Cisco Flexible Workspace Solutions
The physical workplace, and how and where people work are being redefined.

**Devices**
- 15 billion connected devices by 2015 and growing
- 2 networked devices per capita: 2015
- Connecting not just people but machines (2 billion by 2015)

**Collaboration**
- Workplace more distributed than ever
- Lots of geographically dispersed teams
- Often have to bridge multiple time zones

**Flexibility**
- Younger workforce driving change
- Still need to retain ageing talent
- Higher traffic congestion
- Growing demand for home-office and near-office options

**Consumerization**
- Consumerization of IT
- Driving new product innovations
- IT applications and services are more socially aware and user friendly

**Work Life**
- Interplay between professional and personal lives
- Balance key to talent attraction and retention
Transforming the workplace is a cross-functional initiative and not owned by a single department anymore

Posing New Challenges

How do I attract and retain the best talent?

How do I meet internal and external stakeholder expectations?

How do I collaborate and work more effectively?

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

How can I implement new apps and IT innovations with minimal disruption?
In the Workplace of the Future…Facility and IT Systems Need to be in Synch
Smart+Connected Workplace

Make workspaces available, when and where people need them, on demand

- Brings together and improves the physical, virtual, and experiential aspects of the workplace
- Ensures better use of conference rooms
- Optimizes office space and resource utilization
- Maximizes hot desking success
- Provides greater insight into occupant’s behavior, collaboration touch points, and workflows
- Lowers energy costs
- Delivers apps for training, advertising, and emergencies
Smart+Connected Workplace Architecture

Administration interface
- Web Portal

End user interfaces (Accessed within Intranet)
- Kiosk/Signage
- Room Panels
- IP Phone
- Web Portal
- Smartphone

Smart+Connected Spaces Software
- Abstraction layer
- Adapters

Integration Interfaces
- CUCM v8.x, 9.x
- Crestron A/V Controller
- IEC 4610/32
- Directory Services
- SMTP
- BMS Gateway

Cisco Middleware Platform

Virtualization

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Work anywhere, access everywhere

Smart+Connected Workplace Transformation

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

Senses where I am
Enhances my productivity
Safeguards me and my information
Gives me choice
Helps me collaborate better
Improves my work life balance
Visitors self register at the lobby, employees use digital signs in hallways to find people, spaces, and routes.

**Guest Experience Management**
- Guest self registration
- Employee (host) notification
- Video call with employees
- Visitor pass/badge printing

**Digital Signage**
- Internal communications via digital signage
- Sustainability/Green initiatives, consumption information
- Emergency notifications
1 Visitor walks into reception and enters kiosk
2 They are invited to look up their contact
3 They enter contact’s details, or use HD camera to scan QR code on smartphone
4 The system places a call to the employee via Jabber Guest (optional)
5 Employee accepts call via desk phone / Jabber / SNR
6 Employee, after identifying the visitor, approves via email link
7 Guest networking is configured automatically for the visitor
8 Visitor receives notification via email / text message
9 Visitor prints and puts on security badge
10 Employee collects the visitor from reception
Digital Signage Features for Social Spaces

Information Signage
- Amplify internal and external announcements
- Advertise products and services
- Show custom information e.g. transportation schedules

Green Advisor
- Aggregate utility consumption data
- Capture trends through graphs and charts
- Compare consumption data
- Promote awareness via Green tips

Emergency Notifications
- Signpost emergency exits, critical resource locations during emergency situations
- Share evacuation plans and emergency resource locations

Key Benefits
- Single content management interface
- Customizable templates
- Content targeting and sequencing
- Content scheduling and publishing

- Greater utilization of common area signage
- Simplified management of signage content via single interface
- Integration with safety systems
Employees reserve personal workspaces best suited to different tasks, seamlessly shifting from touchdown areas to video privacy rooms.

**Flexible working**

- Simple reservation (in advance or adhoc) via multiple end points e.g. web, kiosk, smartphone app etc.
- Workspace personalization
- Tools to search and navigate to people, desks, rooms, office spaces etc.
- Integration with Jabber enhances employee collaboration
- Integration with building management systems (e.g. lighting, heating etc.) for space control and energy savings
See which workspaces are available or in-use
Quickly select from favorites
Search by workspace type, equipment, etc.
Make single reservation or booking over multiple days

View neighborhoods (zones) on floor plan
Locate colleagues, searching by name/id to see where they are sitting
View Jabber status of colleagues

Check-in via mobile/IP Phone:
- Digital and comfort settings take effect
- Calendar, RSS feeds etc. show on personal signage
- IP phone extension updates, personal signage displays pictures, calendar, RSS feeds etc.

