



Cisco Virtual Office

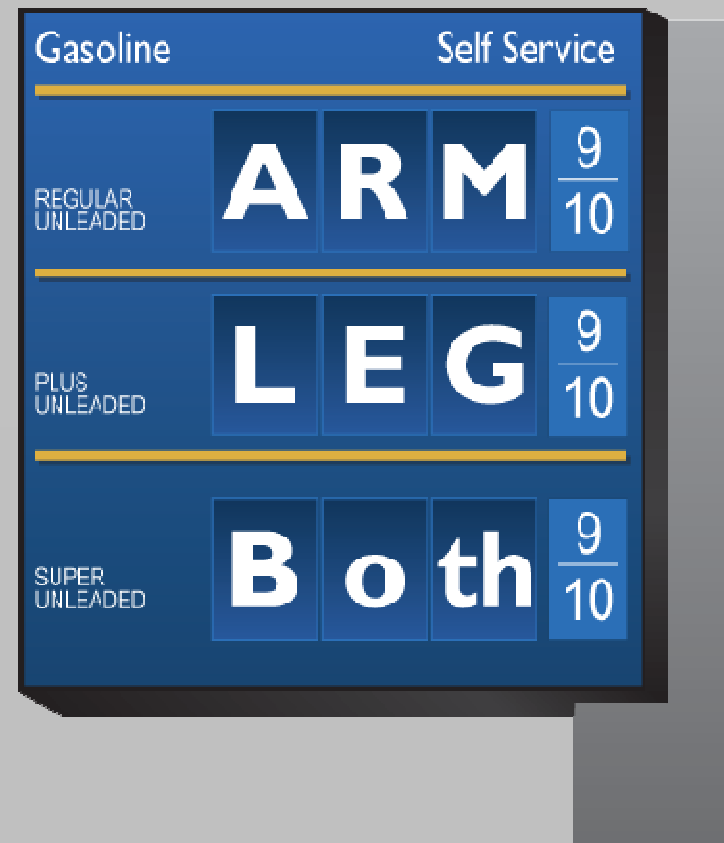


Gareth Taylor
Systems Engineer, CCIE# 4243
gareth.taylor@cisco.com

The Environment for Remote Workers

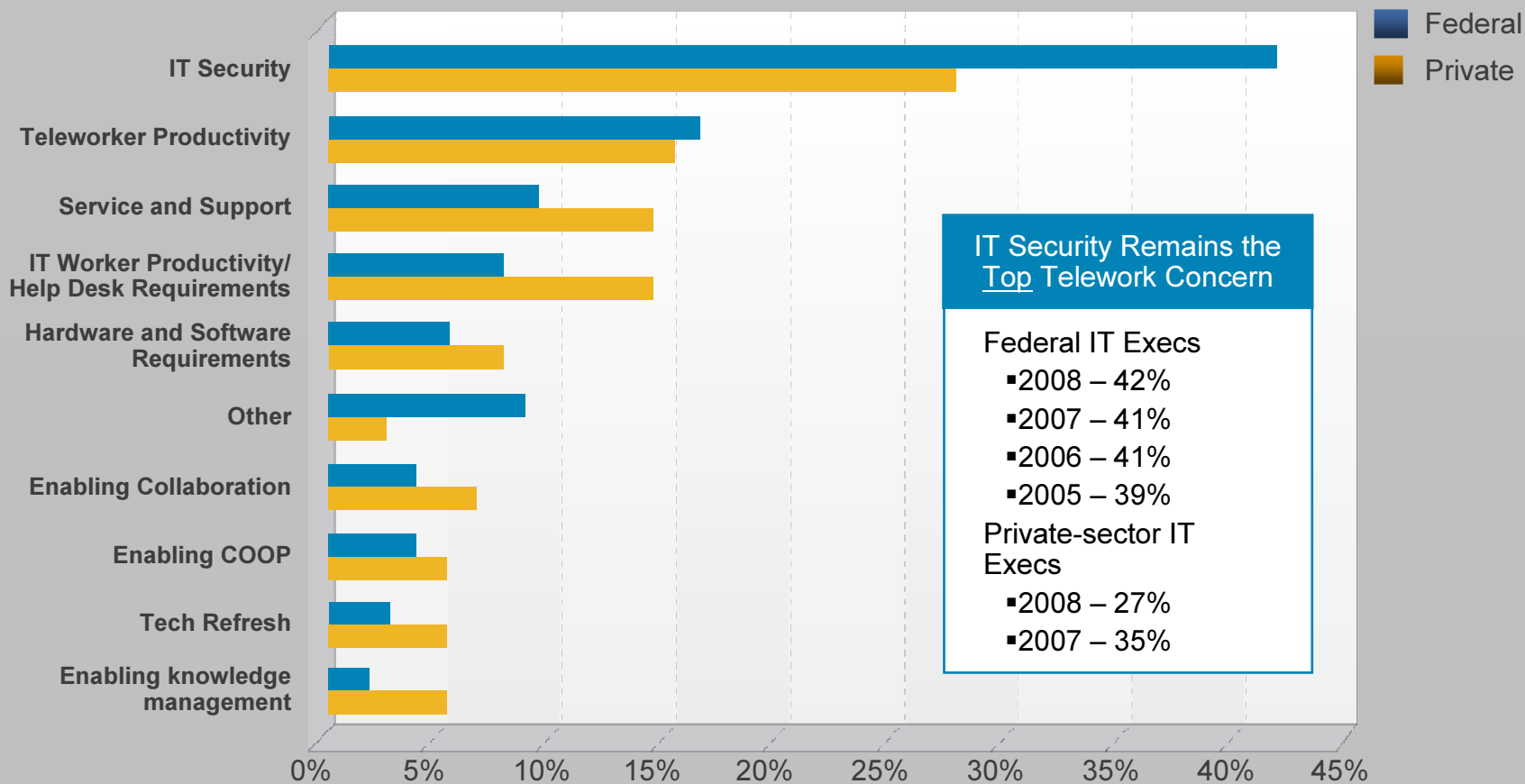
Market Drivers

- Globalisation
- Price of fuel
- Green programs
- Collaboration and applications
- Legislation



