

## How Cisco WLAN Became Primary Corporate User Network

Employees average nearly 90 minutes per day of additional productive time using wireless.

### BUSINESS BENEFITS

- 42% of respondents used the Cisco WLAN as primary mode of network access
- More than 80% said the WLAN was “critical” or “highly useful” in doing their jobs
- The average employee added nearly 90 minutes of productive time per day
- Almost 73% wanted to use wireless telephony capabilities
- 58% were interested in wireless voice in the future

In 2000, Cisco Systems® deployed an enterprisewide wireless LAN (WLAN) and provided all employees with wireless-access-enabled PCs. 18 months later, a follow-up survey revealed that 25 percent of employees used the WLAN as their primary network access medium. In 2005, with the WLAN a mature technology at the company, Cisco® surveyed 25,000+ users to assess the wireless network’s impact on productivity and users’ perceptions of the benefits it offered.

The most important benefit reported by employees was increased productivity. On-demand, ubiquitous WLAN access provided an average of 86 minutes of additional productive time per user per day equating to 315 hours per year and an annual productivity value of US\$24,500 per user.

More than 80 percent said the WLAN was “critical” or “highly useful” in doing their jobs. 96 percent of respondents said they used wireless connectivity at work; almost 20 percent use wireless connectivity more than 40 hours a week.

Slightly more than 38 percent of respondents used wireless connectivity 20 hours or more a week. Almost 20 percent of that group used the WLAN more than 40 hours a week, suggesting that users with heavy time demands find ubiquitous access particularly valuable. 45 percent of respondents used wireless access from 5 to 20 hours per week.

When asked to choose which wireless devices they wanted to use on the WLAN, almost 73 percent wanted to use a Cisco Unified Wireless IP Phone 7920 (or similar Wi-Fi phone) or a dual-mode (Wi-Fi/cellular) phone. Almost 25 percent wanted to use their PDAs, while 58 percent said they would be interested in wireless voice capabilities in the future.

Approximately 32 percent of survey respondents were on Cisco’s engineering staff; 17 percent were sales and marketing staff. Given the mobility demands of these job functions, it is not surprising that these groups showed the highest levels of wireless network use. As expected, relatively “desk-bound” positions, such as finance and HR, had lower usage rates.

Availability and increased productivity are cornerstones of the Cisco WLAN.

Case Study: [http://www.cisco.com/web/about/ciscoitwork/case\\_studies.html](http://www.cisco.com/web/about/ciscoitwork/case_studies.html)

## FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT [www.cisco.com/go/ciscoit](http://www.cisco.com/go/ciscoit)

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**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

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