



The bridge to possible

# What's Next for Hybrid Work?

## The Tech Tools that will Drive the Future of Work for Cisco

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Dipesh Patel, Principal Engineer, Cisco

# 64%

of people say the ability to work from anywhere affects their decision on whether to stay or leave a job<sup>1</sup>

# 98%

of meetings will have at least one remote participant<sup>2</sup>

# 6.4%

of meeting rooms and classrooms globally are video enabled<sup>3</sup>

<sup>1</sup> Future of Technology survey, Cisco 2021

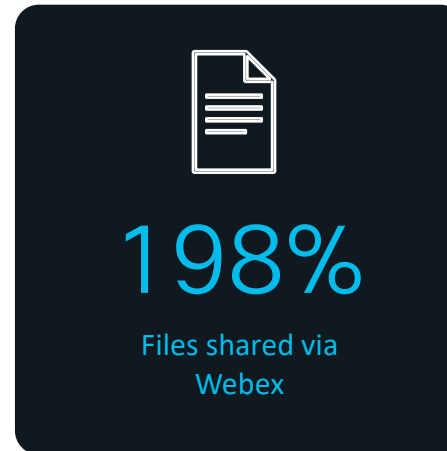
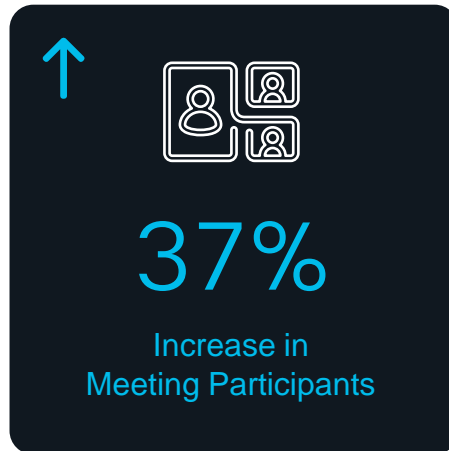
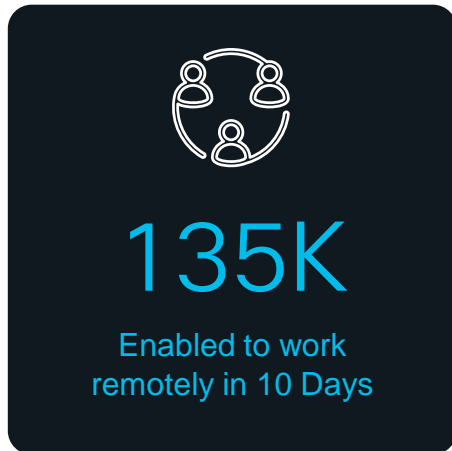
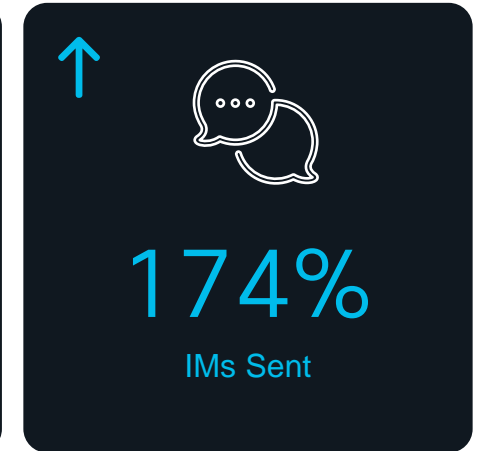
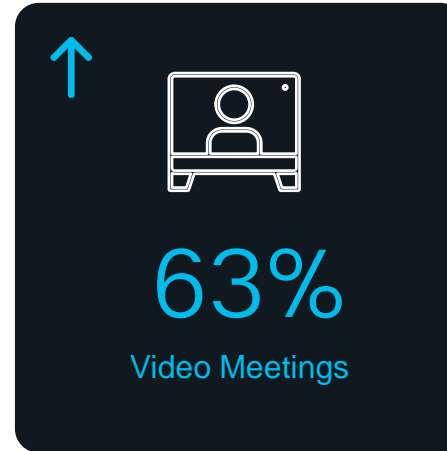
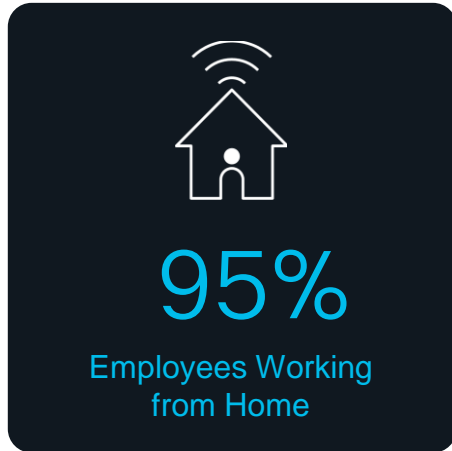
<sup>2</sup> "The Rise of the Hybrid Workplace," Dimensional Research, 2020

<sup>3</sup> "State of the Global Video Conferencing Devices Market, Forecast to 2025," Frost and Sullivan, 2021

## Our Approach to Hybrid Work

Bridging the gap between in-person and remote to create an engaging and inclusive experience for all.

# Our journey to hybrid work



**Every Conversation is a Webex Conversation**



# Hybrid work cannot be solved in isolation

## IT

Employee productivity, customer experience, and security

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## Human Resources

Culture, inclusivity, and well-being

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## Facilities

Space allocation, safety, sustainability, and efficiency

# What Cisco needs and what our employees need to navigate

Win the war for  
Talent

Customer  
Experience

Drive  
Sustainability

Optimize  
Real Estate

Employee  
Engagement  
/Productivity



# Insights sofar on Hybrid at Cisco

Hybrid work is a joint HR-Facilities-IT Challenge

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A sustainable secure “work from home” solution is now non-negotiable

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Video is a key enabler to keep people connected

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# hours spent in meetings does not equal productivity

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Optimization of the technology experience for both home and office is a foundation stone

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Offices are becoming event-based culture hubs – new purpose !



