

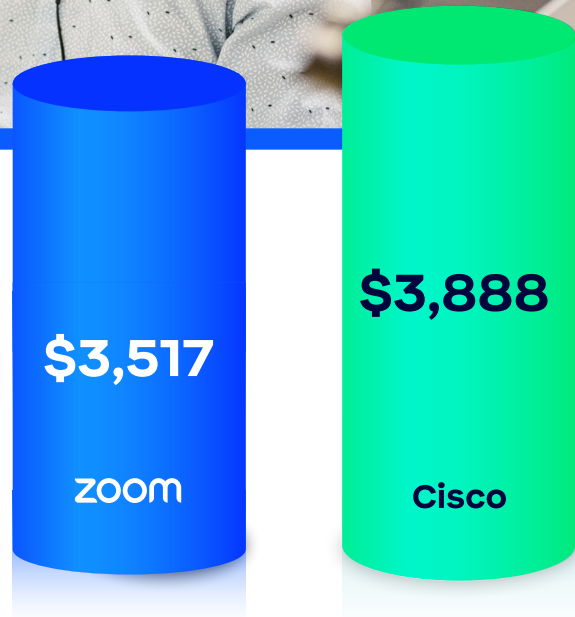


Total cost of ownership Zoom vs Cisco Webex



Cost-effective administration and management

From Jan. to Feb. 2024, Metrigy studied 470 end-user organizations to gather real-world operational costs for a variety of UCaaS platforms. The study found that, on average, for organizations with more than 1,000 users, the five-year costs for operating a Cisco UCaaS environment were \$3,888 vs. \$3,517 for Zoom Workplace, which represents a Zoom savings of 10%. These costs include the internal IT resources necessary to manage and operate each solution.



TCO Component	Enterprise users*		
	Zoom	Cisco	Zoom savings
5-year operational costs (internal IT staff)	\$3,517	\$3,888	10%

*Greater than 1,000 users

Implementation costs

Your cost savings get a head start with Zoom. According to Metrigy's study, the staff costs to implement Cisco were \$9.50 per user, but only \$6.50 per user for Zoom Workplace, representing a 32% Zoom cost advantage.

Employee training

The Metrigy study also found that organizations that use Zoom spent 42 minutes less on training per employee than those that use Cisco. That's **42 minutes your employees could spend on more meaningful work**. How much does that lost productivity per user cost your business?



Lower your TCO with Zoom

Whether you're looking to reduce training time or ongoing management costs, Zoom Workplace can help you get there. Our intuitive, open collaboration platform helps you achieve efficiency at scale, and your employees have access to AI Companion at no additional cost.**

**Included with the paid services in Zoom user accounts. AI Companion may not be available for all regions or industry verticals.

Seeing is believing!
Schedule a live demo with one of our product specialists at your convenience.

[Schedule a live demo](#)

Study methodology

1. Metrigy conducted a custom research study for Zoom from Jan-Feb. 2024, examining cost, utilization, and management of voice and meeting solutions
 - 470 responses, including 2 interviews and 468 electronic survey responses
 - Global reach
 - A random sampling of a variety of industries
2. Metrigy developed hypotheses and questions, which were reviewed jointly with Zoom's project team
3. Metrigy programmed the survey, gathered research responses, analyzed data, and created the presentation, including charts and tables that provided technology trends, cost analysis, and cost comparisons between vendors
4. Zoom has a license to use this independently gathered and analyzed data