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CISCO SURVEY INDICATES GAINS IN CHANNEL PARTNER REVENUE AND PRODUCTIVITY THROUGH CISCO PARTNER E-LEARNING CONNECTION

SAN JOSE, CA — April 30, 2002, Cisco Systems, the worldwide leader in networking for the Internet, announced today, the results of a global channel partner survey aimed at measuring the overall satisfaction and business impact of the Cisco Partner E-Learning Connection (PEC). The results of the survey indicate that channel partners experienced a positive business impact, increased satisfaction in working with Cisco, and increased productivity for their employees from the knowledge gained through the Partner E-Learning Connection.

The PEC, an Internet portal that provides channel partners with comprehensive Cisco training, information, and communication was launched in March 2000. It was designed exclusively for Cisco channel partners, making accessible the information and learning they need to be successful in selling and supporting Cisco products and technologies. The PEC delivers a variety of web-based learning formats—including hands-on remote labs, interactive media, mobile delivery options for use with hand-held devices, streaming video and live virtual classrooms. The PEC content is accessible to partners globally 24 hours per day, seven days per week. Now in its second year of operation, the PEC has received over one million log-ins by global users.

The Survey results show that use of the PEC has had a positive business impact on channel partner companies and employees. Of the 3,650 survey respondents, seventy-three percent reported a significant increase in their ability to sell and support Cisco products while seventy-two percent have reduced training costs and expenses by more than half. Furthermore, sixty-three percent reported an increase in customer satisfaction and nearly 60 percent indicated an increase in sales and revenue of 50 percent or more.

In terms of user satisfaction with the PEC, seventy-four percent of the respondents reported overall satisfaction indicating content as the highest influencer, followed by navigation and ease of use. Seventy six percent say that using the PEC has increased their satisfaction in working with Cisco. Results also showed a clear correlation between satisfaction and frequency of use - frequent users of the site gave higher satisfaction ratings than less frequent users. Respondents to this survey compared to a similar survey conducted one-year ago reported higher satisfaction across the board.

Respondents identified e-learning as a key factor in obtaining channel Specializations and Cisco Career Certifications.

“Cisco provides the same quality and timely education to our channel partners as we offer our own engineers and sales team. As such, the ability to transfer knowledge through the Partner E-Learning Connection is a key component of Cisco’s strategy to enable its channel partners to turn change into a competitive advantage,” said Kevin MacRitchie, vice president of Worldwide Channels for Cisco Systems Inc. “The results of the survey ultimately demonstrate Cisco's commitment to helping partners increase their profit margins and productivity and accelerate the transition to new business models: a specialized approach that focuses on selling solutions and services, not just hardware.”

To learn more about the PEC, please view a free demonstration at <http://cisco.partnerelearning.com/pecdemo/index.htm>.

About Cisco Systems

Cisco Systems Inc. (NASDAQ: CSCO) is a worldwide leader in networking for the Internet. News and information are available at [http:// www.cisco.com](http://www.cisco.com).

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