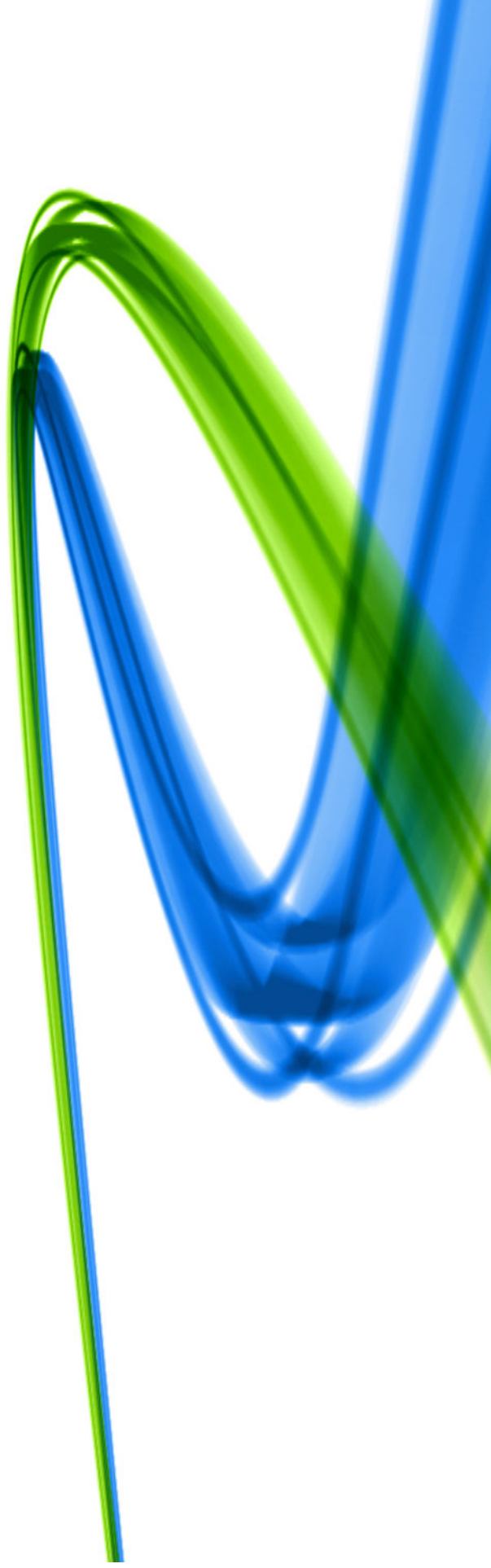WebEx™

WebEx Products and Services Overview

5,500,000

people conduct business on WebEx each month

2,300,000

registered users of our on-demand services
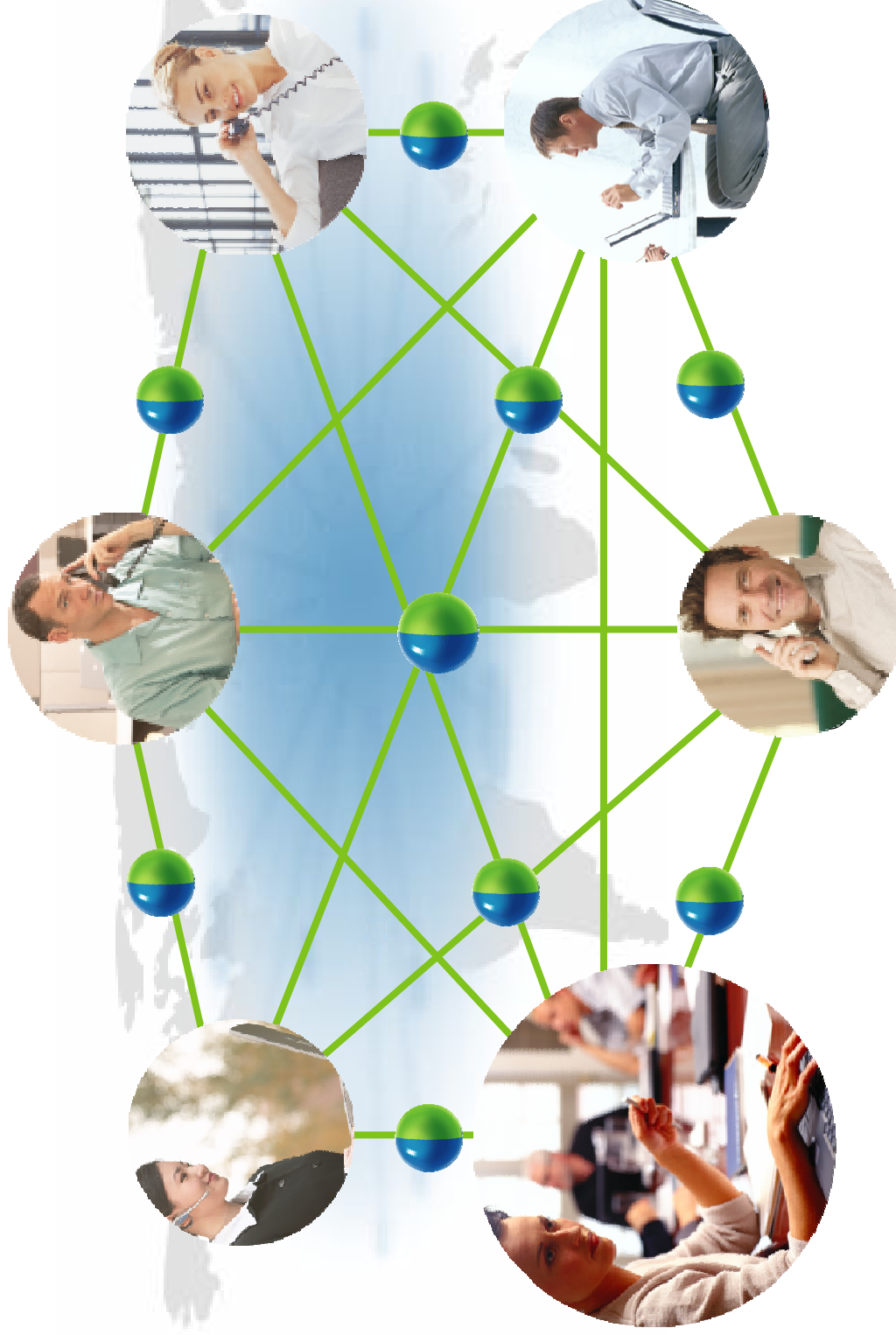
31,000

businesses rely on WebEx

webex

90%

of our users tell us WebEx applications are strategic to their jobs.

Why so strategic? WebEx connects people across boundaries…

WebEx Confidential

Today's Global Economy

Today's Complex Business World

Interconnected companies and people all collaborating globally

Marketing & Advertising

loomis::group

PUBLICIS DIALOG

HORN GROUP

Distribution

Sprint

at&t
Your world. Delivered.

NTT Do Co Mo

cingular
raising the bar...

Design & Supply Chain

ZEISS

Carl Zeiss Optics

TEXAS INSTRUMENTS

Wi-Fi CERTIFIED

These processes exist across all business

Content

flickr

SONY BMG
MUSIC ENTERTAINMENT

webex

WebEx for General Collaboration

Prospect Concerns

- Complex collaborative environment

- Geographically dispersed employees, partners, customers

- Difficult to make timely decisions

WebEx Offers

- Connect people anywhere, anytime

- Highly productive team meetings over the web

- Continue collaboration even after the meeting

"WebEx has allowed us to remove time and geographic barriers. We no longer consider ourselves a distributed organization. It's given us the ability to meet face-to-face more frequently"

