

A group of business professionals in a meeting, overlaid with a blue semi-transparent filter. The image shows several people sitting around a table, looking at documents and laptops. The text 'Zoom Company Overview' is centered in white on a dark blue background.

Zoom Company Overview



About Zoom

Enterprise Video Communications

Leadership

Eric S. Yuan

Founded Zoom in 2011 with experienced engineering team*

Built the most widely-used video meeting tech

*Zoom engineers have over 1000 years of combined experience working on real-time collaboration software.

Growth

20 Billion+ Annual Meeting Minutes

90%+ of the Top US Universities

150% UK and EMEA YoY User Growth

175% EMEA YoY Revenue Growth

275% UK YoY Revenue Growth

Cash-flow positive

Funding

\$145.5M

Sequoia

Qualcomm Ventures

Emergence Capital

Horizons Ventures

AME Cloud Ventures



Zoom Just Works

Top Rated By Customers



Gartner
peerinsights™

4.7/5

730+ Reviews



4.5/5

2700+ Reviews



8.8/10

330+ Reviews

Zoom Net Promoter Score (NPS) of 72 *(Source: Wootric)*

Overall Industry NPS is 17 *(Source: Wainhouse Research)*



Zoom Communications Platform

Interoperability, Integrations & Plugins

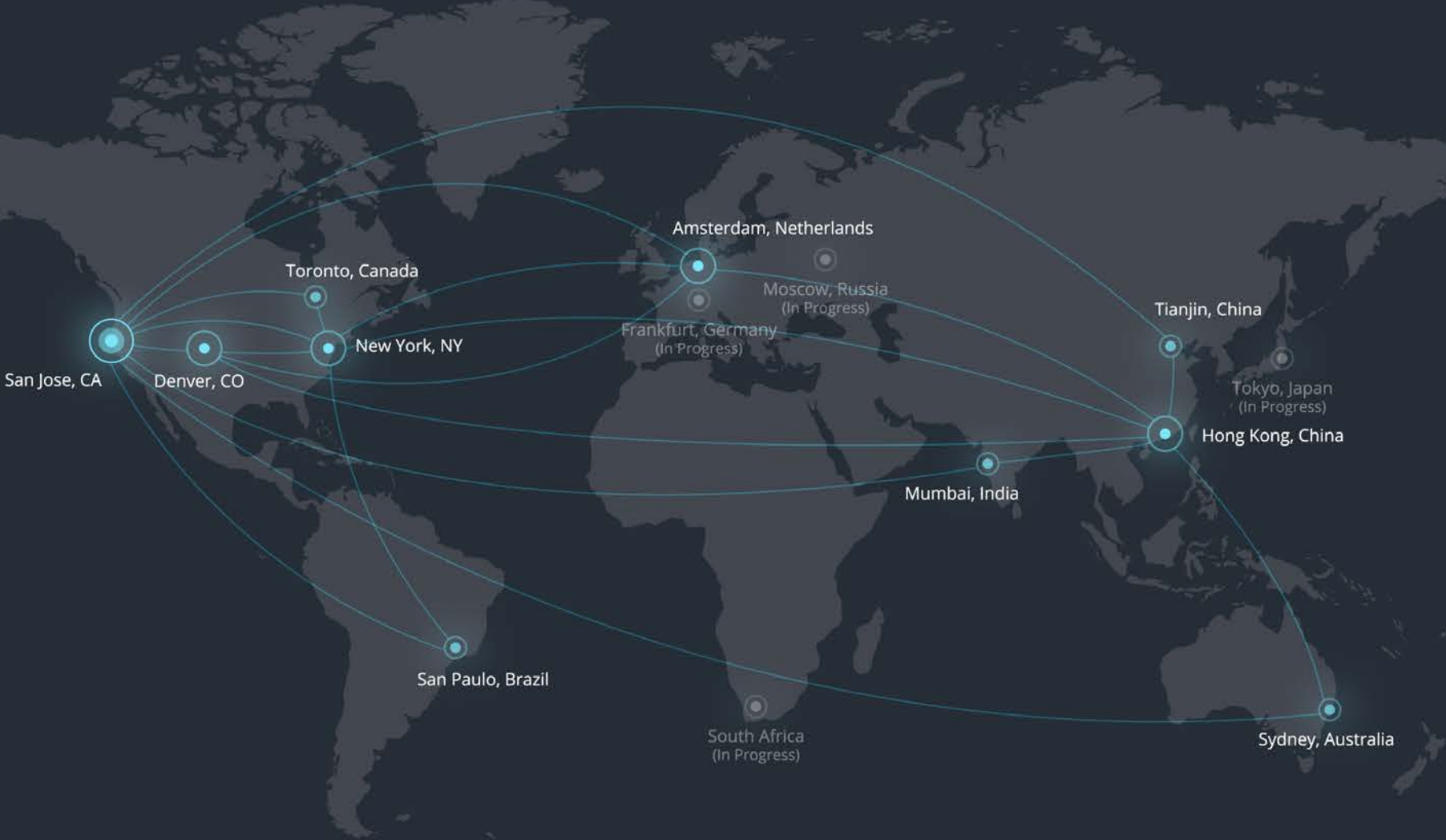
Unified Login	Microsoft (Active Directory), Google, Okta, Facebook, Centrify, RSA
Scheduling & Starting Meetings	Microsoft Outlook, Google Calendar, iCal, Salesforce, Google Chrome, Mozilla FireFox, Acuity
Enterprise Social Networks / Project Management	Slack, Skype for Business, Redbooth, HipChat, IBM Watson Workspace, and others through Zapier like Jira and Basecamp
Sales & Marketing / Process Automation	Salesforce, Marketo, Eloqua, HubSpot, Infusionsoft, Zendesk, Veeva and through Zapier get Paypal, Eventbrite, MailChimp, and hundreds more
Content Sharing	Microsoft OneDrive, Google Drive, Box, Dropbox, Panopto, Kaltura
LTI / LMS	BlackBoard, Canvas, Desire2Learn, Moodle
Conference Rooms	H.323/SIP systems, Intel Unite, Logitech, Polycom, Cisco, Crestron, Dell, Sharp, Amazon, and many others
Healthcare / EMR	Epic, IDSolutions

