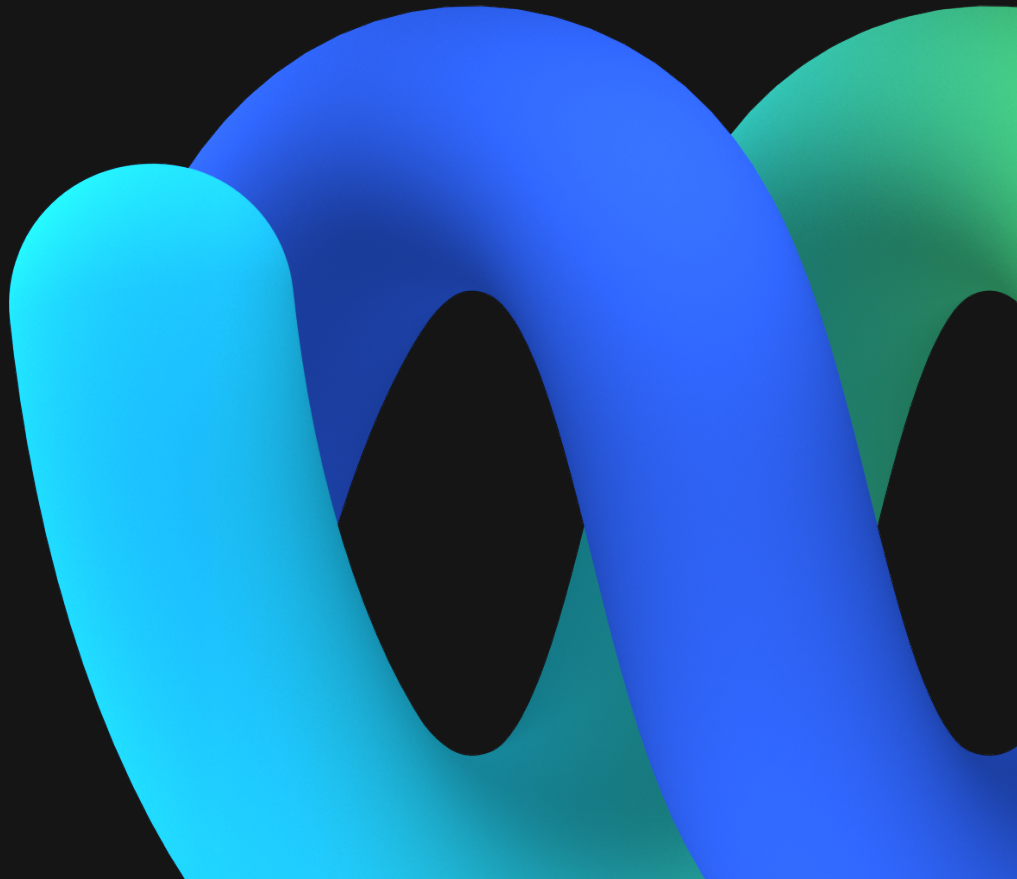


Migrating on-premises video devices to the Webex cloud



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Delivering the digital workspace

Challenges

Solutions

- Hybrid cloud
- Cloud collaboration with Webex
- Migration enablement

Benefits

- Team members
- IT Administration
- Businesses
- Facilities management





Delivering the digital workplace

In industries ranging from consumer products to financial services, leading companies are leveraging cloud innovations to create modern, digital workplaces. At the same time, the recent emergence of hybrid work as a dominant new normal has highlighted the importance of collaboration tools and technologies. Against this backdrop, cloud and hybrid collaboration solutions can serve as a means of not only reducing ongoing operational expenses and facilities requirements but also improving employee productivity and engagement. In a world where agility, flexibility, and anywhere applications are essential for business survival, the cloud has become a crucial technology. The Webex cloud is making it possible for businesses to collaborate from wherever and whenever they need.



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Creating a cloud strategy

Our cloud collaboration deployments enable customers to connect to the Webex cloud and take advantage of the latest cloud innovations while continuing to leverage their existing investments in on-premises infrastructure. Webex provides a flexible deployment model that allows for the selection of an optimal migration path based on the unique needs and priorities of your business.