Inhibitors to Teleworking

What is your most pressing challenge associated with teleworking employees?



Source: CDW-G 2008 Telework Report

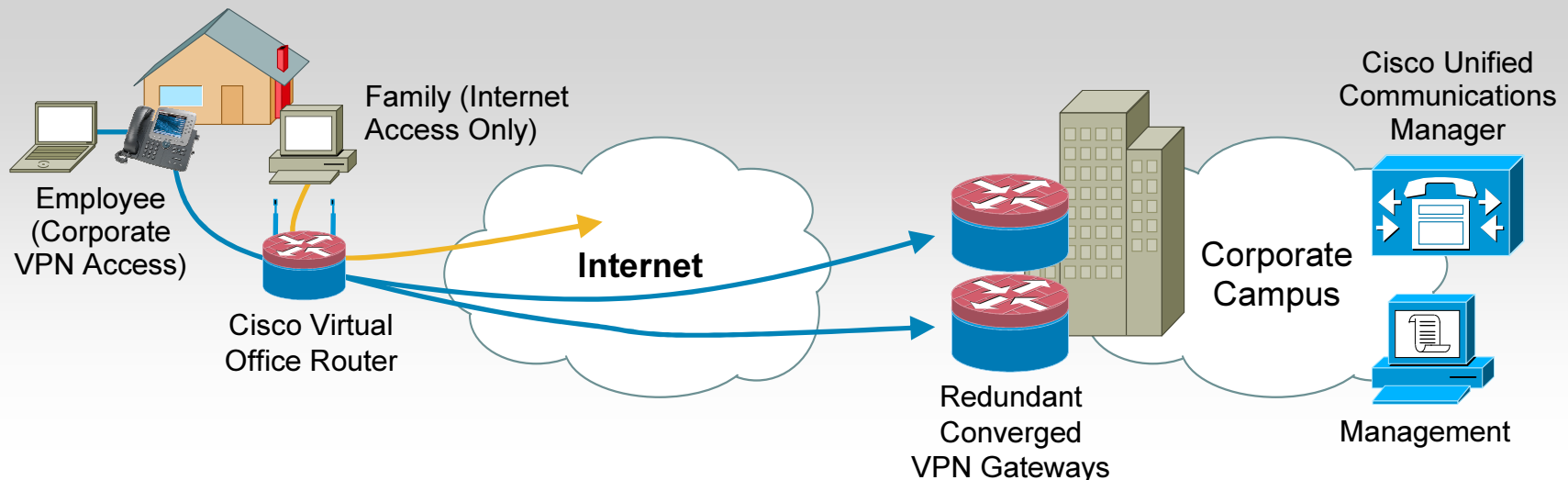
Cisco Virtual Office

Enhancing business productivity by bringing office-caliber resources to remote employees



What Is Cisco Virtual Office?

