

CISCO *Live!*



#CiscoLive



The bridge to possible

Work from Anywhere

How we scaled for hybrid & WFH

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BRKCOC-2225



#CiscoLive

Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 17, 2022.



<https://cislive.ciscoevents.com/cislivebot/#BRKCOC-2225>



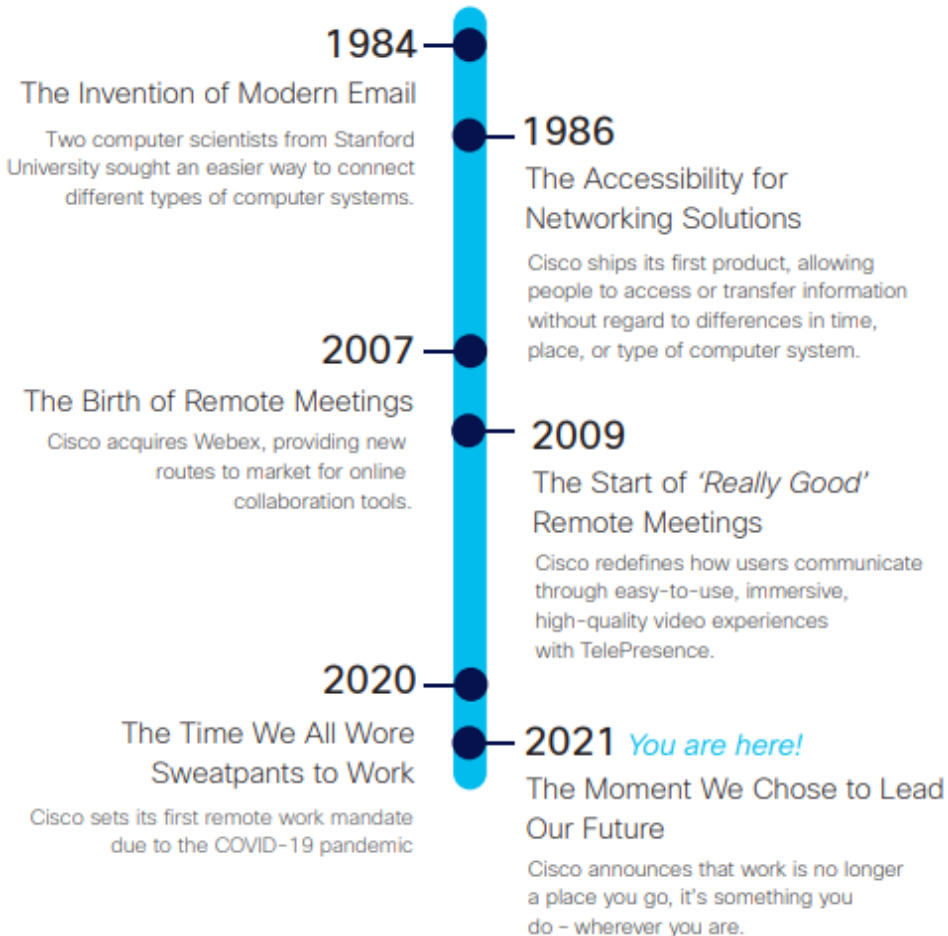
Agenda

- History & Vision
- Data
- Architecture / Solution
- Design & Automation
- Support @ Scale
- Conclusion

A Brief History

Since the very beginning, Cisco has centered on bridging connections between people, data, devices, networks – in essence, *anything* and *everything* we could possibly imagine.

When we look back at our history, every connection to-date has shaped a foundation that enables a hybrid environment, but more importantly, allows our workforce to *thrive* in it. We didn't know it back then, but all along, Cisco has uncovered a path that connects people to the new world of work we live in today.



The Hybrid Worker Vision

Requirement

- Hybrid working is the norm amongst the workforce today, we all share this in common. What we don't share is a 'universal' WFH workspace. Our work styles differ, our workspaces differ, our technology necessities differ.

Solution

- Create a 'Hybrid Worker Bundle' initiative, where employees can find technology recommendations for their workspaces, work styles, and technology requirements.

