



NATIONAL COUNCIL OF
JUVENILE AND FAMILY COURT JUDGES

WWW.NCJFCJ.ORG

Court-Focused Technology Platform Comparison Guide

Prepared by the National Council of Juvenile and Family Court Judges



Purpose Statement

As courts across the country adjust to the rapidly changing environment that COVID-19 has presented, the use of technology has become even more critical. The use of various modes of technology, including online video conferencing platforms has assisted courts with adapting to new ways of conducting hearings and remaining open during this pandemic. As courts work to re-open, technology will continue to play a critical role and be a valuable resource. This Court-Focused Technology Comparison Guide provides information on some of the most commonly used technology platforms but does not identify courts currently using each platform. This guide is not exhaustive, nor meant as an endorsement by the [National Council of Juvenile and Family Court Judges](https://www.ncjfcj.org/) (NCJFCJ), and the platforms listed were selected based on their widespread use, security features, and accessibility.

Acknowledgements

This document is a product of the National Council of Juvenile and Family Court Judges (NCJFCJ). The NCJFCJ is the oldest judicial membership organization in the country and provides all judges, courts, and related agencies involved with juvenile, family, and domestic violence cases with knowledge and skills to improve the lives of the families and children who seek justice.

This document was prepared by:

- Jeremy Bilfield, Research Assistant, National Center for Juvenile Justice, NCJFCJ
- Dr. Christine McClure, Program Director, Research, National Center for Juvenile Justice, NCJFCJ

Court-Focused Technology Platform Comparison Guide

Platform	Primary Service	Platform Access	Offered Features and Services	Cost	Plan Features and Limitations	Confidentiality, Privacy & Security Features	Other Agencies and Organizations Using the Platform
<i>Title of the service with a hyperlink to providers home page</i>	<i>Description of the primary service provided</i>	<i>Description of how the platform can be accessed</i>	<i>Additional features offered</i>	<i>Costs based on service selected (i.e. free vs. paid)</i>	<i>Summarizes limitations based on package level</i>	<i>Summarizes policy and security measures</i>	<i>List of other entities currently using the service (for reference)</i>
Zoom	Audio Conferencing Video Conferencing Webinar and Training Services	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Polling Features Recording Features Transcription Features Scheduling Features Screen Sharing File Sharing White Boards Breakout Rooms Webinar Compatible Translation Services	Free Pro - \$15 Business - \$20 Enterprise - \$20 (plans per month per person)	Free - 40 min limit on group meeting, 100 participants, unlimited group meetings Pro - 24 hour limit on meeting, 100 participants Business - no listed limit on price page, 300 participants Enterprise - 500 participant	Waiting Rooms Moderator Controls HIPAA compliant for health care (\$200) FERPA compliant (\$150) End-to-end 256-bit AES encryption	Center for Disease Control (CDC) US Department of Education US Department of Human Service City of San Jose [CA] Hawaii Department of Health LAPD [CA]
Microsoft Teams	Video Chat Services Chat Services Work Coordination Services	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Polling Features Recording Features Transcription Features Screen Sharing File Sharing White Boards Breakout Rooms Webinar Compatible Translation Services	Free Business Basic - \$5 365 Business Standard - \$12.50 365 E3 - \$20.00 (plans billed annually)	365 Business Essential - all the office programs only online, Microsoft exchange, Microsoft one drive, Microsoft SharePoint, Microsoft teams Office 365 Business - DOES NOT INCLUDE TEAMS , has the office suite and all other Microsoft programs for desktop Office 365 Business Premium - combines the former two	Waiting Rooms Moderator Controls HIPAA Compliant	Department of Defense (DOD)

Court-Focused Technology Platform Comparison Guide

Platform	Primary Service	Platform Access	Offered Features and Services	Cost	Plan Features and Limitations	Confidentiality, Privacy & Security Features	Other Agencies and Organizations Using the Platform
<i>Title of the service with a hyperlink to providers home page</i>	<i>Description of the primary service provided</i>	<i>Description of how the platform can be accessed</i>	<i>Additional features offered</i>	<i>Costs based on service selected (i.e. free vs. paid)</i>	<i>Summarizes limitations based on package level</i>	<i>Summarizes policy and security measures</i>	<i>List of other entities currently using the service (for reference)</i>
GotoMeeting	Video Conferencing Audio Conferencing	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Recording Features Transcription Features Scheduling Features Screen Sharing File Sharing White Boards Breakout Rooms Webinar Compatible	Professional - \$12 Business - \$16 Enterprise - Call for pricing (plans billed annually)	Professional - 150 participants Business - 250 participants Enterprise - 3,000 participants	End-to-end Secure Sockets Layer (SSL) and 128-bit Advanced Encryption Standard (AES) Business and Enterprise plans feature HIPAA compliance and 256-bit encryption (AES) Waiting Rooms Moderator Controls	Unknown
CourtCall	Audio Conferencing Video Conferencing Court Focused	Telephone Internet Smartphone Tablet	Audio Conferencing Video Conferencing Interpretations Services Scheduling Features	Free to the court Attorneys pay as you go	16 visual participants and nearly unlimited	Judge Privacy Features Built in Moderator	Per the website it has been used in many states (42), territories and Canada. Long list of participating courts seen here: https://courtcall.com/participating-courts/

