Cisco IT Brief

Cisco UC Solutions Strengthen the Enterprise

In a recent research report, Gartner asked enterprise clients for their views of Cisco® Unified Communications (UC) solutions. These clients, along with Gartner analysts, cited several strengths for the Cisco solutions, including:

- Feature quality and availability for voice telephony and video
- Overall solution reliability
- Capabilities of the Cisco WebEx® conferencing solution
- Support for full UC functionality on mobile
- The Cisco Spark™ service as a cloud migration option

Cisco IT takes advantage of these solution strengths in our internal UC deployments. Following are just a few examples.

Cisco Spark virtual rooms. Cisco Spark is a cloud-based set of communication and live meeting tools that simplify collaboration. One way we use Spark is to create virtual rooms that help Cisco Technical Assistance Center (TAC) engineers, partners, and customers work together on resolving support cases. This room integrates all notes and documents with voice, messaging, and video communications for the case. We are already seeing the benefits of communications that are simpler and clearer than exchanging email messages or playing phone tag.

Cisco Jabber® client. As a UC application, Cisco Jabber integrates presence, instant messaging, video, voice, WebEx conferencing capabilities, and more into a single client. Our employees enjoy the increased productivity that comes from using the Jabber client on their mobile device, and Cisco IT has fewer hard endpoints to support. Jabber is integrated into many of our everyday tools like Directory and Salesforce.com, making click-to-connect via voice or video or WebEx a great employee time-saver. Cisco employees report that using Jabber saves them an average of 21 minutes per day.

Cisco TelePresence™ endpoints. We have deployed almost 4,900 immersive or multipurpose Cisco TelePresence endpoints throughout the company to improve the user experience with video communications. Employee departments have purchased over 27,000 personal desktop TelePresence units for their teams. We believe that secure video is a key transformational element because it allows our employees to work face-to-face everywhere. In our experience, Cisco TelePresence video meetings streamline business discussions, increase employee satisfaction, support the productivity of virtual teams, and reduce our need for office space. Our use of TelePresence and video has enabled Cisco to reduce its travel by about 56%, for significant reductions in travel costs and in work time wasted in travel.

> "The Cisco UC solution is well-suited to enterprises requiring strong telephony, video, or conferencing capabilities."
>
> —Gartner Report

For More Information

Analyst Reports: Gartner - Magic Quadrant for Unified Communications for Midsize Enterprises, North America (May 2016)
Analyst Reports: Gartner - Choosing Between a Cisco and a Microsoft UC Roadmap (March 2016)
Cisco Spark
Cisco Jabber
Cisco TelePresence