

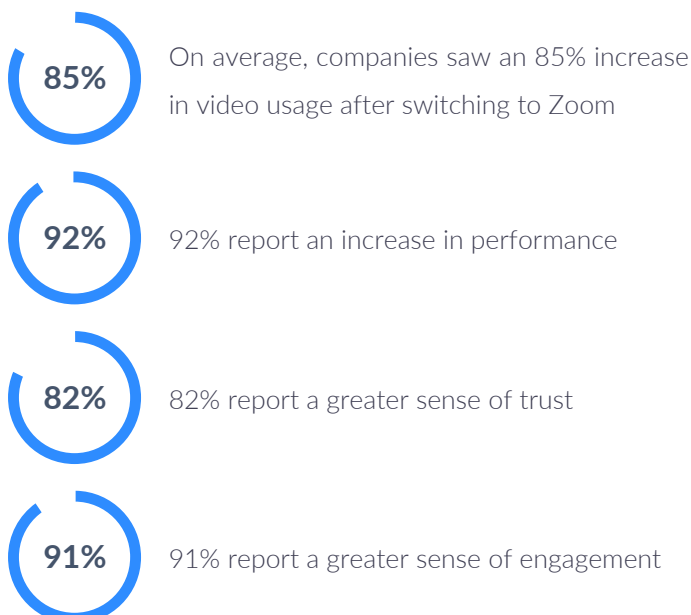


## Video Communications

### Our mission: Make communications frictionless

Zoom Video Communications, Inc. (NASDAQ: ZM) brings teams together to get more done in a frictionless video environment. Our easy, reliable, and innovative video-first unified communications platform provides video meetings, voice, webinars, and chat across desktops, phones, mobile devices, and conference room systems. Zoom helps enterprises create elevated experiences with leading business app integrations and developer tools to create customized workflows. Founded in 2011, Zoom is headquartered in San Jose, California, with offices around the world.

#### Customers who switch to Zoom Video Communications report an increase in performance, trust and engagement



#### Company

- Founded in 2011 by Eric S. Yuan
- Headquartered in San Jose, CA
- 3,400+ employees globally, and growing

#### Customers

- Approx. 370,200 customers with more than 10 employees, up approximately 458% from the same quarter last fiscal year.
- 988 customers contributing more than \$100K in trailing 12 month revenue, up approximately 112% from the same quarter last fiscal year.
- The top 10 of the 2019 Forbes Cloud 100 all have large-scale Zoom deployments
- People in 94% of the countries and territories on Earth use Zoom
- 19 co-located data center locations worldwide

#### Funding

- Total funding to date \$145.5 million, primary investors: Sequoia, Emergence Capital

#### Recognition

- Leader in the Gartner 2019 Magic Quadrant for Meeting Solutions
- Frost & Sullivan 2019 Global Company of the Year, Video Conferencing Industry
- Gartner Peer Insights Customer Choice Award 2018
- TrustRadius Top Rated Web Conferencing Software 2016 -2019
- Highest Rated Conferencing Solution by Customers, on G2Crowd, TrustRadius, and Gartner PeerInsights

# A video-first unified communications platform with one consistent enterprise experience



## Meetings

Bring reliable, scalable enterprise video and web conferencing for mobile and desktop



## Chat

Streamline workspace collaboration with integrated persistent messaging for desktop and mobile



## Webinar

Host and broadcast live virtual events with integrated marketing automation



## Phone

Deploy a next-generation enterprise phone system for modern cloud business communications



## Zoom Rooms

Create collaborative, easy-to-use, and modern meeting spaces with flawless audio and video



## Conference Room Connector

Extend a consistent, cloud-based experience across SIP or H.323 room systems



## Digital Signage

Leverage room displays for corporate communications, internal marketing, and more across multiple locations



## Scheduling Display

Optimize room utilization with displays that provide availability info, room booking, and room release capabilities



## App Marketplace

Easily find apps to extend the flexibility and power of Zoom's communications platform

**Easily manage the entire video-first unified communications platform through the centralized Zoom Administration Portal and Dashboard.**

### Why Zoom?

Zoom has changed the way enterprises around the world connect and communicate. Zoom ties together everything you need into one easy platform - from 1:1 meetings to Town Halls and Webinars. It's a frictionless video experience on desktop, mobile, and conference rooms. With Zoom, most companies see an 85% increase in video usage and VoIP is used 6 times more than telephony - so people join fast and are more productive, and companies save money.