Challenges

As businesses embrace hybrid work and digital workspaces, there exists a unique opportunity to transform and improve the way we work by providing increased flexibility to team members, allowing them to decide where they should work to be the most productive. This freedom of choice drives loyalty, culture, efficiency, and community. In addition, it helps businesses improve real estate optimization, travel costs, and improves an organization's ability to attract and retain top talent.

As businesses work to leverage this unique opportunity, challenges form around four key areas: Team members, businesses themselves, IT administration, and facilities management.

Team member

- Inconsistent user experience
- Lack of engagement
- Poor or unreliable connectivity
- Isolation of remote work

Businesses

- Hybrid workplace cost
- Safe return to the office
- Agility and resilience

IT Administration

- Hybrid work complexities
- Visibility into systems and operations
- Disparate data

Facilities Management

- Hard to find rooms
- Over-scheduling and no shows
- Inadequate rooms
- Conflicting meetings
- Environmental differences



Solutions

Hybrid cloud

Webex cloud is a secure cloud team collaboration platform that works with devices, including video and calling endpoints and applications, to enable better teamwork for every team member.

Cloud collaboration with Webex

While every business is unique, there are several common paths to cloud collaboration. Regardless of whether your organization selects to migrate existing devices to the cloud, deploy new devices optimized for the cloud, or pursue a hybrid approach, the end goal of empowering cloud collaboration remains the same.

Cloud migration and deployment

One path to cloud collaboration involves migrating existing devices and infrastructure to the cloud. The wide variety of endpoints and devices introduces significant complexity, but Webex can help mitigate those issues. Transitioning video endpoints from on-premises call control to Webex, for example, gives you access to cloud features and functionality and enables your organization to move faster and collaborate more efficiently.

In certain situations, such as when a business is upgrading and opting to rip and replace, deploying new devices optimized for the cloud is advantageous. For some, the best approach to cloud collaboration is a hybrid one, deploying new devices to the cloud while also leveraging existing, on-premises services with Webex Edge for Devices. However you decide to proceed, migration must occur with minimal disruption to employees.



Creating a hybrid workplace is all about enabling a frictionless, seamless, and consistent cloud collaboration experience for every worker and every workspace.

Migration enablement

Cisco Unified Communications Manager

Every business that migrates to the cloud has its unique situation and challenges and will require a tailor-made strategy for its specific operations. Companies using Cisco Unified Communications Manager (UCM) on-premises have a path directly to a cloud-based architecture that minimizes business disruptions and preserves the existing features and user experience for meetings, calling, teams, and devices.

UCM cloud migration assistant

The UCM Cloud Migration Assistant is a data extraction and validation tool that maintains customer configuration data integrity during the cloud migration process. With the Migration Assistant, organizations can retain the specific details of every workflow used across their business.

Control Hub

To help customers manage their transition to the cloud, Control Hub provides a holistic administrative portal to manage Webex devices and collaboration workloads such as calling, messaging, and meetings. In addition, Control Hub provides IT administrators visibility into their on-premises Cisco Unified Communications Manager and Cisco cloud calling environments, making migration progress easy to track.



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Benefits of the Webex Hybrid Cloud

Cisco helps your business migrate to the cloud and empowers you to get more from your applications and data. Let's look at the benefits of cloud migration to team members, IT administrators, and businesses overall.

Team members

The right strategy for the hybrid workplace requires the right technology choices. With today's meeting rooms blending virtual and physical spaces, people need access to the tools that result in high-quality collaboration experiences and improved productivity wherever they are.

- Deliver engaging experiences for everyone
- Elevate collaboration
- Drive performance through engaging experiences
- Leverage artificial intelligence

IT Administration

As the number of user endpoints, devices, and work locations grows, IT administrators need tools that will help them simplify management functions and support the administration with actionable insights.

- "Single pane-of-glass" management
- Administer the anywhere office
- Troubleshoot in real time
- Leverage powerful integrations

Business

Our world is changing rapidly. Diversity in the modern workplace is growing, and workers are demanding flexibility in their work experience. As a result, businesses must transform to flourish.

- Enable a safe return to the office
- Develop a predictable cost structure
- Improve business agility and resiliency
- Access analytics to improve business-critical decisions
- Elevate productivity and collaboration
- Attract and retain top talent
- Protect employee health and safety

Facilities management

As hybrid work places new, dynamic demands on modern workplaces, facilities managers should look to leverage data from Webex devices to optimize workspaces, environmental conditions, and energy consumption.