MaryEm Musser, Assistant Director, Center for Professional Development

BDO Seidman, LLP
Accountants and Consultants

WebEx Meeting Center

- Documents, applications, desktops sharing
- Rich multimedia with multipoint video
- Integrated telephony and VoIP
- Active Talker
- On-demand record, edit and playback
- PowerPanels™
- Chat, polls, notes, annotation tools
- File transfer

WebEx Workspace

Collaborate

Document Manager
Share Documents and Files

Database Manager
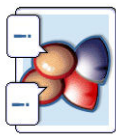Organize, Store and Share Data

Opinion Polls
Build Employee Consensus

Communicate

Announcements
Post Group-Wide Announcements

Contact Directories
Organize Your Contact Information

Discussion Forums
Exchange Information and Ideas

Coordinate

Expense Reports
Maintain Accurate Expense Records

Online Calendar
Manage Appointments,
Meetings and Events

Task Manager
Manage Projects and Deliverables

WebEx Confidential

WebEx for Sales

Prospect Concerns

- Missing revenue targets
- Long sales cycle
- Tracking activity and pipeline

WebEx Offers

- "Qualify out" the wrong prospects sooner
- Reduce cost of sales by maximizing resources
- Keep prospects involved
- Integration with existing SFA to maximize efficiency

"When customers see our product through WebEx, they always ask us for a proposal. In one instance, it took just one phone call and one WebEx meeting to close the sale."