Court-Focused Technology Platform Comparison Guide

Platform	Primary Service	Platform Access	Offered Features and Services	Cost	Plan Features and Limitations	Confidentiality, Privacy & Security Features	Other Agencies and Organizations Using the Platform
<i>Title of the service with a hyperlink to providers home page</i>	<i>Description of the primary service provided</i>	<i>Description of how the platform can be accessed</i>	<i>Additional features offered</i>	<i>Costs based on service selected (i.e. free vs. paid)</i>	<i>Summarizes limitations based on package level</i>	<i>Summarizes policy and security measures</i>	<i>List of other entities currently using the service (for reference)</i>
WebEx	Audio Conferencing Video Conferencing	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Artificial Intelligence Cloud Calling Chat Features Polling Features Recording Features Transcription Features Scheduling Features Screen Sharing File Sharing White Boards Breakout Rooms Webinar Compatible Translation Services Sign Language Interpreter available	Free Starter - \$13.50 Plus - \$17.95 Business - \$26.95 (per month per host)	Free - 100 participants, unlimited time Starter - 50 participants Plus - 100 participants Business - 200 participants	End-to-end encryption (not available for free plan) HIPAA compliance Waiting Rooms Moderator Controls	

Court-Focused Technology Platform Comparison Guide

Platform	Primary Service	Platform Access	Offered Features and Services	Cost	Plan Features and Limitations	Confidentiality, Privacy & Security Features	Other Agencies and Organizations Using the Platform
<i>Title of the service with a hyperlink to providers home page</i>	<i>Description of the primary service provided</i>	<i>Description of how the platform can be accessed</i>	<i>Additional features offered</i>	<i>Costs based on service selected (i.e. free vs. paid)</i>	<i>Summarizes limitations based on package level</i>	<i>Summarizes policy and security measures</i>	<i>List of other entities currently using the service (for reference)</i>
Adobe Connect	Audio Conferencing Video Conferencing	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Recording Features Transcription Features Screen Sharing File Sharing White Boards Breakout Rooms Webinar Compatible Interpretations Services Translation Services	Adobe Connect - \$50 Webinars - \$130 Learning - \$370 (per month)	Connect - 25 participants Webinars - 1,500 participants Learning - 200 participants	Waiting Rooms Moderator Controls HIPAA compliant	Department of Defense (DOD)
Google Hangouts	Audio Conferencing Video Conferencing Chat Features	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Polling Features Recording Features Screening Sharing File Sharing White Boards	Free	Entire service offered for free, max 25 limit participants on call	HIPAA compliant Waiting Rooms 128-bit AES encryption	U.S. General Service Administration (GSA)

Court-Focused Technology Platform Comparison Guide

Platform	Primary Service	Platform Access	Offered Features and Services	Cost	Plan Features and Limitations	Confidentiality, Privacy & Security Features	Other Agencies and Organizations Using the Platform
<i>Title of the service with a hyperlink to providers home page</i>	<i>Description of the primary service provided</i>	<i>Description of how the platform can be accessed</i>	<i>Additional features offered</i>	<i>Costs based on service selected (i.e. free vs. paid)</i>	<i>Summarizes limitations based on package level</i>	<i>Summarizes policy and security measures</i>	<i>List of other entities currently using the service (for reference)</i>
Workplace by Facebook	Audio Conferencing Video Conferencing Chat Features	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features News Feed Features Poll Features Recording Features Transcription Features Screen Sharing File Sharing Translation Services	Free Advanced - \$4 Enterprise - \$8 (per user per month)	Essential - 50 groups Advanced - unlimited groups Enterprise - unlimited groups and file storage per person, enterprise live	EU-US and Swiss-US Privacy Shield Frameworks and are GDPR compliant	World Health Organization (WHO) during the COVID-19 crisis
Skype	Audio Conferencing Video Conferencing Chat Features	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Recording Features Transcription Features Screen Sharing File Sharing White Boards Webinar Compatible Interpretations Services Translation Services	Free 2.99 (per month for Skype by phone) The business version of Skype is Microsoft Teams	50 users	Waiting Rooms Moderator Controls	Unknown

