

aws marketplace

Webex

Reviews, tips, and advice from real users



Powered by  PeerSpot



Contents

Product Recap.....	3 - 4
Valuable Features.....	5 - 10
Other Solutions Considered.....	11 - 13
ROI.....	14
Use Case.....	15 - 18
Setup.....	19 - 21
Customer Service and Support.....	22 - 23
Other Advice.....	24 - 27
Trends.....	28 - 29
About PeerSpot.....	30 - 31

Product Recap



Webex

Webex Recap

Webex is designed to help companies improve communication and increase productivity with unlimited HD video meetings in shared meeting spaces.

Companies can use Webex, a Cisco product, to collaborate with peers, share documents and other information, create high-impact webinars and online events, and present dynamic online courses. It can be tailored to your exact company needs and can be fully integrated with mobile apps for iPhone, iPad, Android, and BlackBerry.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Webex improves communication because even if we are working from home, we can connect with people and talk to them on a video call.”



Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

- ✓ “Webex is more similar to Zoom, but I feel it has some extra features, offering a good user experience for those who use Slack.”



Damilare Oloyede

Web Designer / Developer & Creative Professional at Federal University of Technology Akure

- ✓ “Based on my experience, I would recommend Webex to others; it's a good solution.”



Verified user

Program Manager at a healthcare company with 5,001-10,000 employees

- ✔ “Over the years, the all-in-one capability has been the most valuable feature of Webex; we have calling tools, chat tools, and meeting tools all in one tool now, making it very easy to use for all communication purposes.”



Etienne Delfosse

System Engineer at Degroof-Petercam

- ✔ “The number one reason we chose Webex was the security features.”



David Fartouk

CTO at Trust-IT Solutions

- ✔ “Webex improved our overall team collaboration.”



Brindha Muthukumar

SAP Consultant at Ford Motor Company

- ✔ “The tool alerts us when there are issues with our Kubernetes environment, such as excessive container usage. This allows our operations team to quickly identify and address these issues, reducing the time it takes to resolve them.”



Cosme Cardoso

Senior Software and Production Engineer S at WEX Inc. (NYSE: WEX)

What users had to say about valuable features:

The number one reason we chose Webex was the security features. It was the main reason why we chose Webex over other solutions. We do have other solutions as well, but for telemedicine, we decided that the best solution was Webex.

David Fartouk

CTO at Trust-IT Solutions

[Read full review](#) 

“The product is easy to use. We are very comfortable with it. The video call features are compatible with different devices like Polycom. The product saves time and money. I am satisfied with the tool 100%..”

Wajid Khattak

Procurement Officer at Emerging Systems

[Read full review](#) 

“Webex is a fine, perfectly adequate product, and I don't see any room for improvement.

“From when I last implemented it, I found the price to be expensive. The licensing model doesn't work because if I want to implement it for an organization, I need to pay a per-user license, which makes it very restrictive.

“I would rate Webex as a tool seven out of ten due to their licensing model and pricing; it's the licensing model that lets it down, but it's a great product..”

Verified user

[Read full review](#) 

Program Manager at a healthcare company with 5,001-10,000 employees

“Webex is more similar to Zoom, but I feel it has some extra features, offering a good user experience for those who use Slack.

Overall, it was good, especially for calls, with connection quality being very acceptable, and it has features that enabled us to communicate effectively, giving it a Microsoft Teams vibe. I can always recommend Webex to companies looking for a better alternative to Google Teams, especially since it probably does not consume as much data as Microsoft Teams.

Webex works well with Cisco, and Cisco devices work seamlessly with Webex. .”

Damilare Oloyede

[Read full review](#) 

Web Designer / Developer & Creative Professional at Federal University of Technology Akure

“Over the years, the all-in-one capability has been the most valuable feature of Webex. We have calling tools, chat tools, and meeting tools all in one tool now. Before, we used Jabber for chat, and another tool for communication, so we always needed to switch between both. Now everything is in the same tool making it very easy to use for all communication purposes.

“The most beneficial feature of Webex for my virtual meetings is the screen sharing feature. We use it a lot for sharing screens between the teams during meetings and also with the meeting rooms where Webex is incorporated in the system, making it very useful to share screens..”

Etienne Delfosse

System EGINEER at Degroof-Petercam

[Read full review](#) 

“The best features are the ability to schedule meetings and launch ad hoc meetings. Additionally, we can create breakout rooms within the meeting itself, which is another excellent feature.

