



TURN IT UP

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The bridge to possible

Next Generation Workplace: The future of work

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BRKCOC-2007

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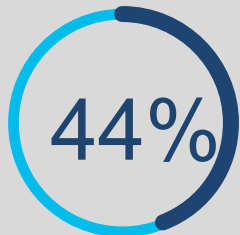
Agenda

- Introduction
- The way people work has changed
- Fundamental Shift
- Change Management
- Enabling the future of work
- Conclusion

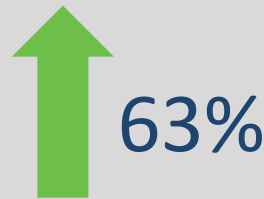
World has changed so has the way of working



Employees Working
from Home



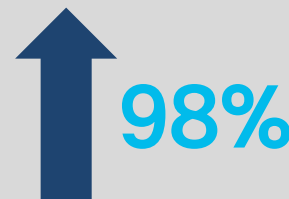
Increase in total
Meetings



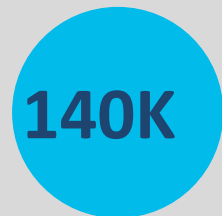
Video Meetings



45% Increase in
Meeting Minutes



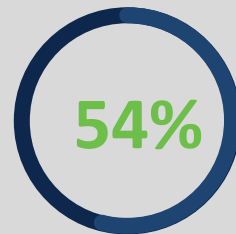
IMs Sent



Enabled to work
remotely in 10 Days

37%

Increase in
Meeting Participants



Files shared via Webex
Teams

*Every Conversation is a
Webex Conversation*

Cisco
Webex

The way people work has changed



Multiple workstyles

Video, messaging, mobile, office or remote



Mobile, distributed workforce

Work from anywhere, at anytime, across teams



Internal and external collaboration

Value chain extends beyond company's boundaries



Agile organization

Need to decide, adapt and act with speed



The Pandemic accelerated our Transformation

Yesterday

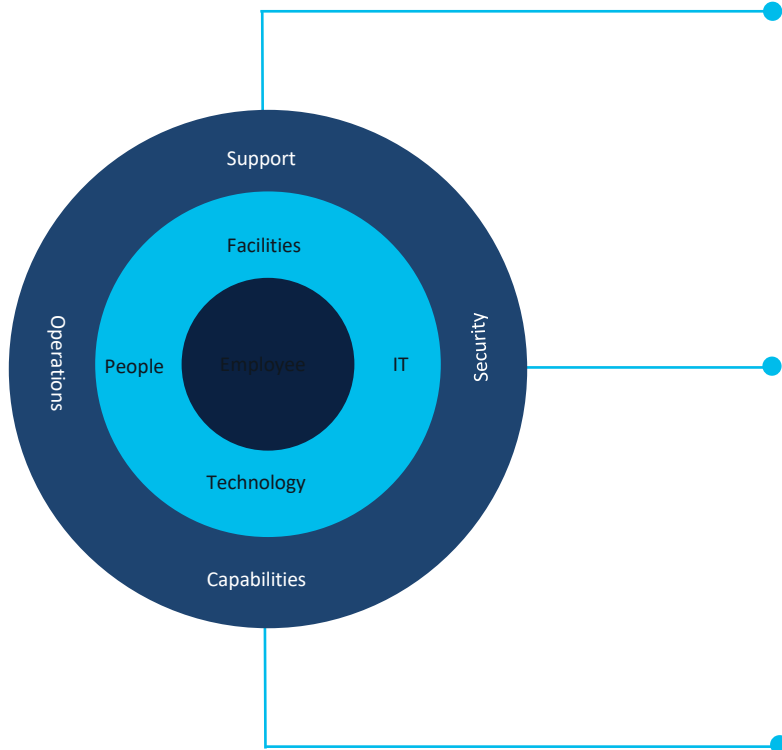
By 2030 the demand for remote work will increase by 30% due to Generation Z fully entering the workforce.