# Zoom for Healthcare



## Video Communications for Telehealth

Increase quality of care and build engagement with modern video communications

### Improve patient outcomes

Expedite hospital staff and specialist collaboration for patient care with real-time video communications.

### Maximize your resources

Utilize resources and hardware you already have to expand your capabilities and telehealth offerings.

### Boost internal communications

Foster collaboration and face-to-face meetings, trainings, and recruiting with participants in any location.

- + HD video and audio provide exceptional clarity and quality for telehealth visits.
- + Patients may be treated virtually from anywhere, from any device, ensuring timely medical care.
- + Consistent high-quality video conferencing, even in low-bandwidth environments.
- + Simple user management and single sign-on make video a seamless component of the telehealth experience.



“Other applications don’t allow for multiple members to join in a HIPAA enabled setting, but Zoom does. Now doctor, patient, and family members can be in the conversation.”

**Dr. Chris Gallagher, MD**

Access Physicians

Access  Physicians



### Compliance and security

Multi-layer security with AES-256 encryption



### Integrate seamlessly with Epic

Launch a video visit directly from the Epic applications’ telehealth workflows.



### Patient waiting room

Providers can see who is waiting while maintaining patient privacy.



### Accessibility for all participants

Ensure that everyone can participate equitably with closed captioning and keyboard shortcuts.



[www.PoweredByZoom.us](http://www.PoweredByZoom.us)

Zoom for Healthcare | January 2024

## Recording session review

Save your meetings for consultation and review (local desktop recording with signed BAA to enable HIPAA compliance for clinical application, or in the cloud for non-clinical applications).

## Enhanced collaboration features

Collaborate with other doctors and specialists by annotating directly on the shared screen so that notations are visible to all attendees.

## Medical device integrations

Examine and treat patients virtually with far-end camera control, EHR and medical device integrations, and in telehealth carts.



Zoom supports secure workflows for telehealth

## What does video-enabled patient care look like? Let's take a look!



Ensure timely internal communications between administrative and medical staff across the hospital.



Telehealth consultations connect physicians, patients, and specialists for regular or urgent care.



Progressive health education and preventative care for high-risk populations.



