VALUE FOR MONEY** than Cisco Webex

With GoToConnect you can save up to 41% per user per month compared to Cisco Webex on top tier plans and we include all your telephony needs too. With unlimited domestic calls and free international calling you don't need to deal with anyone else. Unlike Cisco, you need to organise your VoIP/PSTN connectivity with another vendor, don't forget to factor in their costs too! Do you even know the price you need to pay with Cisco?