Today

We are already working from home and the majority will prefer to continue to work from anywhere.

What does this mean for the future of work?

Fundamental shift



- Workplace Footprint is going to evolve
- Employees would prefer to work more from home
- Security Exposure is going to increase
- IT's Capabilities to manage, monitor and support employees
- Network control shift demanding Network intuitive
- Key Capabilities and experience will drive differentiation



Steps towards enabling the Future of Work



Sustain & Improve Current way of working

- Support Business Continuity
- Continue the new-hire onboarding
- Simplify the experience (Apps, Devices)
- Reliability & Scalability
- Security & Support



Return to Office Plan

- Safe Space Solutions
- Workplace Experiences
- Density Management
- Environmental & Occupancy Insights
- Touch-less/ Wireless experiences
- Occupancy Sensors
- Digital Signage



Future of Work

- Next-Gen Workplace
- Health & Safety
- Workstyle based Workplaces
- Integrated experiences
- Persona based offerings
- Secure Remote Solutions
- Science of Work

Future State
Digital Workplace
Architecture

Cisco on Cisco

Workplace
Integrations

Customer Zero

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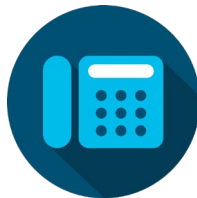
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Key Enablers



Meeting & Messaging (Collaboration)

Webex Meeting Improvements
Webex Unified Experience
Webex Interconnect
Webex Calling simplification (UCM Calling)
Return to Office



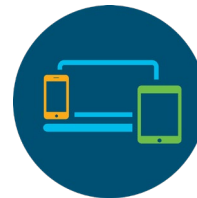
Voice Optimization

Load Balance for PSTN Capacity
PSTN Dial back improvements



Borderless

Cisco Security Suite
Cisco Zero trust
Borderless Access



Device Management & Experience

Meraki for Mobile Device Management
Cloud Desktop
Device Setup from Anywhere



Contact Center

Remote Agent Experience
Webex Cloud Contact Center



Security / Threat Detection

Cisco AMP Deployment



Change Management

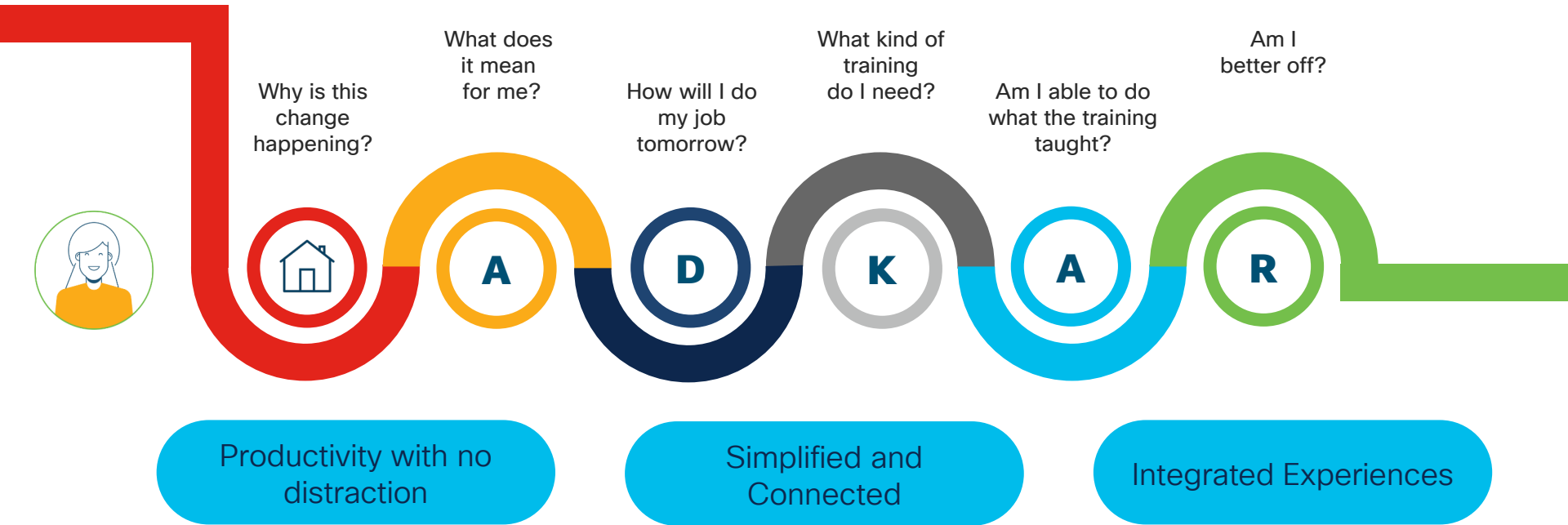
Training & Communication
Collaboration Summit

