A *vimeo* Resource

Vimeo Enterprise Technical Toolkit
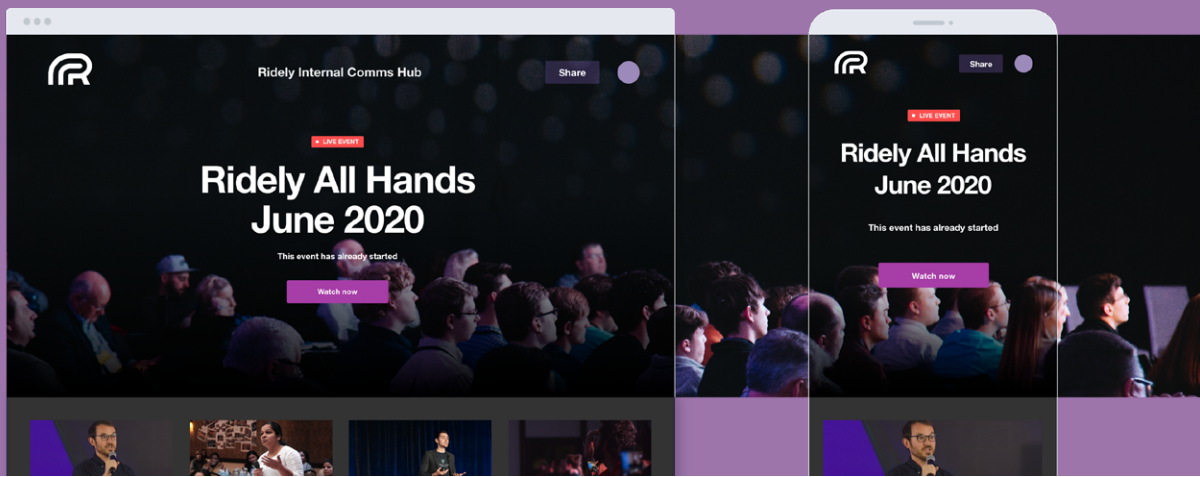
What's in this guide

Introduction

The world of work has been changing for some time now. As businesses increase off-site hiring to find the best talent and lower costs, remote employees expect to be as engaged with company communications as those in the office. This trend only accelerated in 2020 when COVID-19 sent office workers home in droves, beginning the world's largest remote work experiment.

What we've learned from working with companies across the globe is that live video is the best way to cultivate belonging and inclusion. It provides a personal, engaging experience that can't be matched through other forms of communication like email or live messaging. What's more, as streaming video becomes increasingly ubiquitous (70% of Americans have a streaming video subscription at home), employees expect a similar viewing experience at work, too.

While video is a critical component of any

organization's communications toolkit, the protection and privacy practices of such a service cannot be overlooked. From managing user permissions to ensuring your company's videos are kept secure, Vimeo offers ample ways to keep proprietary information and content safe, guarded, and out of harm's way.

Every day, the Vimeo platform provides a best-in-class video experience to over 175 million users. Because we operate at such a large scale, **we stringently adhere to industry best practices to ensure we maintain the integrity of our product, are resilient to errors, and remain responsive to our users' needs.**

This guide will offer details of how Vimeo supports businesses of all sizes (and scale) with its secure functionality and privacy measures.

Let's dive in.

How live streaming works

If your team is new to the world of live streaming video, we can help bring you up to speed. Here's a quick overview of what's involved in five steps:

Capture → Encode → Package → Distribute → Enjoy
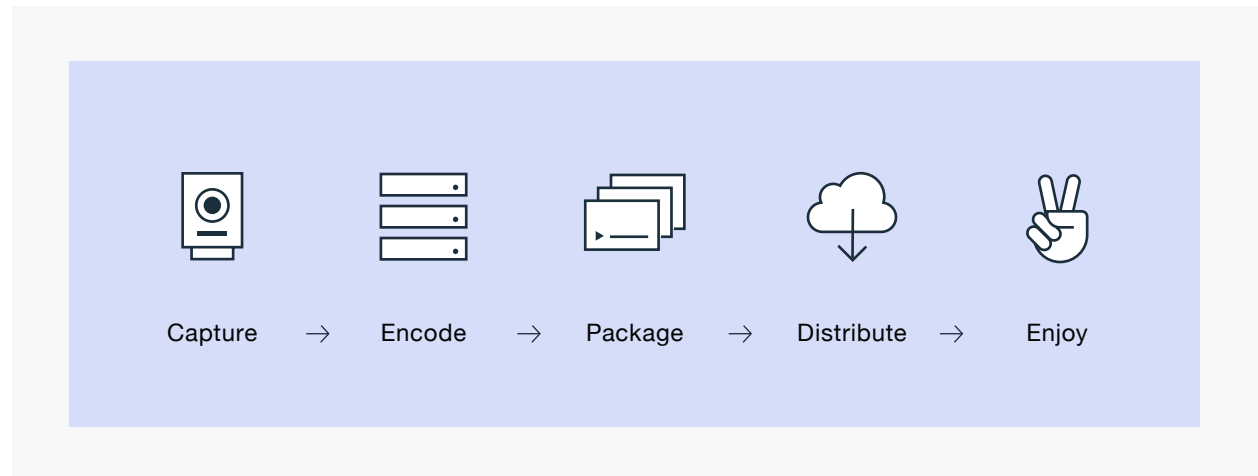
1. Capture

Your lovely live event is captured through a camera. This could be anything from a mobile device, a webcam, or a high-end camera.

2. Encode

The video and audio files from the camera are encoded (compressed) in real time to ready them for processing.

3. Package

Once encoded, the live stream is processed into streaming-friendly formats. This includes ensuring the video can adapt to multiple displays, encrypting the files, and delivering to a content delivery network (CDN).

4. Distribute

These processed bits of video will make its way through your CDN to bring it to the devices of your audience, no matter where they are. (There are some challenges with delivery from a scalability standpoint, which we'll get to later in this guide.)

5. Enjoy

This one is fairly straightforward. All that technical magic means your viewers can enjoy a beautiful live stream, as it happens.

Now that we're all on the same page (literally) of the technical components of how a live stream works, let's dig into how Vimeo works with different systems.

Live streaming system requirements

Vimeo Enterprise's live events are supported on any setup that supports H.264 videos, HTML5, and Media Source (specifically required for our adaptive streaming system).

We support **a wide range of operating systems and browsers** for both video playback and using the site itself. This includes Windows, macOS, Android, iOS, Chrome, and Safari. We guarantee full functionality on systems that are still supported by their proprietors.

Some key points you need to know:

• Much like the rest of the industry, Vimeo no longer supports Flash due to rising security vulnerabilities.

• Vimeo does not support live streaming on older versions of Internet Explorer (v. 11 or earlier) and Windows (7 and earlier).

• The Samsung Internet browser (all versions) is also not supported for live streaming on Vimeo. We recommend installing Chrome instead.

In terms of bandwidth, **we require minimum stable download speeds of 500 kbps or faster** in order to view our lowest quality, SD 240p. Since bandwidth tends to fluctuate for a number of unforeseen variables, we always recommend you use a **dedicated Internet line of 5 Mbps** or faster to stream and download high quality videos on the Internet.

You can always find a detailed overview of Vimeo's system requirements
in this help guide.

Authentication

How can my audience access content on Vimeo securely?

Single sign-on (SSO)

With single sign-on, only the people you choose can view your video content. SSO eliminates the risk of users creating new accounts and passwords, subsequently lessening the risk of unanticipated third party access.

Because users are managed by a centralized authentication server, SSO also erases the need of removing users or updating their permissions from yet another system — ultimately heightening security and making the tech team's jobs easier.

Private Showcase

Vimeo's Showcase tool is an **SSO-secured** online platform to manage videos and live events in one place, and is **accessible only by authorized employees**.

Best of all, **Vimeo Enterprise includes unlimited Showcases**, so you can create as many as you want, for whatever your business needs. A private Showcase for company announcements? We've got you covered. A public Showcase for marketing and events? Can do.

"The SSO and security features are huge — if that matters to you in the least bit as a company, Vimeo is the way to get it done."

