

Empowered employee experiences

with Webex Cloud Platform



Seamless collaboration for hybrid working

#1

CEOs vote hybrid/remote work flexibility as the #1 driver underpinning successful EX strategies.

Only 48%

strongly agree that their employees have access to the technology they need wherever they work.

“ 92% say legacy infrastructure is a significant barrier to business agility and the ability to optimize EX efficiency.

To enhance EX and cater to the demands of hybrid work, organizations must embrace seamless communication and collaboration using the power of technology.

Technology enablement (correct and efficient collaboration tools) is the #1 priority for enabling EX strategies.

“ Organizations are empowering distributed workforces through inclusive collaboration

83%

are providing remote and hybrid workers with collaboration tools and platforms

72%

plan to make the majority of their meeting rooms video-capable and integrated with unified communications over the next 2 years

Top 4 technology enablers to improve EX capabilities in the next 12 months



Mobile and remote working tools and networks
(mobile device management, devices, headsets)



Hybrid workplace/office redesign
(meeting rooms)



Evolving technology architecture
(cloud computing, network modernization)



Cybersecurity measures

IT leaders are recognizing how a cloud foundation can revolutionize employee experiences

Enabling the communication and collaboration tools needed to ensure productivity, engagement, and innovation requires a cloud foundation.

“ 95% of organizations agree that cloud solutions are vital for enabling outcomes related to EX.

Cloud-enabled collaboration is better

Reliable

#1

For organizations that are dissatisfied with their EX capabilities, **network performance is the #1 challenge when moving to the cloud.**

#1

CDOs say that **improved uptime/reliability** is the #1 EX outcome achieved with cloud technologies.



The Webex platform is used by 45+ million cloud-calling users worldwide

Georedundant, with 15 data centers in 8 countries

Secure

94%

of organizations agree that hybrid work has caused their organization to **increase investment in security and data protection.**

Only 46%

agree strongly that their current cybersecurity controls are **effective in protecting and enabling their employees wherever they work.**

Instead of maintaining on-premises software, move to Webex

The Webex Cloud is always up to date with security releases

Protected with end-to-end encryption

Monitored by Cisco Talos, one of the world's largest threat-intelligence teams

Simple and seamless

#1

The lack of integration between products is considered the #1 **challenge to managing multiple technology vendors.**

#1

Ease of use is the #1 consideration when **selecting a communication and collaboration platform.**

A single Webex platform enables unified user experiences and flexible cloud transitions

Existing investments can be kept in place while Webex Calling and the Webex App are set up in parallel

Centralized, enhanced management, reporting and analytics

Better ROI

90%

of organizations say **enabling hybrid/remote workers** has an impact on their **bottom line.**

#1

The **future-proofing of technology infrastructure** is the #1 **impact of cloud technologies** on EX efforts, according to CIOs.

Dedicated Instance provides a fully redundant cloud instance of UCM

Supports current devices, local survivability solutions, and existing integrations that are part of critical business workflows

The complexity of collaboration is changing how organizations manage and buy EX products and services

9 in 10

say the pandemic and other macroeconomic factors have forced **in-house IT teams** to focus on **core business activities.** **Complex EX workloads** are increasingly **outsourced.**

Most organizations work with a third party to manage their EX infrastructures.



Why NTT for Cisco Collaboration Solutions

1

Webex App for calling, messaging, and meetings

7

Cisco hardware

Cisco Collaboration Solutions

delivered by NTT

2

Webex Contact Center

6

Application integration

3

NTT Global Cloud Voice services – Cloud Connect for Webex Calling, Cloud Voice for CX

4

Employee Experience Advisory Services, Customer Experience Advisory Services

5

Managed Employee Experience, Managed Customer Experience

Why NTT to enable Webex Calling

Complete cloud telephony: Cloud Connect for Webex Calling hosted by the NTT global network

One-stop shop for migration, professional and managed services

Expertise in cloud transformation services

Management of complex projects by certified project managers

Broad range of technologies, including unified communications, collaboration and productivity services

Support your hybrid workforce with Cisco

Click here

Talk to our cloud experts on the Cisco collaboration page

Click here

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