

Introduction

More and more companies are transitioning from assigned workspaces to flexible workspaces. Cisco is one. We select our workspace depending on the day's activities. This way of working makes it important to be able to find and reserve workspaces and to find and communicate with coworkers.

Cisco IT solved the challenge by developing an application called Cisco® Maps. From one interface, we can *search* for people and resources, *locate* the resource on a map, and *take action*. Being able to do all of these activities from one interface saves a little time every day. Multiplied by 70,000 employees, the time savings are significant.

Challenge

At Cisco, we might work in an audio privacy room one day, a common area the next, and spend most of the next day in a conference room meeting with contractors. Employees like the freedom. And real estate costs have dropped, because we no longer need to provide one desk for each employee. A certain percentage of employees are out of the office on a given day.

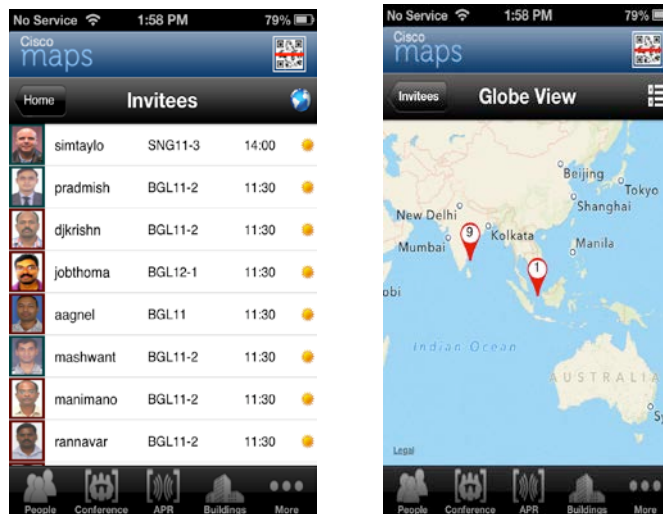
But introducing flexible workspaces created a new set of challenges. Employees had to find an available space before they started their workday. And coworkers and contractors didn't necessarily know where we were working on a given day. Even if they knew the cubicle number, they didn't always know how to get there. Spending 5 minutes looking for the location of a 30-minute meeting is not an efficient use of time.

Solution

Now we can easily locate people, rooms, and resources and take action, with Cisco Maps. Employees and contractors can download the mobile app, or else use it on a browser or in a kiosk in a building lobby. From one interface, we can *search* for people and resources, *locate* the resource on a map, and *take action*. We use Cisco Maps to:

- **Find and interact with coworkers:** We can type the name of any employee in any office and then just click to call, email, or send an instant message. We can also click to see their manager, manager's manager, and so on. If the person checked into a space using Cisco Maps (and made the information public), we can see where they are working and how to get there.
- **Search for and reserve a workspace:** Clicking an available conference room shows its capacity and equipment. Another click reserves it. From the same interface, we can schedule a Cisco WebEx® meeting at the same time we schedule a conference room, for people who can't attend in person.
- **Check in to a space:** We can check in to an audio privacy room from a browser or lobby kiosk. Or we can use a mobile device to scan the Quick Response (QR) code outside the room. Checking in automatically customizes the Cisco Unified IP Phone in the space with our phone number and speed dials. "Neighborhoods" are reserved for certain Cisco teams who prefer to work near each other.

- **Locate a building:** All global Cisco offices appear on a Google Maps interface. Employees and contractors can obtain Google directions from their current location. Once they arrive at the building, they can get directions to a particular workspace.
- **View calendar:** We can view our calendars from within Cisco Maps. The Globe View feature lets us see all of our meetings for the day, and click a meeting to see the topic and invitees. Clicking an invitee's name shows that person's location on a globe. That tells us quickly whether the person is in a different time zone and likely to answer a call or email, for instance.



Results

Cisco Maps is important for Cisco because it reduces time spent looking for people and workspaces. Suppose you are visiting the San Jose campus from another state and want to meet with a customer. You can use Cisco Maps to see available conference rooms, check which resources it has (such as Cisco TelePresence®), book the room, and get directions from your current location.

More than 15,000 Cisco employees and contractors downloaded the Cisco Maps mobile application in the first year. In user satisfaction surveys, people agree strongly that Cisco Maps saves them time.

For More Information

The technology that Cisco IT developed is now available to customers as Cisco Smart+Connected Personalized Spaces and Cisco Smart+Connected Meeting Spaces.

To learn more about Cisco Smart+Connected Personalized Spaces, visit:

www.cisco.com/web/strategy/smart_connected_communities/smart_connected_personalized_spaces.html.

To learn more about Cisco Smart+Connected Meeting Spaces, visit:

www.cisco.com/web/strategy/smart_connected_communities/meeting_spaces.html.

To read additional Cisco IT articles and case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit.

Note

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