- Maximize space utilization
- Environmental monitoring
- Energy optimization
- Leverage workspace insights
- Attract and retain top talent



Team members

Deliver engaging experiences to everyone

An essential foundation of a great user experience is consistency, enabling users to develop routines and build familiarity by accomplishing tasks the same way every time. This familiarity is crucial as it allows users to become proficient and efficient at using the tools required to get work done.

Teams that depend on virtual collaboration at work need a consistent user experience for every desk, meeting space, and home office. With Webex cloud, you can deliver a single, uniform user experience across all collaboration workloads, including messaging, meetings, calling, and devices.

A consistent experience no matter where you work

Webex devices provide familiar workflows and a consistent experience for every employee, whether they're working in the corporate office or at the home office.

Elevate collaboration from anywhere

With a powerful, cloud-based operating system at your disposal, you can deliver naturally inclusive meeting spaces with customizable collaboration tools and workflows that, once harnessed, can provide amazing, engaging co-working and collaboration experiences.



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Drive performance through engaging experiences

A primary benefit of cloud service offerings is that they keep team members equipped with the latest and greatest innovations and features. Webex has developed and deployed over 800 feature updates in the past 12 months, improving the hybrid work experience for every user and helping organizations to drive performance through engaging experiences. Let's look at a few examples of what's available on cloud-registered Webex devices.

Create immersive sharing experiences

Giving natural presentations for audiences that are both remote and in-person has always been a challenge, but with immersive share, presenters can put themselves in front of the presentation.



With immersive share, presenters can put themselves in front of the presentation.

Better engagement with People Focus

Many times, online video meetings make it difficult to see who is in the meeting, particularly when one of the cameras is in a room with several people at a table. With People Focus, meetings utilize the intelligence that's built into Webex cameras to dynamically update the screen layout to ensure that you always get the best view in a meeting, regardless of where you join from.



Improved layout for a more engaging experience.

Old layout



New layout



Gesture recognition

It can be challenging to keep team members engaged during virtual meetings, especially when there are a lot of participants. With gesture recognition, when meeting participants raise their hands, Webex devices can recognize the gesture and notify the presenter, leading to more inclusive, engaging, and productive meetings.

In-meeting reactions

Engaging and expressing emotions and opinions in a video meeting can be challenging at times, especially when there are many participants in the room. In-meeting reactions, such as emojis, give meeting participants a non-verbal way to communicate and collaborate, leading to higher levels of engagement.

Leverage artificial intelligence

With immersive, virtual meeting rooms and easy connectivity no matter where work takes place or what device is used, both remote and in-office workers benefit from the improvements that cloud technology delivers to the experience of virtual work and collaboration. And with multi-device collaboration, automatic device pairing in the office, and intelligent digital assistants to capture meeting notes and action items, teams can be more productive than ever before.

Protect employee health and well-being

From the home to the office to the coffee shop, whether hot-desking or hoteling, team members need devices that proactively work to promote health and well-being. This is why Webex devices feature ergonomic designs, optically bonded glass to reduce eye strain, and intelligent background noise reduction to remove distractions from meetings—all of which work together to decrease employee stress and fatigue regardless of where work takes place.

These are just a small sample of the types of new feature and benefits that your team members can expect from Webex devices that have been cloud-enabled. As we move forward, new feature innovations will continue to be deployed at a regular cadence.





IT administration

As the number of user endpoints, devices, and work locations grows, IT administrators need tools that will help them simplify management functions and support administration tasks with actionable insights.

Single-pane-of-glass management

One of the most powerful benefits of cloud migration is that the Webex cloud provides IT administrators with access to a central location for managing users, services, and devices. From a single location, they can quickly access detailed insights into adoption trends, real-time diagnostics, and user engagement metrics. In this way, Control Hub significantly increases efficiency and productivity for IT administrators in performing routine management functions. In addition, our single-pane-of-glass approach allows IT administrators to manage all Webex services, including meetings, messaging, devices, calling, and contact center, to ensure a superior team member experience no matter where workers are physically located.

Administer the anywhere office

One of the benefits to IT administration that cloud migration creates is the ability to perform administration tasks from anywhere, for anyone. With our powerful, web-based management portal at your disposal, it is simple to manage



Control Hub significantly increases efficiency and productivity for IT administrators in performing routine management functions.

services and users, provision devices, and configure security and compliance policies, all without being in the office. Additionally, with real-time analytics and trend reporting, IT managers can quickly deep dive into historical data to understand usage and troubleshoot reported issues directly in the platform.