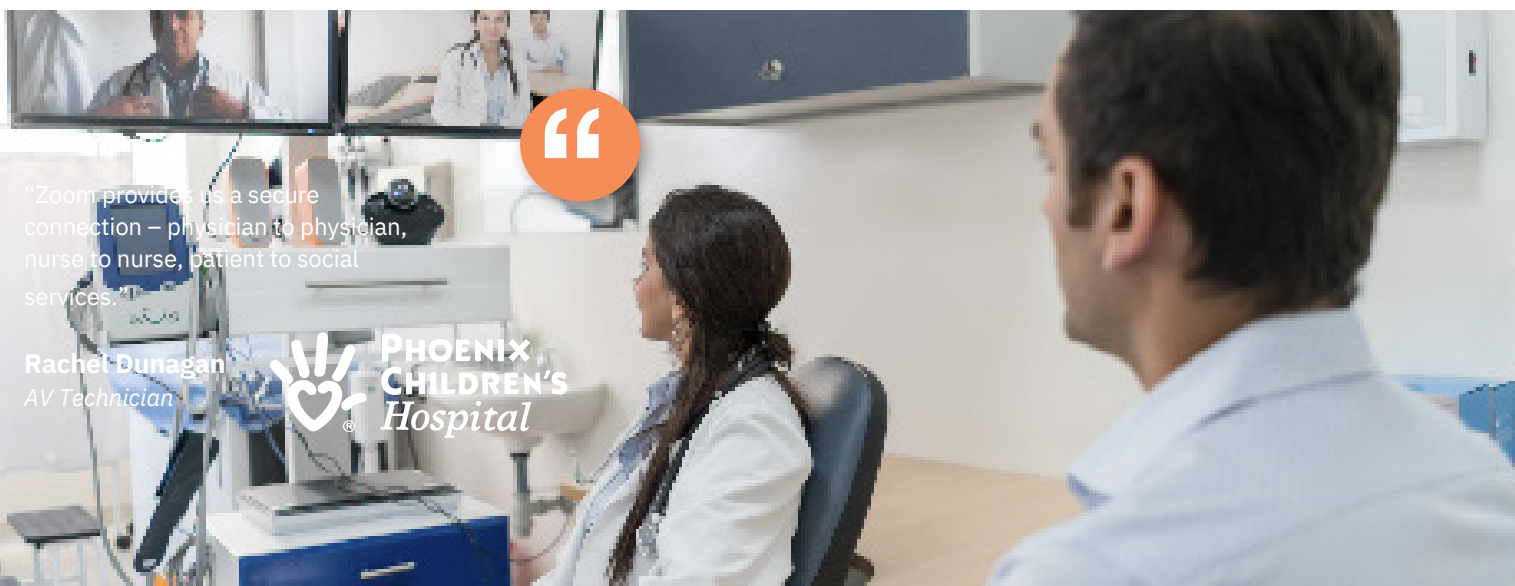
Widespread, immediate coordination and real-time assessment for disaster response.



Cost-effective continuing education and ongoing training for healthcare professionals.



Provide virtual behavioral and mental health in 1-1 or group sessions that patients may join from their homes.



"Zoom provides us a secure connection – physician to physician, nurse to nurse, patient to social services."

Rachel Dunagan  
AV Technician



PHOENIX  
CHILDREN'S  
Hospital

**zoom**



# Zoom for Government

**zoom**

## Cost-effective, modern video communications

Increase productivity and reduce costs with our secure video platform

### Boost productivity

Keep connected whether in the office or remote with virtual meetings, recruiting, employee training, and community outreach.

### Maximize your resources

Utilize resources and hardware you already have; expand your capabilities and community offerings

### Extend citizen services

Increase citizen engagement and education with real-time video communications.

- + HD video and audio provide exceptional clarity and quality for meetings, hearings, health, and emergency services.
- + Meeting participants can join virtually, from any device, boosting attendance and engagement.
- + Consistent high-quality video communications, even in low-bandwidth environments.
- + Simple user management and single sign-on make video a seamless component of government operations and experience.



Zoom is the county's top-ranked video software, and now 100+ people host emergency management Zoom calls, both internally and externally.

Monroe County, FL



### Enable FERPA/HIPAA compliance

Zoom enables FERPA /HIPAA compliance with signed BAA.



### Participant waiting room

Meeting host can see who is waiting while maintaining participant privacy.



### Security and privacy

Multi-layer security with AES-256 encryption.



### Accessibility for all participants

Ensure that everyone can participate equitably with closed captioning and keyboard shortcuts.

## Record session review

Save your meetings for consultation and review (local desktop recording with signed BAA to enable HIPAA compliance for clinical application, or in the cloud for non-clinical applications).

## Enhanced collaboration features

Collaborate with other agencies and teams by annotating directly on the shared screen so that notations are visible to all attendees.

## New ways to engage participants

Video breakout rooms, multi-sharing, polling, and group chats add a new level of engagement to virtual meetings.



**Expand government services  
with video collaboration**

## What do video-enabled government communications look like? Let's take a look!



Video meetings reduce travel costs and encourage collaboration across agencies, for meetings, recruiting, and training.



Save time and increase public safety with video parole hearings, arrangements, and witness testimony.



Provide health and human services to people with disabilities, high-risk populations, and child welfare.



