

## CISCO SÃO PAULO OFFICE AVOIDS US\$1 MILLION IN CORPORATE REAL ESTATE COSTS OVER THREE YEARS

*More with less: a deft combination of space and tech solutions solves real estate woes in São Paulo.*

The Cisco Systems® São Paulo office has grown very rapidly, from a staff of fewer than 20 employees in 1997 to 132 employees by 2003. As a result, the offices that housed the São Paulo branch quickly became inadequate. Cisco® Workplace Resources department struggled to find suitable office space to accommodate its employees, but in 1999, nearby office spaces were limited, and it became clear that a new approach to organizing the work space and using technology would be required to improve employee flexibility and mobility.

### Business Benefits

- Reduced real estate costs
- Enhanced collaboration
- Improved productivity

Though skeptical at first about losing individual workspaces, employees now agree the new environment improves their effectiveness in the office.

**The challenge was to find complementary technological and space solutions** that would enable the workplace environment in the Cisco São Paulo office to improve significantly. To foster this change, everyone in the office was given a cell phone and provided with high-speed Internet access in their homes. This gave them the freedom to easily work from home with remote access. Using the Cisco Secure VPN Client software on their laptop computers, employees were able to access corporate applications as quickly and as securely as if they were in the office.

**Cisco also transformed the physical office.** First, the cubicle sizes were reduced and partitions between the cubicles lowered, transforming the office from an area of individual workspaces to one in which everyone knew when and where their team members were available.

**As the network became even more robust, the office became paperless,** eliminating the need for almost all the file cabinets. The

implementation of IP telephony and a wireless local-area network made sharing workspaces even easier, as employees were now able to program the phones to receive their personal extensions in any work area they selected, using the Extension Mobility feature of Cisco CallManager call-processing systems.

*The solution reduced the annual cost of office-related expenses per employee by 30 percent.*

Cisco was able to significantly reduce the space requirements in the office, thus avoiding US\$1.2 million in profit and loss expenses and \$1 million in cash-flow expenditures over three years. As a result, the annual cost per employee in office-related expenses, which includes cabling, office furniture and office services], was reduced from \$8483 to \$5671. At the same time, productivity has increased: A survey showed that employees in the São Paulo office improved productivity by an average of nine percent in the new work environment.

**Case Study:** [www.cisco.com/en/US/about/ciscoitatwork/case\\_studies/wireless\\_dl3.ht](http://www.cisco.com/en/US/about/ciscoitatwork/case_studies/wireless_dl3.ht)

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