Internal Research  
Webex Collaboration Usage and Trends  
Sentiment Surveys

External Research  
Leesman Benchmarking  
BCG Persona and External Assessment

cisco *Live!*



# Tools to enable Hybrid Work

## Hybrid In Office

In-person collaboration

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## Hybrid Remote: Work from Anywhere

The Branch Office of One

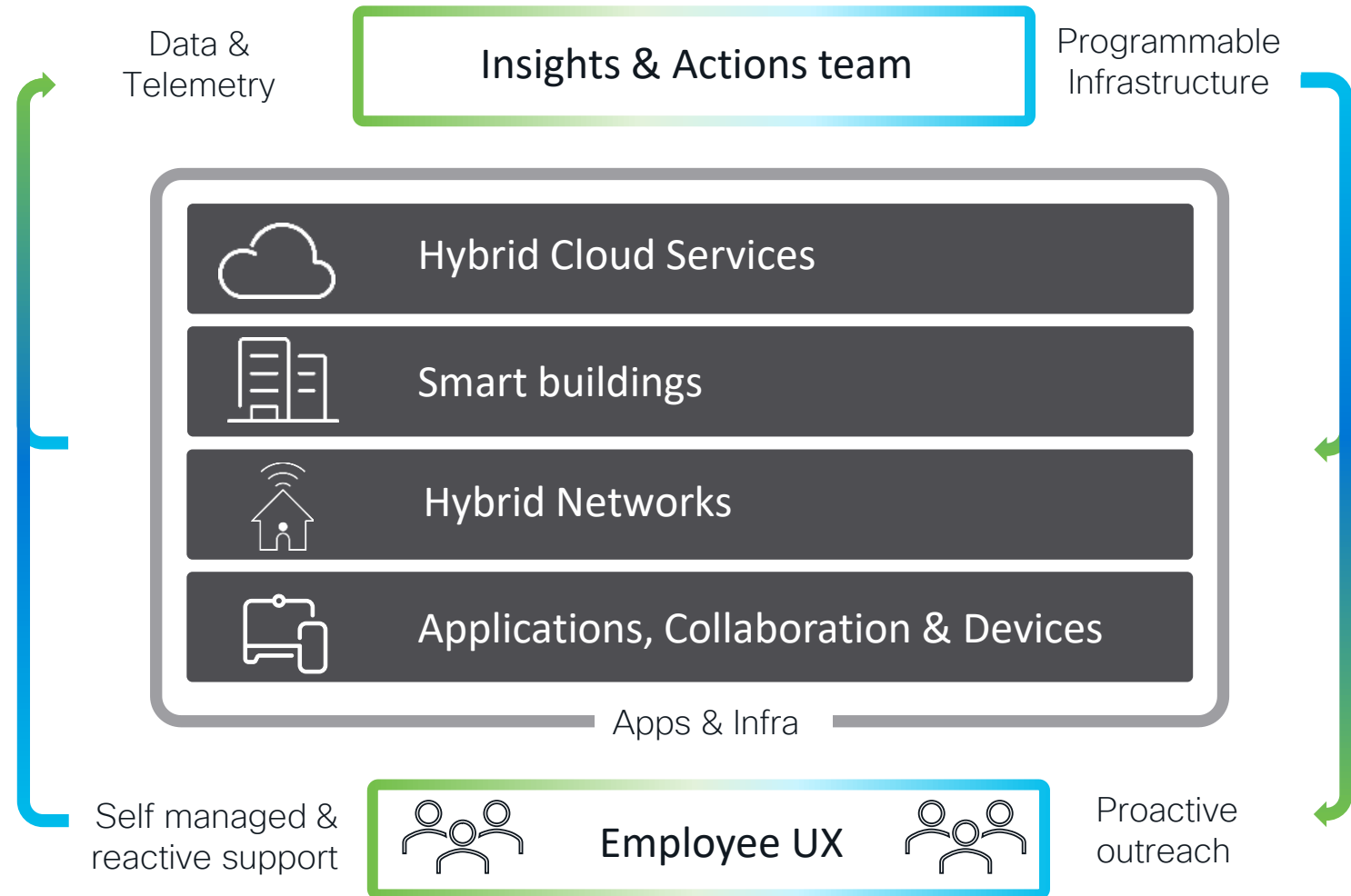
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## Monitoring, Troubleshooting & Support

Preserving and democratising the Hybrid work experience



# The hybrid work stack



# Hybrid In-Office: In-Person Work Experience



# Site Classification Framework

## Enterprise Center

Major locations represented by significant populations across multiple lines of business – core campus locations

## Brand Center

Primary locations representing core Cisco brand presence. Major business, economic and community centers that serve to increase Cisco's brand recognition in the market

## Talent Center

Key locations identified by a variety of criteria (Talent supply, Diversity, Affordability) focused on recruiting and retaining of core talent across all lines of business.

## Operations Ctr

Locations representing specific and/or unique products, skills, or capabilities within Cisco Lines of Business

## Product Center

Locations that play a key role in the development, testing, service, or distribution of specific products or services with Cisco's overall product line.



# NYC video



# Hybrid office goals using Cisco to get there

## Hybrid Office Goals

Rebalance space to realities of hybrid work

Being net zero by 2040

Wellness Focus

Digitize Real Estate platform (IT/OT)



## Solutions

Network Insights

Cisco Spaces Telemetry

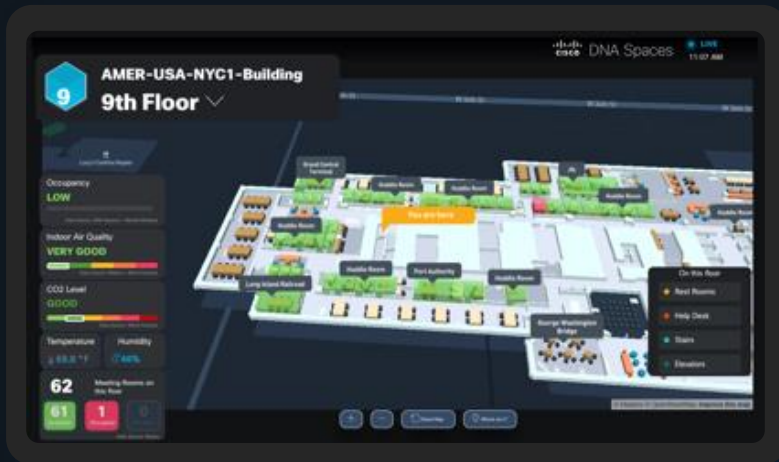
Low voltage POE setup

Multiple use Webex endpoints





# How to digitize real estate



## Cisco Smart Workspaces

Smart buildings cloud platform that ingests & consolidates the “data exhaust” from these various sensors



