Workplace of the Future
Today’s Changing World

Krishna Prasad
Director – Asia Pacific and Japan
Cisco Smart+Connected Communities
Agenda

- Discuss the major Trends and Challenges affecting the global landscape
- Understand the implications of these Challenges on current environment including the Workplace
- Take you through Cisco’s own Workplace transformation Journey
- Review a new design paradigm, Activity-based Working, and the role technology plays
- Provide an overview of Cisco’s portfolio of Collaboration solutions that are the foundation of the next-generation workplace
The Millennials Are Coming!
### Workplace Trends...

The physical workplace, and how and where people work are being redefined.

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<th>Devices</th>
<th>Collaboration</th>
<th>Flexibility</th>
<th>Consumerization</th>
<th>Work Life</th>
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| - 15 billion connected devices by 2015 and growing  
- 2 networked devices per capita: 2015  
- Connecting not just people but machines (2 billion by 2015) | - Workplace more distributed than ever  
- Lots of geographically dispersed teams  
- Often have to bridge multiple time zones | - Younger workforce driving change  
- Still need to retain ageing talent  
- Higher traffic congestion  
- Growing demand for home-office and near-office options | - Consumerization of IT  
- Driving new product innovations  
- IT applications and services are more socially aware and user friendly | - Interplay between professional and personal lives  
- Balance key to talent attraction and retention |
...are posing new challenges

Transforming the workplace is a cross-functional initiative and not owned by a single department anymore

How do I attract and retain the best talent?

How do I outsource my real estate costs and still meet business needs?

How do I meet internal and external stakeholder expectations?

How do I collaborate and work more effectively?

How can I implement new apps and IT innovations with minimal disruption?
Cisco’s own Experience in building a Smart Workplace
Legacy Challenge...Multiple Industries and Technologies

Dozens of Building Systems

Managed on One IP Network

Lower Operating Costs

Less Environmental Impact

Equipment Vintages from 15 Years to Present is Common
A few facts – the way we see it in Cisco

Our Distributed Organization

38% of Cisco employees work in different locations than their manager.

47% of a Cisco employee’s time is spent collaborating with distant colleagues in other cities or time zones.

Source: The Cisco 2010 Work Profile Survey

Any Time, Any Where

43% of employees consider it a critical function of their job to be able to connect to the network from any location at any time.

54% of Cisco employees are classified as mobile (Highly Mobile, Campus Mobile or Neighborhood Collaborator).

Source: The Cisco 2010 Work Profile Survey

Workstyle

61% of employees globally believe they do not need to be in the office to be productive.

68% of a Cisco employee’s time is spent in their assigned building.

57% of Cisco employees prefer unassigned work arrangements built around choice.

Source: The Cisco Connected World Technology Report

The 2011 Cisco Connected World Technology Report

66% of employees globally place a higher value on workplace flexibility than salary.

Source: The 2011 Cisco Connected World Technology Report
Cisco Work Styles

**Workstation Anchored**
Desk-bound, non-mobile employee who performs highly focused individual work; some team interaction.

**Remote Collaborator**
Non-mobile employee who works frequently with remote colleagues, and frequently works from home.

**Campus Mobile**
Internally mobile; Interacts cross-functionally in face-to-face scheduled meetings; Often in leadership roles.

**Neighborhood Collaborator**
Neighborhood-based employee who is mobile within the group area; interacts with, coordinates and manages teams.

**Highly Mobile**
Highly mobile; Travels extensively to customer and partner locations; frequently interacts with customers.

Source: Cisco Work Profile Survey
Cisco’s own deployment of its Smart Workplace Solution globally

- Due to higher operational efficiency and real estate space utilization, we eliminated the requirement of one new building at our Bangalore campus
- Savings of approx $60M in capex
- Intangible benefits in employee satisfaction, increased productivity and team collaboration
Cisco Workplace Transformation Vision

Create a flexible, dynamic, connected workplace to boost collaboration, innovation, and employee engagement.

**Cisco Connected Workplace Results:**

- **30%** Reduction in office space
- **50%** Reduction in chargeback per employee
- **80%** Increase in employee satisfaction
- **82%** of employees say communications have improved
Our Vision
Changing the Way We Work, Live, Play, and Learn™

Our Strategy
Solve our customers' most important business challenges by delivering intelligent networks and technology architectures built on integrated products, services, and software platforms.