David Farmer, Founder and CEO

ad giants

Sales Center

- Attention Indicator
- Sales Portal
- Team-based selling
- Coaching, training and monitoring
- CRM integration
- Activity tracking
- SME presence
- Join as a group
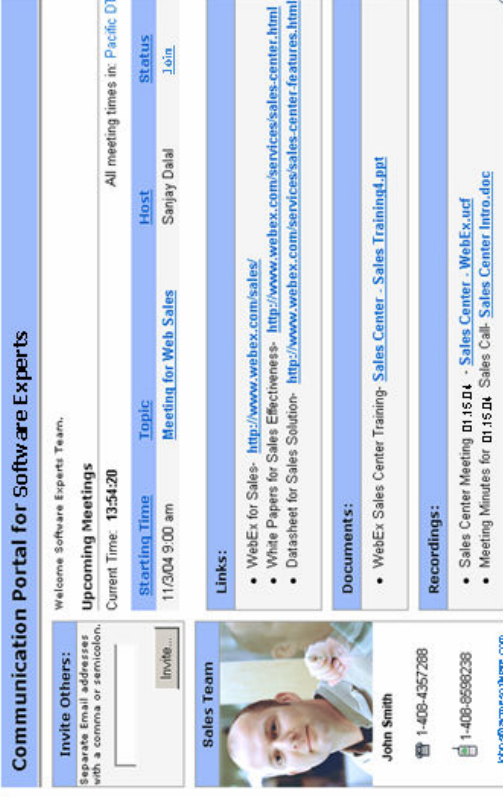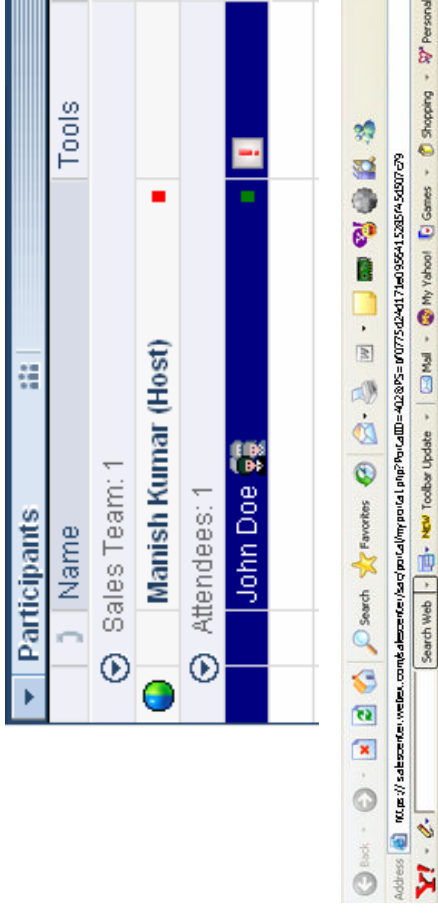
WebEx for eLearning

Prospect Concerns

- Meet increased demand for training with fewer resources

- Make learning available & accessible to learners anytime, anywhere

- Align learning processes & programs with business initiatives

WebEx Offers

- Slash the time and cost needed to deliver training & maximize the value of existing resources

- Enable employees, customers, & partners to learn at their convenience with on-demand learning