- Cisco Virtual Office is an end-to-end solution for employees that work in remote locations including branch and home offices
- The solution features office-caliber end-user experience with voice, video, wireless, and real-time data
- Integrated security protects the employee and the corporate network



Cisco Virtual Office Solution Delivers



For the End User

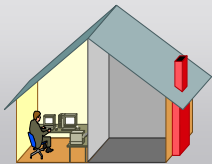
- Reliability
- Access to collaboration tools and services
- Flexibility for work-life balance
- Ease of use
- Seamless experience



For Businesses and IT

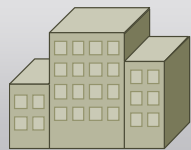
- Security
- Ease of management
- Productivity
- Continuity of operations
- Cost savings
- Talent attraction and retention

Cisco Virtual Office Use Cases



Home Office User

- Part/Full-Time Telecommuter
- Shared Connection



Small Branch Office

- Fixed Location
- More Than One User



Call Center

- Fixed or home office
- Convenient Services

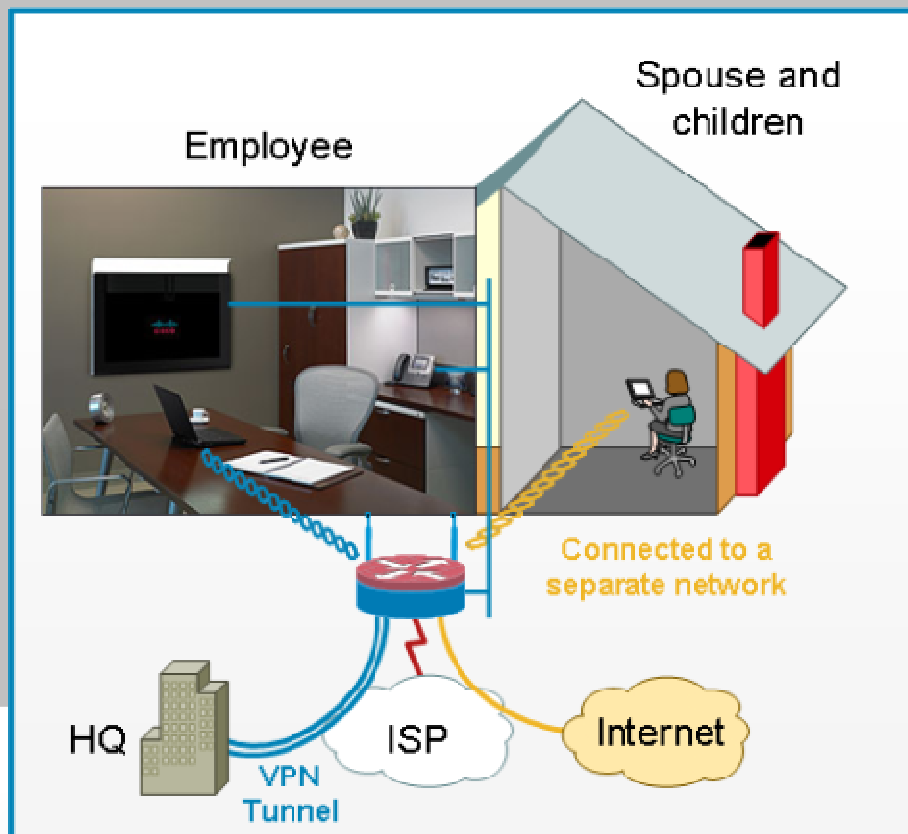


Mobile User

- Fixed or home office
- Convenient Services



Cisco Virtual Office Use Case: Home Office Employee



- Works from home part time; also occasionally works at night for international calls
- Requires access to voice, video and collaboration applications to work effectively
- Wants dedicated business wireless connection to be able to work throughout the house
- Family shares broadband home network
- Looking for schedule flexibility and better work-life balance
- No IT expertise