### Meraki Cameras

Floor occupancy  
(macro floor plate loading)



### Cisco Wi-Fi Access Points

People count, people's physical location to track their journey through the office



### Air Quality

Molex sensors for true air quality / CO2, temperature, humidity, VOC



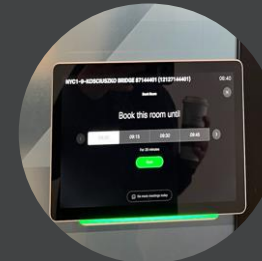
### Occupancy

Molex sensors for people count



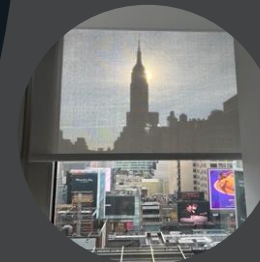
### Webex Room Devices

People count,  
Ambient Noise



### Webex Navigator

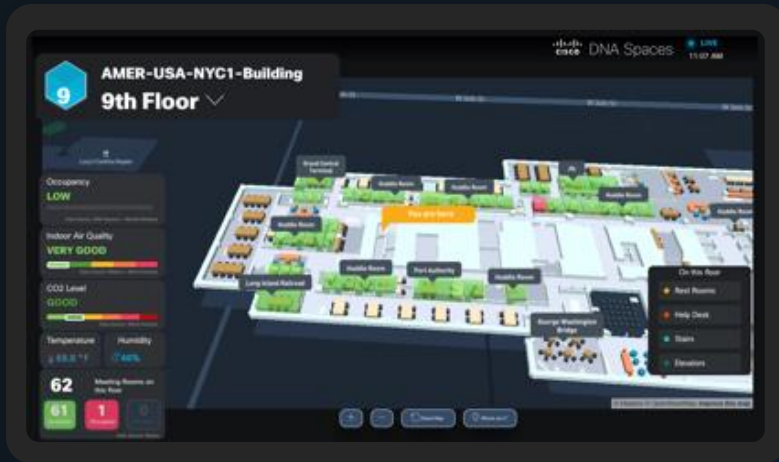
Temperature, Humidity,  
VOC (volatile organic compounds)



### Shading

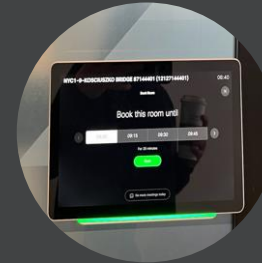
Mecho shading sensors for Lux level to help maximize daylight and manage visual comfort & heat load

# How to digitize real estate

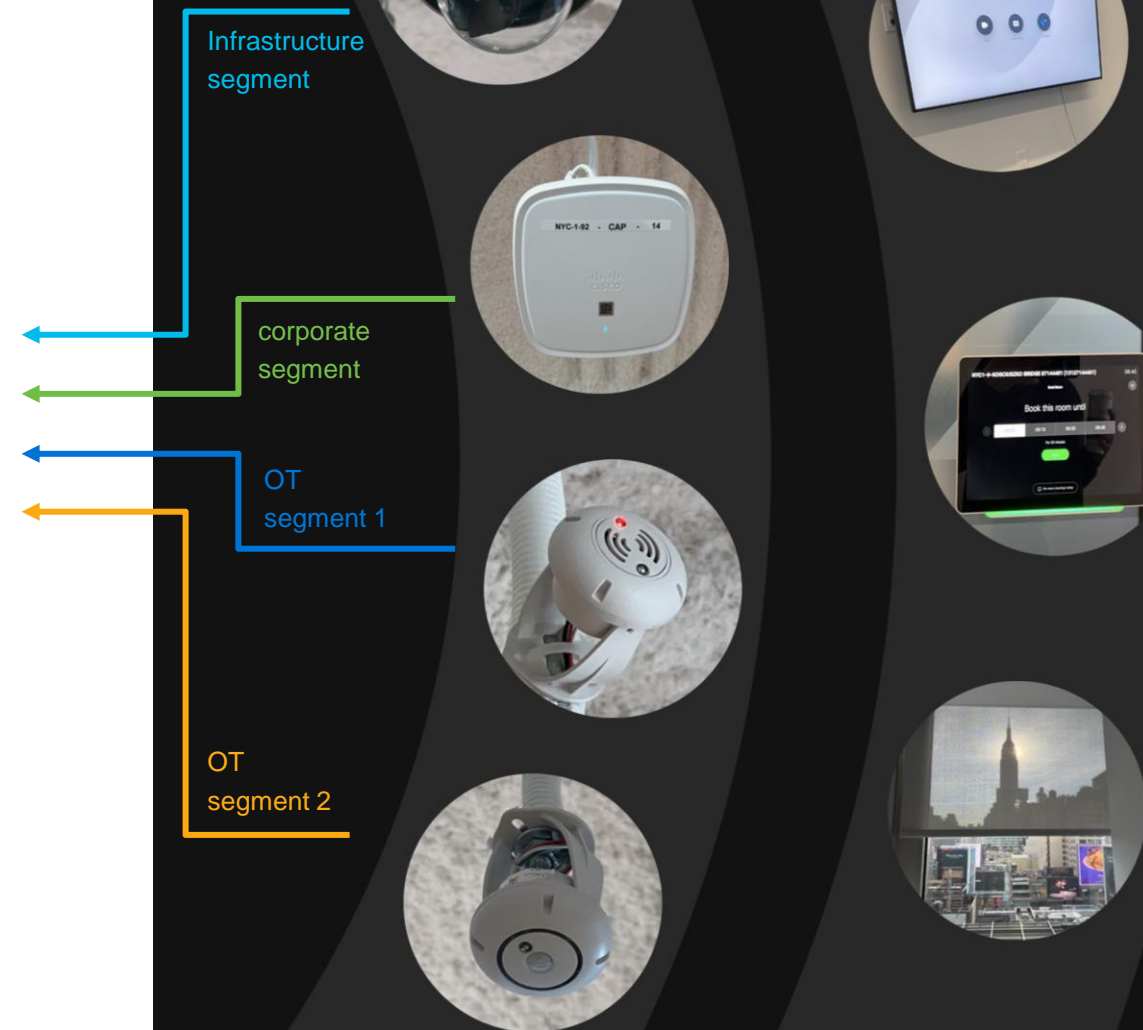
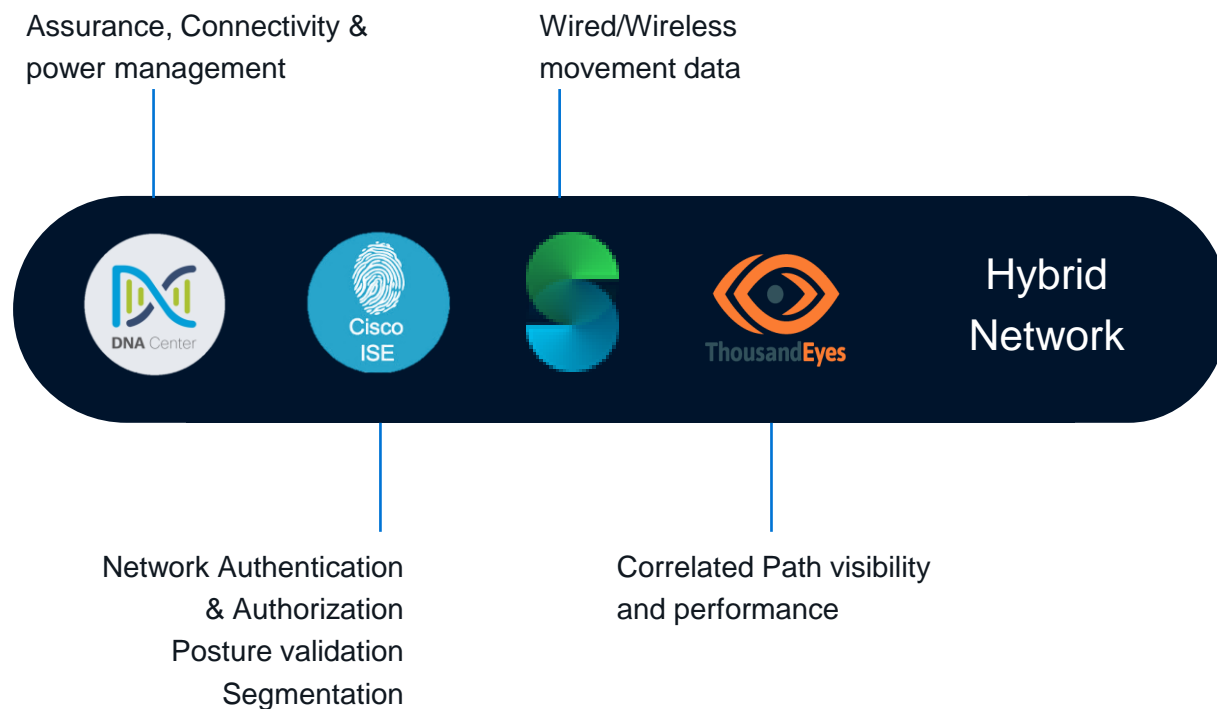