“Whenever we have production issues, many teams join a single Webex call. Sometimes we need to group together as separate smaller groups and work in parallel to identify the production issues. In those cases, we create Webex breakout rooms and each member joins the corresponding breakout session to progress on their task.

“Webex helps significantly in the hybrid environment. When we are working from home, it is very easy for us to meet with other team members and the management to get in touch and progress.

“Webex improves communication because even if we are working from home, we can connect with people and talk to them on a video call. It has improved the incident resolution time by getting into a call in Webex rooms and remediating the issues together as soon as possible.

“Audio and video quality is excellent for Webex.

“It has saved considerable time in terms of incident remediation. Whenever we have issues, we jump on a call and work together in parallel. This approach saves time and improves efficiency..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

[Read full review](#) 

Other Solutions Considered

“We used a different solution before. Then, we migrated to Webex. We have been using it for the last four years because it is very comfortable and easy to use..”

Wajid Khattak

Procurement Officer at Emerging Systems

[Read full review](#) 

“I have used Microsoft Team before. I prefer Microsoft settings because we can create and use Microsoft online. It's easier to share the files with the customer. .”

FabricioCosta

IT Engineer Expert at World Wide Technology

[Read full review](#) 

“Webex has better security features compared to other solutions. However, other solutions like Zoom and Microsoft Teams are better at user-friendliness and user experience..”

NagendraNekkala

Senior Manager ICT & Innovations at Bangalore International Airport Limited

[Read full review](#) 

“Microsoft Teams and Zoom are better than Webex. Webex is pretty slow compared to Microsoft Teams and Zoom. Microsoft Teams is also a bit heavy and slow. I like Zoom. I feel more comfortable using Teams and Zoom. I have been using them for a long time..”

S Ramachandran

System Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“Webex was not my only option; at the beginning, both options were available. However, our meeting rooms were already installed with the Cisco solution, so the main tool provided by Cisco was Webex. Initially, they checked the compatibility with our Cisco system and Microsoft Teams, and it was not 100% compatible, which is why they chose Webex instead of Microsoft Teams..”

Etienne Delfosse

System Engineer at Degroof-Petercam

[Read full review](#) 

“Before Webex, we used Jabber, which was the old solution. Prior to that, we did not have a tool similar to this; we just used a standard phone without chat functionality.

“We switched from Jabber to Webex to have an integrated tool that encompasses calling, messaging, meetings, and screen sharing..”

Etienne Delfosse

System EGINEER at Degroof-Petercam

[Read full review](#) 

ROI

Real user quotes about their ROI:

There is nothing we can specifically label as ROI, but we chose Webex for its security. We also purchased Webex communication devices like a television with everything inside, which users love.

David Fartouk

CTO at Trust-IT Solutions

[Read full review](#) 

“The product is worth the investment since it helps our company to hold meetings and other business-related sessions for people to attend. In my opinion, the ROI of the product is fine..”

Cletus Okolie

Senior Network Associate at AMCON, Inc.

[Read full review](#) 

Use Case

“We deployed the product in our headquarters and connected our four plants. It enables us to meet remotely. We use the tool for remote meetings. I work in the manufacturing sector..”

Wajid Khattak

Procurement Officer at Emerging Systems

[Read full review](#) 

“The vendor who supports me uses Webex for technical support. They set up Webex, and we are able to connect with each other. Some people use Webex to do sales pitch presentations for various solutions. They send me a Webex link, and I can join and have our conversation..”

Julius Mboya

Chief technical officer at Solvezy Technology Kenya Limited

[Read full review](#) 

“My company mostly uses it for internal purposes.

We mainly use it for team communication and meetings, as well as the chatbot feature.

Webex is primarily for remote work and virtual meetings, such as screen sharing. We don't use it for anything beyond basic meetings..”

Brindha Muthukumar

SAP Consultant at Ford Motor Company

[Read full review](#) 

“Webex is primarily used for conducting video meetings. We use Webex for conducting all kinds of meetings, including stand-up meetings, project discussions, and incident ticket discussions. For these activities, we schedule meetings through Webex and group together to discuss matters.

“Since we are a production support team, we meet frequently in our hybrid work environment. Whenever we have incidents or production issues, we use Webex to set up ad hoc meetings..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

[Read full review](#) 

“We typically use Webex for meetings to train in web development, business analytics, and cybersecurity, as the training platform was hosted on Webex and we used it for video calls as well.

Our first call on Webex ensured all of us met together and knew the people who succeeded in joining the cohort. The next one was a gathering, so we used Webex to call and connected individually with the trainers, who trained each of us using Webex.

