

# Review of Lucid Meetings (Web Presentations and Meetings)

By Matthew Berg

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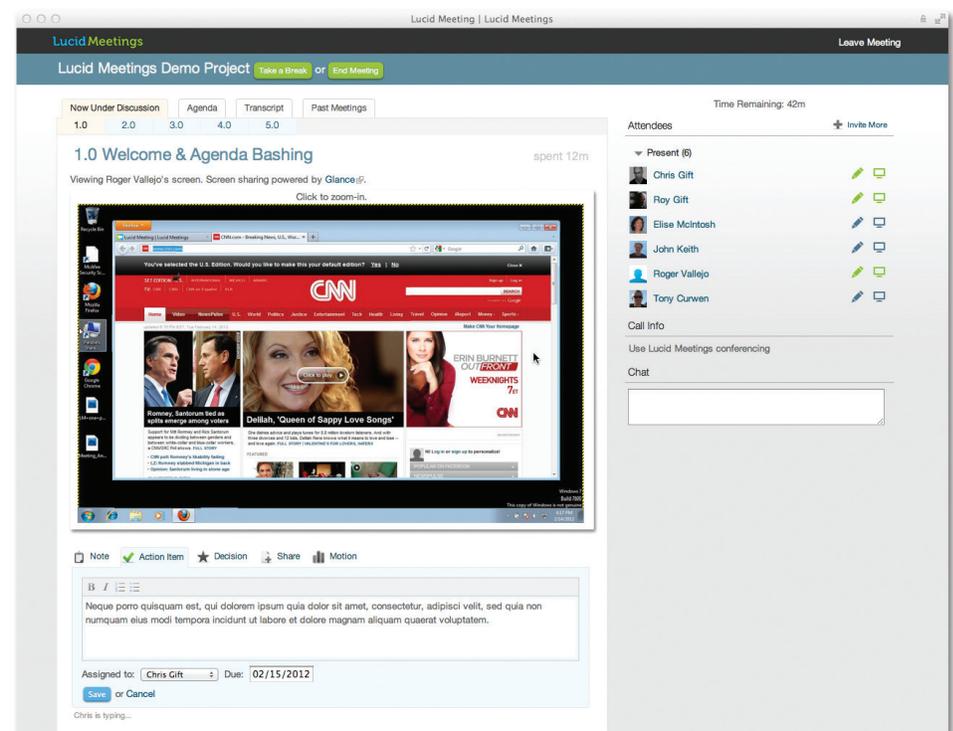


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Some business trips are necessary, but many are not. Accordingly, online meetings have made the leap from nice-to-have to must-have technology. In this issue of BigLaw, large law firm CIO Matt Berg reviews Second Rise's Lucid Meetings, a relatively new entrant that differentiates itself from competitors such as GoToMeeting and WebEx with a focus on the type of collaboration often necessary on large firm legal teams. In his usual comprehensive fashion, Matt presents all the features, commenting on how well they work. He then bestows a TechnoScore rating.

Second Rise's **Lucid Meetings** is an online service for self-served and managed web-based meetings. Its most obvious competitors consist of Cisco's **WebEx** and Citrix's **GoToMeeting**. Lucid Meetings attempts to differentiate themselves from WebEx and GoToMeeting in two key ways.

First, Lucid Meetings provides tools to enhance the collaborative features of the online meeting experience. For example, you'll



find agendas and templates, as well as the ability to assign action items to participants, take notes, make motions, chat (maintained in a log), associate documents with meetings, and even record the audio.

Also, Lucid Meetings can create minutes of every meeting you hold plus you can restart a meeting where you left off. This last option provides the ability to have "standing" meetings useful for ongoing team or project collaboration.

Second, Lucid Meetings costs less than the competition. To drive this point home the company offers a **pricing calculator** so you can easily crunch your own numbers to see if Lucid Meetings makes sense for your firm.

TL NewsWire **reported on Lucid Meetings** earlier this year. But that was a news article, not a review. In **BigLaw** today, I'll get to the nitty-gritty and answer this question: How well does Lucid Meetings work in a large law firm setting?

