Cisco Collaboration Services for Cisco Webex Teams

Make collaboration simpler

As organizations of all types become increasingly digital, it is critical for your employees to collaborate with customers, partners, and colleagues in the most effective ways possible anywhere, anytime, with anyone. A robust collaboration solution must address not just the technology, but also the people and processes underlying your strategy.

Put your new Cisco Webex Team Board to work and help your organization unlock the value of inroom and virtual collaboration. With the Cisco Webex Team Board “All Aboard” Service, we’ll show you how our customers have taken advantage of Cisco Webex Team Board across the entire collaboration lifecycle with our use case library. Using Cisco Webex Teams subject matter experts, onboard your organization more quickly through quick-start videos, live sessions, and Cisco Webex Teams help room support. With our help in driving awareness to your organization, extend the value of your new Cisco Webex Team Board by staying informed and better utilizing Cisco Webex Team Board capabilities.

Of course, you need to implement the technology effectively. But that’s not enough to make sure of success. To realize the full value of Cisco Webex Teams as a collaboration platform, you need to embed it into your work culture and business processes. Consider things such as:

- **Business value**: To maximize the business value Cisco Webex Teams offers, you want a solution built to meet your specific use cases, goals, and requirements. Aligning the solution with your unique objectives yields more powerful user experiences and faster ROI.

- **Process effects**: Properly “Webex Teams-enabled” businesses can improve efficiency and help increase productivity when deploying new technologies. Effective integration of Cisco Webex Teams with your current systems is most successful when process implications are understood and anticipated.

- **Solution usage**: Expert guidance and training spur adoption and help users use new capabilities and advanced features.

Benefits

- Maximize ROI and reduce time to ROI with increased adoption and improved processes.
- Increase the value of Cisco Webex Teams by customizing it to your organizational and user needs.
- Integrate Cisco Webex Teams transparently and sustainably with your existing environment.
- Optimize Cisco Webex Teams functionality by enabling advanced features and use cases.
- Reduce risk, cost, and complexity with effective implementation.

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Cisco Webex Teams - Collaboration Platform

Cisco Webex Teams is a collaboration platform that enables users to message, meet, and call anyone, anywhere, anytime with ease. It includes out-of- the-box voice and video, combining synchronous and asynchronous communication for a true virtual room experience.

With Cisco Webex Teams, you can connect people internally and externally, reduce latency and inefficiency in business processes, and break down information silos. Our solution modernizes how teams communicate, share ideas, and get work done, all of which can help you drive innovation.

Cisco Advanced Services portfolio

Cisco and our partners offer services to help organizations plan for, implement, and manage the Cisco Webex Teams solution. These services employ proven industry-leading methodologies and best practices for improving employee productivity and accelerating deployments.

These services include:
- Advisory services
- Implementation services
- Training services
- Optimization services

Full Lifecycle of Services

- Technology Install and Configuration
  - Base deployment
  - Single sign-on (SSO)
  - Active Directory (AD) sync
  - Calendar service
  - Call service (Cisco Unified Communications Manager configuration)
  - Media service (video endpoint configuration)
  - Webex Team Board configuration

- Business Process Redesign
  - Business use case development
  - Business process redesign
  - Voice of the user

- Custom Integration & Bot Development
  - Custom integration and development support of use cases
  - API integration between Webex Teams and third-party applications
  - Custom application software support
  - High-touch API and design consulting

- User and Technology Support
  - Post launch "office hours"
  - Post launch help room monitoring
  - Post launch technical SME support

- Adoption and User Solution Enablement
  - User persona definition
  - Executive sponsorship
  - Promotion
  - Knowledge transfer
  - Resistance management coaching

Next Steps

Realize the full business value of your technology investments with services from Cisco and our partners. Backed by deep technology adoption and collaboration strategy expertise, Cisco Services enable you to successfully advise, implement, and manage your network as a catalyst for digital business transformation.

Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

For information about Cisco Services, visit [http://www.cisco.com/go/services](http://www.cisco.com/go/services).