



Fueling innovation through global communications

AGCO provides high-tech solutions for professional farmers feeding the world.

“Through video and chat, we’re giving employees more opportunities to communicate and share insights globally.”

- Nikhil Narvekar, Director Global Infrastructure Operations, AGCO Corp.

Use a global presence to completely partner with every customer through every phase of the farming process.

Challenges

- Improve communications across geographically diverse workforce
- Provide better channel support and relationships
- Collaborate between brands for greater innovation

Years of acquisitions and growth left AGCO Corp. with multiple respected brands, a highly distributed global workforce, and a disparate voice and IT infrastructure.

“As a global organization, communication is essential to our success,” says Nikhil Narvekar, director of global infrastructure operations. Taking advantage of global connections, AGCO plans to continue expanding into new markets by addressing the concerns of each market and region. By intelligently connecting people, data, and processes worldwide, the company can better respond to customer needs by developing new products and services.

“Rather than trying to expand and upgrade numerous piecemeal systems to meet our growth, we would be better served by leveraging economy of scale and standardizing onto one platform that would serve us for years to come,” says Narvekar.

Case Study | AGCO Corp.

Size: 20,000 Employees

Location: Global

Industry: Manufacturing





Cisco® collaboration solutions help global workforce share ideas that lead to greater innovations.

Solutions

- Enabled collaboration everywhere
- Better business responsiveness
- Simplified operations

Enabling mobile workers

Taking advantage of Cisco Jabber® for Everyone, AGCO swiftly deployed the Cisco Jabber solution across 17,000 users. It particularly improved communications for its mobile and remote workforce, connecting 2000 Jabber iPad users. AGCO is currently expanding the rollout to an additional 2000 Android smartphone and tablet users in South America.

\$45K MONTHLY SAVINGS

GREATER COLLABORATION

Enable meetings with remote attendees

Fueling product innovations by sharing ideas across geographical regions and brands, Cisco Collaboration Meeting Rooms (CMR) are the standard used in hundreds of meetings daily. Employees meet “face to face” without the burden and lost productivity associated with travel.

Omnichannel customer service

Streamlining call flows with Cisco Unified Contact Center Express and empowering support agents to manage multiple chat sessions simultaneously with Cisco WebEx technology helps ensure a high level of service and satisfaction, regardless of how dealers engage with AGCO.

Savings through consolidated infrastructure

By consolidating data centers and standardizing on Cisco networking and communications infrastructure, AGCO can cost-effectively streamline management with Cisco AutoQoS managed policies and use internal expertise for deployment. The consolidated approach is also benefitting AGCO’s 10,000 Cisco IP Phone users; they are already racking up 500,000 minutes of phone calls monthly for a savings close to \$45,000 a month.





Results

- Cost reduction of \$45,000 per month with more than 500,000 minutes of VoIP calls
- Encouraged greater collaboration and productivity through video
- Streamlined management and moved more administration in-house

Expanding services for users

With a solid infrastructure in place, AGCO’s goal is to continue to optimize systems and deliver new, innovative solutions that improve workforce engagement and efficiency. With more efficient IT operations, AGCO can deliver these capabilities faster to help drive business expansion.

“Looking at where the industry and technology are heading,” says Narvekar, “we decided that Cisco voice and collaboration solutions were the best fit for us, now and in the future.”

Products & Services

<p>Unified Communications</p> <ul style="list-style-type: none"> • Cisco Jabber solution (Windows, Mac, iOS, Android) • Cisco Unified Communications Manager <p>Customer Care</p> <ul style="list-style-type: none"> • Cisco Unified Contact Center Express <p>Conferencing</p> <ul style="list-style-type: none"> • Cisco TelePresence Server • Cisco WebEx Meetings • Cisco Collaboration Meeting Rooms <p>Collaboration Endpoints</p> <ul style="list-style-type: none"> • Cisco TelePresence MX Series, TelePresence System EX Series, and TelePresence TX System 	<p>Routing and Switching</p> <ul style="list-style-type: none"> • Cisco Nexus® 2000, 5000, and 7000 Series Switches • Cisco Catalyst 3000 and 2000 Series Switches • Cisco ASR 1000 Series Aggregation Services Routers • Cisco 2900 Series Integrated Services Routers and 3900 Integrated Services Router <p>Network Management</p> <ul style="list-style-type: none"> • Cisco Prime™ Infrastructure • Cisco Mobility Services Engine
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