## INSTALLATION AND CONFIGURATION

Once you sign up for Lucid Meetings (I received a free account for purposes of this review; the company offers a free trial), setting up your “Organization” is fast. I was up and running and creating my first “meeting room” in about five minutes. From there, my first meeting room (super basic and without a great deal of attention paid to actions items, motions, and such) took about 2-3 minutes to configure, and inviting people was as easy as typing in their email address to invite them as guests, or populating only a handful of fields for full “users” of your organization.

**It’s intuitive, simple to use, performs well, and requires nothing more than a standard web browser.**

To be a presenter (show your desktop/share an application), you will need to install a plugin. But the install is quick and painless, and seems easier than the WebEx client.

But no plugin is required to attend a Lucid Meetings meeting! Assuming you use a current and standard browser (Internet Explorer, Safari, Firefox, or Chrome), there is literally “zero client” to be installed — and not even a requirement for Java. This also extends to testing I conducted by attending a Lucid Meetings from my iPhone, which

natively displayed a screen sharing session in Safari without the need to install an app or run a special browser (the shared screen was very small on the iPhone for obvious reasons, but it was impressive to see the meeting handled with such aplomb).

The ability to run natively in a web browser without a plugin is impressive and one of the more compelling selling points of this solution from a technical perspective — especially when you consider the headaches this will forestall in troubleshooting issues your firm’s clients might have in accessing a hosted webinar.

## BASIC USE AND FUNCTIONALITY

Lucid Meetings uses Glance, a screen sharing technology that you can license in its own right, but without all of the added-value features of Lucid Meetings.

At a basic level, Lucid Meetings’ interface is clean and works well. Once you familiarize yourself with the interface, and the setup of new meeting rooms and new meetings within those rooms, the use of this product is very simple and straightforward.

In fact, the only time I found myself somewhat lost was when I was the presenter of a screen sharing session and I briefly couldn’t figure out how to “unshare” my desktop. Two methods exist. You can right-click on the Glance application icon running on your task bar (nonintuitive though clearly documented). Or you can click the “Stop Sharing” button

in Lucid Meetings browser window, which you may not see because of the document you’re displaying. Once you close your document, you’ll see the button and can easily click it.

**Lucid Meetings provides tools to enhance the collaborative features of the online meeting experience.**

Functions of the screen sharing experience accessed via Glance include the selection of which monitor to share in multi-monitor environments, the hiding of your screen, permitting remote control of your desktop, and ending the desktop sharing session.

I should note that I can remember trying to figure out how to share and unshare a desktop via the WebEx client as well when I first started using WebEx so I’m not implying that Lucid Meetings’ interface is inferior to WebEx or GoToMeeting.

## STABILITY AND PERFORMANCE

The experience of working within an online meeting from Lucid Meetings was glitchless and the performance responsive. The voice quality of the conference calls was excellent. The screen sharing delay was minimal and the experience was smooth and without jitter or artifact.

## HELP AND SUPPORT

I have not needed support once during any of my Lucid

Meetings meetings. The online video tutorials, user guides, and FAQs are excellent. They cover a great deal of ground. That said, I mostly felt the guides and videos were unnecessary since all of the features are so intuitive and easy to use.

#### WISH LIST

I'd like the ability to add a video feed to a web meeting for hybrid meetings involving both videoconferencing and desktop sharing. Currently, there is no integrated videoconferencing function, nor could I find mention of any intention to add this feature to Lucid Meetings' toolset.

While Lucid Meetings gets huge props for the "client-less" function of its web-browser based interface

for attendees, support for a more interactive full-screen display of desktop sharing on mobile devices would be nice. The WebEx app for the iPhone, for example, is much more robust than the experience of attending a Lucid Meetings via Safari on the iPhone.

Finally, I'd like the ability to schedule recurring meetings. Because Lucid Meetings is marketed for use as a team/collaboration tool with meeting rooms that you can make permanent for the duration of a matter/project, adding this feature seems like a no-brainer.

#### TECHNOSCORE

Lucid Meetings seems to work exactly as designed. It's intuitive, simple to use, performs well, and requires nothing more than a

standard web browser. I withheld a perfect TechnoScore of A+ only because of my wish list above. Kudos to Lucid Meetings for a solid entry in the online meeting space!



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