- Measure the impact of training on business processes and initiatives

"Because WebEx allows us to train large numbers of dealers effectively, we've accelerated our time-to-market at a rate that our competitors can't match."
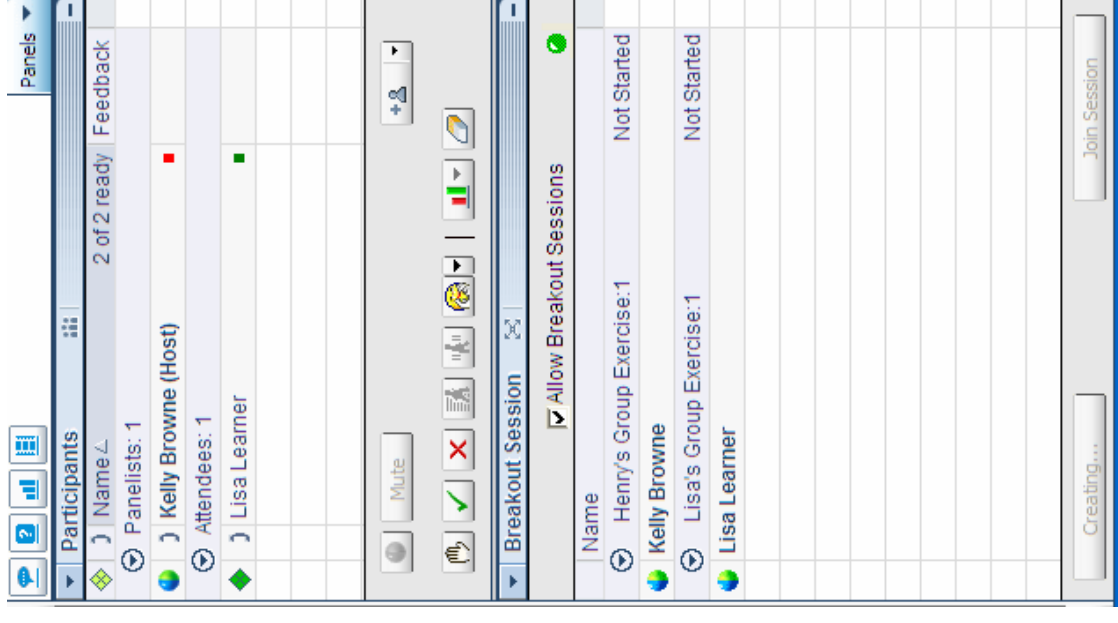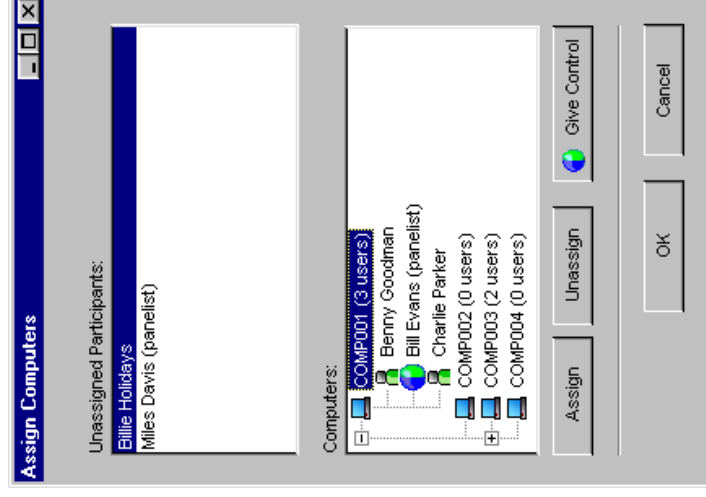
Mitch Bardwell
Director & Assistant General Manager, Sales Training Division
Canon Imaging Systems Group

WebEx Training Center

- Custom registration
- Break-out rooms
- Hands-on lab
- Training specific tools
- Integrated testing
- LMS integration
- Multiple roles

WebEx for Marketing

Prospect Concerns

- Trouble generating enough quality leads/reaching target prospects

- Traditional marketing tactics are expensive and inefficient

- Difficult to track and measure marketing effectiveness

WebEx Offers

- Target & engage a dispersed audience

- Generate high quality opportunities, keeping cost per lead low

- Increase speed to results

- Measure marketing effectiveness

"By converting to online events we saved time, reduced our costs 60-80 percent, broadened our client reach, and increased the frequency of our client events.

Diane Paul
Director of Marketing Communications

WebEx Event Center

- Customized registration fields
- Custom enrollment options
- Custom email templates
- Interactive Q&A
- Lead scoring and reporting
- Multiple roles
- Polling

WebEx for Support

Prospect Concerns

- Escalating support cost
- Low customer satisfaction
- Ineffective support
- Unable to support remote customers/employees

WebEx Offers

- Remotely support systems anywhere, anytime
- Better utilize existing resources
- Provide low touch and no touch support
- Decrease resolution time

After deploying WebEx in its Global Support Center, Lawson estimates it's saving about $600,000 per year, for an ROI in excess of 700%.