Architected for Reliability & Scale

- Proprietary compression technology operates with up to 45% packet loss
- Meeting services availability of 99.99% uptime
- Active/Active architecture for the meeting service with full redundancy - virtually no risk of interrupted service



Data Centers for Global Reliability



Release updates & feedback

While there's a total of 857 improvements, here's a highlight of the top few:

Pre-Meeting:

- Join Zoom meetings you've been invited to, without going to the calendar, right from the Zoom desktop application
- Accurate and real time presence sync on Zoom chat to reflect busy status even if you are in a non-Zoom meeting
- Cleaner invitation emails by shorter international dial in number URL
- Waiting Rooms: Customize by adding company logo or modifying description. Option to enable for Personal Meeting ID only.

In-Session Improvements:

- Apple CarPlay: keep your hands on the wheel and Zoom while driving
- Manage your Zoom session using Touch bar (Macbook Pro only)
- Zoom into Zoom: Ability to Zoom into shared content
- Push to talk: Press and hold spacebar to temporarily unmute yourself. No more fumbling for the mute button!
- Ability to dismiss questions in Webinars
- Recording Registrations:
- Continue to get registrations even after your live event is over, by enabling On demand recordings

Release updates & feedback

Reporting:

- Account level reporting on audio, video and screen share usage
- Year to date reporting on meeting minutes and number of unique users
- Export Zoom desktop and Zoom room satisfaction report

Security:

- Audio notification of recording activity
- End to End encryption on file transfer
- Prevent host for stopping automatic cloud recording, if enabled

Integrations:

- Enhanced LTI Sakai and Blackboard integration
- Start or schedule meetings from Gmail: enabled by GSuite add on

Additionally, the new release fixes 111 [support raised issues](#), 22 security issues and implements 20 [Billing and Marketing related tasks](#).