At-home corporate connectivity methods



Anyconnect



CVO



MVO

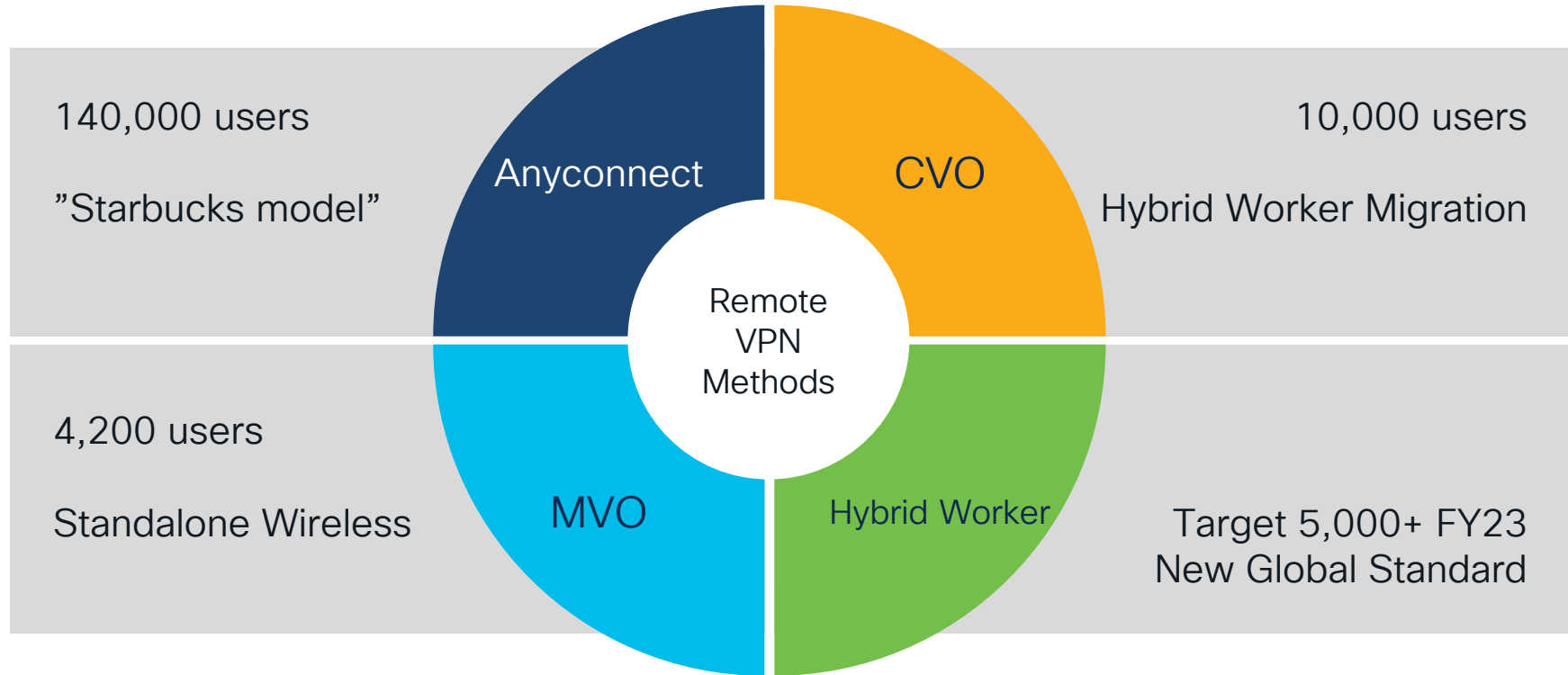


Hybrid Worker



Zero Trust

Solution usage



The Hybrid Bundle

Alpha Phase



Six Participants



What's in Your Bundle

Apple Magic Keyboard



A comfortable and precise typing experience

Wireless and rechargeable, with an incredibly long-lasting internal battery that'll power your keyboard for about a month or more between charges.

Apple Magic Trackpad



Bringing more functionality to your fingertips

Magic Trackpad is wireless and rechargeable, and it includes the full range of Multi-Touch gestures and Force Touch technology. It detects subtle differences in the amount of pressure you apply, enabling a deeper connection to your content.

Cisco Headset 730



Focus on what matters

A Bluetooth® wireless headset for the home, the office and the journey between. With superior audio, adaptive noise cancellation, enterprise-grade security, and a sleek microphone design.

Meraki MX68 & MR36



Browse securely on your new home network

100% Cloud Managed Security and SD-WAN, plus cloud managed Wi-Fi 6, Bluetooth®, and security radio. State-of-the-art or reliable? Both.

Cisco Desk Pro



The most advanced, intelligent collaboration device for the desk

This all-in-one primary monitor lets you join your meetings with one button to push.

Noise cancelling microphones with automatic noise detection and suppression ensures the meeting is free of distracting background noise.

Collaborate with others using the whiteboard and annotate on any content that you've shared.

Additionally,

You will also have access to the following online tools. Some of which you've already used, some that keep you safe in the background.



Cisco AnyConnect



DUO



Umbrella



AMPE



CMD



Webex

13:00



changes the camera view;
retrieves the power supply;
tries plugging it in through the
hole in his desk; observes the
size of the supply; second
guesses where to plug it in;
decides to plug it in to a
different outlet (temporarily?)

*"All right, so see it here on the
desk. Looks like it's in good
shape. Power source is... here*

*I have a surge protector that
mounts on to my desk. [tries
plugging it in].*

*You know, power source is also
massive. So, maybe it's
something I'll look to maybe
mount under the desk."*

14:25



tries to plug the power supply
into the side of the Desk Pro;
realizes the power port is in
the rear of the unit

*"So, it has a USB port on the
side. Also. I see the power
button here. I thought maybe I
would plug it in [on the side] as
well, but it looks like that's also
in the rear of the unit. Ok,
there we go, light is on, good
cable management."*

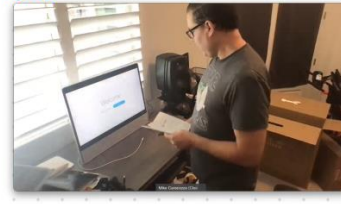
14:52



as the unit boots up (47
seconds) he peels the plastic
from the screen, cleans up
some of the packaging around
the room, and flips through the
booklet

"Booting up screen."

16:17

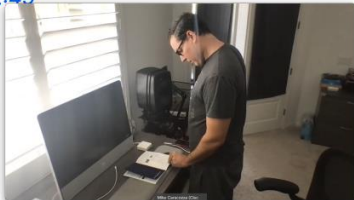


the welcome screen appears;
he continues looking through
the booklet instructions; stops
video here; to be continued
later

*"Wow, beautiful display. It
looks really nice."*

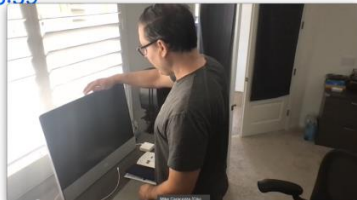
*I setup the dashboard already.
The router and access point
looks like it would be next. I
can continue the set up later
for the router and access
point, but good start. This is
really exciting stuff."*

2:49



turns to the Desk Pro
instructions in the booklet

3:39



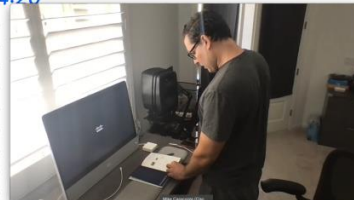
takes a moment to examine
the privacy slider

4:05



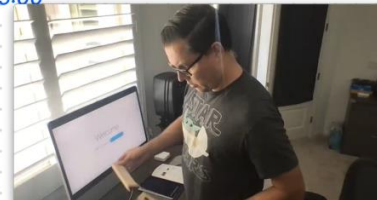
he powers the unit on again; a
light blinks twice; he looks
around the unit

4:20



the display turns on and the
cisco logo appears for 38
seconds; he flips through the
booklet in the meantime

5:00



the Welcome screen appears
as he unboxes the stylus

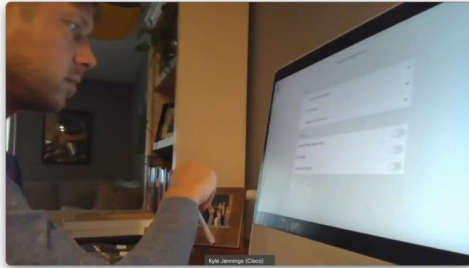
when he moves near the unit a
light blinks twice but the
screen remains black/off

1. he tries to power on the
unit; a light slow-blinks
twice; nothing happens on
the screen;
2. he presses the button
again (maybe twice); a light
blinks once;

he seems confused

he moves a wire or presses the
power button again; the light
blinks slowly and steadily

13:49

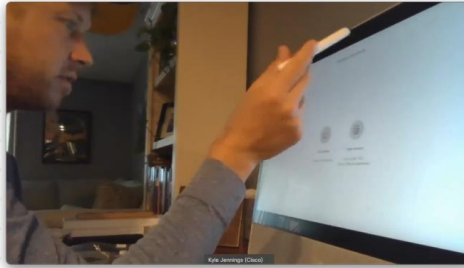


continues tapping around, now one settings option at a time; grows increasingly confused and frustrated

"How do I register? Settings. Add a device. You're not going to tell me. Issues & Diagnostics? Default call? Ok, so. Please secure your system with a password for all users. Ok."

I don't understand any of these things. Ok."