Since it was an IBM meeting, I believe IBM uses Webex as their go-to for such meetings, and it helps our meetings run seamlessly. .”

Damilare Oloyede

Web Designer / Developer & Creative Professional at Federal University of Technology Akure

[Read full review](#) 

“For personal purposes, we use Webex for communication and collaboration at the bank side, which is the main tool. With the merge with Credit Agricole, we also use Microsoft Teams, depending on which entity of Credit Agricole we are meeting with.

“For Webex, we use it for phone calls, meetings, and chat between everybody.

“Webex is integrated with our calendar, specifically with Microsoft Outlook, without any problems. In Outlook, I can schedule a Webex meeting, and in Webex, I can also schedule a meeting in my agenda..”

Etienne Delfosse

System EGINEER at Degroof-Petercam

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Setting up the tool on my computer wasn't too difficult, but it wasn't as straightforward as Zoom. I had to install the Webex application and navigate through the interface, which felt a bit more complex, especially for business settings..”

Donald Lapiguera

Instructor at Bulacan State University

[Read full review](#) 

“One person can handle the product's initial setup phase. The initial setup phase doesn't require much time.

Mostly, I use Webex Client. I downloaded the solution from Webex's site. In general, I use Webex Enterprise Edition..”

SAMU DAVID

Cloud/Container Engineer at Vismaya

[Read full review](#) 

“I rate the product's initial setup phase a ten on a scale of one to ten, where one means it is a difficult process and ten means it is an easy process.

Honestly, the employees in my company cannot download Webex, as the administrators manage it. I don't know about the time required to deploy the product. .”

Prascilla Framco

Engineering and Technical Standing at State grid Brazil Holding

[Read full review](#) 

“I rate the tool's ease of deployment an eight out of ten. Setting up Webex wasn't complex for me at all. It was quite easy. The access and tools provided made the process straightforward. Overall, I didn't encounter any complications.

You need two resources to handle the deployment. The deployment process involves utilizing the lab confirmation. We handle various configurations, including Azure DevOps for CI/CD and Octopus tools..”

Cosme Cardoso

Senior Software and Production Engineer S at WEX Inc. (NYSE: WEX)

[Read full review](#) 

“The product's initial setup phase was very easy. The management console is easy to use.

The deployment part is not hard as the product is on the web.

The solution is deployed on the cloud.

The solution can be deployed in a few hours..”

Dror Mor

0 at 0

[Read full review](#) 

“I would rate my experience with the initial setup as a nine out of ten. It was very easy and straightforward, and I've always had a good experience with it. Webex is deployed in our organization primarily for consultants and teams. Whenever a customer requires us to discuss certain products or topics, we use the tool to facilitate those discussions and bring everyone together for meetings.

The deployment is quick. We download it from the web, install it, and start using it. There's no extensive company-wide deployment of the tool in our organization. It's primarily used by consultants engaging with customers who prefer Webex for meetings. I've never initiated a Webex meeting myself. Typically, it takes less than five minutes from downloading to join a meeting..”

Kimi Ghuman

Vice Senior President at a tech services company with 51-200 employees

[Read full review](#) 

Customer Service and Support

“I never talk to the customer directly. Regarding customer support, we have an internal team and sometimes they escalate the issues to Webex customer care..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

[Read full review](#) 

“We worked with a third-party integrator who was responsible for the technical support. The support was fine, but it was not a product of Webex per se; it was a product of the third-party we were working with..”

Verified user

Program Manager at a healthcare company with 5,001-10,000 employees

[Read full review](#) 

“I have received the solution's local technical support but not from Cisco, and I felt it was very slow and not knowledgeable. I am sure that Cisco's direct support is great..”

Dror Mor

0 at 0

[Read full review](#) 

“Although there is internal technical support available, I didn't escalate the issue as it was resolved almost immediately. The presence of an active internal technical support team played a key role in swiftly fixing the problem..”

Verified user

[Read full review](#) 

Technical Project Manager at a tech vendor with 5,001-10,000 employees

“It's our IT team who contacts the Webex technical support team and we're getting good support from our IT team, so this directly implies that Webex offers good technical support..”

Darshan Makhecha

[Read full review](#) 

Sr Sales Engineer at a manufacturing company with 10,001+ employees

“Webex supports our daily communication and collaboration needs, but not extensively, as all support is via our service center. I believe we have a support contract with Proximus, but it is directly our service center and service desk that are in contact with the official support team.

