Introduction

Cisco is moving toward a flexible workspace. Employees select their workspace for the day depending on that day's activities. 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, with contractors. Working this way requires a simple way to locate people, rooms, and resources, and then take action. This article explains how we developed our solution, which we call Cisco Maps.

Solution

Cisco Maps is a comprehensive set of location-based services for Cisco employees and contractors. From one interface, we can *search* for people and resources, *locate* the resource on a map, and *take action*. For example, if you use Cisco Maps to search for a conference room that has a Cisco TelePresence system, your action might be to reserve it. If you search for a person, your action might be to call, email, or send an instant message.

Cisco Maps is important for Cisco because it reduces unproductive time spent looking for people and workspaces. Suppose an employee is visiting headquarters from another office, and needs to meet with a customer. The employee can use Cisco Maps to search for an available conference room with the right capacity and equipment. One click reserves the room. Another click provides directions from the employee's current location.

Architecture

We developed Cisco Maps using Cisco Smart+Connected Personalized Spaces and Cisco Smart+Connected Meeting Spaces. The solution takes advantage of Cisco IT's standard data center, network, and collaboration architectures.

We used the Layer 7 framework for Cisco Maps because it improves performance and provides security. We wrote the code with Java, and make minor modifications when smartphone and tablet manufacturers introduce a new operating system.

Deployment and Management

To deploy Cisco Maps, we used our standard application management tool. Employees who have mobile device that is registered with Cisco IT can download the Cisco Maps Mobile app from the Cisco eStore. To use Cisco Maps from a browser or kiosk, employees and contractors just enter their Cisco intranet username and password. The website is maps.cisco.com.

Support

On average, Cisco IT receives 15-20 service requests daily from 15,000 users. Users can request help and suggest improvements in an online community (Figure 1). A team of 3-4 people responds to the requests.

Figure 1.   An Online Support Community Minimizes IT Overhead
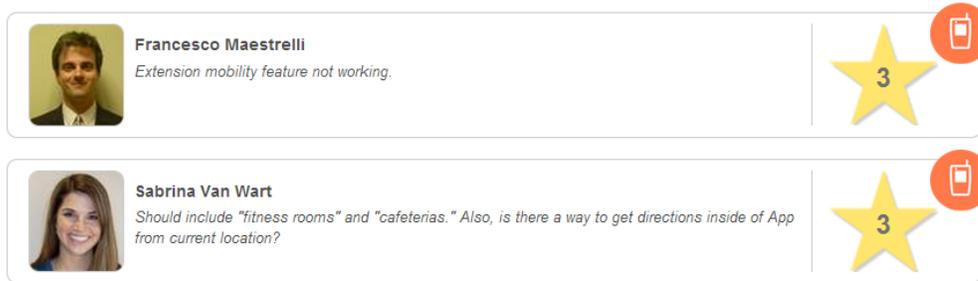
To request a service such as adding a Cisco Maps kioskor add a Quick Response (QR) code, employees use Cisco Prime Service Catalog (Figure 2).

Figure 2.   Service Request Management Tool in Cisco Prime Service Catalog
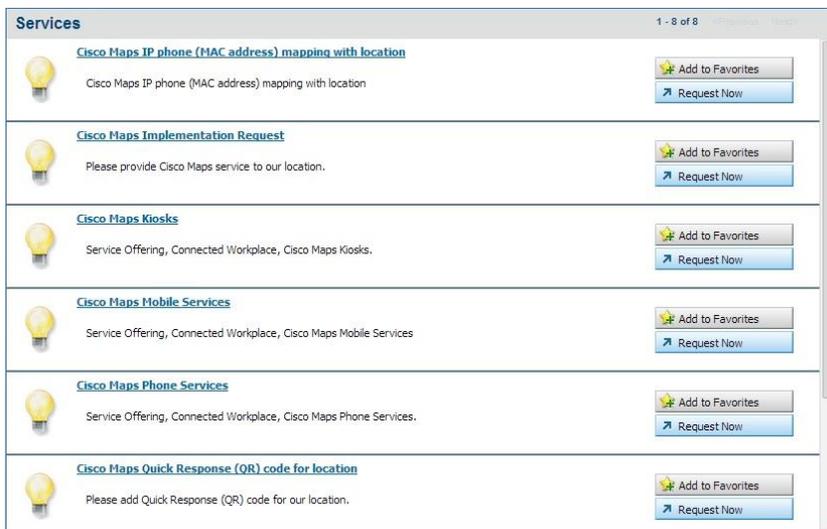
Security

The Layer 7 architecture prevents outsiders from viewing building floor plans and other sensitive information. There is no data loss. We use our standard security architecture to authenticate users.

Lessons Learned

We strongly recommend using a Layer 7 architecture, for security. To simplify deployment, we suggest using your standard application-management tool.

June 2014

For More Information

- [Cisco Smart+Connected Personalized Spaces](#)
- [Cisco Smart+Connected Meeting Spaces](#)

To read additional Cisco IT case studies on a variety of business solutions, visit [Cisco on Cisco: Inside Cisco IT](#).

Note

This publication describes how Cisco has benefited from the deployment of its own products. Many factors may have contributed to the results and benefits described; Cisco does not guarantee comparable results elsewhere.

CISCO PROVIDES THIS PUBLICATION AS IS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some jurisdictions do not allow disclaimer of express or implied warranties, therefore this disclaimer may not apply to you.

June 2014