



Video Conferencing & Digital Communication Tools: 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, Gruevo, Cyph, and doxy.me, all of which are described more below.

Before comparing tools, 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 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.*

	ResourceConnect	Cyph	Gruveo	Doxy.me	Zoom
One-on-One Chat	Yes; plus text messaging	Yes	Only within video or voice	Yes	Only within video or voice meeting
Group Chat	Yes	Yes	Only within video or voice	No	Only within video or voice meeting

	ResourceConnect	Cyph	Gruveo	Doxy.me	Zoom
One-on-One Video & Voice	Yes	Yes	Yes	Yes, voice only with paid version	Yes
Group Video & Voice	No	Yes	Yes	Yes, only with paid version	Yes
Accessibility	No accessibility features currently offered.	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.
End-to-End Encryption	Chat, Video, Voice: Yes (Text cannot be, but encrypted on server , cannot be seen or accessed by company.)	Chat, Video, Voice: Yes	Video: Yes for one-to-one. Group video is passed unencrypted through a media server.	Video & Voice: Yes. Chat: Yes, but the key is passed in plain text.	Video: No.

	ResourceConnect	Cyph	Gruveo	Doxy.me	Zoom
Collects or Stores 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: No	Agency's Account: Yes Survivor/User with no account: Yes, unless free BAA option in place.	Agency's Account: Yes Survivor/User with no account: Yes, unless paid BAA option in place.
Views or Stores User-Generated Data?	Does not persistently store data. Company can't view.	Does not persistently store data. Company can't view.	Does not persistently store data. Company can't view.	Yes, unless free BAA option in place.	Yes, unless paid BAA option in place.
Trading, Giving, or Selling of Personal Data?	No	No	No	Yes , share with business partners and advertisers. Opt-outs available.	Yes , share with business partners and advertisers. Opt-outs available.

	ResourceConnect	Cyph	Gruveo	Doxy.me	Zoom
Additional Privacy Features	Survivor does not need to create account or download an app to communicate with you.	Survivor does not need to create account or download an app to communicate with you. In addition to end-to-end encryption they have quantum-resistant cryptography and strong public key authentication.	Survivor does not need to create account or download an app to communicate with you.	Survivor does not need to create account or download an app to communicate with you. Added features via free BAA to protect survivor data. Can set a passcode to limit who can check in.	Most users are asked to download the app and/or share identifying information. Web-based option is complicated. Added features via paid BAA . Privacy features need to be activated.
Discounts available?	Yes	Yes - monthly and annual	Yes & Trial period.	Trial period.	Through TechSoup.

Summary:

Resource Connect: One-to-one text, chat, video, and audio; group chat; internal group chat.

- 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.

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.

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.

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.

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.

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