Video Conferencing & Digital Communication Platforms:
Comparison Chart

During a public health crisis such as the current COVID-19 pandemic, when public health officials recommend "social distancing" to slow the spread of infection, technology such as video calls or web chats may be useful tools to connect with survivors remotely. Many programs are asking about using video, chat, and text tools for communication with survivors. The platforms most asked about have been Zoom, ResourceConnect, Gruveo, Cyph, and doxy.me, all of which are described more below.

Before comparing platforms, it's important to review a few key things. Just as it is with in-person advocacy, it's important to be survivor-centered when communicating remotely. The best tool to use is the one that works best for the survivor you are working with. One survivor may prefer to talk on the telephone while they are taking a walk outside. Another may prefer text or chat because it is a quiet way to communicate if the abuser is nearby. Someone else may prefer video because they like the sense of personal connection. To help a survivor decide what tool is best for them, discuss the safety of their devices and surroundings. Offer a number of ways to communicate, including a phone call, the audio-only option in the web conferencing service, online chat, or text messaging. Once you've helped with the privacy and safety planning process and provided options for communication, respect their choice about which tool best meets their needs. Prepare tips and information to share with survivors about how to use the various tools you have available. And be sure to test the technology to make sure it works properly before meeting with survivors. Read more about Best Practices for Digital Services.

Below we provide information about each vendor's features, accessibility, cost, and privacy protections. **Please note, we do not endorse any one of these products.** We cannot recommend software products or say if a product is or isn't compliant with the federal confidentiality laws. What we can do is offer information we gather from the software companies, and information about best practices related to confidentiality, privacy, and safety while using technology to communicate with survivors. We encourage you to use this information along with information from the vendors directly to make an agency-specific decision. No one vendor is likely to meet all of your needs or the needs of all survivors you are working with. You may you want to offer several tools so that you can better meet the needs of those you

work with. We will work to keep this list updated with the information we know about these vendors as it becomes available. **Note:** *To address different learning styles and break down the complicated content, we have a comprehensive chart and then brief, summary notes after that.*

Feature / Functionality	Cyph	Gruveo	Doxy.me	Zoom	ResourceConnect
One-on-One Chat	Yes	Only within video or voice meeting	Yes	Only within video or voice meeting	Yes
Group Chat	Yes	Only within video or voice meeting	No	Only within video or voice meeting	Internal group chat for agencies available now. External group chat with survivors coming soon.
One-on-One Video & Voice	Yes	Yes	Yes	Yes	No
Group Video & Voice	Available in April	Yes	Yes, premium feature for up to 10 people	Yes	No

Accessibility	Provides ARIA for links. Working towards WCAG AA compliance. Supports Apple voiceover and Slack voiceover.	No accessibility features currently offered.	Currently unknown.	Offers built-in options for captioning and ASL interpretation.	No accessibility features currently offered.
Costs	Free and paid versions. Offering discounted monthly and annual rates for Telehealth version	Offering free 45 day trial period during COVID-19 pandemic. 20% discount to all nonprofits.	Limited time free for new customers; paid options.	Free and paid options. Discount available through TechSoup.	Instant messaging free during the COVID-19 pandemic. Text message chat $20 month + $.01 per message.
End-to-End Encryption	Yes	Yes	Yes, with signed BAA.	**Messaging**: Available, but must be enabled. **Video:** Yes, with BAA option in place.	Yes, online chat is end to end encrypted. Text messages cannot be, but are encrypted on the Resource Connect server and cannot be

					seen or accessed by Resource Connect.
Collect or Store Personal Data?	**Agency's Account:** Yes **Survivor/User with no account:** No	**Agency's Account:** Yes **Survivor/User with no account:** No	**Agency's Account**: Yes **Survivor/User with no account:** Yes, unless BAA option in place with agency.	**Agency's Account**: Yes **Survivor/User with no account:** Yes, unless BAA option in place with agency.	**Agency's Account:** Yes **Survivor/User with no account:** No
Views or Stores User-Generated Data?	Does not persistently store data. Company can't view.	Does not persistently store data. Company can't view.	Yes, unless signed BAA option in place.	Yes, unless signed BAA option in place.	Does not persistently store data. Company can't view.
Trading, Giving, or Selling of Personal Data?	No	No	Yes, share with business partners and advertisers. Opt-outs available.	Yes, share with business partners and advertisers. Opt-outs are available.	No
Additional Privacy Features	Survivor does not need to create account or download an	Survivor does not need to create account or download an app	Survivor does not need to create account or download an app	Most users are asked to download the app to use it.	Survivor does not need to create account or

	app to communicate with you. In addition to end-to-end encryption they have quantum-resistant cryptography and strong public key authentication.	to communicate with you.	to communicate with you. Added features via BAA to protect survivor data. Can set a passcode to limit who can check in.	Non-download option is complicated. Added features via BAA to protect survivor data. Most privacy features need to be activated and aren't set by default.	download an app to message you.
Other Safety Concerns / Potential for Misuse	Consider possibility of device monitoring.	Consider possibility of device monitoring.	Consider possibility of device monitoring.	Consider possibility of device monitoring. Default settings can make some uses vulnerable to "Zoombombing"	Consider possibility of device monitoring.

We know this can be a lot of information and that we all learn and process information differently. In case it's helpful, we are also providing a summary list below of some main points:

Zoom: Online video for one-to-one or groups.
- Access:
    - Strong on accessibility for Deaf users; allows for closed captioning and ASL interpretation.
    - New users are asked to download the app and supply an email address, which may create technology and safety barriers.
- Privacy:
    - Chat within video is end-to-end encrypted, but not video itself without additional agreement.
    - Not most private/data secure by default; requires an additional agreement between agency and Zoom for higher level of security.

Gruveo: Online video for one-to-one or groups.
- Access:
    - No closed captioning or separate option for ASL interpretation; ASL interpreter can be one user in a group video.
    - Quick access by clicking a link; no download or user information required.
- Privacy:
    - End-to-end encrypted; strong on privacy, based on current practices.

Cyph: One-to-one chat, video, or voice. (Group chat & group video coming soon.)
- Access:
    - No closed captioning or separate option for ASL interpretation. (Have communicated that they are working on accessibility features.)
    - Quick access by clicking a link; no download or user information required.
- Privacy:

- End-to-end encrypted; strong on privacy, based on current practices.

Doxy.me: Online video for one-on-one communication.
- Accessibility
  - No mention of accessibility, we will continue to look into it. No download necessary.
- Privacy:
  - End-to-end encryption, to ensure that PII is not stored or shared by them agency must sign additional agreement.

Resource Connect: One-to-one text or chat through a managed portal; group chat coming soon; internal group chat. Routing of hotline calls.
- Access:
  - Multiple languages and alphabets supported (not including translation).
- Privacy:
  - End-to-end encryption and no-knowledge platform, strong on privacy based on current practices.