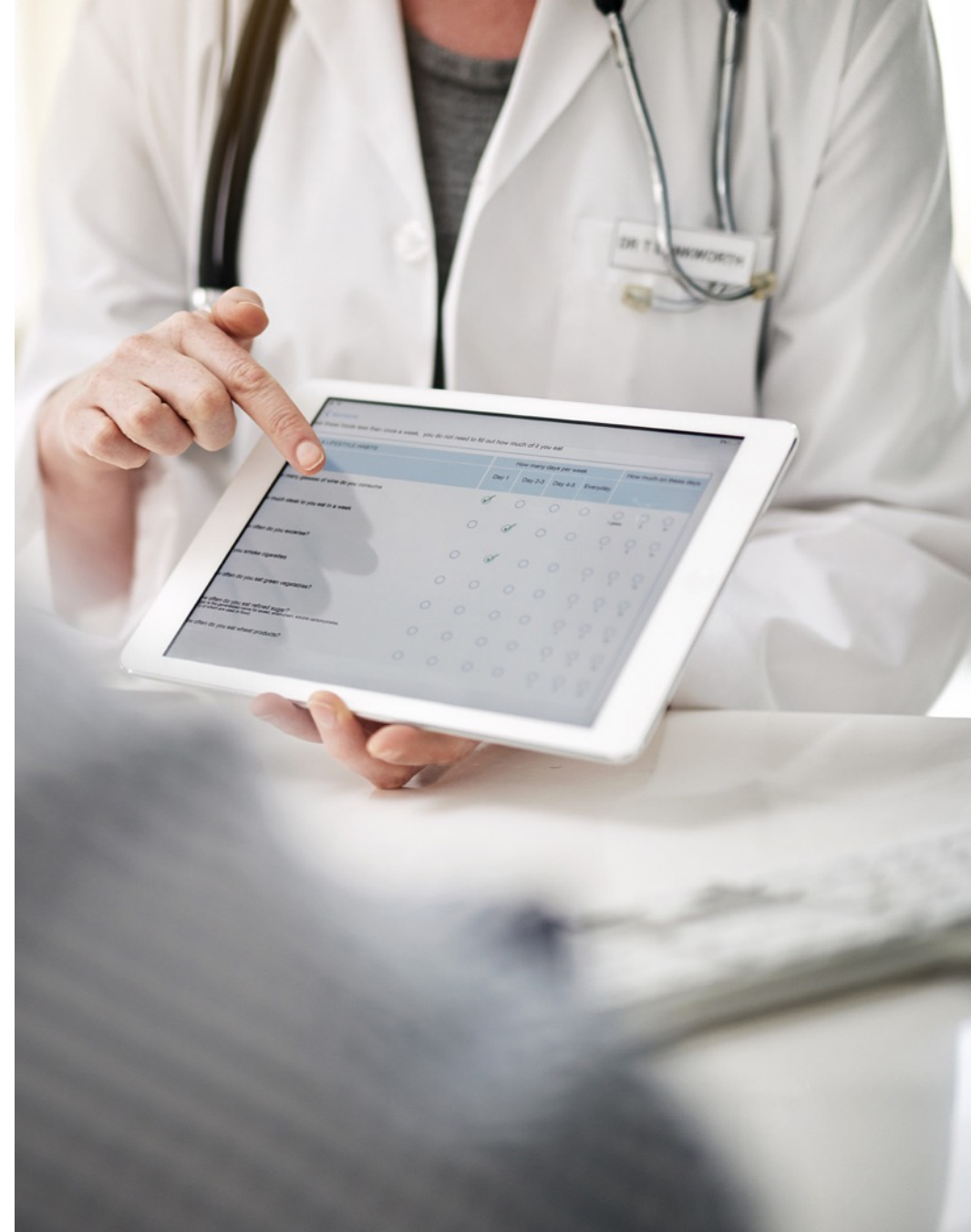
Feedback: www.zoom.us/feed

A photograph of three medical professionals in a modern hospital hallway. A man in a white lab coat, a woman in blue scrubs, and another man in a white lab coat are gathered around a tablet held by the woman. They are all looking at the screen with interest. The hallway has large windows and a clean, professional appearance. The image is overlaid with a semi-transparent blue filter.

Education Use Cases

Top Education Use Cases

- Remote learning – Asynchronous or Synchronous
- Virtual tutoring
- Virtual Office Hours – Screen sharing, Annotation and Co-Annotation, Ad-Hoc and Appointment Scheduling
- Administrative collaboration across campus or around the world
- LTI Integration with Moodle, D2L, Canvas and others
- Users can come in on MAC, PC, tablet or mobile devices



Thank You

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