LAWSON™

WebEx Support Center
Remote Support and Remote Access

- Full remote control
- Web-based ACD
- Multiple customers and TSRs
- File and directory transfer
- Permission-based access
- Unattended machine control
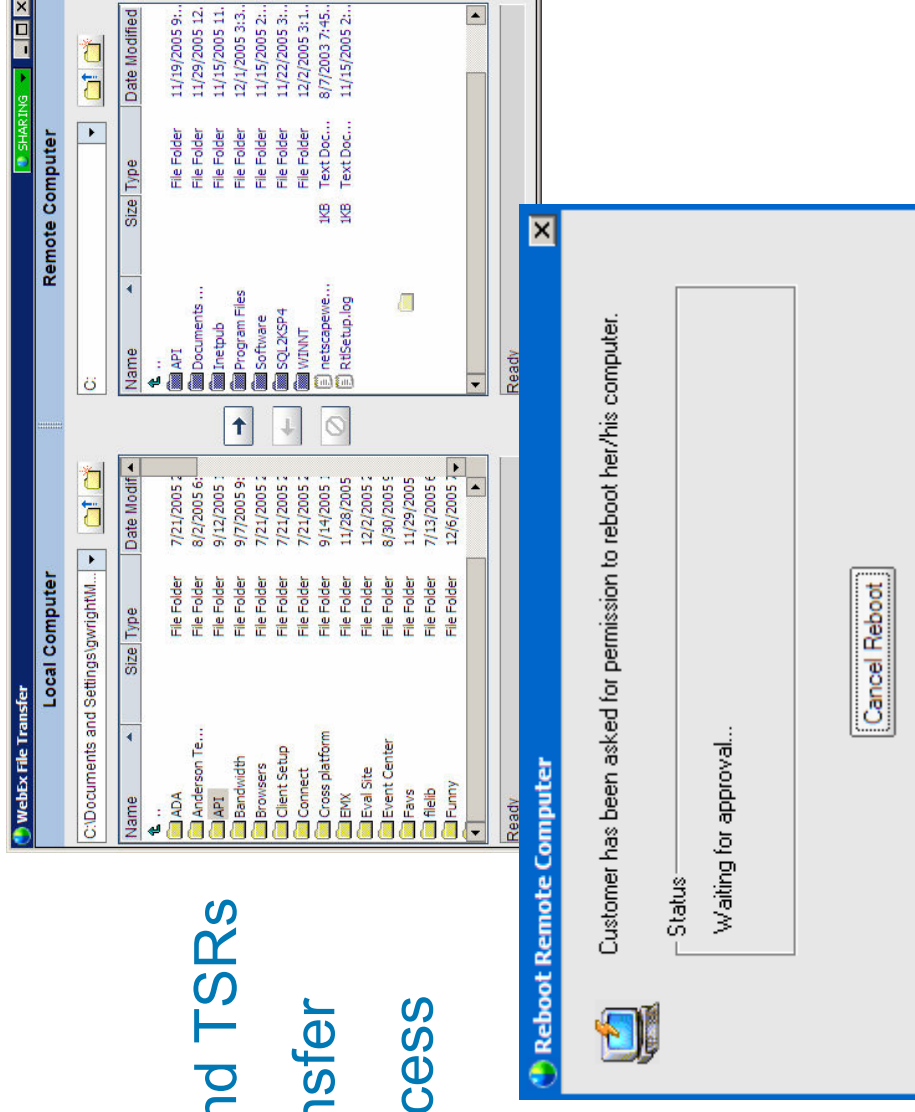
Start WebEx
From your desktop applications

The World's Leading Companies Choose WebEx

31,000+ Companies Worldwide

14 of the Top 15 U.S. Aerospace & Defense Companies

24 of the Top 25 U.S. Financial Services Firms

23 of the Top 25 U.S. Insurance Firms

10 of the Top 10 U.S. Communications Companies

KYOCERA

Merrill Lynch

NASA

SAFEWAY

SONY

Countrywide
HOME LOANS

COLDWELL
BANKER

bea

webex

STANFORD UNIVERSITY

phelps dodge

pennsylvania

BOEING

EMC²

RICOH

Agilent Technologies

NORTHROP GRUMMAN

PETSMART

TOYOTA

NEC

TEXAS INSTRUMENTS

CipherTrust

THE HOME DEPOT

HITACHI
DATA SYSTEMS

Nestlé

GMAC

Kodak

FUJITSU

MCKESSON
Empowering Healthcare

WAL★MART
ALWAYS LOW PRICES. Always

Washington Mutual, Inc.®

American
Red Cross

Genentech
IN BUSINESS FOR LIFE

LAWSON

PhilipMorrisUSA

BARNES&NOBLE

MetLife

TOSHIBA

Deutsche
Telekom

CVS/pharmacy