

The background features several overlapping, semi-transparent geometric shapes in shades of blue and cyan. On the left, there is a large cyan circle. To its right, there are several overlapping shapes, including a large blue circle and several pointed, triangular shapes in various shades of blue, creating a dynamic, layered effect.

# TiG guide to Microsoft Teams vs. Zoom

## Microsoft Teams Vs Zoom: Features, Pros and Cons.

Many businesses are using a variety of technology platforms to increase their productivity and reduce costs where possible. Many of our clients use a wide range of conferencing platforms, and due to several requests, we have outlined the pros and cons of Microsoft Teams and Zoom.

### Microsoft Teams

Microsoft Teams is a collaboration hub for teams that works across multiple platforms, allowing you to pull together a team and work together using Video, Voice, and instant messaging. It's a workspace where you and your team can work together, sharing your desktop and files and editing files at the same time. Teams is cloud-based, allowing everyone to work together regardless of where they are, and allows users to collaborate in a fully secure environment.

### Zoom

Zoom provides a remote conferencing service that combines video conferencing, online meetings, chat, and mobile collaboration. Zoom offers free video conferencing for up to 100 participants, with a 40-minute time limit. Paid subscriptions are available to allow more participants, increase the time limit, and obtain more advanced features.

### Main Features

Microsoft Teams	Zoom
<ul style="list-style-type: none"><li>• Fully Integrated with Office 365</li><li>• Conversation Channels</li><li>• Reduced Email</li><li>• Direct access to email, Skype, OneDrive, and SharePoint</li><li>• Collaborate live in real-time</li><li>• Access Across all devices</li><li>• Collaborate internally and externally securely</li><li>• Third-party integrations</li><li>• Video Conferencing</li><li>• Instant Messaging</li></ul>	<ul style="list-style-type: none"><li>• Collaboration with individuals and groups through chat</li><li>• Screen and application sharing</li><li>• HD Video calling</li><li>• Works with Mobile Devices</li><li>• Desktop App</li></ul>

## Pros and Cons

	Microsoft Teams	Zoom
Pros	<ul style="list-style-type: none"> <li>• Cost-effective</li> <li>• Included in Office 365 subscriptions</li> <li>• Free versions of Teams available with more advanced features with a subscription</li> <li>• Unlimited numbers of attendees</li> <li>• Unlimited number of conferences</li> <li>• Secure and uses end-to-end encryption</li> <li>• Part of the Microsoft family and well-established</li> <li>• Microsoft certifies hardware providers</li> <li>• Teams provide UC telephony and can be configured for caller ID, phone numbers from Microsoft, dial plans, call queues, and auto attendants with certified endpoints.</li> </ul>	<ul style="list-style-type: none"> <li>• Cost-effective</li> <li>• Free one-to-one conferencing for 40 minutes with advanced features with a subscription</li> <li>• Zoom and Slack feature a wide-ranging partnership and set of technical integrations</li> <li>• Simple to use interface</li> <li>• Ability to get end-users up and running with little to no training or IT support</li> <li>• Zoom certifies both integrators and hardware providers</li> <li>• UC telephony functionality is relatively new to Zoom and operates with standards-based endpoints like Polycom and Yealink.</li> </ul>
Cons	<ul style="list-style-type: none"> <li>• Users need to get up to speed on how to interact in different channels and Teams, incorporate file sharing, and also all of the other Office 365 applications integrated into Teams</li> <li>• Free version doesn't include Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>• Limited number of attendees (depending on subscription)</li> <li>• Limited number of conferences (depending on subscription)</li> <li>• New company to the market</li> <li>• Video and audio content will stay private from anyone spying on your Wi-Fi, but it won't stay private from the company (Zoom).</li> <li>• It's possible that Zoom could be compelled to hand over meeting recordings for legal proceedings.</li> </ul>

## So, which is the best platform for you?

At a very high-level, Microsoft Teams and Zoom both overlap and compete in the way that they offer a set of services for video conferencing (including room systems), and UC telephony. Drilling deeper into the more nuanced features, UX, pricing, and integrations is how organizations can evaluate trade-offs and make the best decisions as to which platform is the effective fit. Many of our clients use both products depending on the nature of the call etc, we would say that from a security perspective Teams wins and should be considered especially when conducting confidential business