Our Goal
Through networked technologies and partnerships, enable our customers to be more competitive and differentiate themselves in the market by solving their most important technology and business issues.
A New Design Approach
A Smart Work Place understands and responds to users in ways they need it to:

- **Senses where I am**
- **Personalizes my workspace**
- **Enhances my productivity**
- **Safeguards me & my information**
- **Helps me collaborate better**
- **Improves my work-life balance**
- **Gives me Choice**

Access Everywhere

Work Anywhere
Putting the User at the Centre of the Experience

Smart Spaces
Cloud Applications
Desktop Applications
Mobile Applications
WebEx & Jabber

USER
Flexible Seating for Voice and Video

Concentrate
Quiet Rooms
Collaborate
Collaboration Rooms
Socialize
Social Rooms
Learn
Learning Rooms
Cisco’s Solutions for the Next-Generation Workplace

Workplace Analytics

- Guest Services
- Workplace Management Tools
- Technology-Enabled Workplace Experiences
- User Collaboration Services

Security

Enterprise Network
Robust Enterprise Networks Provide the Foundation

- Flawless connectivity across any workspace
- Guaranteed performance and reliability in workplaces that are more densely populated
- Ability to support and optimize bandwidth intensive applications
- An intelligent infrastructure that provides insights on employee and visitor behaviors
Security Ensures Assets are Protected

- Seamless and secure access to the enterprise for dispersed/remote employees
- Protecting intellectual assets with an increasingly contingent workforce
- Defending against advanced threats as more intelligent devices enter the workplace
Technology-Enabled Workspaces Offer Choice

Cisco Project Workplace

- A scalable portfolio of collaboration Endpoints
- Specifically designed for today’s Workplace architectures and work activities
- Intuitive, consistent user interface reduces barriers to Adoption
- Easy to install and maintain
Work from Anywhere Like You’re In the Office

Driving Results

- Empowered mobile workers
- Adaptive experiences anywhere; connected as if in the office
- Work anywhere: partner and customer sites
The Impact of Video on Workplace Transformation

- 60% boost in conversation performance & productivity
- 73% meetings end faster
- 100% agree it accelerates decision making
Connecting the Virtual Workforce
Impact of Video Conferencing on Value Chain Productivity

Driving Results

- Full Engagement drives spontaneous innovation.
- Secure B2B Video, Voice and Web collaboration
Collaboration meeting room portfolio
Optimization to cover all major use cases

- MX200 G2 – 42"
- MX300 G2 – 55"
- MX700 – 55"
- MX800 – 70"
- TX9000 – 65"

- Quiet Room
- Small Room
- Medium Room
- Large Room
- Training-/Board Room/ Auditoriums
- Immersive Room

- SX10
- SX20
- SX80

Optimization to cover all major use cases.
Cisco collaboration desktop portfolio
Optimization for every desk

8800  DX650  DX70  DX80
User Collaboration Services Connect the Enterprise

- A set of cloud and on-premise collaboration services that blend the physical and virtual work worlds
- Seamless user experience for onsite and remote users
- Capabilities that drive employee engagement, effectiveness and innovation

Cisco WebEx

Collaboration Meeting Room

Cisco Jabber

Extension Mobility

Intelligent Proximity
Technology Solutions Enhance the Guest Experience

- Pervasive and secured wireless access for visitors
- Digital signage informs and promotes the organization’s brand
- Virtual Receptionist integrated with the building security system provides support for remote offices

Cisco Virtual Receptionist

Digital Signage and Cisco Interactive Services

Cisco ISE for Guest Access
Enabling Flexibility
Workplace Management Tools

- Integrates digital signage, unified communication/video endpoints and building management systems
- Personalization of workspace
- Improves meeting room experience, reduces energy consumption and increases meeting space efficiency
- Provides corporate real estate with critical analytics on occupancy and utilization

Cisco Smart+Connected Meeting Spaces/Personalized Spaces
Analytics Unlock New Insights

The first frontier of the Internet of Everything (IoE) and “big data”

- Cisco Wireless Access Points (APs) and CMX provide insights on the utilization of the workspace
- Cisco’s Collaboration analytics highlight how employees are communicating, engaging and collaborating with their peers
Bringing together three Pillars of Workplace Transformation

- Workplace Policy
- Technology
- Space Design