Court-Focused Technology Platform Comparison Guide

Platform	Primary Service	Platform Access	Offered Features and Services	Cost	Plan Features and Limitations	Confidentiality, Privacy & Security Features	Other Agencies and Organizations Using the Platform
<i>Title of the service with a hyperlink to providers home page</i>	<i>Description of the primary service provided</i>	<i>Description of how the platform can be accessed</i>	<i>Additional features offered</i>	<i>Costs based on service selected (i.e. free vs. paid)</i>	<i>Summarizes limitations based on package level</i>	<i>Summarizes policy and security measures</i>	<i>List of other entities currently using the service (for reference)</i>
FreeConference	Audio Conferencing Video Conferencing	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Recording Features Transcription Features Screen Sharing File Sharing Webinar Compatible	Free Starter - \$10 Plus - \$25 Pro - \$35 (per month)	Free - up to 100 call participants Starter - 15 web participants Plus - 50 web participants Pro - 100 web participants and YouTube streaming	Waiting Rooms Moderator Controls	Unknown
Google Duo	Video Group Chat Service	Internet App Smartphone Tablet	Audio Conferencing Video Conferencing Chat Features	Free	Video chat service only, 12-person limit	End-to-end encryption	Unknown
Google Voice	Telephone Service	Telephone Internet App Smartphone Tablet	Transcription Features	Starter - \$10 Standard - \$20 Premium - \$30 (per user per month)	Starter - 10 users, 10 domestic locations Standard - unlimited users, unlimited domestic locations Premier - unlimited international locations		Unknown

Court-Focused Technology Platform Comparison Guide

Platform	Primary Service	Platform Access	Offered Features and Services	Cost	Plan Features and Limitations	Confidentiality, Privacy & Security Features	Other Agencies and Organizations Using the Platform
<i>Title of the service with a hyperlink to providers home page</i>	<i>Description of the primary service provided</i>	<i>Description of how the platform can be accessed</i>	<i>Additional features offered</i>	<i>Costs based on service selected (i.e. free vs. paid)</i>	<i>Summarizes limitations based on package level</i>	<i>Summarizes policy and security measures</i>	<i>List of other entities currently using the service (for reference)</i>
Click Meeting	Audio Conferencing Video Conferencing Webinar and Training Services	Telephone Internet App Smartphone Tablet	Audio Conferencing Video Conferencing App Integrations Features Chat Features Polling Features Recording Features Transcription Features Scheduling Features Screen Sharing File Sharing White Boards Breakout Rooms Webinar Compatible Translation Services	Free- (7 day trial) Live- \$25 Automated -\$40 Enterprise - Custom pricing (per month)	Free- 5 people per meeting, 25 people per webinar, 5 audio feeds, 4 video feeds Live- unlimited people per meeting, unlimited people per webinar, 1 extra presenter, 3 multi-users, 25 audio feeds, 4 video feeds Automated- unlimited people per meeting, unlimited people per webinar, 1 extra presenter, 3 multi-users, 25 audio feeds, 4 video feeds, 10GB file storage Custom- call for pricing	SSL certificate Firewall configuration available	Unknown

**Court-Focused Technology Platform Comparison Guide
Quick Reference**

	Zoom	Microsoft Teams	GotoMeeting	CourtCall	WebEx	Adobe Connect	Google Hangouts	Workplace by Facebook	Skype	FreeConference	Google Duo	Google Voice	Click Meeting	Telephone
Free Service Available	x			X (free to courts)	x		x	x	x	x	x		x	x
Paid Service Available	x	x	x	x	x	x		x	x	x		x	x	
Limitations with Free Service	x				x		x	x	x	x	x		x	
Expanded Services with Paid Service	x	x	x		x	x		x	x	x		x	x	
Video Conferencing Features	x	x	x	x	x	x	x	x	x	x	x		x	
Audio Conferencing Features	x	x	x	x	x	x	x	x	x	x	x	x	x	
App Available	x	x	x		x	x	x	x	x	x	x		x	
App Integration	x	x	x		x	x	x	x	x				x	
Break out Rooms	x	x	x		x	x							x	
Chat Features	x	x	x		x	x	x	x		x	x		x	
Custom Phone Number Features									x			x		
Encrypted Service	x		x		x		x				x		x	
File Sharing Features	x	x	x		x	x	x	x	x	x			x	
HIPAA Compliant (per provider)	x	x	x		x	x	x							
Interpreters Available					x	x			x					
Moderator Control Features	x	x	x		x	x	x		x	x			x	
Polling Features	x	x			x	x	x	x	x				x	
Recording Features	x	x	x		x	x		x	x	x			x	
Scheduling Features	x		x	x	x								x	
Screen Sharing Features	x	x	x		x	x	x	x	x	x			x	
Transcription Available	x	x	x		x	x		x	x	x		x	x	
Translation Services	x	x			x	x		x	x				x	
Waiting Room Features	x	x	x		x	x	x		x	x			x	
Webinar Features	x	x	x		x	x			x	x			x	
White Boards Features	x	x	x		x	x	x		x				x	