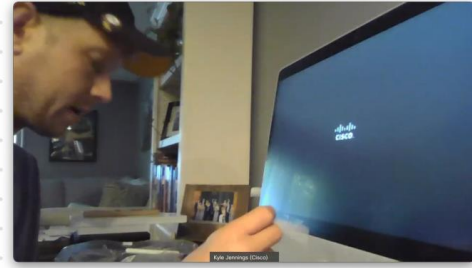
14:02



returns to a settings screen, scrolls down to the bottom of the list (initially off screen), taps Device Activation, then a Call service screen, then resets the call service; 'the system is shutting down'

"Oh, ok, Device Activation. I definitely should have known how to do that. You guys didn't... like there was no button there. Maybe it's because they already checked all of this and that's why so it's a little bit more confusing, but this book does not..."

14:38



the device resets for 72seconds; the Cisco logo appears

"So now I don't really know what it's doing. It shut off and it's coming back."

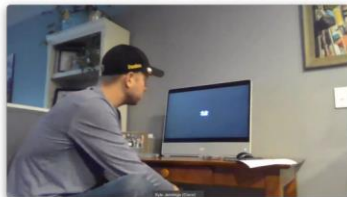
1:20



plugs in the power supply under his desk then into the back of his Desk Pro

"Maybe one day... [inaudible]"

1:54



reaches behind the Desk Pro to turn it on; the display turns on and the Cisco logo appears; he holds up the stylus and fiddles with it; it takes 55 seconds to boot up

"already more than I saw last time, good start."

2:46



"Hello" appears on the screen; he taps the volume button with the stylus and the display seems to 'wake'; he is not shown the intended setup flow

"quote"

3:06



refers to the booklet for next steps; acknowledges his router is across the room so he will not be using ethernet;

<reads instructions aloud> "My internet is setup over there <points across the room>"

3:59



he's trying to follow the provided instructions but there is no flow displayed on screen; he taps around trying to figure out how to get to settings; taps in and out of screens multiple times for about 1.5 mins

"I'm currently having trouble connecting to the WiFi."

Alpha

Support

We don't just connect you to better technology, we connect you to experts who can help.

If you need help throughout the setup process:

1. Open **Webex**. You can install and use the Webex app on your smartphone or desktop or login to <https://teams.webex.com>.
2. Search for the **Hybrid Bundle Support** space.
3. Message the team. ex: *"Hey team, I need some assistance."* You do not need to explain your problem yet. An expert will reply and set up a 1:1 session to work with you directly.

IMPORTANT: If you require assistance and **do not** have internet access on your laptop, try using Webex on your smartphone. If Webex **is not** working:

1. Send an email from your smartphone to hybridbundle-support@cisco.com and provide a valid number where we can call you back.
2. During our support hours (8AM to 5PM ET) an expert will reply and call you back within 30 minutes. Otherwise, we will respond to you the next business day.

6 Pilot Participants
6 HRA Support Analysts
1 WxT Support Space

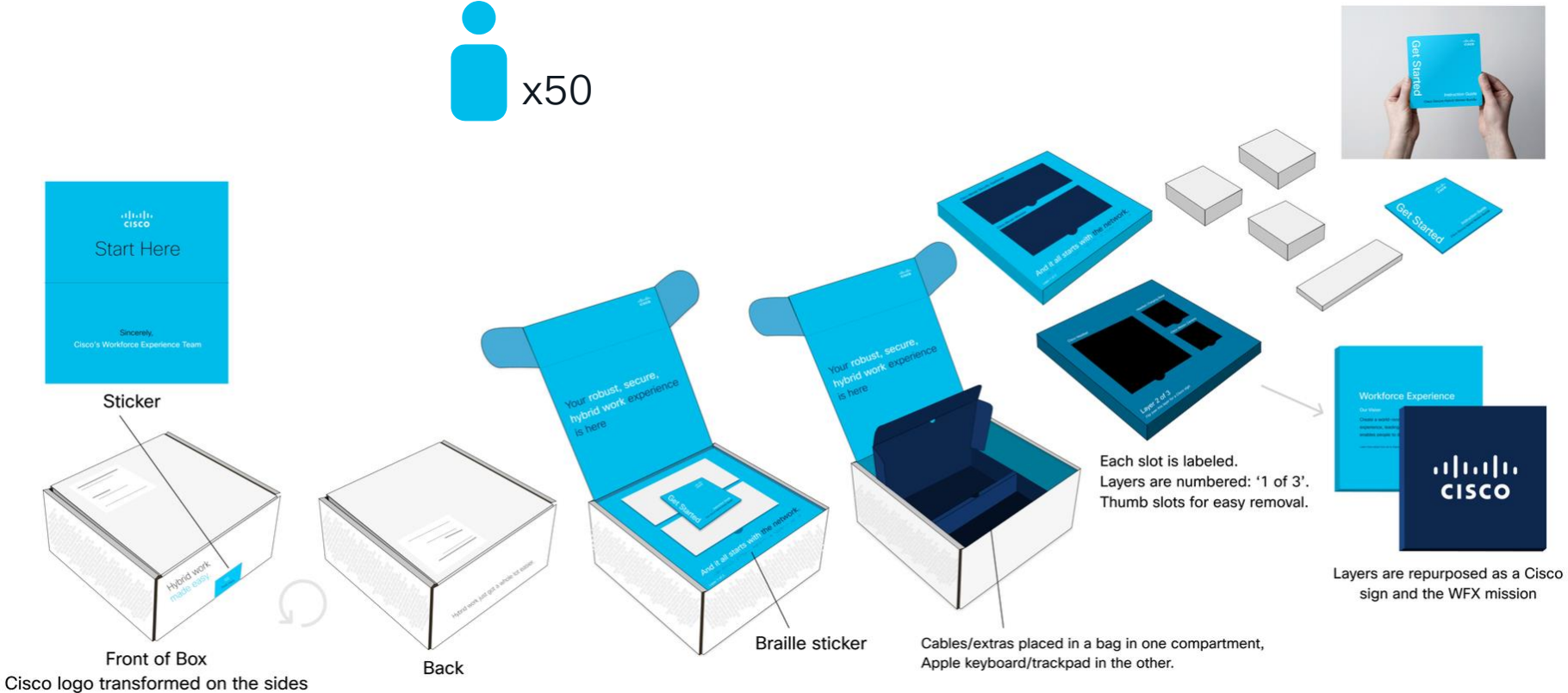
Incident Count: 10

<i>Alpha</i> Bundle Component	Qty Assistance Requests	% of Total
Desk Pro	7	44%
Meraki MR36	1	6%
Keyboard	2	13%
Trackpad	2	13%
Meraki MX68	2	13%
Meraki Setup	2	13%
Total Requests	16	100%
Meraki Total	5	31%

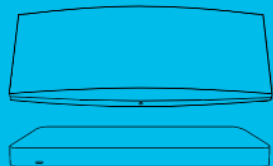
Results from Alpha pilot exit survey to participants:

6 / 6 agreed it was 'extremely easy' to get help when they faced issues

Fifty Participants



Here's what's inside



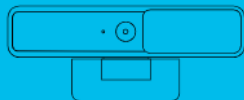
Cisco Meraki Wireless & Security Appliance

- Meraki MR44 and MX75
- High speed efficiency
- Secure networking
- Next-gen wireless performance
- Includes: 2x Ethernet cables, 1 power supply, 1 power cable



Cisco Headset

- Complete noise isolation
- Flexible collaboration
- Includes charging station, travel case, 1 3.5mm audio connector, 1 USB HD adaptor, 2 USB-C to USB-A cables.

