Cisco Webex for a modern workplace: a best practice guide

Less than 20% of organisations have the digital dexterity to adapt to new ways of working[1].

How adaptable is your business?

Data#3

CISCO Partner

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Introduction: the modern workplace

To facilitate a truly modern and collaborative workplace, businesses need modern tools, and digital adoption is now imperative to both employee and customer experience.

Businesses of all sizes are revolutionising their workplaces, and worldwide spending on digital transformation technologies is expected to exceed $2 trillion by 2021[2].

However, the fact remains that many businesses are unclear how to go about digital workplace transformation, or even where to start. Only 35% of business executives believe they possess the leadership capabilities required to execute a successful digital transformation, and less than half believe they have the digital capabilities to improve their customers' experience (40%) and their internal operations (36%)[3].

When it comes to workplace collaboration solutions like Cisco Webex, many businesses don't have a clear strategy in place. All too often, organisations fail to think of the users when deploying the technology and neglect the training and support their employees will need during roll-out.

You need to ensure the digital solutions are implemented correctly from the start, and are built to make it simple for people to work together. The right technology, deployed the right way, doesn't just increase employee productivity, it minimises your support costs.

So you can't forget the training. It's critical to provide training and change management to help employees understand why you're transitioning to the new toolset and how it will benefit their work day. A lack of training leads to poor adoption, which can result in your return on investment being minimal, or even non-existent.

In this eBook, we offer an overview of how you can implement Cisco Webex to truly maximise value for your employees and your business.

Only **35%** of business executives believe they possess the leadership capabilities required to execute a successful digital transformation[2].

Build confidence with this eBook.

Why choose Cisco Webex for workplace transformation?

Offering both cloud-delivered and on-premises versions, Cisco Webex combines messaging, calling, meeting, file sharing, and real-time whiteboarding into a single secure platform that's ideal for the modern workplace. The suite includes:

Webex Calling

Why is cloud-based calling important?
We are coming to the end of ISDN. This means Australian businesses will need to switch over to Voice over Internet Protocol (VoIP). By the end of 2022, ISDN will no longer exist in Australia[3]. Read our guide for the end of ISDN.

How Webex Calling delivers:
Cisco Cloud Calling is a next-generation service that delivers the security, scalability, and feature-rich functionality needed to serve future business needs far more effectively than traditional PBX solutions. It is offered through a flexible cloud subscription model, and brings with it the benefits of cloud-delivered services, helping avoid major hardware and infrastructure outlays and large upfront investments.

Webex Teams

Why is digital team collaboration important?
Collaboration is now a central part of the modern workplace. The last two decades have seen teamwork increase by up to 50%[4], with 80% of workers' time now spent on activities such as meetings, calls, and responding to emails – leaving little time for the critical work they must complete on their own[4].

Most importantly, support for collaboration is tied very closely to business success. Research indicates that businesses that promote collaborative working are five times as likely to be high performing, with highly engaged teams returning a 21% increase in profit[5].

How Webex Teams delivers:
Webex Teams supports effective and scalable collaboration by bringing people together into 'spaces' – virtual rooms which contain messages, meetings, contacts, documents, and drawings. It also offers a truly unified collaboration solution, which streamlines the user experience.

Webex Meetings

Why are cloud-based meetings important?
Employees are working in more flexible ways and in more locations than ever before. People need digital, fast and reliable ways to connect – the same tools they have in their personal lives, but at work.

58% of employees say that they use real-time mobile messaging tools daily and 45% report using social media networks daily[6].

How Webex Meetings delivers:
Webex Meetings allows you to host events, train your team and support your customers, from anywhere. With a modern workplace approach, you can bring everyone together, face-to-face, with video conferencing and screen sharing on any device.

Webex Devices

Why are modern devices important?
Employees need modern devices to do their best work. Research indicates that workers can lose up to 10% of their day due to slow devices[7], and 91% of businesses agree that flexible workspaces enable employees to be more productive[8].

How Webex devices deliver:
Cisco offers a range of Webex devices tailored for different sized physical spaces, enabling you to use Cisco Webex in the most intuitive way for the space you're in. For instance, Webex Teams seamlessly pairs with everything from phones and headsets, to high definition boardrooms, and even uses AI to make connecting to meetings a breeze via voice commands, just say '*Okay Webex, connect to meeting*'.

Common hurdles with Cisco Webex

While the advantages of implementing Cisco Webex are far-reaching, many businesses stumble during the scoping and implementation process – incorrectly configuring the solution, or failing to provide the training and support which employees need in order to use the solution well into the future.

