

A man with dark hair, a beard, and glasses is smiling at the camera. He is wearing a dark blue button-down shirt. The background is a bright, modern office with large windows and other people working in the background. The lighting is warm and natural, suggesting daytime.

Small businesses make big changes to survive and thrive

*ciCadoSoft reinvents itself with online
training powered by Cisco WebEx*

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#1

About ciCadoSoft Technologies

Cicadosoft Technologies is an Information Technology Training Company established in 2000 to provide competitive and world-class quality-maintained IT Services. They provide training to IT professionals/students to leverage the best of their skills and technology in the most cost effective manner.

They provide world-class quality education on –

Networking – CCNA, CCNP, Comptia N+

Server Infrastructure – MCSA, MCSE, RHCE

Cloud – Azure, AWS, GCP

Software trainings like Java, .Net, php, python

...and many other.

Based in India, they are growing fast to become a top leader in the IT field.

[Read more](#) about ciCadoSoft Technologies



ciCadoSoft Technologies (P) Ltd

Empowering Passion ...



#2 A day in the life of ciCadoSoft

All the training sessions were conducted directly on premises, in a state-of-the-art lab with Cisco routers and switches. To access the lab and its resources coming to the training centre was a must.

ciCadoSoft has excellent customer reviews and a good track record. They trained many IT professionals and helped them grow in their career. They conducted multiple training sessions with over 30-50 IT professionals and that number increased exponentially during the weekend sessions.



#3 A change in scenario overnight

Online was the only way forward.

During the early days of the pandemic the State Government declared complete lockdown a week before the National Government. It was an anticipated move but the company was not equipped or prepared to deal with this sudden and quick change of scenario.

The business was completely on hold; a strict pause. The only way to ensure business continuity was to quickly adapt to the change keeping the current scenario in mind. Online was the only answer, as working from home became the new code for survival and a way to bring people together. The need of the hour was to take the service online swiftly, at the same time making sure the solution deployed was reliable and secure.

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Before the pandemic we really didn't need to take the business online. Then we had to adapt and change according to the situation to keep the business alive.