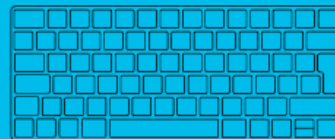


Cisco Webex Camera

- High-definition video
- Outstanding performance
- Includes: 1 USB-C to USB-A cable, and 1 USB-C to USB-C cable

Apple Magic Keyboard

- Remarkably comfortable
- Precise typing productivity
- Includes 1 Lightning to USB-C cable



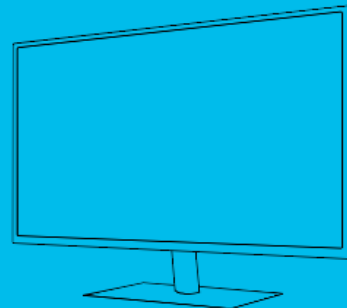
Apple Magic Trackpad

- Full-range touch
- Simple navigation
- Includes 1 Lightning to USB-C cable



Samsung 27in Monitor

- Ultimate port connectivity
- High-pixel digital display
- Includes 1 HDMI cable, 1 USB-C to USB-C cable, and 1 5ft power cord
- Please note this arrives in a separate box



Additionally, Security

With your bundle, get the flexibility you need to thrive in your hybrid workplace, while protecting your home network with market leading, enterprise-grade, Cisco security software and services used by corporations and governments around the globe.

Cisco Secure Access by DUO

Secure access to any Cisco applications and resource, with zero compromise to your login experience.

Cisco AnyConnect

Get access to Cisco's enterprise network from any device, at anytime, anywhere, while keeping our workforce secure.

ThousandEyes

Real-time network outage detection to instantly repair issues and deliver a reliable experience across your applications.

Umbrella

Keep the bad stuff out, and keep the good stuff in through Umbrella protection from malicious and unwanted domains, IP addresses, and cloud applications before a connection is ever established.

Cisco Advance Malware Protection (AMP)

Go from exposed to continuously empowered in seconds by preventing, detecting, and removing threats across your network.

Cisco Secure Email Cloud Mailbox

Enjoy the convenience of cloud, and the simplicity of an email security solution that keeps your mailbox safe from attacks.

Beta

Support

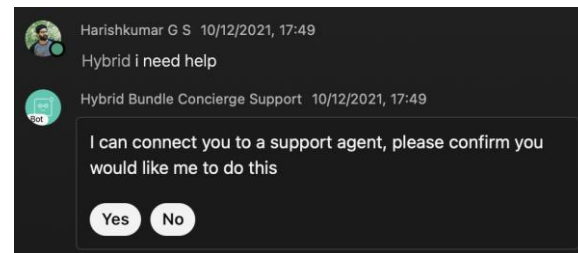
We're here to help

If you need help during the setup process, during support hours (8AM-8PM ET):

1. Open **Webex**. You can install and use the Webex app on your smartphone, desktop, or login to web.webex.com.
2. Prior to the arrival of your Hybrid Worker Bundle, a support bot created a Webex space for you named **Hybrid Bundle Concierge Support**. Search for that space.
3. You will see a welcome message and instructions on how to engage support. If you simply type "**@hybrid bundle concierge** I need help", the bot will join an expert in the support space to assist you.

⚠ IMPORTANT: If you require assistance and **do not** have internet access on your laptop, try using Webex on your smartphone. If Webex is **not** working:

1. Please call Hybrid Bundle Support at either of the following numbers, during support hours (8AM - 8PM ET):
 - a. **1-919-993-2386**
 - b. **1-408-906-1091**
2. Follow the prompts to reach an expert to assist you.



50 Pilot Participants

10 Hybrid Support Analysts

Incident Count: 34

<i>Beta</i> Bundle Component	Qty Assistance Requests	% of Total
Meraki Setup	21	57%
Samsung Monitor	4	11%
Keyboard	2	5%
Trackpad	2	5%
Headset	1	3%
Meraki MX68	1	3%
Meraki MR44	2	5%
Meraki MX75	1	3%
Webex Camera	1	3%
Macbook	1	3%
Laptop	1	3%
Total Requests	37	100%
Meraki Total	25	68%

What's New from Support in this Pilot?

Extended HWB Support Hours

8a-5p ET M-F --> 8a-8p ET M-Sun

Bundle Component Updates

Samsung Monitor replaced DeskPro

Meraki Gear Changes

MX68 Router --> MX75 Security Appliance

MR36 Access Point --> MR44 Access Point

New + Enhanced Support Methods

Separate WxT Spaces with Hybrid Bundle Concierge Support BOT

Internal: Beta Support Team

External: "Hybrid Bundle Concierge Support - [End User's Name]"

Phone Lines w/ IVR Scripting

replaced support mailer

RTP: 919-993-2386

SJC: 408-906-1091

Digitized Self Help

End user access to a Cisco Hybrid Worker Portal containing online setup guide for bundle components and access to Cisco's tips/best practices (ergonomics, virtual meetings, Meraki info, Cisco's Collaboration Experience SP site)

Increased and Upskilled Support Analysts

6 stand-in HRA Analysts --> 10 Dedicated Support Analysts

Dedicated analysts upskilled for T2 Meraki

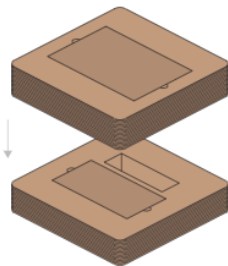
Global

CONNECT

Secure.
Reliable.