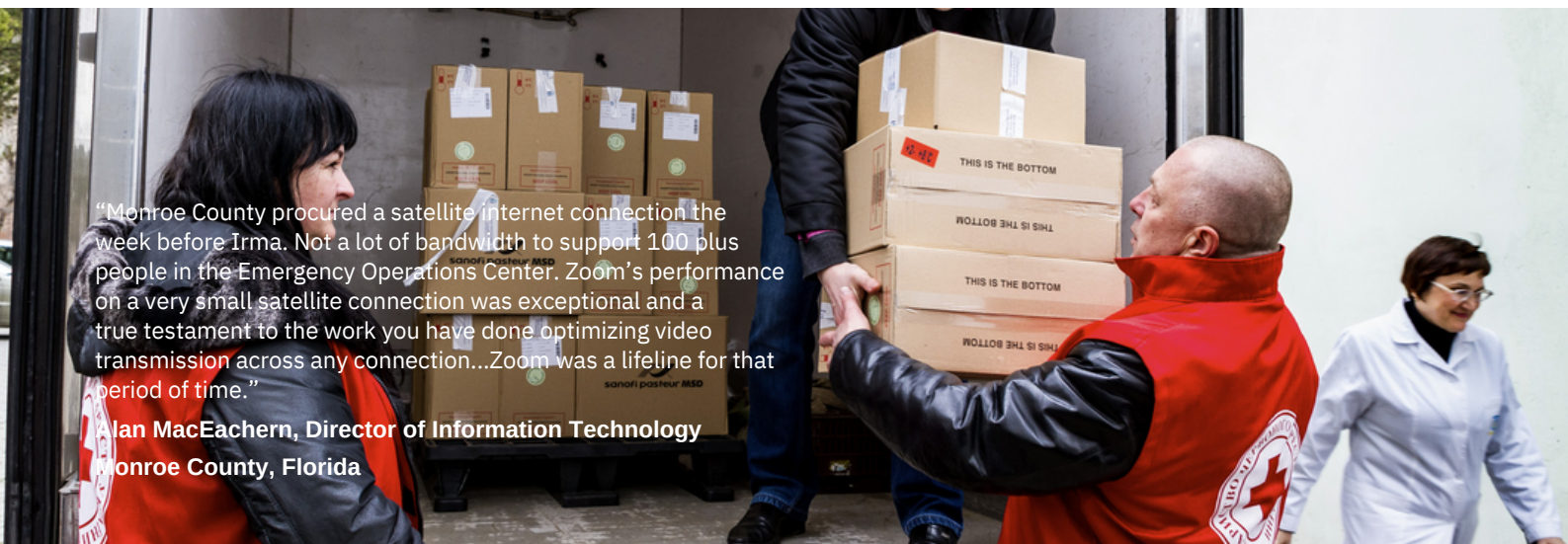
Law enforcement and emergency services can share real-time, on-site live video to access services needed.



Build relationships with local businesses and promote trade and tourism to residents and visitors.



Telehealth consultations connect physicians, patients, and specialists for regular to urgent care.



"Monroe County procured a satellite internet connection the week before Irma. Not a lot of bandwidth to support 100 plus people in the Emergency Operations Center. Zoom's performance on a very small satellite connection was exceptional and a true testament to the work you have done optimizing video transmission across any connection...Zoom was a lifeline for that period of time."

**Alan MacEachern, Director of Information Technology**  
Monroe County, Florida

**zoom**

[www.PoweredByZoom.us](http://www.PoweredByZoom.us)

Zoom for Government | January 2024



# Zoom for K-12 Schools & Districts

zoom

## Zoom across your school district

Zoom helps you build today's collaborative classrooms

### Enrich teaching & learning

Expand traditional classrooms with video communications to meet the growing needs of today's students.

### Maximize your resources

Utilize resources and hardware you already have to expand your capabilities and community offerings

### Improve learning outcomes

Increase student participation and learning retention with virtual and hybrid classrooms and micro-learning.