- Merin C S

Networking Trainer, Cicadosoft Technologies Pvt Ltd



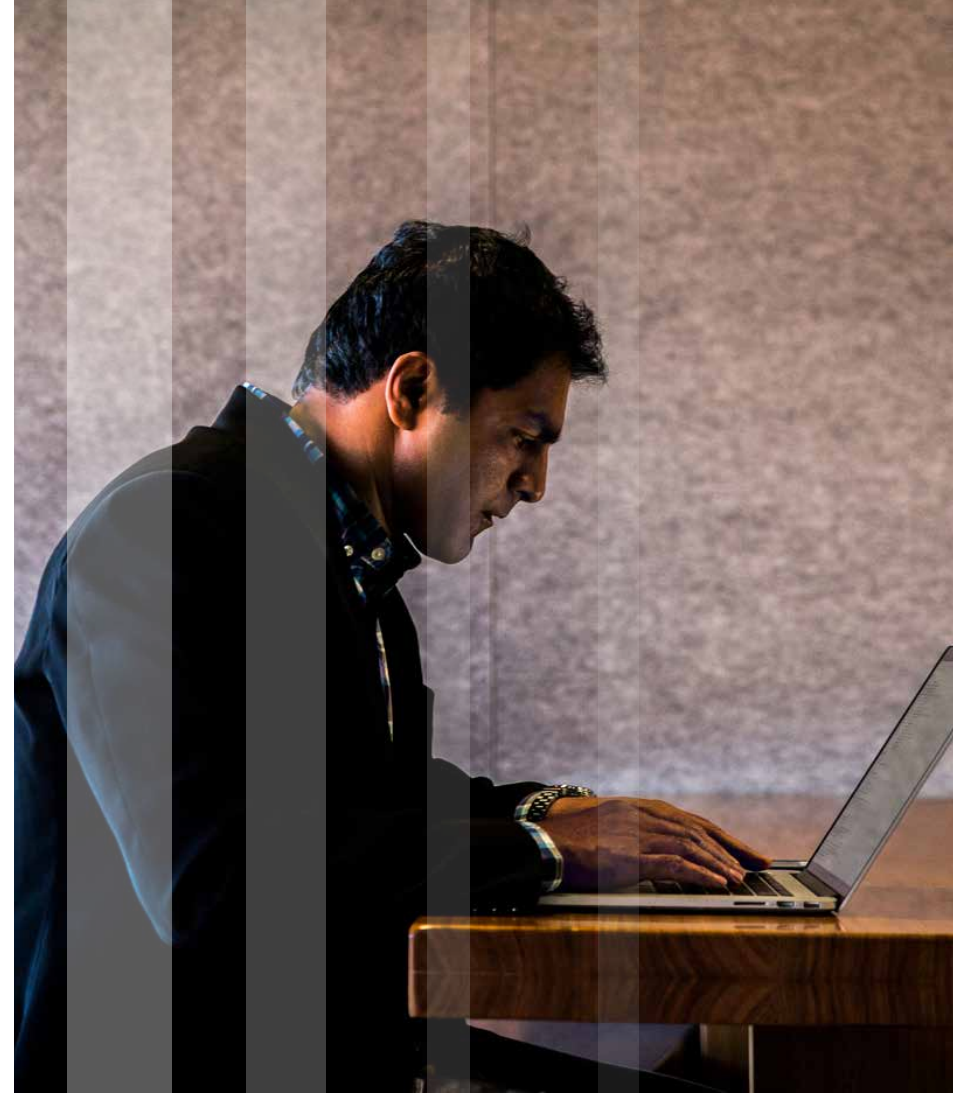
#4 Challenges faced

Before the pandemic ciCadoSoft had no intention or need to take their business online. The main challenge they faced was which product/solution to deploy. They **needed a collaboration solution; a video conferencing tool** which could support 50 or more attendees at a time; with annotation and screen sharing along with strong security features.

#5 Checking out the competition

To quickly get back into business ciCadoSoft started using free online web meeting tools; which were very popular during the early stages of the pandemic. Being free Apps, everyone was using it as well as posting online about their meetings and group calls, for private and commercial use. It soon became the “pandemic video tool.”

However **the greatest concern while using these tools initially was the security and privacy issues.** They also explored other video conferencing tools. While they all met some requirements they were lacking in providing a complete experience.



#6 The Cisco experience

Helping people take advantage of technology in times of massive transformation is core to Cisco's ideology. In an effort to ensure remote workforces run productively Cisco was providing free offerings and cloud-based services, including Video Conferencing & Online Meeting solutions powered by Cisco Webex.

ciCadoSoft was already familiar with many Cisco products and solutions, having been a user for the past 6 years. However they only used WebEx to attend seminars and classes conducted by Cisco, not the other way around. After some in-depth research online about the safety features and seeing excellent user reviews they decided to try it first-hand. And the experience was beyond their expectations.

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Cisco products are safe, reliable and can be used for a prolonged time (Hardware). Around the same time we came to know that Cisco is giving WebEx for free for around 1 Year. So we decided to give it a try. And VOILA!! The thing we were looking for.

- Merin C S

Networking Trainer, Cicadosoft Technologies Pvt Ltd



/ Key aspects that made Cisco WebEx the winning solution

Very reliable and secure

Extremely user friendly

Runs perfectly well even in slow internet connections

Very mobile

Smart and handy annotations

Excellent features like screen share, inbuilt record button among others



#8 Evolving and winning in the new normal

Earlier ciCadoSoft Technologies had only local clients who could come to the office directly and interact on premises. **With Cisco WebEx they can train online and have built a much larger area for potential customers/clients making their business resilient and future-ready.**

