

Smarter Collaboration in the AI Era

Cisco and Amazon Web Services deliver AI-powered experiences that are secure, scalable, and built to adapt.



Chart Your Path to Modern Collaboration



AI-Powered
Experiences



Seamless
Connections



Flexible
Modernization

Progress Where People and Business Outcomes Meet

Organizations have reshaped how they work time and again in recent years: first to support hybrid teams, then to meet rising customer expectations, and now to harness the potential of AI. Through it all, people and productivity have remained at the center of every transformation and every breakthrough.

To keep moving forward, people need collaboration experiences that remove friction, spark connection, and help them perform at their best. That's no small feat when today's teams are distributed, customers want instant

personalized service, and legacy systems are falling short.

Cisco and Amazon Web Services (AWS) bring AI-powered collaboration to this ever-evolving landscape, pairing best-of-breed Cisco solutions with the scale and reliability of the world's leading cloud. Together, they enable more natural ways to connect, deliver consistency across environments, and provide the security and resilience businesses can depend on.

And with Cisco solutions available in AWS Marketplace, organizations can modernize faster and on their own terms, so people can focus on progress instead of the tools it takes to get there.

Designed for Evolution

- **Elevated collaboration:** AI enables more natural meetings, proactive customer engagement, and inclusive teamwork.
- **Seamless integration:** Enterprise-class Cisco solutions work natively with AWS services to ensure consistency and scale.
- **Flexible modernization:** A trusted path to move collaboration workloads into cloud or hybrid models allows organizations to evolve at their own pace.
- **Faster adoption:** Cisco collaboration solutions available in AWS Marketplace accelerate procurement and time to value.

Deliver Results with AI-Powered Experiences

Too often, collaboration is reactive. Meetings feel disjointed, employees get bogged down with routine tasks, and critical information is scattered across multiple apps and platforms. Cisco and AWS are transforming collaboration by weaving AI into the fabric of every interaction, making work more seamless and productive.

In meetings, Webex AI removes barriers with AI Assistant, real-time transcription, translation, and accessibility features that help communication flow naturally and inclusively. In team collaboration, Cisco AI Assistant for Webex and AWS-powered capabilities handle repetitive tasks, reduce context switching, and adapt to the way people actually work. Employees can then redirect their time to innovation and impact.

This transformation extends beyond the workforce. By combining Cisco Webex AI with

the scale and reliability of AWS solutions, organizations can reimagine both sides of the service experience. Customers benefit from conversational self-service and faster issue resolution, while agents gain real-time guidance and context to personalize their responses.

These capabilities are powered by deep integrations with AWS AI services. Amazon Lex delivers more natural self-service interactions, while Amazon Q index gives Cisco AI Assistant secure access to enterprise knowledge for precise, context-rich insights.

By uniting Cisco's collaboration platform with the scale and flexibility of AWS AI services, organizations can move beyond reactive communication to proactive collaboration that boosts productivity, deepens engagement, and fuels growth with every interaction.

Intelligent Collaboration with Webex Suite on AWS

Together, Cisco Webex Suite and AWS deliver AI-powered collaboration at scale, combining Cisco's innovation with the reach and intelligence of AWS:

- **AI-enhanced meetings, messaging, and calling** that improve how teams engage
- **Real-time transcription, translation, and accessibility** so everyone can participate
- **Intelligent assistants** that automate routine tasks and provide context from multiple applications
- **Secure, semantic enterprise search** and precise answers with Amazon Q index
- **Conversational self-service** in customer interactions through Amazon Lex
- **Choice of leading LLMs** through Amazon Bedrock for consistent AI across collaboration and business applications
- **Enterprise-grade reliability and security** backed by AWS's global infrastructure

69% of **CEOs cite efficiency as a top driver** for AI adoption, reflecting the push to streamline how work gets done¹

¹"Cisco's 2025 AI Briefing: CEO Edition," Cisco, February 2025.

Learn more about [Cisco Webex Suite](#).

Future-Proof How People Connect and Work

Collaboration should be a catalyst, not a guessing game. But the reality is that many organizations are piecing together a patchwork of tools that grows with every pivot. The result: silos, inconsistent experiences, and limited scalability. What businesses need instead is collaboration built to deliver today and adapt to anything tomorrow brings.