- + HD video and audio provide exceptional clarity and quality to virtual and hybrid classes.
- + Students can join classes virtually, from any device, boosting attendance and retention.
- + Session recording and automatic transcription allow students to learn at their own pace.
- + Simple user management and single sign-on make video a seamless component of the learning experience.



“Zoom gives us the opportunity to expand while offering the quality of technology and quality of experience we need to teach effectively.”

**Sister Mary Theresa**  
Queen of All Saints Academy



### Track student engagement

User management dashboards for tracking usage, attendance, attention, in-meeting data, and more.

### Integrate seamlessly with your LMS

Moodle, Canvas, Desire2Learn, Sakai, and Blackboard learning management systems.

### Security and compliance

Zoom enables FERPA /HIPAA compliance and provides 256-bit AES encryption.

### Accessibility for all learners

Ensure that everyone can participate equitably with closed captioning and keyboard shortcuts.

## Enhanced collaboration features

Collaborating on projects and ideas is easy with one-click content sharing, real-time co-annotation, and digital whiteboarding.

## New ways for students to engage

Video breakout rooms, multi-sharing, polling, and group chats add a new level of engagement to virtual and hybrid classes.

## Microlearning opportunities

Create and repurpose video content into easily-digested hosted videos that allow students to learn at their own pace.



**Polling and Q&A**  
enhance collaboration

## What does a video-enabled schools and districts look like? Let's take a look!



Administrative staff meetings connect faculty across the school and/or district for better alignment and clarity.



Professional development teams virtually observe a teacher's classroom for annual critique and feedback.



Educators simulcast their classroom to offsite classrooms and individual online learners.



Virtual field trips bring the world inside the classroom, enriching student learning.

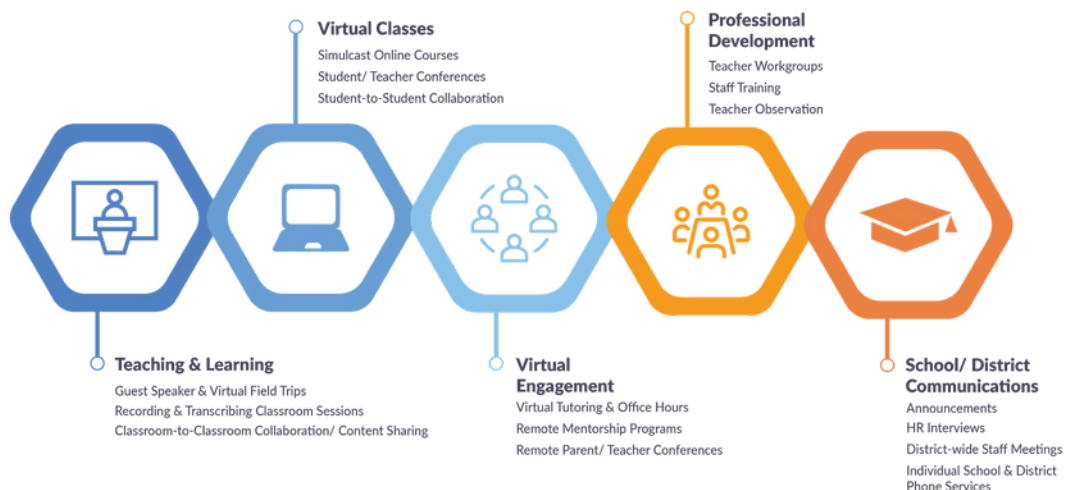


Communicate important safety information via audio and video to all schools in the district.



Virtual tutoring, study hall, and mentoring give students opportunities to learn beyond the classroom.

## K-12 Education Use Cases





# Zoom Phone

Cloud Phone System for Higher Education

**zoom**

## Unified Communications for Higher Education

Phone, chat, meetings, and video all-in-one platform

### Cloud Phone System

Zoom Phone includes traditional PBX features that enable faculty and staff to talk and interact to keep education moving.