Cisco Virtual Office: Going Green

Cisco® Virtual Office contributes to Green initiatives and best practices



- Reducing fuel consumption
- Reducing congestion



- Saving energy
- Office real estate and IT costs



- Improving air quality
- Reducing carbon footprint



Cisco Virtual Office Solution

How Cisco IT Provides Remote Access for Small Offices and Telecommuters



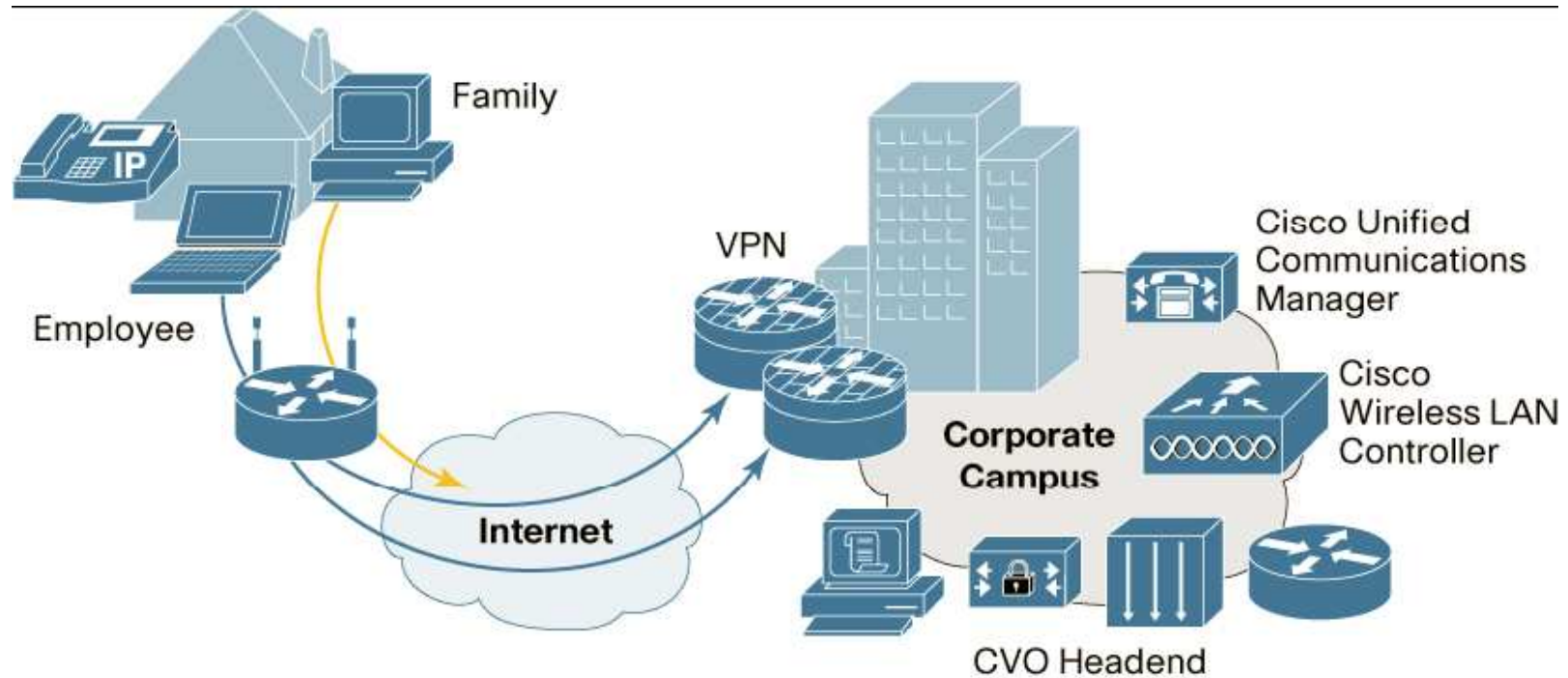
A Cisco on Cisco Case Study: Inside Cisco IT

The Challenge:

- Many Cisco employees need to work from home on a full-time, part-time, or occasional basis
- Software VPN solution presented functional limitations and management challenges
- Needed a way to increase functionality of home-based network services while making deployment and ongoing management simpler, more secure, and less labor-intensive