Michael Mehlhorn
Multimedia Director, Splash
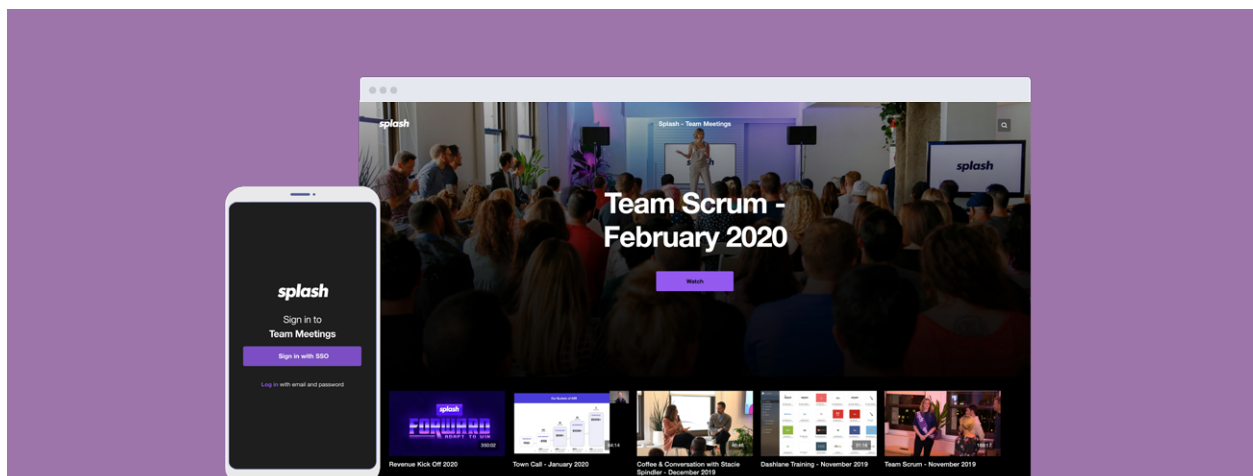
Access and authorization

How can my team manage their video content? What permissions do they have?

Private, secure, collaborative workspaces

Creating great video requires a lot of input and work from many different people. With Vimeo, **administrators can assign role-based permissions to specific users** for video creation, management, and storage to your workspace. This ensures any content uploaded to Vimeo is seen and managed by specific people *until* it is ready for wider internal or public distribution.

Our team will work with you to ensure you have as many account administrators that you organization needs to scale and grow.
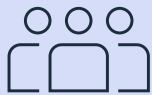
For more information on managing team members on Vimeo, click here.

Security and compliance

How are my data and content secure with Vimeo?

Keeping your content (and questions) on lock

With security policies and practices that have been reviewed and approved by our leadership team, keeping your data safe is an all-in effort. Vimeo offers secure and streamlined ways to share your company's videos internally, including:

Password Protection

Domain Whitelisting

Furthermore, Vimeo includes **Q&A moderation** as a safeguard to ensure an enjoyable experience for everyone. Q&A moderation builds in a buffer so you can curate questions best suited to the topic and speakers. It lets you quality-control an event by preventing duplicate questions or sensitive information from being shown to the audience.

Compliance

Vimeo's products are compliant in the following areas (sure, it reads a bit like alphabet soup, but it's all important information):

- **PCI Compliant for all Vimeo business units**

- **SOX Compliant**

- **GDPR Compliant**

The only private information Vimeo handles are email addresses, account logins and the public IP addresses of users devices where necessary. We aggregate and anonymise all data belonging to client devices; the results are kept for the sole purpose of being used by our R&D departments to improve the technical efficiency of our solution for the benefit of our customers.

Accessibility

Vimeo is committed to making hosted content accessible to all audiences, regardless of their cognitive, visual, or physical abilities. To that end, **the Vimeo player has been certified by a third party as both** WCAG 2.0 AA **and** Section 508 **compliant.**

Examples of accessibility features include:

- **Higher color contrast:** The player maintains a default color contrast ratio in compliance with AA standards

- **Clearer focus states:** Users who rely on their keyboards to navigate will see a blue or white box around the active element

- **Better support for screen readers:** For users who rely on screen readers (e.g. JAWS, NVDA), we ensure that any element in the Vimeo player can be read accordingly

Furthermore, Vimeo Enterprise customers have access to live closed captions. **Adding captions to a live video requires an encoder that supports 608 captions.**

Data protection

We adhere to rigorous measures to protect your content. Vimeo requires multi-factor authentication and single sign-on for all internal services, and have anti-virus and anti-malware deployed on every workstation — which are actively monitored by our corporate security operations center.