Troubleshoot in real-time

What if you could spend less time fixing problems by seeing exactly what's causing quality issues in any ongoing meeting? IT administrators can better understand how users meet over Webex with real-time troubleshooting, assess different setups, and diagnose technical problems faster. Administrators can even join ongoing meetings to experience quality issues firsthand and offer real-time assistance. The result is better meetings, and better meetings are not only more productive, but they also generate fewer complaints, freeing up tech support teams for higher-value work.

Leverage powerful integrations

The benefits of Webex cloud migration extend beyond IT. For example, APIs provide integration with other management systems, such as facilities management and human resources, delivering better analytics, deeper visibility, and new insights into operations.



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Business

Our world is changing rapidly. Diversity in the modern workplace is growing, and workers are demanding flexibility in their work experience. As a result, businesses must transform to flourish. Today, creating resilient and nimble operations is a clear imperative for leaders. Within this setting, we must also discover a safe way to return to the office. Webex cloud migration can help.

Deliver a safe return to the office

As the business world is poised to embrace hybrid work, business leaders are rightly focused on creating safe work environments that ease potential anxieties around everything from health and sanitization practices to ensuring the right office layouts for a new, flexible workforce.

Keep your team safe with clear communications

Keeping the organization informed and aligned around common goals is incredibly important, yet the challenge of this task is exacerbated with a distributed workforce. Control Hub makes it easy to push clear and consistent safety communications across all Webex devices, ensuring that the right messages are delivered to every employee, where and when needed.



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Ensure compliance with safety policies with people count

Keeping rooms and spaces clean is incredibly important to a successful return to the office, and businesses should leverage technology to help ensure safety policies are enforced. Webex devices use advanced camera technology to monitor occupancy levels and nudge employees to adjust if safety thresholds are exceeded.

Touchless experiences help ensure safety

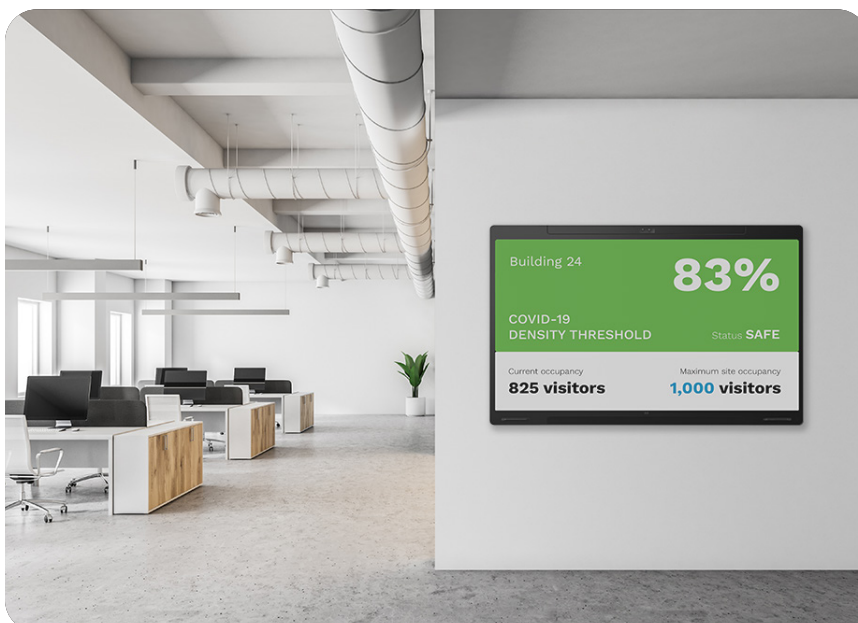
As employees and guests return to the office, keeping everyone safe is the top priority. Touchless experiences can help keep everyone informed while leveraging technology to reduce unnecessary interactions. From voice-controlled, zero-touch experiences on shared devices to IoT sensors that help ensure compliance with safety policies, employees can avoid touching a shared device. This is how Webex cloud technology is making your return to the office safe.