## Cisco Smart Workspaces

Smart buildings cloud platform that ingests & consolidates the “data exhaust” from these various sensors

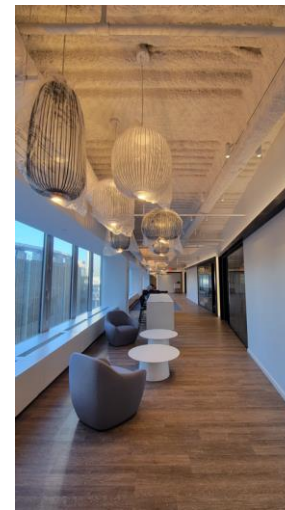
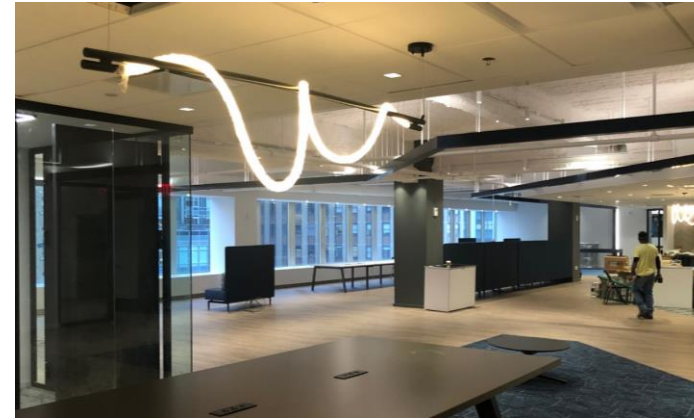
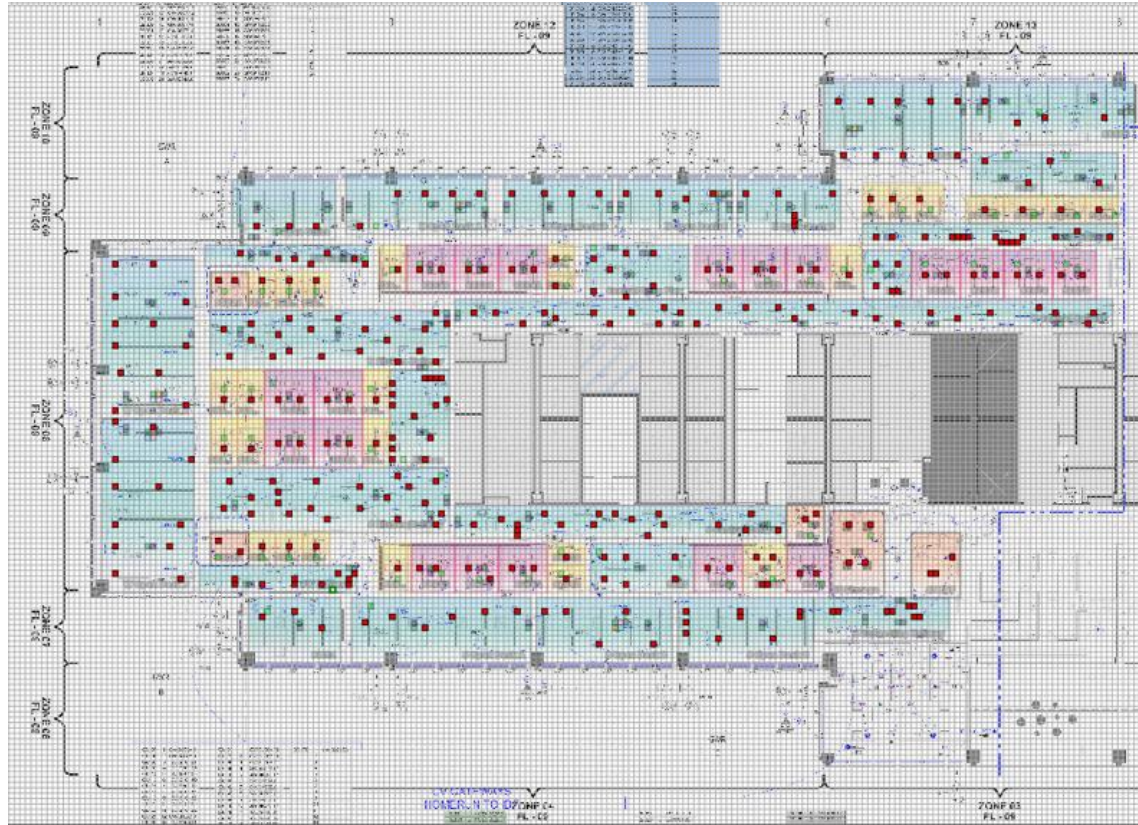