Can also use IP phone to:
- Confirm / cancel / extend reservation
- Manage space resources
- View meeting and join webex with one-click

Smart+Connected Personalized Spaces for Focus

Devices

Locate

Experience

Administration

Internationalization and localization

Role-based access control

Reports and business intelligence
Simplified with accelerated room scheduling and tighter integration with physical and virtual collaboration resources

Meeting room management

- Advance / Multi-Party / Ad-hoc room scheduling
- From multiple sources: web, kiosk, smartphone app, IP phone, Outlook
- Wayfinding enabled by signage, web, smartphone, app
- BMS integration for greater energy savings and in-room control
- AV integration for seamless Audio Visual element
Smart+Connected Meeting Spaces for Collaboration

**Schedule**
- Multi-channel reservations
- Room configuration based on needs
- WebEx integration for one-click-launch
- MS Exchange integration for real-time visibility of rooms

**Locate**
- View your meetings via smartphone, kiosk etc.
- View ongoing meetings on wall-mounted digital displays
- Wayfinding to room from current location

**Collaborate**
- Use IP phone to:
  - Confirm / cancel / extend meetings (also enabled via room display)
  - Control A/V systems, temperature, lights and blinds
  - Launch WebEx meetings
  - Raise trouble tickets

- Dynamic room configuration
- Wayfinding administration
- Role based access control
- Utilization and no-show reports
## Simplified Room Scheduling Through Outlook

- Auto suggestion for best room based on invitee locations
- Integration with WebEx and TMS for fast, simple setup
- Make requests for equipment/catering or change in room configuration
- Multi room combinations for conflict resolution
- Mark invitees as guests for easy management

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One Stop Collaboration
Understanding Utilization

Understand employee behaviors while in the workplace:

- Usage of various workspaces
- Utilization vs Occupancy
- View common dwell areas
- Measure footfall and common paths

Provide insights on guest experiences

Real-time and historical reporting on workspace utilization

Measure effectiveness of workplace design

Cisco Location-Based Analytics
Understanding Employee Relationships

Measure how collaboration creates connections

Provide insights on how employees connect, communicate, and collaborate

Provides the insight needed to understand and measure effectiveness of relationships
**Feature Highlights and Summary**

**Collaborative Workplace**
- Simplify room and space scheduling
- Locate people, spaces, and resources with dynamic wayfinding
- Gain savings by reducing real estate to headcount ratio

**User Centric Design**
- Enhance employee productivity
- Increase adoption of workplace tools
- Enable location-based services

**Energy Efficient**
- Reduce energy consumption
- Communicate sustainability related information
- Contribute to corporate sustainability
How Cisco Benefited

<table>
<thead>
<tr>
<th>Typical floor in San Jose</th>
<th>Legacy environment</th>
<th>Cisco Connected Workplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usable area</td>
<td>49,000 sq. ft.</td>
<td>49,000 sq. ft.</td>
</tr>
<tr>
<td>Work space</td>
<td>70% individual</td>
<td>30% individual</td>
</tr>
<tr>
<td></td>
<td>30% collaborative</td>
<td>70% collaborative</td>
</tr>
<tr>
<td>Use pattern</td>
<td>Traditional, Assigned</td>
<td>Flexible, Unassigned</td>
</tr>
<tr>
<td>Seat capacity</td>
<td>300</td>
<td>375</td>
</tr>
<tr>
<td>Enclosed meeting spaces</td>
<td>16</td>
<td>72</td>
</tr>
<tr>
<td>Usable area / capacity*</td>
<td>163 sq. ft.</td>
<td>111 sq. ft.</td>
</tr>
<tr>
<td>Chargeback per employee</td>
<td>$5,162 per year</td>
<td>$2,596 per year</td>
</tr>
<tr>
<td>Persons housed</td>
<td>255</td>
<td>400-500*</td>
</tr>
</tbody>
</table>
Use Case 1: C-Level

Exec Assistant Judy’s boss is traveling abroad but wants to move quickly to allay rumours and concerns about the company’s restructuring plans.

