

Public Agency Leads Green Movement by Taking Business Online

County of San Diego saves taxpayer money while reducing carbon footprint with WebEx technology.

Executive Summary

Customer Name:

County of San Diego

Industry:

Public Sector

Location:

San Diego, California

Number of Employees:

16,000

Business Impact

- Reduced meeting costs from US\$59 per person per meeting to less than \$20 per person per month of meetings
- Saved taxpayers more than \$45,000 per year in staff time and travel costs
- Lowered fuel and energy use by conducting employee meetings online

Business Challenge

The County of San Diego is making a concerted effort to go green. From recirculating water filtration systems to Leadership in Energy and Environmental Design (LEED)-certified buildings, the county has found numerous ways to protect the environment while reducing taxpayer spending. But it is not just large-scale urban planning projects that are driving this push for sustainability; the county is also improving its operational practices.

Spanning roughly 4200 square miles, San Diego County covers an expansive area, with 1680 government buildings located throughout the region. This dispersion means that employees in the same department can often be separated by more than 30 miles. Although maintaining communication is crucial for multiregional teams, in-person meetings were not helping the county to reduce its carbon footprint. Calculating both fuel costs and time spent on the road for offsite meetings, the county found that it was spending an average of \$59 per person, per meeting.



To find a more cost-effective and environmentally friendly way to conduct meetings, the County of San Diego decided to look for an online solution.

Solution

The County of San Diego's Health and Human Services Agency (HHSA) spearheaded this movement toward virtual meetings. Its HR team discovered Cisco WebEx™ technology and began using it for remote collaboration. Today, the online meeting tool is being used by the entire agency.

WebEx® technology has allowed the County of San Diego to dramatically reduce its meeting expenses. Costs have been slashed from \$59 per person for a single meeting to less than \$20 per person for an entire month of meetings. Furthermore, based on cost data tracked for 900 Cisco^f WebEx sessions and 3500 employees, the county estimates that the HHSA saved taxpayers more than \$45,000 in staff time and travel costs by moving its meetings online.

Results

At a time when many governments are facing major budget cuts, these kinds of savings are invaluable. By using WebEx technology to achieve a greener business model, the County of San Diego has reallocated its resources to better serve the public. And for taxpayers, that can only be a good thing.

Call to Action

To hear how WebEx technology is helping other organizations go green, visit:
<http://www.webex.com/m/ShowcasePodcast-Green.mp3>

To read other WebEx success stories, visit: www.cisco.com/go/webexcustomers



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