# Connecting the real-estate





# Lighting and Environmental Sensors



Molex CoreSync and Igor Gateway



# Connected Desks, Smart PDU's, HVAC and more...



Teknion Connected Desks



Raritan Smart PDUs

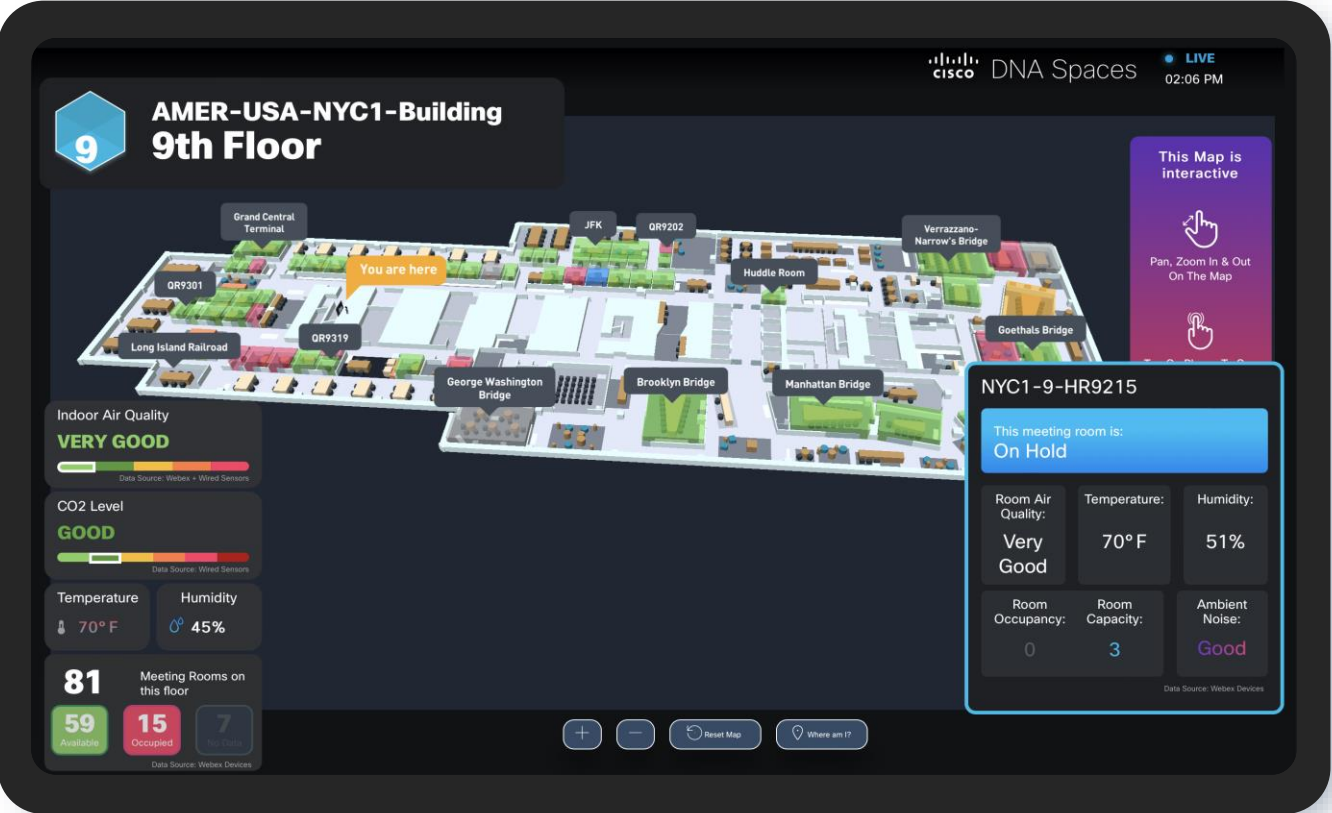


ABM Systems BMS



Anker USB-C Adapter

# Workplace insights





Hybrid Remote: Work  
from anywhere

Hybrid worker bundle



# The Hybrid Remote Worker

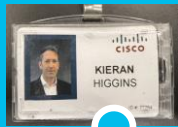
Pre-provisioned Hybrid Bundle with Fully Secured Devices