Meraki

Meraki
Power and
Ethernet
Cords

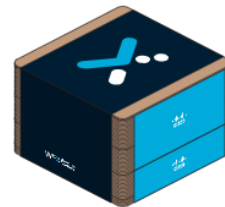
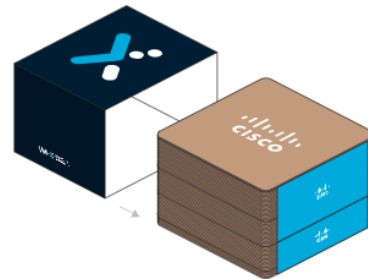
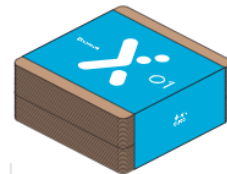
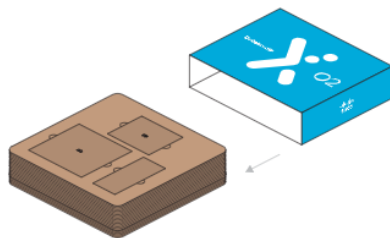
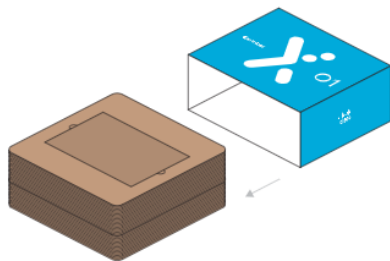
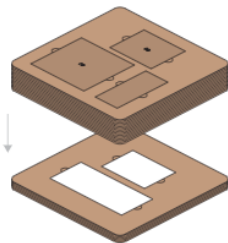


