



CHIME vs. TEAMS vs. SLACK

Amazon Chime: How does it stack up to Slack and Teams?

Amazon Chime vs. Microsoft Teams is a battle of deep, sleek, enterprise-grade platforms that want to service every aspect of your business communications. And it is a battle Microsoft is currently winning, comfortably. Both these platforms are relatively new entrants to the UCaaS vendor industry, but the difference between them lies in their histories.

MICROSOFT TEAMS VS. AMAZON CHIME VS SLACK

	Microsoft Teams	Amazon Chime	Slack
Mobile App	Yes	Yes	Yes
Group Calls	50	16	15
Screen Sharing	Yes	Yes	Yes
Recording	Yes	Yes	No
Chat	Yes	Yes	Yes
Storage	1 Tb	1 Gb	Free: 5 Gb / Standard: 10 Gb Plus: 20 Gb

Video as a Collaboration Tool

The chief reason for our initial disappointment with Amazon's entry into the video conferencing world was how traditional it felt. In an age when Slack was busy upending the way video was incorporated into everyday business workflows, Chime arrived as a Skype-like standalone video experience - and that's still what it is.

Microsoft, by stark comparison, realized Slack's potential and bravely tore down its profitable Skype for Business brand in order to mimic that presentation. A few years after its bold move, Teams now feels like a far more progressive platform than Chime...and a more powerful one than Slack, for that matter.

Teams is more than video. It is a central hub of workflow activity designed to enable communication with your colleagues on the projects you are working on together. It sits within a central communications hub where video is just one of a variety of digital tools at your disposal. The practical result is instant, seamless video calling that launches from several avenues, including directly out of a chat feed. You're never "out" of Teams and video feels like an informal extension of your work day.

Like Teams, Chime offers many interoperable opportunities to link video with third-party apps such as Salesforce and it integrates well with G Suite and other business services, but Teams is the more complete environment. The defining example; Chime integrates with Office 365, but Teams is embedded within office 365.

The Winner: Microsoft Teams

As it currently stands, Teams is a clear winner over Chime. Its features are consistently deeper and the workplace collaboration format is far more useful to the modern, mobile workplace.

Teams wins the Amazon Chime vs. Microsoft showdown. It simply stands as the more versatile and more rewarding platform for professional video conferencing and communication.

PRICE

Amazon Chime: \$3 per active user per day
(up to \$15 per month)

Slack: Standard- \$6.67 annual / \$8 monthly
Plus - \$12.50 annual / \$15 monthly

Microsoft Teams: \$12.50 per user per month
(Office 365 Business Premium)

THE RESULTS

Chime is a Amazon's first attempt at video conferencing. While the service largely underwhelmed when it launched in mid-2017, it has since begun to make good on the promise of its prestigious online lineage. It's still a product we think will be more dynamic and innovative tomorrow than it is today.

Teams, on the other hand, is a major reboot from a company with a near decade-long reign as one of the world's most recognizable video brands. It is the culmination of the journey from the clunky, free Skype service to the highly successful Skype for Business era to today's workplace collaboration phenomena.

The experience gained during the journey leaves Teams as the better business video conferencing product today. It represents the current trend of presenting video as one of many tools within a unified digital communications strategy.

Deep, Cheap, Intuitive

As you would expect from two of the world's most valuable brands and two of digital technology's leading innovators, both Chime and Teams are slick, reliable, and intuitive platforms. Both perform well as a pure video conferencing experience. Each has a clean interface, intuitive on-screen access to in-call options, and a logical, if now well-established, chat window presentation involving large central displays and a scrawl of additional callers in thumbnails along the bottom. Both platforms are reliable, and each requires only around 4Mbps of bandwidth to deliver smooth, HD-resolution calls, a demand which is well within the reach of the average U.S. broadband connection.

As you'd expect, Chime and Teams contain all the video conferencing features your business needs, including:

-  Cloud connectivity and storage
-  Call recording
-  Comprehensive online support
-  Mobile app for iOS and Android
-  Group calls
-  Integrated chat and messaging
-  Screen and browser sharing
-  Extensive third-party interoperability

This comprehensive list of features makes either platform a fine choice for the small-to-medium business. Teams, however, provides greater depth across just about every feature. It offers significantly more cloud storage space per user, a maximum of 50 simultaneous group callers as opposed to 16, and a wider range of video conferencing presentation options such as background blur.

These differences, though they may not seem huge, give the Microsoft product a definite advantage and set it up as an example of a more mature offering.