Change Management



Organizations don't change. People Do.

How an Employee Experiences Change

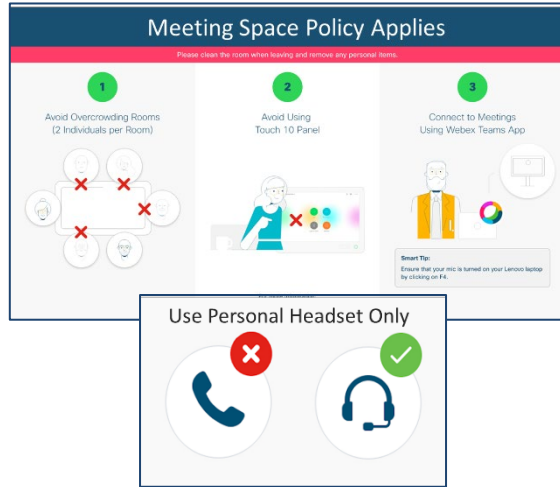


Return to Office Framework



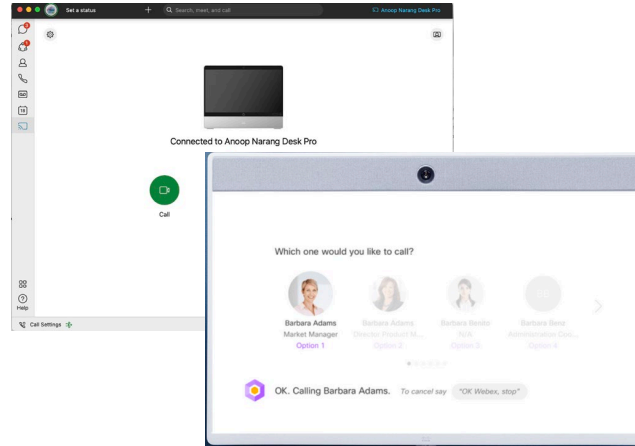
Health
& Safety

Return to Office Plan



Digital Signage

Leveraging Webex devices as digital signage for awareness and change management



Touch-less & Voice Assistance

- Start, Join and Manage meeting directly from Webex teams App
- Pair and Share wirelessly from Teams App
- Voice assistance for Touch-Less Calling