### Centralized Management

Provision and manage users and intelligently monitor business interactions with an easy-to-use centralized administration portal.

### Secure and Reliable

The globally distributed Zoom cloud platform delivers secure HD audio with enterprise-class reliability and quality of service.

- + Secure HD audio provides exceptional clarity and quality to all interactions
- + Seamlessly make and receive calls over WiFi, cellular data, and PTSN
- + Do more with a single unified app for video, phone, chat, and meetings
- + Native apps for Windows, MacOS, iOS, and Android to maximize voice and video service



“Zoom Phone is the innovative modern phone system of the future and exactly what we’ve all been waiting for. The unified app experience is easy for end users and we are excited to deploy it to our employees.”

**Steve Mandlebaum**  
VP of Business Solutions



### Intelligent Call Routing & Management

Never miss a call. With intelligent personal and system call routing capabilities, calls are efficiently connected.

### Quality Dashboards

Monitor, troubleshoot, and diagnose call quality and network issues.

### Emergency Calling

Set enhanced emergency calling location addresses and define optional emergency call intercept and redirect rules.

### Interoperability With Standards-Based Endpoints

Preserve the traditional desk phone experience with native support for standard SIP-based VoIP devices from 3rd-party vendors like Poly, Yealink, and Audiocodes.

## Voice-mails and Call History

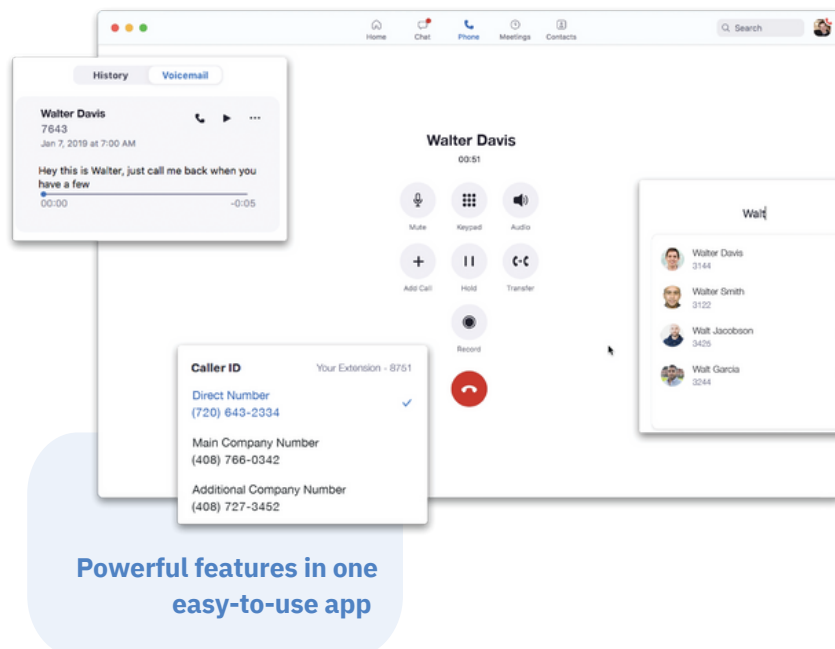
View your call history, listen to or read transcribed voicemails, and return calls directly from the app.

## Call Conferencing

3-way adhoc conference calling allows users to quickly add a third caller to an in-progress phone call.

## Call Recording

Quickly and efficiently preserve and review phone conversations with the on-demand call recording feature.



## How a cloud phone system will change your university:



Admins are more efficient than ever with call delegation, automated attendants, and intelligent call routing.



One app keeps your staff connected and responsive, whether at their desks or around campus.



Integrated directories make calling a colleague as easy as searching their name.



Consolidate your communications to one platform for easy administration.



Supervised and blind transfer capabilities easily route calls to the right person.



Transcribed voicemails and detailed call history keeps your faculty/staff on top of their communications.

**Support for off-the-shelf desk phones  
frees you from legacy proprietary systems.**

