

# Wasted time wasted money

## Problems with enterprise conferencing

When it comes to conferencing tools, there's a list of common frustrations and irritations that plague most calls – from bad connections and background noise to slow downloads to view a shared screen.

Despite advances in conferencing technology, the majority of business users still rely on an antiquated method for joining: dialing in with numbers and codes. These disruptions affect everything from productivity to the bottom line. Here's a look at the business impacts from poor conferencing practices.

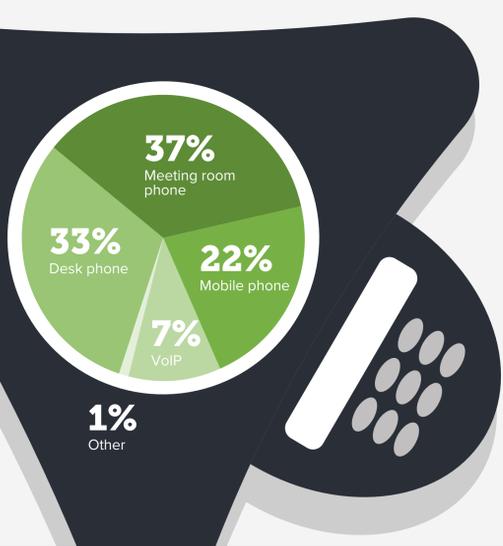
### DIAL-IN DOMINATES CONFERENCE CALL PRACTICES

**61%** of business users are still dialing in to conference calls with numbers and codes



This number increases to **68%** for users in enterprises with over **1,000** employees.

### FIXED-LINE PHONES PREVAIL DESPITE INCREASED MOBILITY



Only **22%** of people report connecting to their conference calls via a mobile device, even though they make it easier to move freely about the workplace

### WEB CONFERENCING WOEFULLY UNDERUTILIZED

**71%** of enterprise conference calls don't include a web conferencing element, and involve either audio only or sharing slides via email

### POOR CONFERENCING PRACTICES WASTE TIME

**63%** of respondents report waiting over **5 minutes** to get web conferencing tools set up



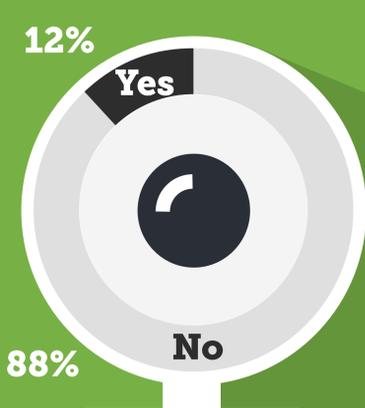
### SECURITY LACKING WITH DIAL-IN CONFERENCING

While **70%** report that it's quite normal to discuss confidential information on conference calls, over **50%** say it's normal not to know who's on those calls

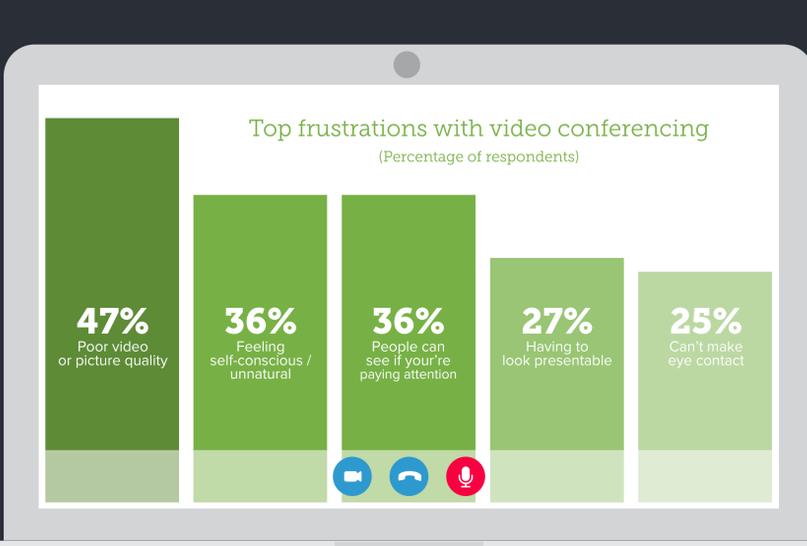


### VIDEO CONFERENCING LESS COMFORTABLE THAN AUDIO

Only **12%** of conference callers say they feel as comfortable on video calls as they do on audio even though **88%** said they believe it can be useful in their meetings



### IRRITATIONS DISCOURAGE PARTICIPATION IN VIDEO CONFERENCING



### COMPLICATED CONFERENCING TOOLS WASTE TIME



An average of **15 minutes** of every conference call is wasted on technology challenges getting started or distractions throughout

### CALCULATING THE COST OF WASTED TIME ON CONFERENCE CALLS



**163B**

Each year, business people spend 163 billion minutes on conference calls. That's over 1.43 million working years!



**15 Minutes**

The average conference call is 38 minutes<sup>3</sup> long, but 15 minutes<sup>4</sup> of a typical call are wasted getting started and dealing with distractions.



**£26B (\$34B)**

Considering the average yearly salary for workers in the US and UK is £47,644, that means businesses lose a total of £26 billion (\$34 billion) in wasted time on conference calls!