Social Distancing Guidelines
People recommended = 2

Density Notification

Occupancy Sensor and People Count capability for over occupancy notifications

Next-gen Workplace

Future of Work

Persona-based roles determine the
workstyle and workplaces

Reimagine Workplace Designs

Long-term thinking

Seamless & Integrated



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Webex

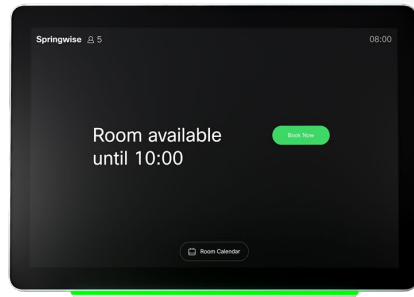


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Meraki



ThousandEyes

CISCO
AMP



Real-Time Utilization Metrics



Devices



Occupied



Occupants

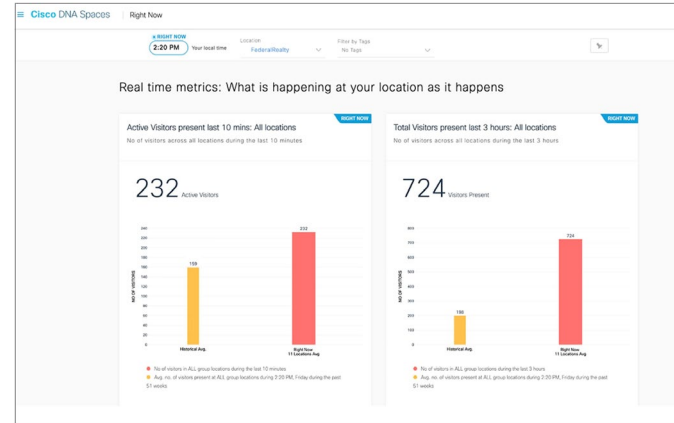
Real-Time Environmental Metrics Beta



Sound Level
(dBA)



Ambient Noise
(dBA)



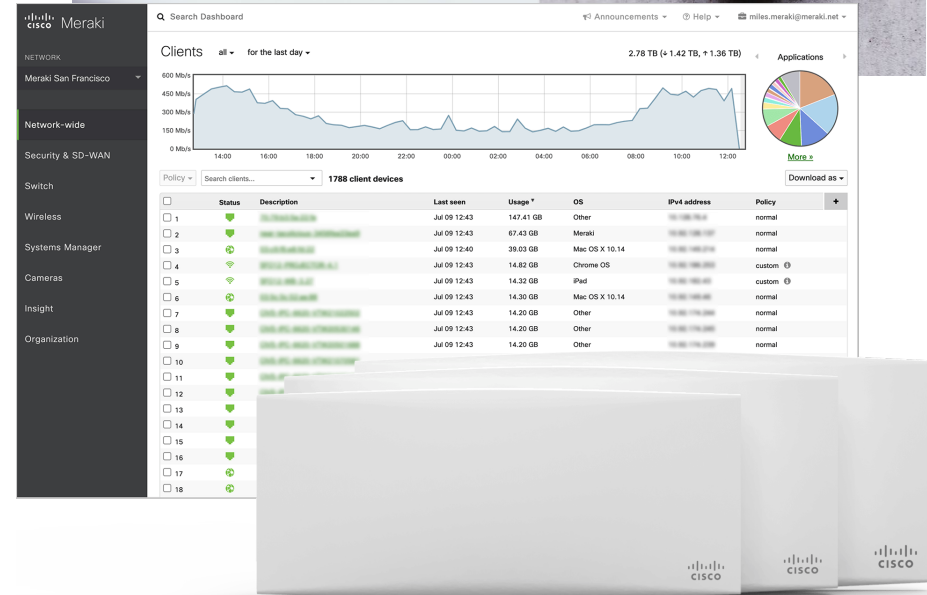
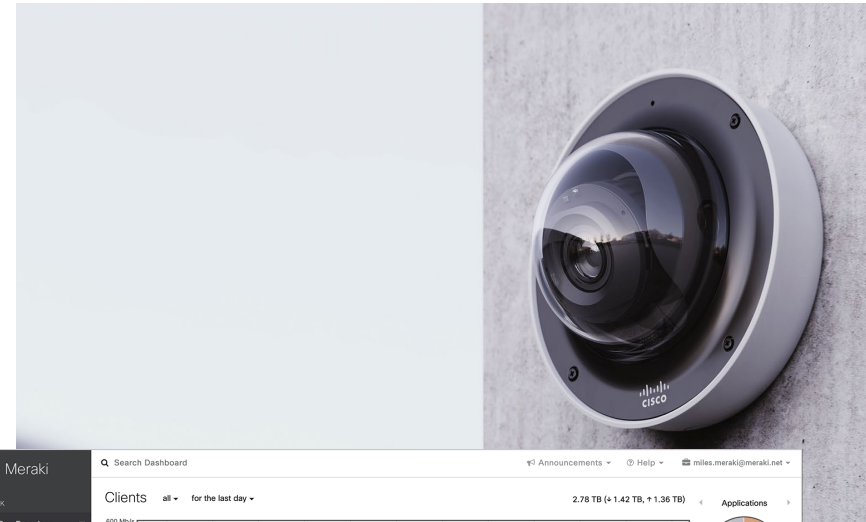
Density and Capacity capture: MR+MV