COLLABORATE

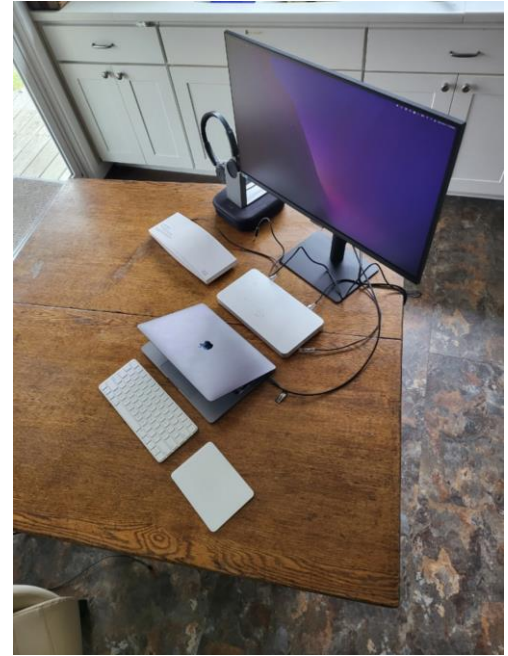
Connected
to community

Camera
Head phones
Dock

Apple
Keyboard and
Mouse



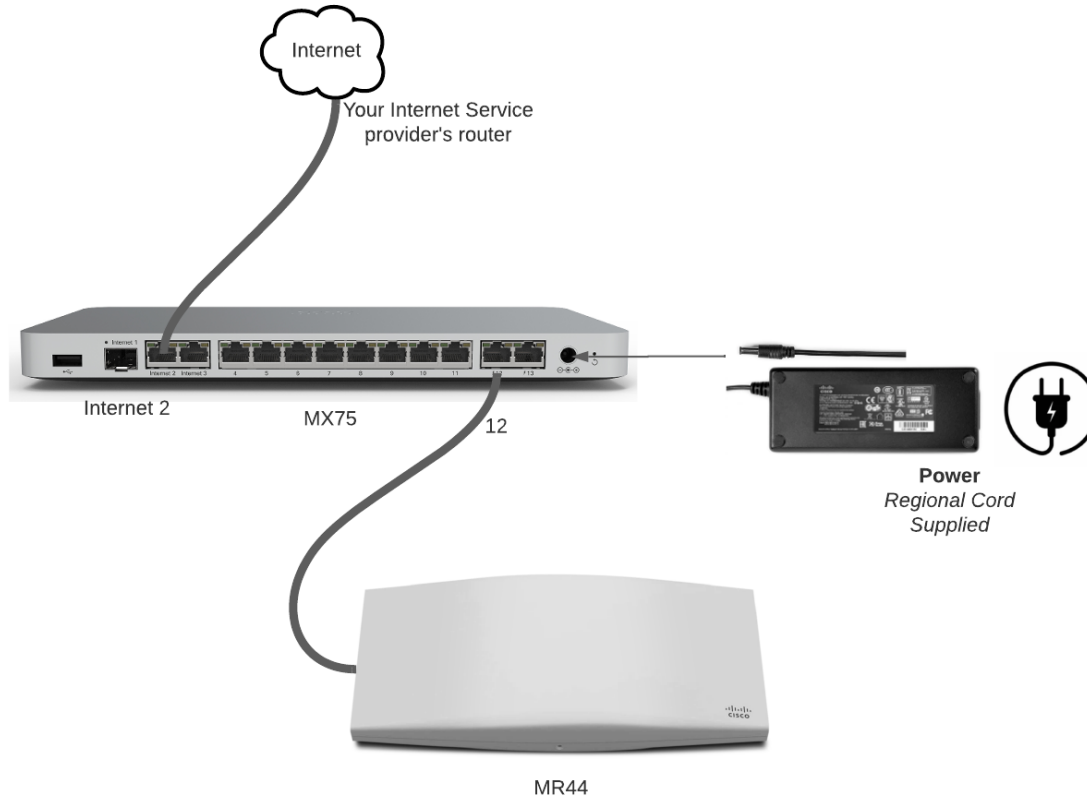
Global



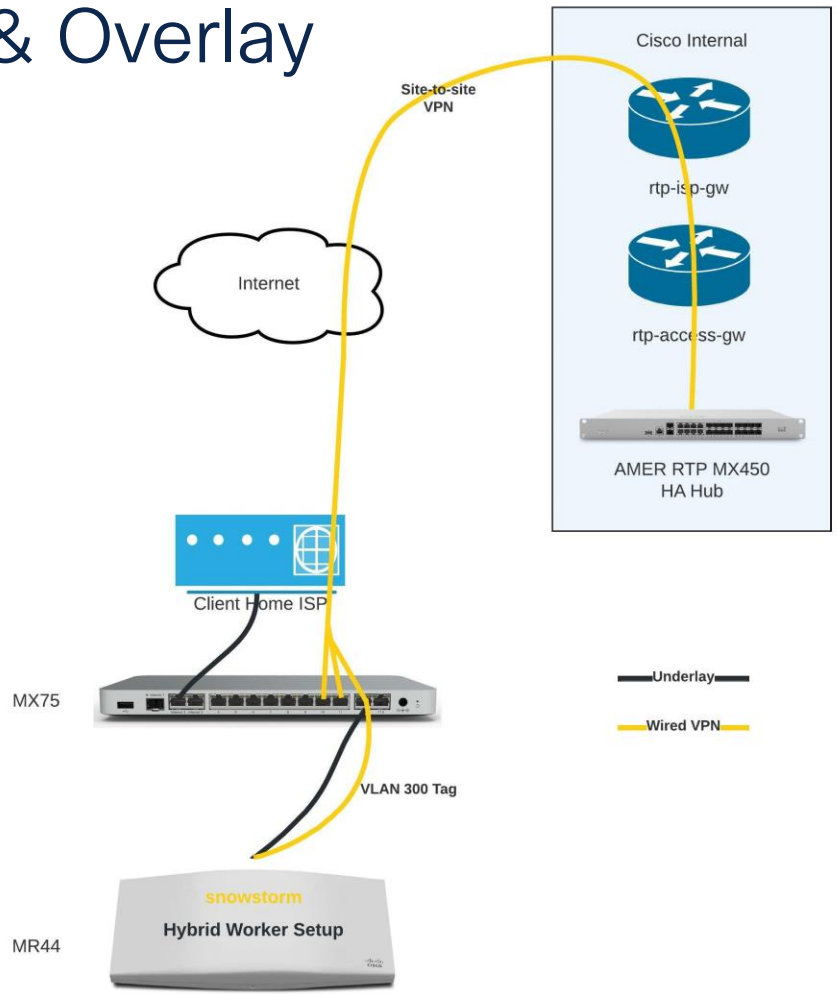
Design & Automation

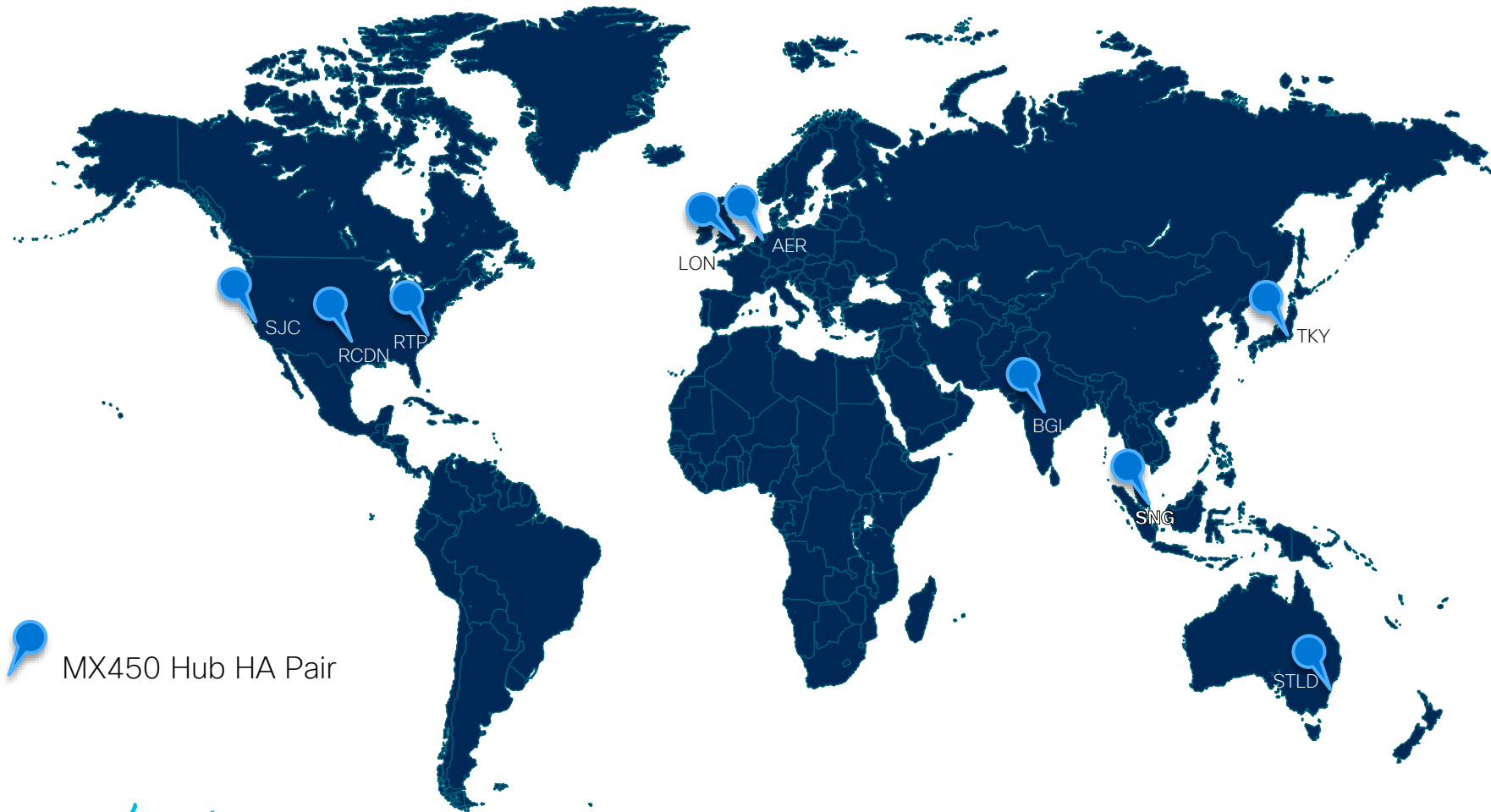


Design – at Spoke – Underlay



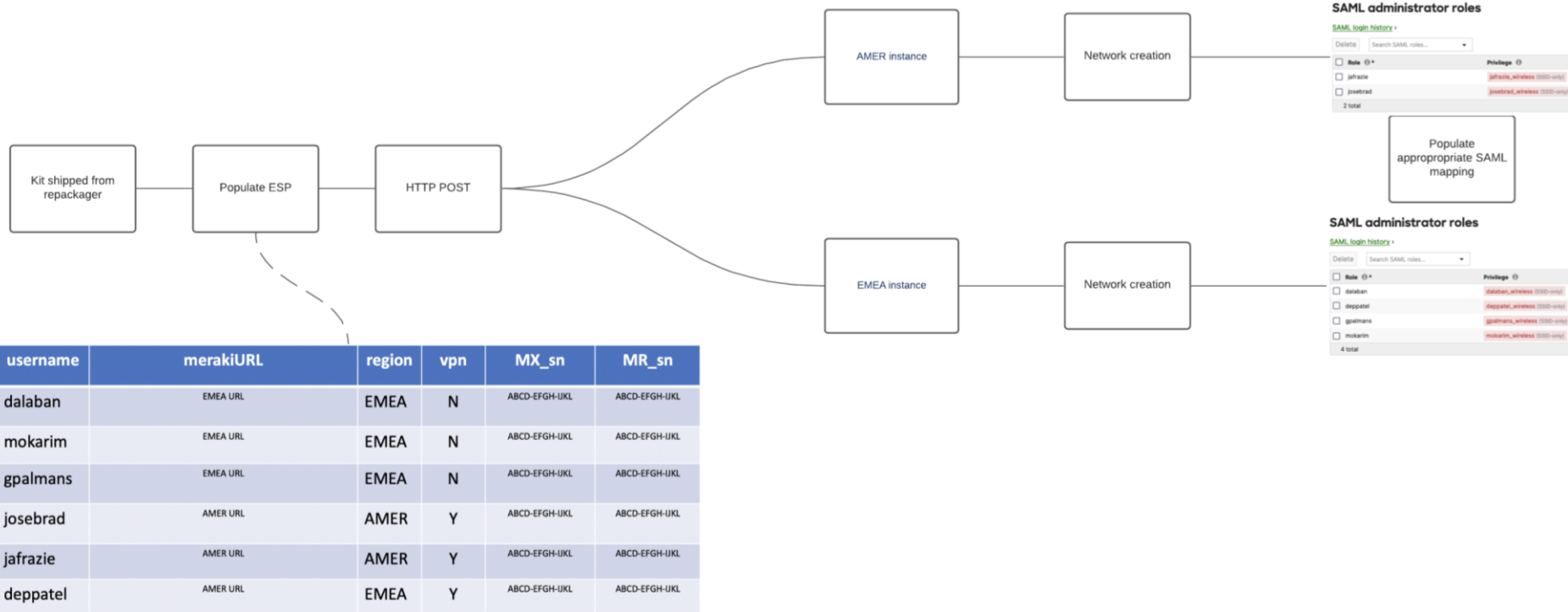
Design – Hub & Overlay



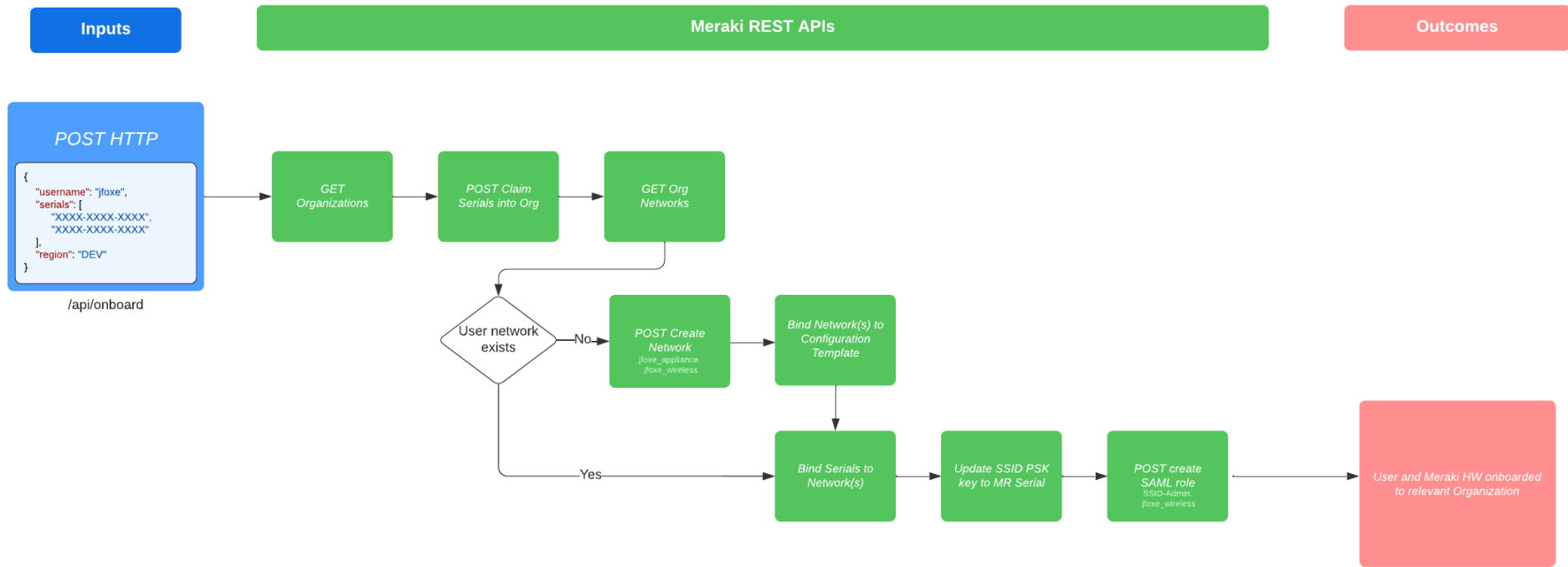


Dashboard Demo

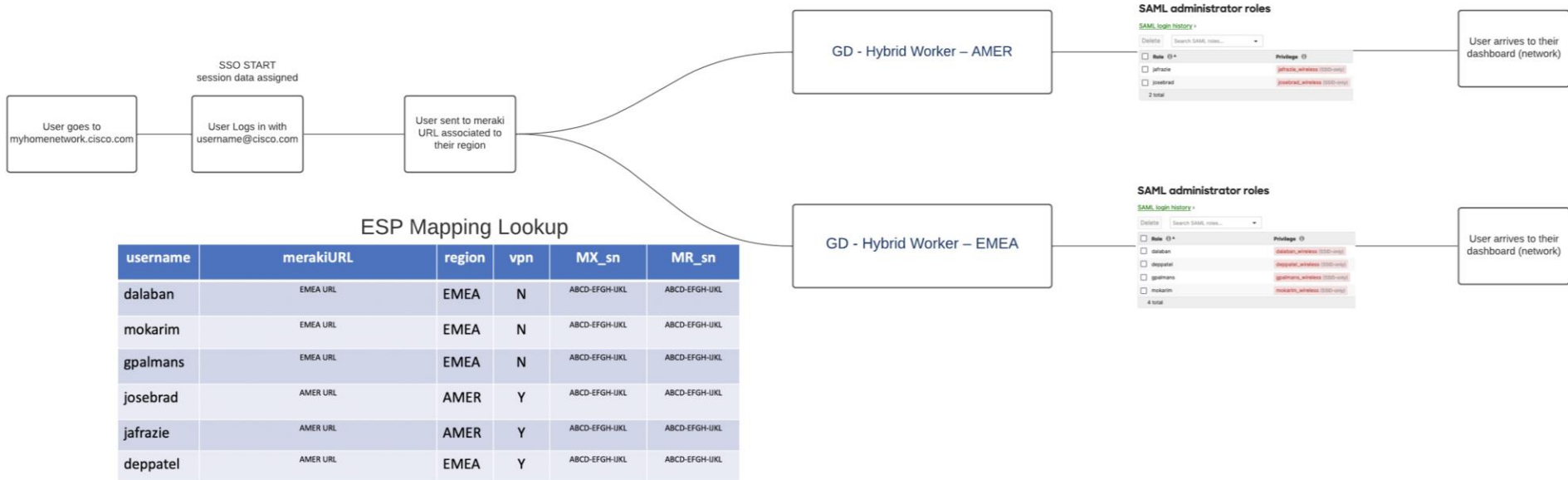
Network Provisioning



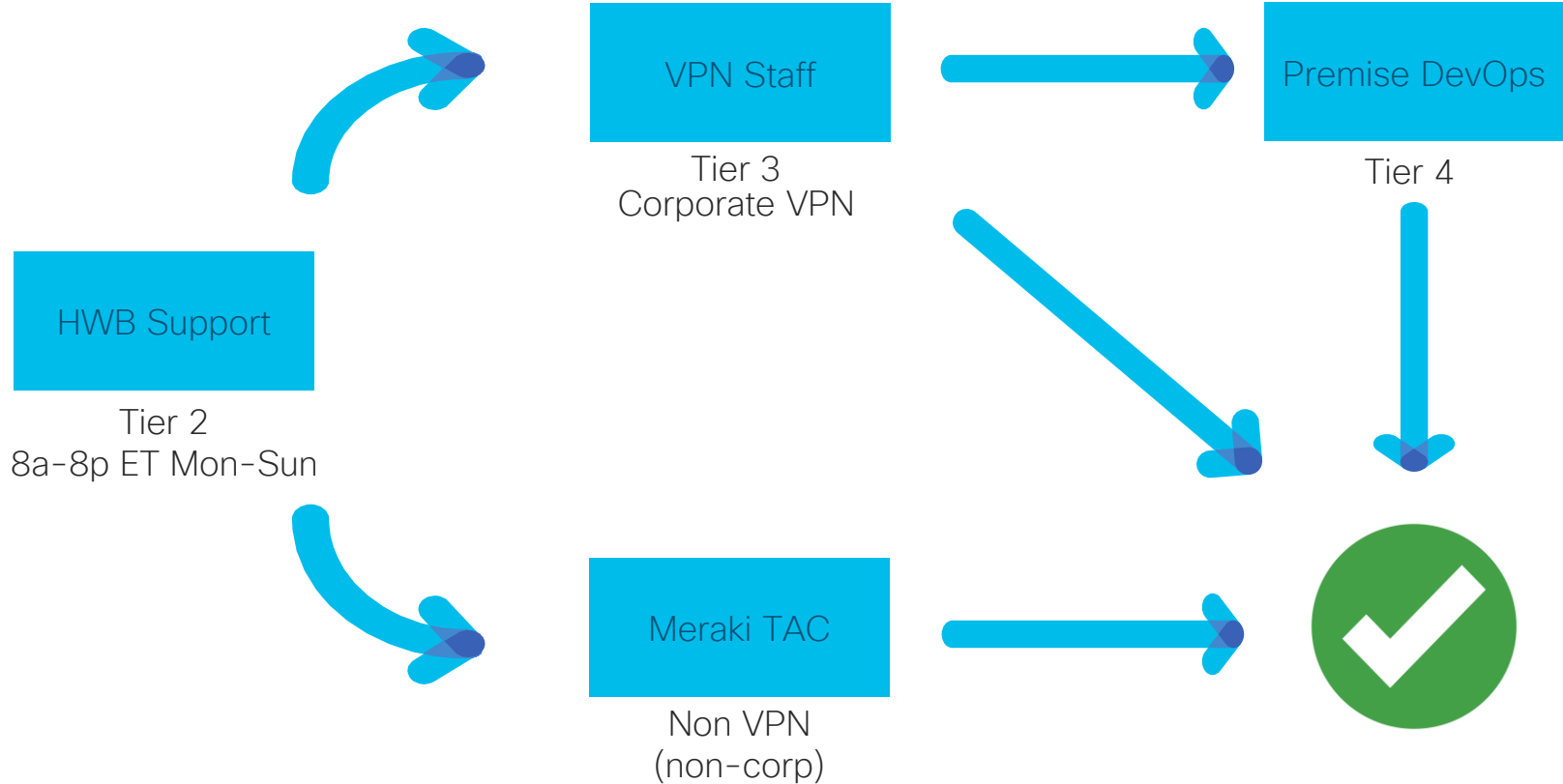
Network Provisioning – APIs



User Authentication - Access



Support Escalation Path



Setup Instructions Demo

Conclusion



Automated deployment of Hybrid use networks.



End-to-end support for Home and Corporate connectivity!



Security and protection throughout.



Continuous improvement driven by userbase feedback

Questions?



Technical Session Surveys

- Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live branded socks!
- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.
- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.



Cisco Learning and Certifications

From technology training and team development to Cisco certifications and learning plans, let us help you empower your business and career. www.cisco.com/go/certs

Pay for Learning with Cisco Learning Credits

(CLCs) are prepaid training vouchers redeemed directly with Cisco.



Learn

Cisco U.

IT learning hub that guides teams and learners toward their goals

Cisco Digital Learning

Subscription-based product, technology, and certification training

Cisco Modeling Labs

Network simulation platform for design, testing, and troubleshooting

Cisco Learning Network

Resource community portal for certifications and learning



Train

Cisco Training Bootcamps

Intensive team & individual automation and technology training programs

Cisco Learning Partner Program

Authorized training partners supporting Cisco technology and career certifications

Cisco Instructor-led and Virtual Instructor-led training

Accelerated curriculum of product, technology, and certification courses



Certify

Cisco Certifications and Specialist Certifications

Award-winning certification program empowers students and IT Professionals to advance their technical careers

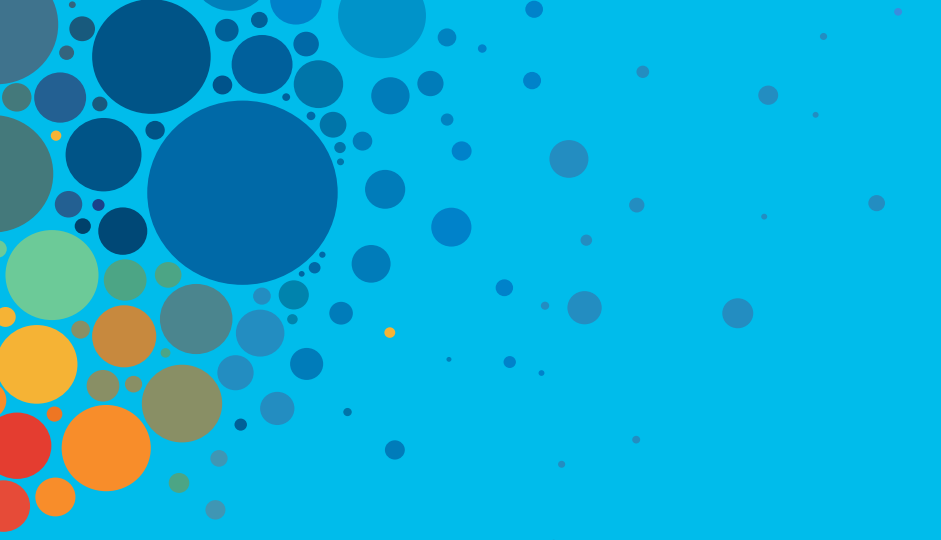
Cisco Guided Study Groups

180-day certification prep program with learning and support

Cisco Continuing Education Program

Recertification training options for Cisco certified individuals

Here at the event? Visit us at **The Learning and Certifications lounge at the World of Solutions**



Continue your education

- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



The bridge to possible

Thank you

CISCO *Live!*



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