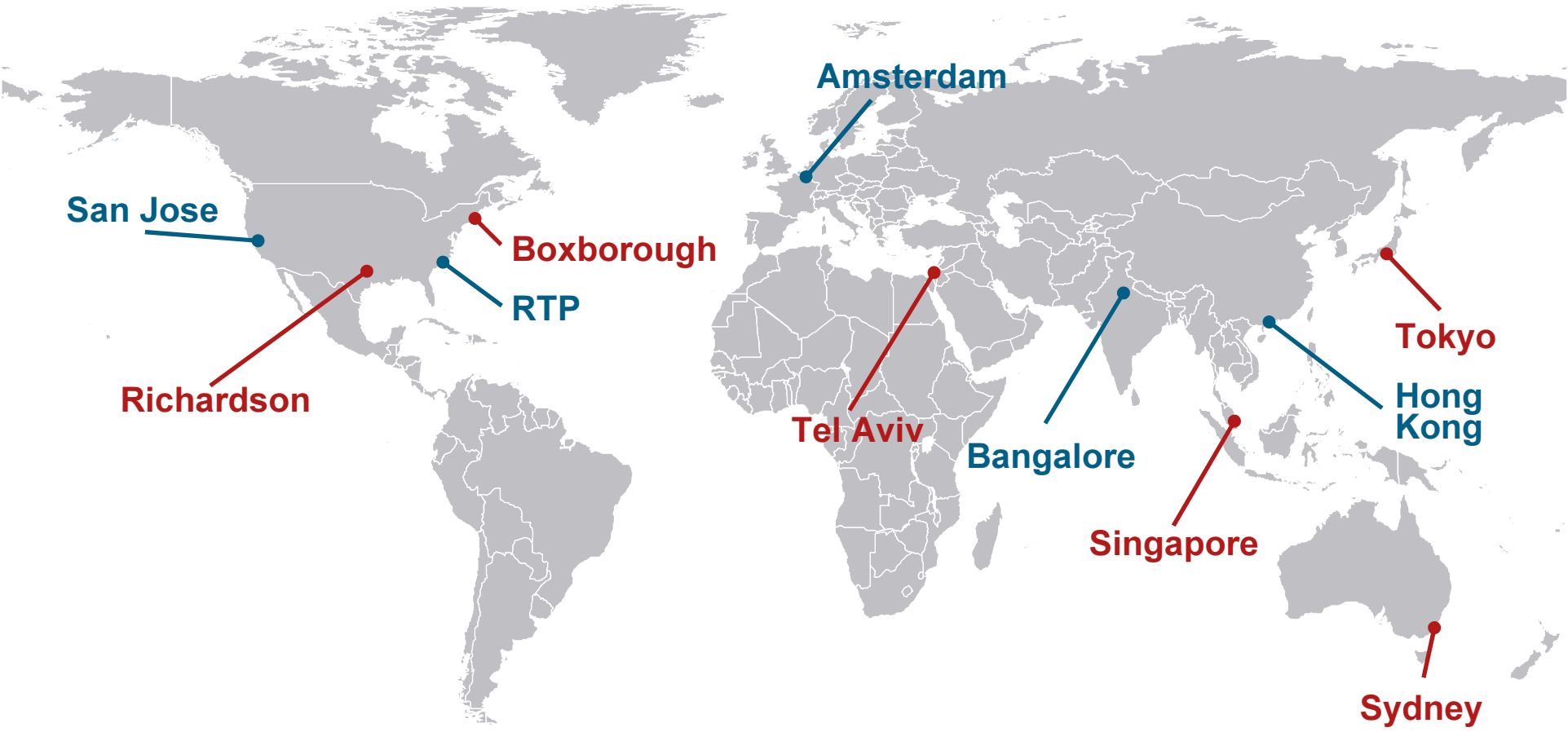
Solution: Cisco Virtual Office



Cisco Virtual Office Case Study

Cisco IT Internal Deployment

13,000 Users Expanding to 30,000+



Results: Work Improvements

- 29 percent overall productivity improvement for users
- Reduced commuting:
 - 2.81 hours per week saved per employee
 - 970 litres reduced annual petrol consumption per employee
 - 2.5 tonnes reduced CO2 emissions per employee per year
- 90 percent of surveyed employees indicated higher job satisfaction from ability to work at home
- 4.7 satisfaction ranking (out of 5) by Cisco Virtual Office solution users



Next Steps: Phased Rollout

- Extend Cisco Virtual Office solution to small offices
- Support user mobility with VPN access from PDAs and selected mobile phones
- Support more applications such as Cisco TelePresence in employee homes
- Increase VPN resilience with a fully redundant VPN design
- Extend zero-touch deployment to other Cisco products and network services

Cisco Virtual Office Summary and Next Steps



Cisco Virtual Office

Typical Steps to Successful Deployment

- Start with a limited pilot
- Become familiar with technology
 - Visit www.cisco.com/go/cvo to find deployment guides
 - Understand information requirements and system flow
- Optimize latency: Plan hubs in locations close to end users; if possible, use a distributed architecture
- Phase your growth, adding services as you go
- Automate the process as much as possible, for production



Cisco Virtual Office: Redefining the Future of Work

- Empowers the workforce with secure, office-caliber data, voice, video, and wireless
- Keeps business agile by providing mutual benefits to the end user and business
- Offers flexibility and productivity for the workforce
- Cisco® Virtual Office... enabling a better future for businesses and their employees