Digital signage keeps teams informed

As teams return to the office, businesses need to stay agile to changing requirements. Keeping employees and guests informed of building policies as they return to the office is incredibly important, especially during such a sensitive transition. Using Control Hub and Webex devices, digital signage can inform viewers about the current health status of an office building and educate newcomers about site safety protocol.



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Virtual reception reduces points of contact

Reducing in-person interaction in high traffic areas, such as reception, is important to ensuring the health and safety of employees and guests alike. With virtual reception through Webex devices, team members and guests can interact with reception through an engaging video experience or use personalized, self-service technology to reduce points of contact.

Enable touchless experiences with voice commands

Shared devices, such as those at hot desks or in conference rooms, can create sanitization challenges. Voice commands enable touchless control of devices while IoT sensors sense when a room is overcrowded and notify participants if they are too close.



Develop a predictable cost structure

For modern businesses, managing cash flow is incredibly important to forecasting and building a successful business. Cloud solutions are delivered via a monthly subscription model based on the number of users and service levels and include software upgrades and data center resources. These features save money by reducing hardware and software upgrade costs and shifting costs from upfront CapEx into flexible and predictable OpEx expenses. By migrating to the Webex cloud, you can stop paying for services you don't use while taking advantage of a predictable cost structure for business collaboration workloads.

Improve business agility and resiliency

Businesses must be prepared for anything, from new deals that require quickly scaling their business to external events that cause major disruptions to our normal ways of working. When disruptive events such as political instability, natural disasters, or pandemics occur, cloud-based calling keeps your teams connected to suppliers, customers, and each other even if they cannot reach the office. In addition, when your business needs to scale to meet new market opportunities, you can leverage the cloud to quickly provision new sites and get new users online immediately.

Elevate productivity and collaboration

To improve business success, business leaders must seek ways to improve team performance, both in terms of productivity and quality. When you migrate your devices to the Webex cloud, you unleash a new standard in collaboration while also freeing your workforce to work from anywhere using any device and without the frustration of shifting access to tools and differences between work locations. The result is higher output levels from your teams and improved engagement driven by reducing hours spent commuting and giving workers the freedom to work from where they will be the most productive.



When you migrate your devices to the Webex cloud, you unleash a new standard in collaboration.



Facilities management

Facilities management practices need to evolve to meet the demands of the hybrid workplace model. By migrating to the Webex cloud, businesses can digitally transform facilities management to ensure that every workspace is flexible and secure, from the boardroom to the home office.



Enable smart workspaces to maximize utilization

With more meetings now, including both remote and in-person attendees, facilities managers have a challenge ensuring that employees have access to the spaces and resources they need, when they need them, to be productive—whether in the corporate office or the home office. By migrating to the cloud, you can leverage utilization and location data to understand how workspaces are being used and optimize resources to meet demand.

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Room scheduling for the modern workplace

Over-scheduling of rooms and no-shows for scheduled meetings are a pervasive annoyance of modern office work. But as the business world gears up to deliver hybrid work, facilities managers face an array of new challenges as they need to enable workers to move between home and the office easily and ensure that the proper spaces and resources are available to meet team needs. With Webex, they can simplify room scheduling with digital location maps that provide info on available rooms, including occupancy levels, technology, and current health status, such as the last time the room was sanitized.

Utilize sensors to optimize in-office environments

While facility managers have many tools through which they can optimize work environments at the corporate office, they are quite limited in providing optimal work conditions to remote work locations. With Webex devices, such as the Webex Desk, remote employees can leverage sensors to capture environmental data—such as temperature, humidity, and air quality—so they can optimize their work environment to improve wellness, focus, and productivity.

Simplify office navigation

Navigating large offices has always posed a challenge for those that are unfamiliar with the layout. This problem grows with the introduction of hybrid work, where team members may be in the office even less frequently. As employees return to the office, facilities managers can utilize intelligent wayfinding across cloud-enabled Webex devices to provide a frustration-free office navigation experience.



Looking ahead

Cloud migration is a path that takes thoughtful planning, but the advantages of the cloud are significant, and Webex can help your organization get there. Cloud collaboration solutions enable users to collaborate at any time, from anywhere, to get their work done. At Webex, we provide flexible deployment models and allow customers to select the best migration path based on their business needs and priorities. Organizations can choose to migrate to a full cloud offering, or using our flexible model, customers can access the latest cloud features and innovations while keeping their existing on-premises investments.