Vimeo also operates a public bug bounty program and conducts yearly penetration tests by external industry leading security partners to keep our software and infrastructure secure.

Data encryption

We keep your data protected on the move and at rest with HTTPS for all services and encryption for all data stored within our primary cloud provider.

Reliability

How does Vimeo assure that a stream, whether live or on-demand, doesn't fail?

Why you can count on us

Vimeo has been in the business of video since 2004. Our reliable, market-tested technology means we'll take good care of your videos — **including a 99.9% uptime** SLA for every Vimeo Enterprise customer. We offer the most reliable video infrastructure to support live events and viewership of any size, so we can grow and scale with you.

In order to keep 175 million users content, we follow industry best practices to keep our platform humming along and running smoothly. In terms of in-the-moment help, our team maintains **24/7 oncall rotations to respond to user-facing issues** with the Vimeo.com website or player.

Beyond addressing our users' questions at point-of-need, we also use **internally- and externally-triggered automated checks of key site functionality**. If these checks ever fail, our oncall team is notified immediately.

From there, we create a stringent post-mortem to communicate what happened, and how to prevent it from happening again. Coupled with these post-mortems, we track the duration and high-level cause of any outage to identify any trends or common causes to remedy.
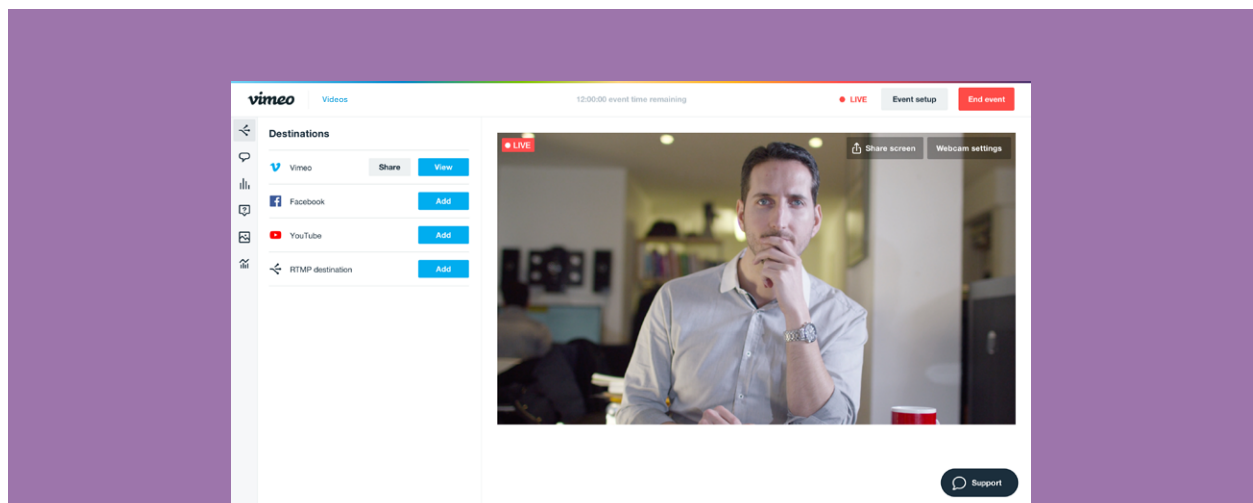
Enterprise content delivery network (eCDN) solutions

If your organization brings in live viewers from around the world within one network, Vimeo Enterprise offers an eCDN solution that leverages modern peering technology, enabling you to optimize delivery of live content in your corporate network.

To put our technical hats on for a moment, our eCDN includes features like:

- Site matching to restrict peer exchanges within one site

- Subnet and multi-subnet matching for peer exchanges within one or multiple LANs

- An optimized "super-seeder" algorithm to limit the number of streams coming from the CDN and ensure optimal provision of the stream for workstations in the network