Cisco and AWS provide that assurance. Cisco's best-of-breed portfolio is deeply integrated with global AWS infrastructure and cloud services, ensuring enterprise-grade reliability, security, and performance. Together, they support consistent collaboration across meetings, messaging, calling, and contact centers, powering business-critical work in industries from healthcare to financial services.

And because Cisco and AWS validate solutions together, IT leaders can trust that devices, applications, and services will run seamlessly on AWS infrastructure for dependable collaboration in any environment.

The payoff is resilience that lasts. Businesses simplify operations, reduce costs, and avoid the sprawl of short-term fixes. In short, Cisco and AWS deliver a platform designed to scale, so collaboration becomes a dependable constant no matter how work evolves.



Overcoming Today's Collaboration Gaps

Collaboration experiences are inconsistent, even in the way employers and employees perceive them. Closing these gaps will create a stronger foundation that helps work adapt and grow.

- **59% of employers** say their hybrid experiences are seamless in all settings, but only **46% of employees** agree.
- **53% of employers** think their collaboration tools significantly enhance productivity and efficiency. Just **42% of employees** share that view.
- **67% of high-performing employees** report seamless collaboration compared with **43% of others**.

Source: "Cisco Global Hybrid Work Study 2025," Cisco, June 2025.

Modernize Without Compromise

Not every organization is ready for an immediate and wholesale shift to the cloud. With Cisco and AWS, they don't have to be. Businesses can modernize on their own terms while gaining the benefits of cloud innovation every step of the way.

For those with established on-premises systems, Cisco and AWS provide clear pathways to modern cloud contact centers. Just as importantly, organizations can layer AI and Software as a Service applications onto existing environments, improving efficiency, enhancing customer interactions, and capturing new value before a full migration.

AWS Marketplace makes adoption faster and simpler, streamlining procurement and deployment to shorten purchasing cycles and accelerate time to value. And because Cisco collaboration solutions are designed to integrate quickly with AWS services, businesses gain a trusted path to modern capabilities with AI innovation embedded throughout.

Ultimately, Cisco and AWS give organizations the choice and flexibility to modernize at their own pace, backed by speed, scale, and trust.

74%

of [CEOs think their business loses opportunities](#) because of outdated infrastructure, highlighting the impact of aging systems on how people work¹



Power Next-Generation Customer Engagement

Cisco Webex Contact Center and AWS help organizations modernize customer service with flexibility and AI innovation:

- **Evolve at your own pace** from on-premises to modern cloud contact centers.
- **Layer AI and SaaS applications** on top of existing deployments to capture value sooner.
- **Deliver faster, more natural self-service** with AI assistants powered by Amazon Lex.
- **Equip agents with real-time guidance and context** for quicker, more accurate resolution.
- **Test and validate AI models** with Amazon Bedrock before deploying at scale.
- **Simplify procurement and deployment** through AWS Marketplace.

Learn more about [Webex Contact Center](#).

Communication That Drives Progress

Successful work is built on good communication, but communication is only as strong as the tools that power it. In the AI era, progress requires more than just connecting people. It takes collaboration that's seamless, intelligent, and built to evolve. Cisco and AWS deliver that foundation, bringing together AI, scale, and trust so organizations can work smarter, deepen customer engagement, and stay ready for what's next.

Learn more about our partnership at cisco.com/go/aws.

Measurable Value, Powered by AI at Scale

Cisco and AWS combine collaboration innovations and global cloud scale to deliver outcomes that matter for employees and customers alike.

Transform Collaboration with Webex Suite²

- 204% ROI with payback in six months
- 25 minutes saved per user each week through more efficient meetings
- 60% less IT administration effort from simplified tool management

Strengthen Customer Connections with Webex Contact Center³

- 304% ROI with payback in less than six months
- 20% fewer calls to human agents through AI-powered self-service
- 50% less downtime compared with legacy on-premises systems

Explore the Cisco collaboration portfolio on [AWS Marketplace](https://aws.amazon.com/marketplace).

²"The Total Economic Impact of Webex Suite," Forrester, October 2023.

³"The Total Economic Impact of Webex Contact Center," Forrester, August 2023.