“I cannot rate the support team because I never use it. For the Webex part, I have never had an incident or issue, so it is not relevant to score this since I have never contacted the support for Webex..”

Etienne Delfosse

[Read full review](#) 

System Eginer at Degroof-Petercam

Other Advice

“My advice to others looking into using Webex is to go ahead, as it fits organizations that work with a set of teams. I gave this review a rating of 7 out of 10..”

Damilare Oloyede

Web Designer / Developer & Creative Professional at Federal University of Technology Akure

[Read full review](#) 

“Webex is one of the great tools in the industry for video calling capabilities. However, there are still areas of improvement. Webex is one of the best tools in the market for video calling capabilities, plus it also supports chat support. I would rate this product a seven out of ten..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

[Read full review](#) 

“We are planning to upgrade our subscription plan. I recommend Webex over other products to my friends in the industry. Cisco has its own engineers. They work well. We are a small organization.

Overall, I rate the solution a nine out of ten..”

Wajid Khattak

Procurement Officer at Emerging Systems

[Read full review](#) 

“I've been using Webex to meet customer requirements. I tend to use Zoom for team-related activities. However, if the customer prefers Webex, Zoom, or Teams, we adapt accordingly.

I'm using a hybrid setup, including on-premises and hybrid cloud environments. Our approach is driven by customer requirements because we prioritize serving our customers. We support platforms like Azure, AWS, and private or hybrid cloud, including on-premises deployments.

I rate the product a nine out of ten. .”

Kimi Ghuman

Vice Senior President at a tech services company with 51-200 employees

[Read full review](#) 

“I have not utilized its AI features.

“I haven't really integrated Webex with anything in terms of third-party applications.

“Based on my experience, I would recommend Webex to others; it's a good solution.

“I am generally satisfied.

“I rate Webex seven out of ten..”

Verified user

Program Manager at a healthcare company with 5,001-10,000 employees

[Read full review](#) 

“I don't have any experience with other remote solutions at this moment because we still use Citrix as our remote solution. When I look for other solutions, it is to challenge Citrix. We merged with the Industrial of Credit Agricole groups a few months ago, and the goal is to remain with Citrix until a decision post-merge is made with Credit Agricole.

“I work with Citrix Provisioning Server, Citrix XenApp, and Citrix [XenDesktop](#), which are the principal parts of Citrix. We don't use [Citrix XenServer](#) because our Citrix infrastructure is based on VMware.

“I work with VMware, specifically the standard web application for the web admin interface. Our data center is outsourced by Proximus, who manages the whole VMware infrastructure for us.

“I have no knowledge about Webex security features and how they meet our company's compliance requirements because this is not part of my job. I am uncertain whether artificial intelligence is integrated into Webex. There was a project related to this, but I don't know the technology involved.

“I haven't seen any evident positive impacts or benefits from using Webex. For us, it's mainly a tool for direct chat, which allows us to save time when chatting between colleagues. Before, we used to send emails and wait, but now the chat function enables us to directly schedule meetings or calls, making it easier to exchange information.

“On a scale of 1-10, I rate Webex a 7 out of 10..”

Etienne Delfosse

System Eginer at Degroof-Petercam

[Read full review](#) 

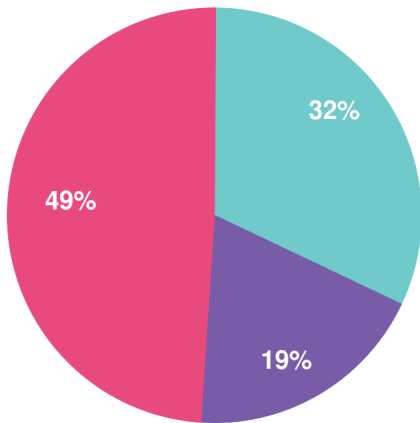
Top Industries

by visitors reading reviews

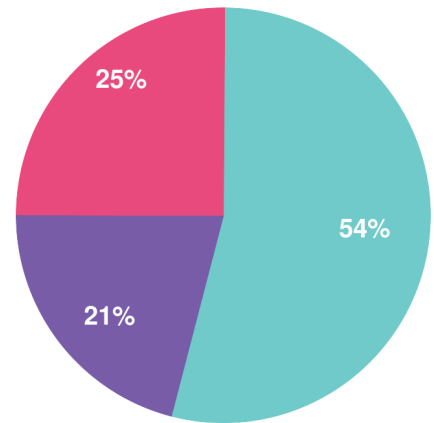


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944