Judy, who is working from home, connects to the corporate VPN and creates a global webinar using the Outlook add-in. As she adds attendees, the system automatically recommends suitably-sized Telepresence rooms nearby to her boss. She also makes this a WebEx-enabled Telepresence meeting and sends out the invite. All done in just a few minutes.

Over 150 people attend the meeting later that afternoon. Judy’s VP joins via video and explains the rationale for change and how the process will be managed. People are invited to participate in Q&A via WebEx. They leave feeling more informed and reassured.
Use Case 2: Sales

Mark is a busy account director. He’s driving back to the office after visiting a client and urgently needs a meeting to discuss a new opportunity.

He uses the Space app on his smartphone to find an available meeting room. With a few clicks he assembles an expert team to work on the bid, some joining in person and some virtually. The room is instantly reserved and the attendees get the invite with the WebEx details. All done from Mark’s car. All in real-time.

The tender response is completed and sent out in half the time it would normally take, leaving Mark and the team free to win more deals.
A product recall announcement has just gone out and the contact center is about to be flooded with calls. The service management team walk up to the kiosk and see a room is free on the next floor. A team member swipes their badge and makes the booking. The room now shows up as busy on all systems.

Once in the room they realize that the projector has a broken bulb and the whiteboard markers have run out. With two clicks on the IP phone the facilities team are notified and fix things on the spot.

Agents get briefed on how to guide customers through the process. They are given newly created scripts for handling incoming calls, emails and IM chat enquiries. Panic over!
Brooke is on the train. She’s on her way to another office to support a three-day recruitment drive. Using her smartphone she looks up where the interviews are going to be held and reserves a nearby workspace for the next few days.

The train gets delayed. Brooke receives email reminders to check if she still wants the booking, or whether it can be released. When she reaches the office, Brooke uses her Smartphone app to navigate and find her desk.

Running late, she checks-in to the workspace by scanning a QR code. Her extension transfers to the IP phone. Brooke takes out her laptop and quickly connects to the office WiFi. She still has enough time to print the candidate’s CV and prepare questions for the first interview.
Andrew works at head office. The building has several floors, lots of occupants, a large boardroom and 12 meeting rooms. Andrew has lots of things to worry about. Thankfully energy management isn’t one of them.

Using Cisco Smart Workplace he’s set up energy saving policies. Before, the lights in the boardroom and meeting rooms used to come on at 07.00 when the building opened and often stay on for the rest of the day. Now, they switch on 15 minutes prior to scheduled meetings, cutting the company’s power bill significantly.

He can also view detailed reports showing usage and utilization of workspace and meeting rooms. Andrew is using this new insight to deliver more savings, confident his practical decisions won’t negatively impact users or productivity.
Use Case 6: Mobile Workers

As a consultant Dave is usually out on-site running projects. When he comes into the office he finds it really helpful and productive to meet up with other team members. He especially values the chance to talk stuff through and bounce ideas around.

He walks up to a touch screen kiosk near the elevator and pinpoints where his colleagues are located on the floor. A quick check via Jabber confirms whether they are in and their availability for the day.

Dave chooses a suitable workspace and swipes his badge to check-in. When he arrives at his desk, the IP phone has automatically picked up his extension so he’s all ready to go.
Use Case 7: No Shows

Trying to book a room on Mondays is a nightmare. It’s the start of the week and most people come into the office to catch up.

A room has been booked from 9.00 to 11.00 but the attendees all decide to attend virtually via WebEx. Inside the meeting room is a tablet. Since no one has checked-in the room is released.

Steve has a delicate staff interview to conduct and it’s been weighing heavy on his mind. It’s started to affect his own productivity and decision-making. Steve wanders up to the kiosk and can’t believe his luck. Every room is red apart from the released room, which is now green.

They grab some privacy, clear the air, and both leave feeling better and able to focus on their work priorities. The original meeting continues virtually.
### Solution Benefits

#### Workforce
- More choices: work from anywhere, on any device
- Ability to collaborate easily with colleagues
- Consistent experience regardless of location
- Increased productivity

#### IT
- Simplified deployment using open standards
- Management of multiple IT systems through integrated approach
- Scalable solution
- Optimize IT costs by leveraging assets

#### Facilities
- Optimize real estate utilization and facility services
- Reduce energy consumption and waste
- Simplify management of facilities assets
- Predict and adopt to changing workplace practices easily

#### CxO
- Improve employee productivity through better utilization of tools and systems
- Attract and retain employees by offering flexible work options and workplace services
- Higher ROI through systems that increase value together when integrated