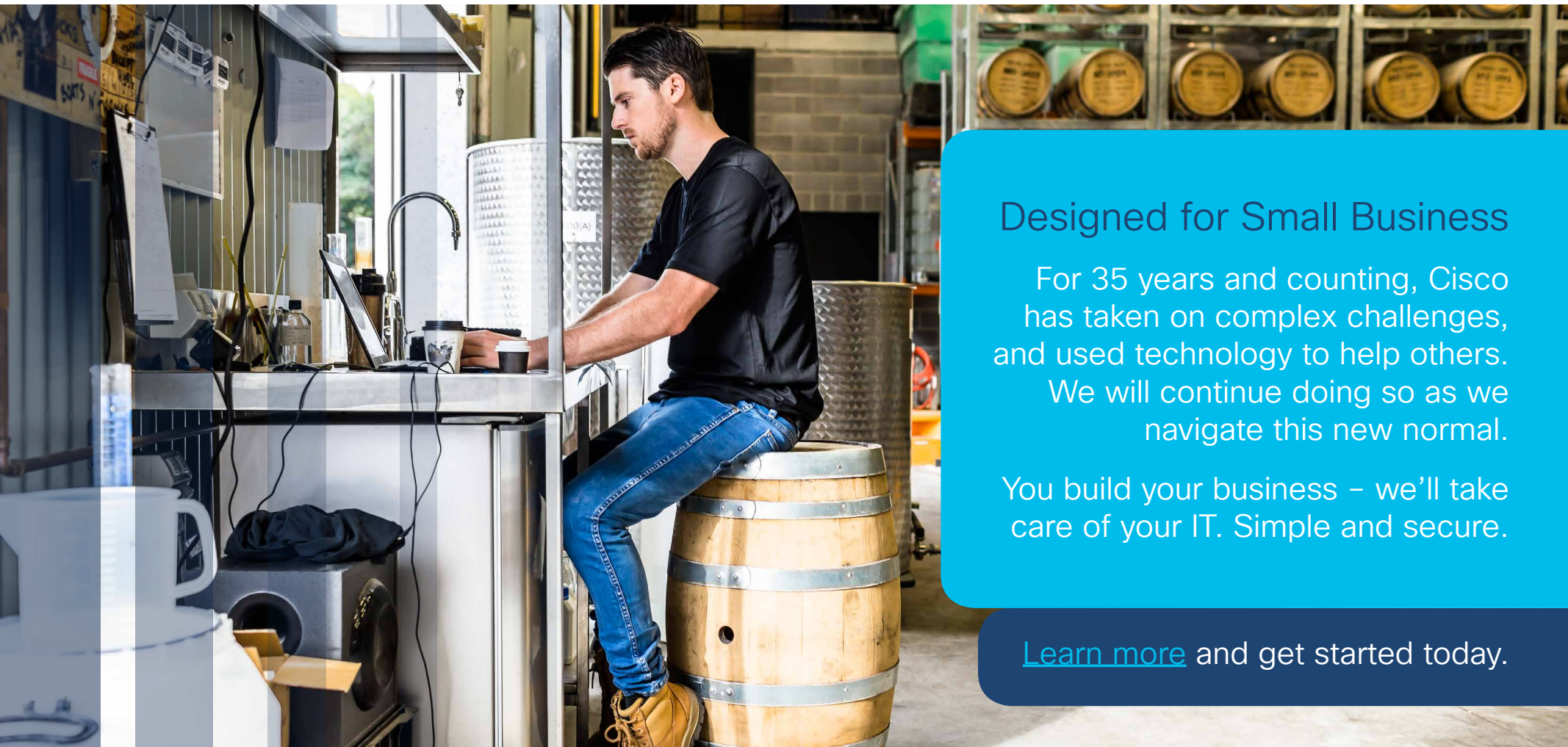


*One week into using WebEx; we successfully finished an online Cloud training for the employees in a company at Middle-east. All we needed was a laptop, good internet and of course our own **WebEx.***

- Merin C S

Networking Trainer, Cicadosoft Technologies Pvt Ltd





Designed for Small Business

For 35 years and counting, Cisco has taken on complex challenges, and used technology to help others.

We will continue doing so as we navigate this new normal.

You build your business – we'll take care of your IT. Simple and secure.

[Learn more](#) and get started today.