

# Special Offer: Cisco Webex Meetings Onboarding Quick Start

## Create a delightful meeting experience for your users

Are you thinking about expanding your collaboration and communication tools to help connect your employees, customers, vendors, and partners? Now may be the time to create a meeting experience that facilitates rich interactions, regardless if people are in face-to-face meetings or connecting from offsite locations.

Whether you are migrating a legacy conferencing solution or creating a new video environment for your employees, having a successful deployment is critical. You want to create a positive experience for your users and this hinges on you getting some features right. For example, you want your users to be able to easily sign on to the system without hassle. You want users to invite fellow workers to meetings by accessing the company directory and seamlessly syncing to the company calendaring system. And if you are investing in a video experience, you want your users to enter a conference room and touch a button to initiate the meeting. No special configurations required. Here is where the Cisco Webex® Meetings Onboarding Quick Start service will help you get the job done right.

With this special offer, Cisco will install, configure, test, and deploy for your IT team the software required to create a delightful Cisco Webex Meeting experience for your users. Coupled with Software Support at the Enhanced or Premium level, you can also expect further benefits, such as:

- **IT onboarding:** Ensure faster deployment of your Cisco software, including hands-on help for implementing Single Sign-On, Directory Integration, Calendar Connector, and Proximity
- **IT adoption:** Get recommendations on how your IT help desk can enable a smooth transition to new releases, expand your software usage, and accelerate your return on investment
- **Proactive support:** Get direct access to experts who can help quickly resolve issues that may arise and help avoid similar issues in the future

## Special offer

- All customers who purchase the Software Support for Collaboration Flex Plan at the Enhanced or Premium level will receive the Cisco Webex Meetings Onboarding Quick Start service at no additional charge
- This offer is available globally through October 26, 2019
- Minimum purchase required. Please contact your Cisco account team or partner to determine if you qualify

# Case study

## Financial trading company



### Customer situation:

- Current Cisco® Meeting Room solution was nearing its end-of-life status
- Needed to ensure a smooth migration to Cisco Webex Meetings
- Wanted to quickly integrate Cisco Webex into a hybrid technology environment
- Desired company-wide usage and support for scalable growth



### Solution:

- Cisco Software Support Enhanced
- Cisco User Adoption Services



### Business outcomes:

- Seamlessly migrated its video conferencing technology without issues on day 1 and provided end users with white-glove support and training to facilitate optimal adoption
- Increased Cisco Webex utilization company wide, including a 43% increase in personal room usage, a 23% increase in Cisco Webex meetings, and a 28% increase in power users, all within two months of the migration
- IT help desk can now deliver services faster to their user base

Table 1. Software Support for Collaboration Flex Plan feature chart with the added Cisco Webex Meetings Onboarding Quick Start special offer

Deliverables	Software Support service levels		
	Basic	Enhanced	Premium
<b>Software technical support</b> <ul style="list-style-type: none"> <li>▪ 24/7 case submission and technical assistance</li> <li>▪ Initial response time service-level objective for severity 1 and 2 cases</li> </ul>	✓ 60 minutes	✓ 30 minutes	✓ 15 minutes
<b>Software updates</b> <ul style="list-style-type: none"> <li>▪ All software release updates of the supported product</li> </ul>	✓	✓	✓
<b>Knowledge base and online resources</b> <ul style="list-style-type: none"> <li>▪ Online access to standard adoption materials, marketing materials, all support tools, and product knowledge</li> </ul>	✓	✓	✓

Deliverables	Software Support service levels		
	Basic	Enhanced	Premium
<p><b>Priority technical support</b></p> <ul style="list-style-type: none"> <li>Priority handling of cases based on Software Support service level</li> <li>Direct access to software technical support experts</li> <li>Reduction of multiple handoffs by having a single owner, matching cases to qualified engineers</li> <li>Reduction of future support calls through holistic problem resolution by addressing related issues once current problem is solved</li> </ul>		<p>✓</p> <p>Over Basic level</p>	<p>✓</p> <p>Over Enhanced level</p>
<p><b>IT onboarding</b></p> <ul style="list-style-type: none"> <li>Welcome email, kickoff meeting, technical discovery meeting, best practices for interacting with Cisco Technical Support</li> <li>Advice and assistance for Smart Account setup and Smart License activation</li> <li>Support for software deployment into the IT environment</li> </ul>		<p>✓</p>	<p>✓</p>
<p><b>Deployment</b></p> <ul style="list-style-type: none"> <li>Installation, configuration, testing, and deployment of Single Sign-On, Directory Integration, Calendar Connector, and Proximity</li> </ul>		<p>✓</p>	<p>✓</p>
<p><b>IT adoption</b></p> <ul style="list-style-type: none"> <li>Ongoing guidance for IT help desks that support internal users</li> <li>Support and guidance for software updates, migration, and performance maintenance</li> <li>Periodic technical reviews</li> <li>Recommendations for pertinent learning and training available on <a href="https://www.cisco.com">Cisco.com</a> or the Cisco Learning website</li> <li>IT adoption plan reviews with actionable recommendations for ROI improvements</li> </ul>		<p>✓</p>	<p>✓</p>

Deliverables	Software Support service levels		
	Basic	Enhanced	Premium
<p><b>Designated service management</b></p> <ul style="list-style-type: none"> <li>Assigned expert with specialized technical knowledge of the customer’s Cisco software solution</li> <li>Product-level expert providing incident management, case escalation management, and change management</li> <li>Provides product-level support geared toward the customer’s specific environment, including monitoring, proactive consultation for integrating software features into customer workflows, advice on upgrades, migration and expansion, and software configuration reviews and recommendations to reduce service disruptions</li> </ul>			✓
<p><b>Support case analytics</b></p> <ul style="list-style-type: none"> <li>Support case analysis for severity 1 and 2 issues with best practices to reduce support cases</li> <li>Periodic technical reviews of overall operational performance</li> </ul>			✓

## Next steps

Do not miss the opportunity to leverage this special offer and create a quality experience for your end users. At the same time, you can help your IT department get ahead of the challenges associated with a new conferencing solution or a migration from legacy software.

Existing customers who renew or upgrade to Enhanced or Premium during the special offer period get the opportunity to do a best-practice review.

Your Cisco account manager or Cisco authorized reseller can help you choose between Enhanced and Premium service levels. To learn even more about Software Support, visit [www.cisco.com/go/software-support](https://www.cisco.com/go/software-support).