

The Total Economic Impact™ Of Webex Meetings + Devices

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Through 5 customer interviews and data aggregation, Forrester concluded that Webex meetings + devices have the following three-year financial impact.

SUMMARY OF BENEFITS

Three-year risk-adjusted

Productivity increase:
reduced time to start
meetings

\$19.1M

Travel cost savings

\$3.5M

Productivity increase:
reduced travel time

\$2.7M

Hardware and software
cost avoidance

\$700K

450%
ROI

\$21.3M
NPV

<3
month
PAYBACK

WEBEX MEETINGS + DEVICES BY THE NUMBERS

Organizations experienced a **45% uplift** from adding devices to Webex Meetings and/or Teams.



Interviewed customers regained **8 minutes** of productive meeting time per meeting.



IT teams reported holding annual meetings virtually instead of in-person, saving over **\$100K** in travel costs.



Organizations with campus-like environments reported anywhere from **15- to 45-minute** drive time savings from internal meetings.

VOICE OF THE CUSTOMER

"With the click of a link, the meeting starts in just a couple of seconds on the device. If you connect from your app on your iPhone, you simply put it next to the Webex Board, and it recognizes you. It's all about the usability; the many ways you can connect to meetings has become easy."

IT business analyst, High tech

"The business loves the fact that they can communicate and collaborate on any device anywhere. People love Webex and the integration it provides. They love the big green button when they walk in the room and they're able to just click it, start the meeting, and not remember codes and passwords and meeting numbers."

Senior director of infrastructure and operations, Healthcare

"Our desired outcome was that we wanted easy, single-button push meetings. We wanted both software and hardware that would work well together for immersive meeting experience. And we also wanted to start to drag down some of the need to have people physically present in an office location to have an effective meeting."

Senior manager, enterprise technology services, Financial services company



Read the
full study

This document is an abridged version of a case study commissioned by Webex titled: The Total Economic Impact Of Webex Meetings + Devices, October 2019.

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