M1 Pro



Powerful  
Computing

ID Badge



Clearest Sound



4K Video



Cellular  
Backup

Wireless Access

Secure Connection

4K Monitor



Comfortable  
Navigation

Wireless  
Typing

Pre-provisioned



Secure  
Endpoints



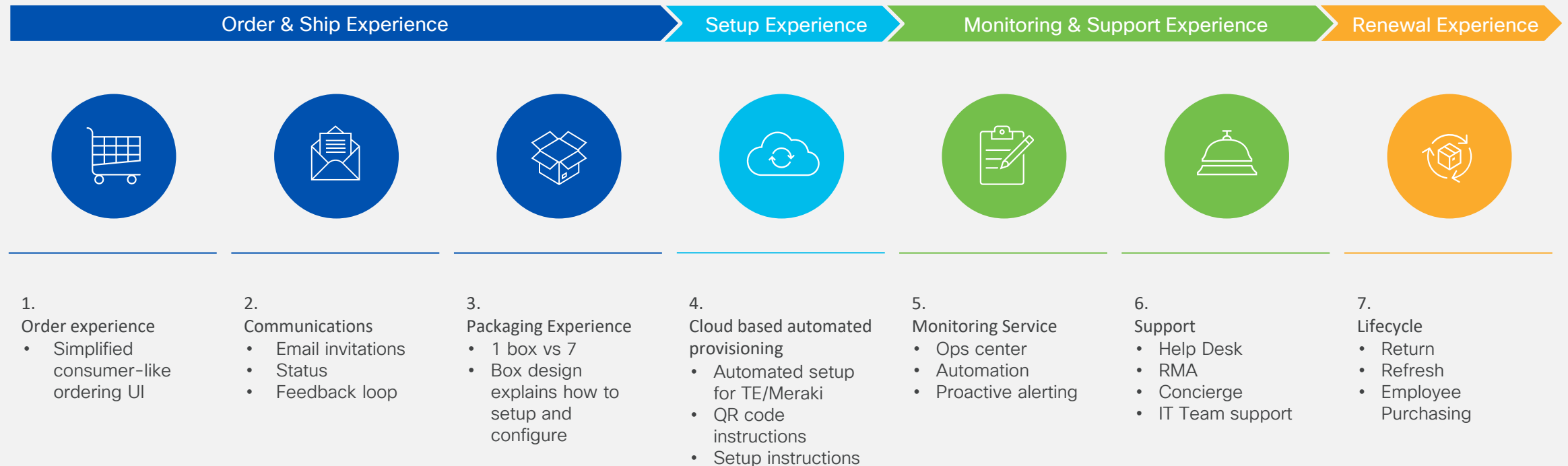
CMD



Umbrella



# Delivering an End-to-End Hybrid Work Experience for Employees




# The Cisco IT Hybrid Worker Bundle



# The Hybrid Remote Worker

Simplified Experience for Ordering Devices & Applications



Hello Mwiza,

We're so excited that you'll be joining Cisco!

We know our employees are at their best when they have the devices and tools that fit their needs. We invite you to select the device(s) that will make your best work possible from your very first day at Cisco.


Sign-in to the Device Portal using your Candidate ID: [ID HERE]

[Choose your device\(s\)](#)

If you have any questions, please reach out to your recruitment coordinator.

We look forward to meeting you soon!  
Cisco Workforce Experience

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Device Portal


Hey, Mwiza!  
[Not Mwiza Munyandamutsa?](#)

**Choose your new Cisco laptop**

Select the laptop you think suits you best. We'll refresh your computer every few years to ensure your hardware remains top-notch.

Apple  
**MacBook Pro 14" (M1 Pro)**  
Weighs 3.5 lbs (1.6 kg) with 16GB RAM, a 512GB SSD, and up to 17 hours of battery life. Supports two external monitors.


**Recommended**



[More info...](#) [Select](#)

Apple  
**MacBook Air 13" (M1)**  
Weighs 2.8 lbs (1.29 kg) with 16GB RAM, a 512GB SSD, and up to 18 hours of battery life. Supports one external monitor.

**Backordered**



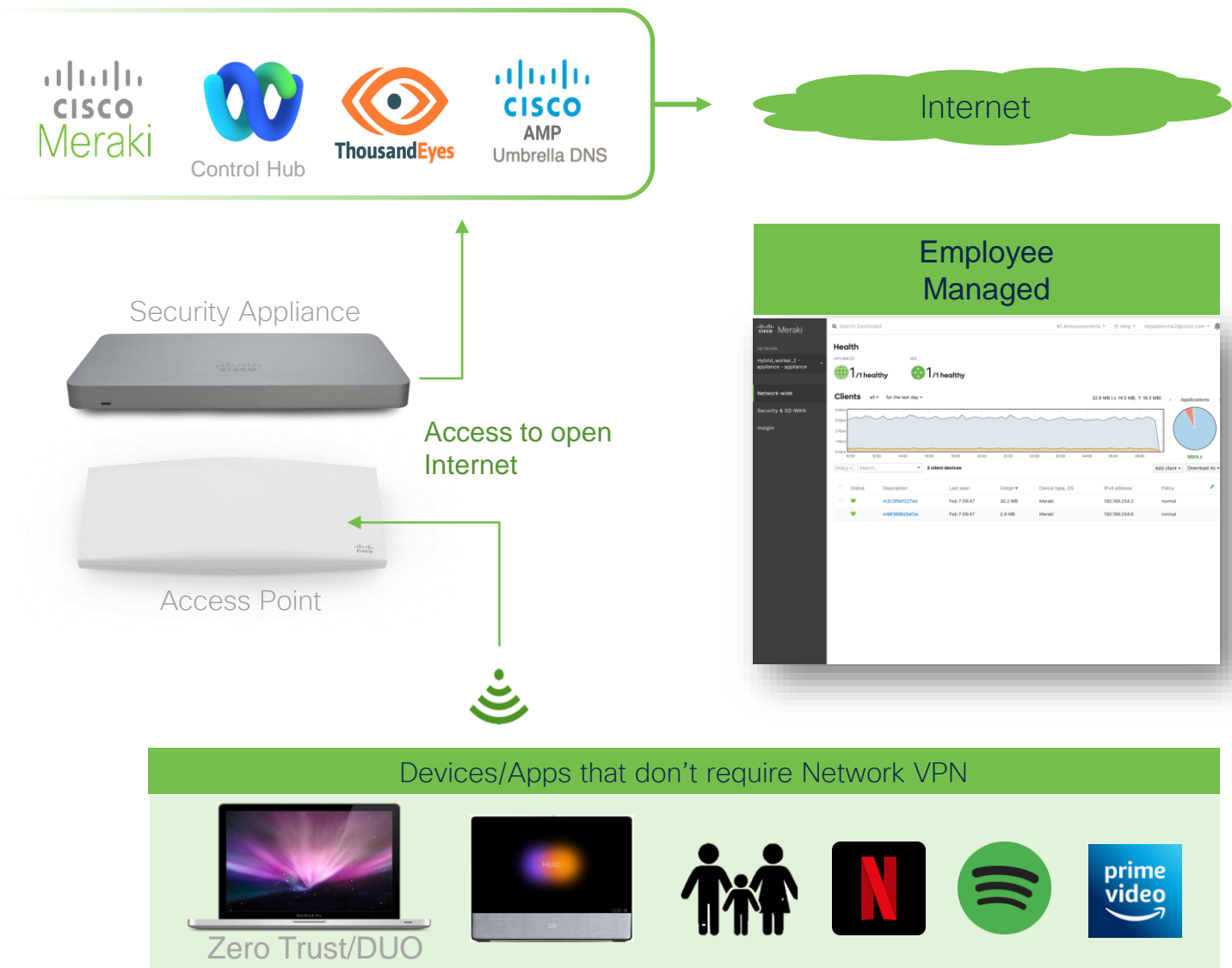
[More info...](#) [Select](#)