- On-premises signalling and/or STUN server configuration

Best of all, it's plugin-free, and requires no workstation software, installation of caching servers, or other hardware. Because eCDN lowers bandwidth usage, cost savings are an added bonus.
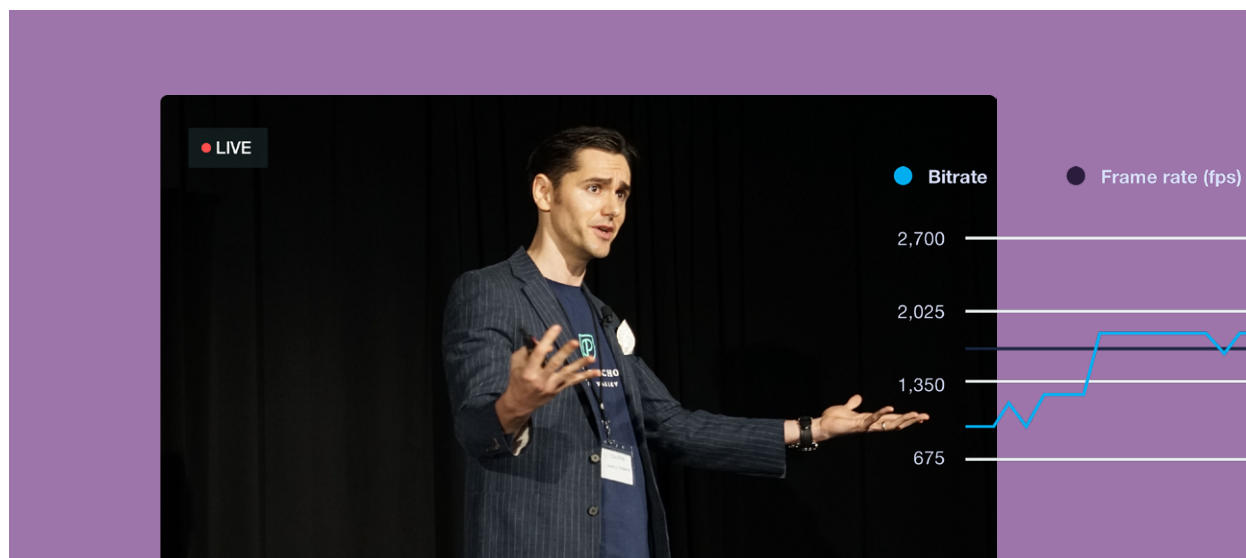
Stream health

Producing a no-fail live stream is stressful enough on its own, the last thing you need is to worry about knowing what's wrong if your stream hits a snag.

Vimeo's Stream Health Monitoring allows you to track how your stream is performing in real time. The information displayed in this tool comes directly from our ingest server logs, which is the first point of contact your stream has with Vimeo's live back-end.

Stream Health Monitoring displays your stream status during the course of your event:

- **Ready:** Camera is connected and you are ready to go live.

- **Good connection:** When your stream is connected (either through the browser, RTMP, or an integrated encoder) and our servers are receiving a stable frame rate/bitrate.

- **Unstable connection:** When our servers detect more than a 15% drop in frame rate/bitrate from the intended configuration. (There may be a problem with your network connection or encoder.)

- **Offline:** When your stream has disconnected from our servers.

Stream Health Monitoring also includes bitrate and framerate metrics over the last 10 minutes of your stream in real time. Advanced metrics include video codec, audio codec, AVC profile, and AVC level.
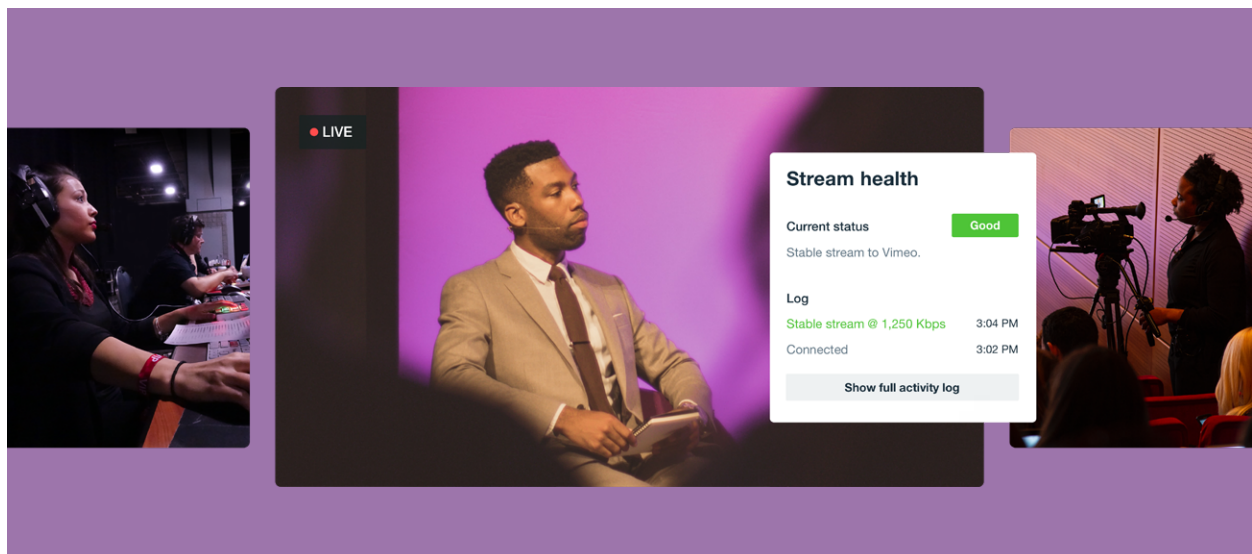
Stream preview

