



Cisco IT Case Study

Enterprise Social Software & Collaboration

Overview

- Challenge

Migrate Cisco Integrated Workforce Experience (IWE) tools, applications, data, and users to the Cisco WebEx Social platform

- Solution

Comprehensive planning for migration activity and employee education

- Results

Substantial business value from cost savings, improved employee productivity, and transformed business processes

- Next Steps

Support continued growth and expand application portlet development

Challenge

Migrate IWE to Cisco WebEx Social

- Cisco IT initially developed IWE on an open-source platform
- In 2010, Cisco IT wanted to migrate IWE to the Cisco WebEx Social commercial platform
- Migration planning requirements:
 - Minimize user disruption
 - Preserve user documents
 - Migrate different types of user data appropriately
 - Support application portlets
 - Educate employees to encourage IWE adoption

Solution

Comprehensive Migration Planning and Support

- Detailed planning to meet the migration requirements
- Deployed Cisco WebEx Social on a set of 34 virtual machines, based on the Cisco Unified Computing System (UCS) platform
- A Cisco IT team uses IWE to support application portlet developers
- Articles, videos, and targeted e-mails educated employees about the IWE migration and encouraged adoption

Results

Substantial Business Value

- Implemented IWE for all business functions within one year
- Gain of up to \$24 million value from increased employee productivity
- More than 1000 IWE communities, with more than 900,000 visits per quarter
- Business process improvements including faster time-to-market for a new product
- High levels of interest and response for employee communications

Next Steps

Support Continued Growth

- Support growth in number of registered users, communities, content, applications, and portlets
- Continue to develop templates for common integration types to reduce customizations
- Explore supporting access to IWE by external developers who will create portlets for the company's use

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