Meraki wireless - MR

- Client count on networks (Meraki Corp, Blizzard and Guest)
- Floor, Zone, Building
- Identify clients

Meraki Camera – MV

- People count
- Entry/Exit tripwires for main entry doors or entry points around the space to provide capacity data



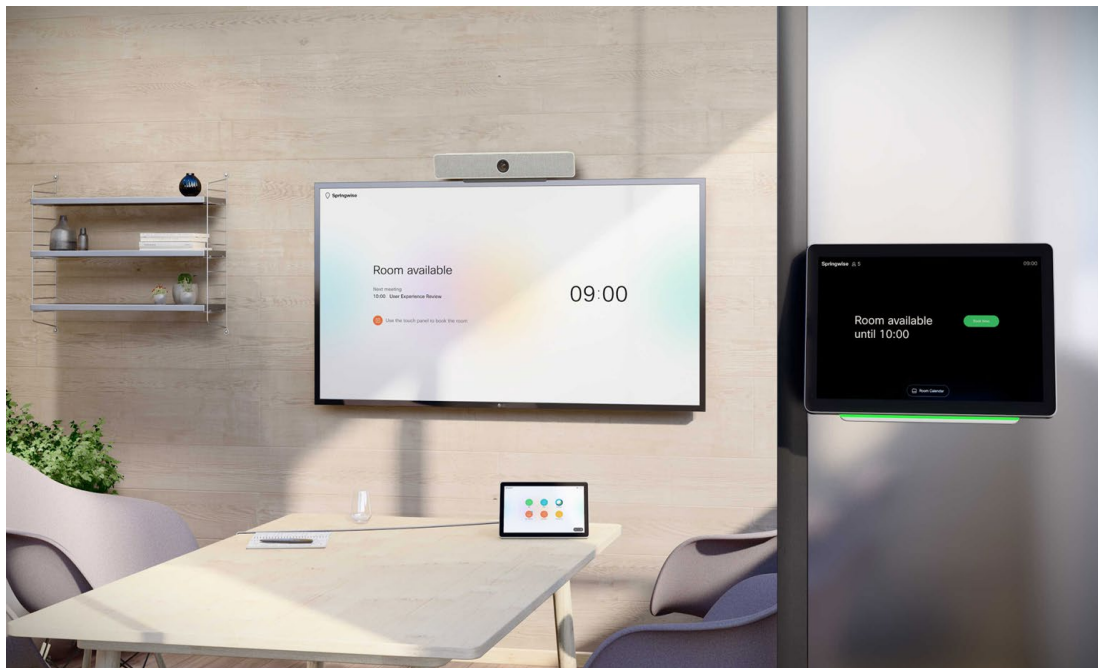
Resource Management: Webex Endpoint + Room Navigator

Webex Endpoints

- Use people count/detection
- Give real time room usage
- Tied to O365 room mailers.

Webex Room Navigators

- Tied to room endpoints
- Outside room visibility, color coded by use type
- On the fly booking
- Zombie hold releases!