Leading with user experience allows us to:

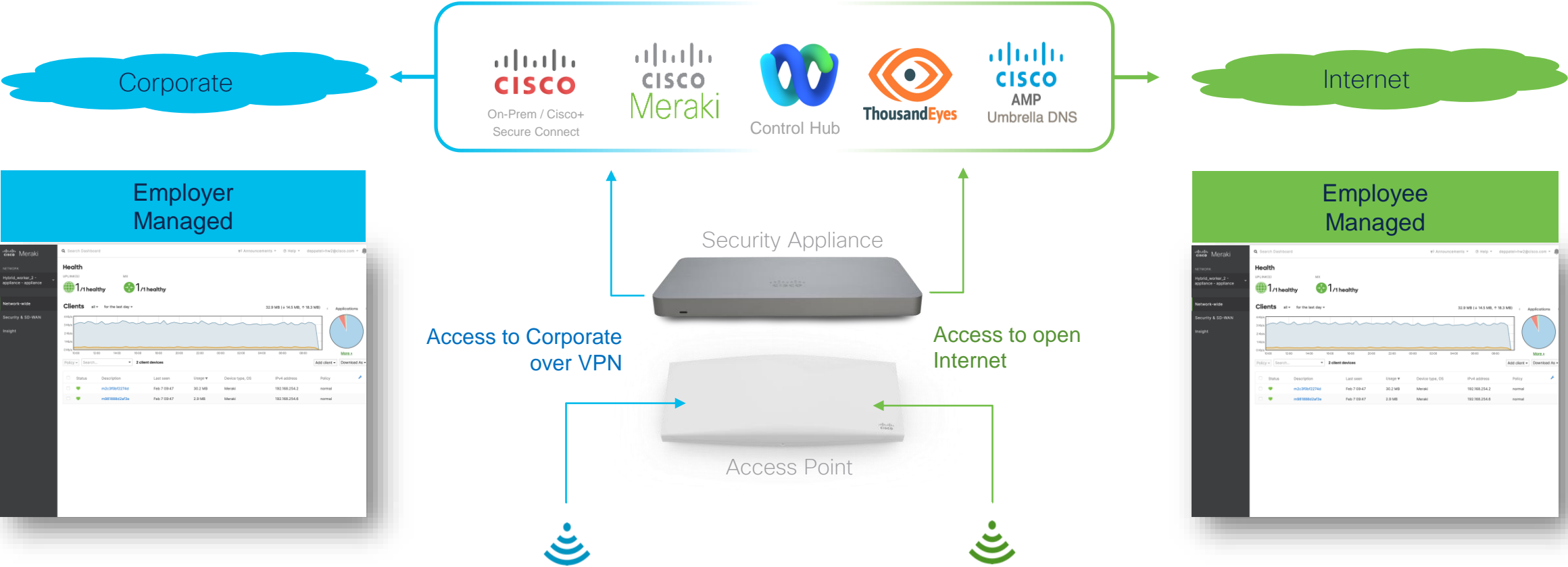
- Reduce volume of process emails
- Provide curated devices
- Reduce friction in setup



