



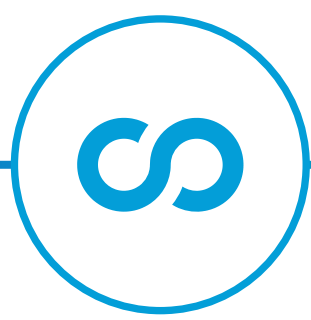
# How Cisco Transformed Its Digital Workforce

## There's Never Been a Better Time to Reimagine Our Business

**Digital business transformation** is bringing together physical and digital worlds to help companies:



Create new customer experiences



Develop innovative business models



Empower workforce innovations

At Cisco, we understand that our core strength is our people. We're creating a work environment that empowers them to be **productive, efficient, and satisfied**.

Let's take a closer look at the digital workforce transformation at Cisco:

### Increase Employee Productivity

#### Spark Based Customer Service

Opened support cases include a Spark room:

- Real-time collaboration to resolve support calls
- Resources the customer needs to solve the problem fast



#### dCloud Based Demonstrations

Instant delivery of customer product demos

- **Over 200** cloud based demos
- Available to Cisco, partners, customers

#### Cisco Digital Ceiling

Personalize the workspace via the IP network:

- Adjust temperature, color, and intensity of light
- Save energy, make smarter facilities decisions
- Employees are **16% more productive**



### Reduce Space and Operating Costs



#### Work When & Where Life Requires

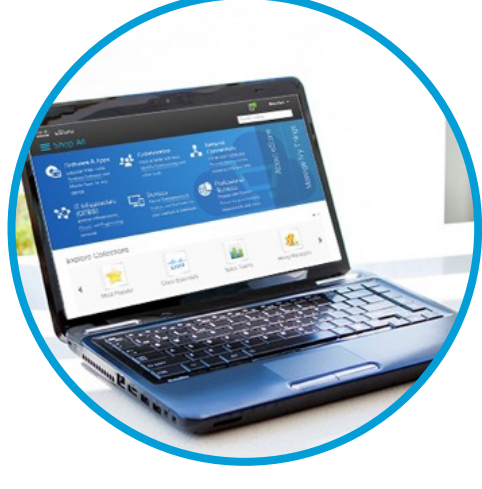
Work from home or commute off-hours:

- Connect more securely with colleagues and content anywhere
- Optimize real estate expense
- Cisco saves **\$277 million/year**

#### Cisco Connected Workspace

Align every environment to work styles:

- Easily launch Cisco WebEx and TelePresence meetings
- Collaborate face to face around the globe
- Cisco saves **50% per person**



#### eStore

Get secure, self-service access for everything needed to work:

- Employee phone, laptop, collaboration
- Developer applications and cloud services
- Developer provisioning time drops from **8 weeks to 8 minutes**

### Be a Great Place to Work

#### Cisco Employee Child Care Centers

Offer convenient on-campus child care:

- Science, gym, music, enrichment, and more
- Check in with live streaming video



#### Scoop Employee Rideshare

Set up a ride to work on an automated mobile carpool app:

- Find co-workers and neighbors with similar commutes
- Save time and money—while helping the environment
- Save **25-100% of commute costs**

#### Electrical Vehicle Charging

Find on-campus charging through mobile app:

- Over 220 charging stations across 5 countries
- 800 cars per day charged
- **360 Tons CO<sup>2</sup>** Saved Jan-May 2016



## What Happens When You Empower a Digital Workforce?



**Boost Employee Productivity**  
Respond to Customers Faster  
Reimagine Value



**Reduce Space and Operating Costs for Efficiency**  
Improve Shareholder Return



**Improve Employee Satisfaction**  
Increase Wellbeing and Employee Engagement  
Reimagine Work

To learn more, visit  
[www.cisco.com/go/digitalafrica](http://www.cisco.com/go/digitalafrica)  
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