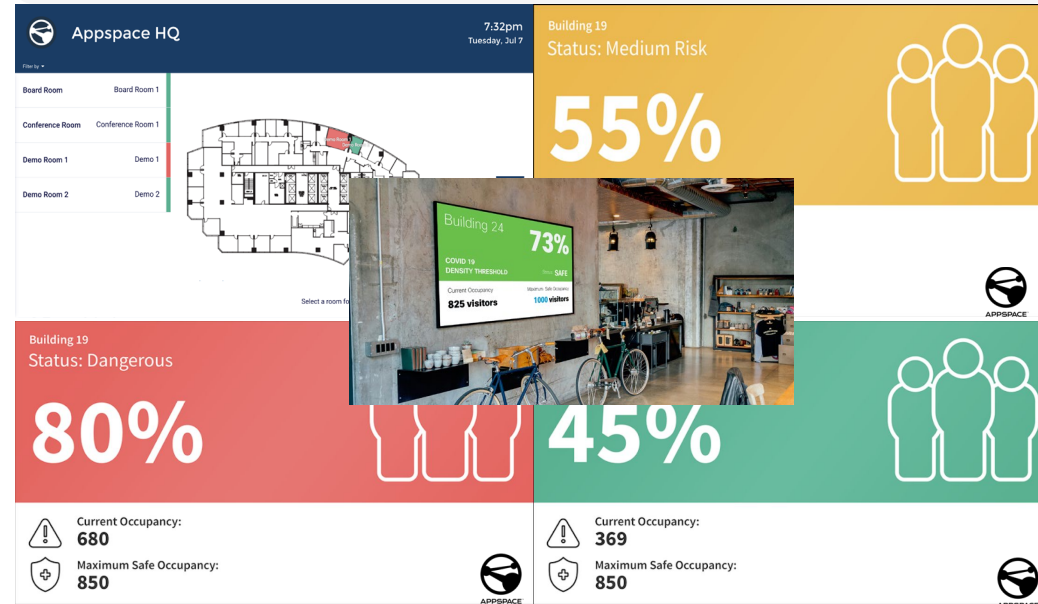
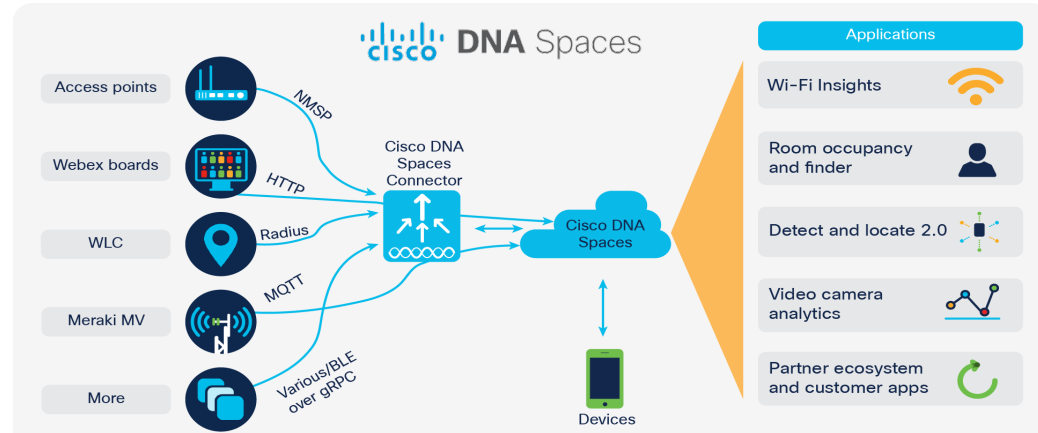
Analytics and Messaging: DNA Spaces + Appspace

Data with DNA Spaces

- Sensor data via APIs
- Density triggers
- Feed map data for real time usage
- Utilize spaces and cleaning schedules

Messaging with Appspace

- Density cards for floors, zones, buildings
- Digital signage for wayfinding & resource management



<https://video.cisco.com/video/6180942273001>



The bridge to possible

Thank you

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BACK UP SLIDES