# Hybrid home network – Minimum Viable Product



# Hybrid Home networks leveraging network as a service





Devices that require Network based VPN



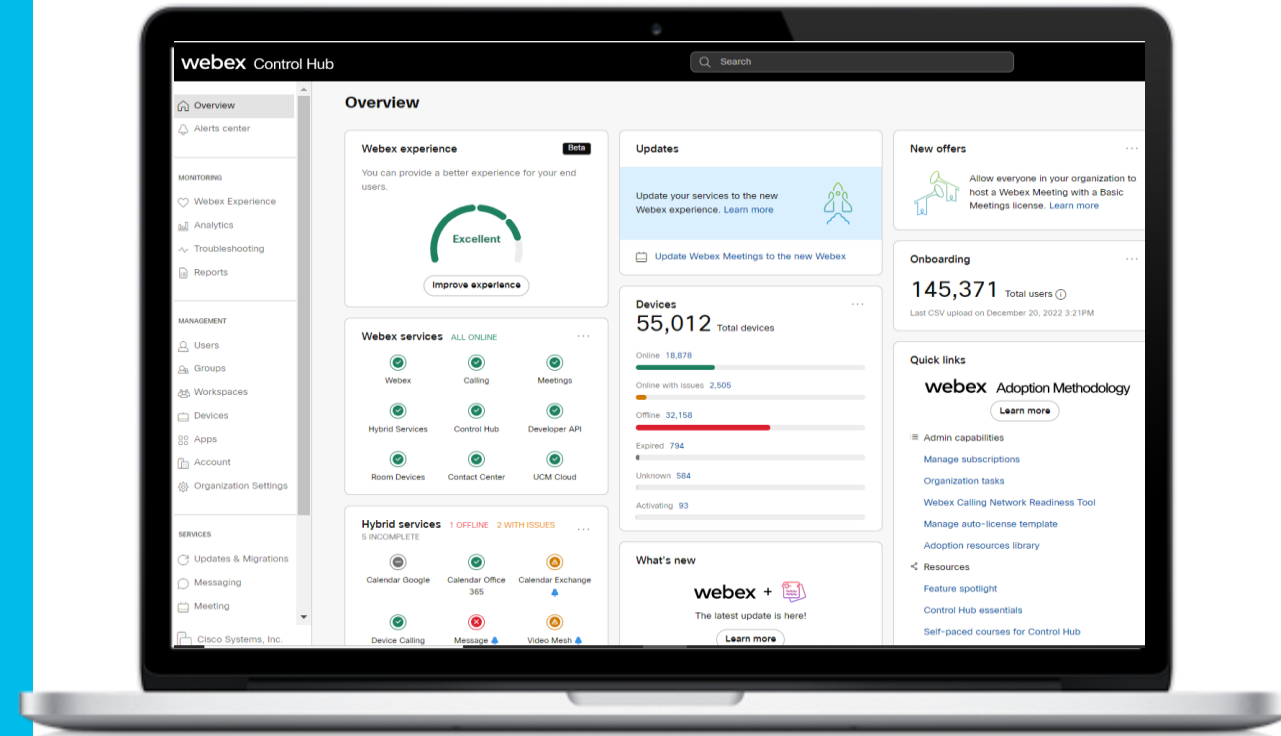
Home Labs

Devices/Apps that don't require Network VPN



Zero Trust/DUO

# Hybrid Monitoring Troubleshooting and Support



# Accessible & secure

## Proactive monitoring

Proactive Ops Center  
monitoring to protect the  
Hybrid Worker "Branch  
Office of One"



# Example: I'm having a bad call with my customer

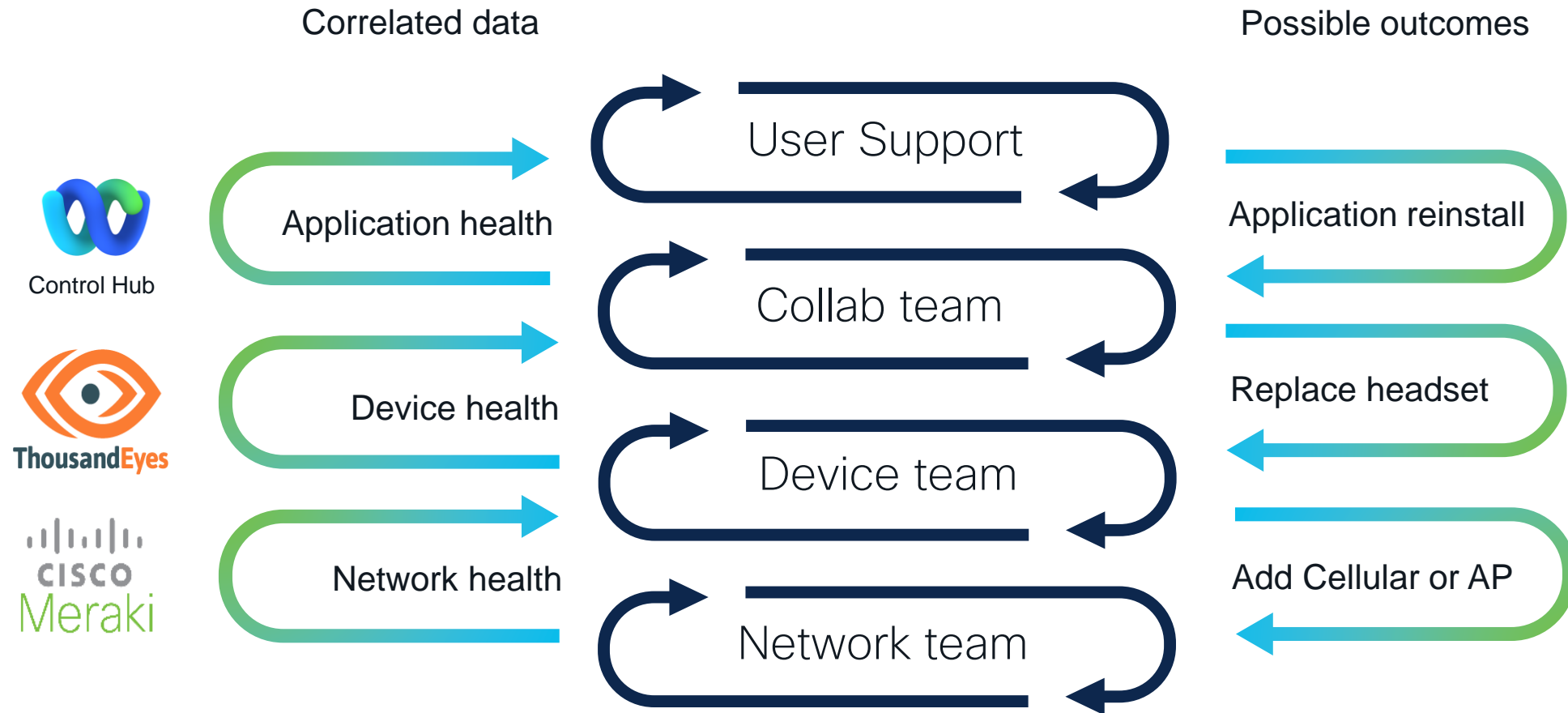


My network?

My ISP?

My application or device?

# Support reimagined: Shift towards proactive





# Flexibility & Ease of Support

## Hybrid kiosk

- Vending Machine for Devices & Accessories
- Webex DeskPro for Support
- Virtual IT Help Desk



# Key takeaways

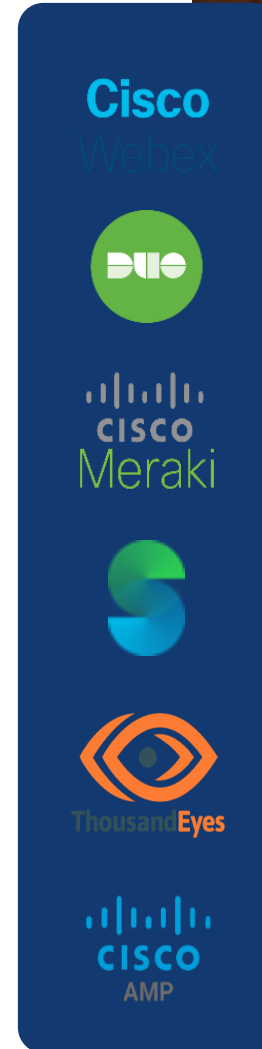
## Evolution of hybrid work

Work is a thing you do not a place you go but its not as simple as WFH forever

Be Data driven on how your people work and what keeps them engaged

Elevate your Remote and Onsite Hybrid work offering

Work to bridge the gap of Remote and Onsite with Proactive Monitoring , and Flexible and easy support







The bridge to possible

# Thank you

CISCO *Live!*

ALL

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