With Stream Preview, test events are a thing of the past. Instead, you can check incoming video and sound quality, embed settings, social destinations, and more before you go live. And with a preview latency of 1-2 seconds, you can see your live feed in near real-time on Vimeo.

Stream Preview works for both native integrations like Studio software and third-party encoders.

Backup stream

When there's no room for failure, a backup stream is the best way to protect yourself from unexpected streaming issues.

With a backup stream, Vimeo Enterprise customers can produce two streams simultaneously to the same event. In case of a breakdown with the primary stream, such as a power failure or network instability, Vimeo automatically switches your event to the backup stream so you don't lose your audience.

Purchasing and procurement

How can we assess Vimeo's security? Who does Vimeo partner with for procurement?

SIG Questionnaire

To best support prospective customers, we offer a formal risk management assessment of Vimeo's cybersecurity, IT, privacy, and data security.

This Standardized Information Gathering (SIG) Questionnaire is completed in collaboration with our sales engineers and security teams, and is available upon request.

We meet you where you are.

Vimeo partners with leading procurement organizations in hardware, software, and IT solutions.

As of publication, Vimeo is available for purchase through industry leaders CDW, Insight, and SHI. Contact your procurement representative for more information.

Vimeo can help.*

*With your big company moments

This functionality is all well and good, but when it comes to managing a video-first event, intimidation may rear its head. That's why **we offer trainings, exclusive account management, and award-winning production services** for Vimeo Enterprise customers.

If you can't do it yourself, we'll do it for you

As leaders in the video space, we would be remiss to not mention our production services team. Some Vimeo Enterprise customers prefer to have the confidence of knowing their live event is in the hands of a professional services team, and that's precisely what we do.

If you're new to live video production, or don't have an in-house video team, we offer a number of services to bring you and your stakeholders on board and up to speed. Learn more →

Offerings include:

1. **Virtual event consulting:** We offer guidance to your production team to ensure a smooth event, even if your team and talent are distributed while so many of us work remotely.

2. **Trainings:** Bespoke, hands-on instruction suited to the needs of your team and business.

3. **Switch and encode:** We'll bring the live streaming hardware and produce a stunning live event. Sit back, and let us manage the camera cuts, presentations, and audience participation.

4. **On-site support:** We'll be on-site, but hands-off. Our team will provide expert guidance before and during the live event, bringing you peace of mind.

To keep your team (and ours!) healthy and safe, we are currently limiting live production services to virtual event consulting. Contact us for the latest information on our offerings.

Get in touch and learn more

 Contact us

 Chat

 Call: 1-877-977-8732

Additional resources

We have even more resources to help you and your business do more with live video:

The Ultimate Guide to Live Streaming Events

The Essential Corporate Comms Toolkit

10 Corporate Training Tips from the Experts

How to Engage Remote Teams at an All-hands Meeting

Michael Weinstein
Video Studio Lead,
Deloitte Global

Live video is becoming pretty much a necessity, specifically with companies. It's the best way to get your point across to as many people as possible. It's much more of a two-way, interactive form of media.