Common implementation challenges that we see with our customers include:

An overburdened IT team

Many modern IT teams are incredibly busy and simply don't have the time to deploy Cisco Webex correctly, often opting for the fastest possible deployment and skipping the user training, impacting usage and increasing the long term support costs. Despite this, IT teams are often tasked with implementing the solution without any external support. As a result, IT teams can end up over-burdened, and employees miss out on the instructions and insights they need to get the most out of their new technology.

Lack of staff training

Many businesses also incorrectly assume that, due to the straightforward usability of the Cisco Webex solution, employees will start using the solution organically. However, in many cases, this isn't the case – and in fact, only a small percentage of people begin leveraging the solution to its full advantage. Most commonly, the majority only end up using basic features or not engaging with the solution at all. This has a negative impact on the business' overall productivity and employee experience – with many workers frustrated by software they haven't been trained to use. It can also mean that the business' overall return on investment is limited.

Poorly implemented technology

In some instances, due to a lack of specific expertise in internal IT teams, the technology itself may be poorly configured and implemented, which means the performance of the software isn't as optimal as it could be. This significantly impacts usage and the uptake of the overall solution across the business.

Overcoming these hurdles: steps to success

ONE

Understand the "why"?

Before commencing any implementation, businesses need to start with a broader, strategic approach.

This involves determining exactly how the solution is going to benefit the organisation – from an operational, technical, financial and adoption perspective.

Data#3 can work with your IT and line of business teams to determine what success looks like to your business, and how Cisco Webex can help you achieve your objectives.

We start by conducting focus groups, which allow us to identify how different lines of businesses work, and how Webex can improve your processes and productivity.

TWO

Conduct a trial

To maximise uptake and success, we then also recommend conducting a trial of the Cisco Webex solution before pushing ahead with any detailed implementation.

At Data#3, we provide our customers with a complimentary 90-day trial of Cisco Webex for a team of power users, providing the services they would receive with a paid subscription. We work with our customers to document the experiences, and any necessary customisations that are required.

THREE

Conduct a readiness assessment

Before launching into a full implementation, we recommend businesses conduct an assessment to ensure their overall readiness. This includes answering a range of questions, including:

- What is the right buying model?
- How do you manage identity?
- What are your compliance requirements?
- Do you user have appropriate devices?
- Is your network ready for real-time applications?
- How will you handle operational support?

Data#3 can assist with this readiness assessment, and can also provide a more detailed technical assessment of your existing infrastructure and workplace collaboration solutions.

FOUR

Prepare an implementation plan

Once you have conducted a readiness assessment, we also recommend preparing an implementation plan which can guide your next steps.

Ensure that you are following a best practice approach, and that you have a very clear understanding of your environment (and its limitations) before you continue. It's also important to understand exactly why you are implementing this solution, and the specific benefits it can have for various parts of your business.

Data#3 can help you determine the best practice approach for your business, and can also manage the implementation on your behalf if required. We work with you to discuss the results of your self-assessment, and how you can adopt Cisco Webex in a way that will get maximum results across your business. Our experienced and award-winning team will help ensure that your solution is implemented in the way that's right for you.

FIVE

Conduct training

Moving to a new piece of workplace technology can be a major change in people's day-to-day working lives, and needs to be treated with care and understanding.

Data#3 are Cisco Webex adoption specialists, and we can help you prepare a robust training and roll-out program for your new solution, to ensure your people are familiar and aware of the new solution, and understand how to get the most value out of using it.

We can work with you to devise an internal marketing and communications plan, identify and train champions, and host focused training sessions, as well as assist remotely via Webex Teams training groups.

Hints and tips: Get the most from Cisco Webex

Involve your whole business, not just your IT team

When scoping out your Cisco Webex solution, be sure to involve the people who will be using and benefiting from it on a daily basis. This includes finance, human resources, operations, marketing and more. At Data#3, we will typically roll a new solution out – and provide highly customised training – for specific teams and departments, to ensure maximum results.

Activate your Webex Control Hub

Your customised Webex Control Hub is an essential tool, as it gives you an at-a-glance overview of your solution. This includes how many licenses you are consuming, your employee usage and activity, Webex device configuration, insights into voice and video quality, and much more. Our team can help you activate this hub, and show you how you can start using it to get more from your solution.

Provide practical, easy-to-access training

Once your solution has been implemented and is up and running, ensuring your people are using it is of vital importance. As your Cisco Webex solution will be continually evolving, this training should be provided on an ongoing basis. The team at Data#3 can provide both face-to-face and online training tutorials, and can also up-skill your own leaders to facilitate and fulfil training requirements.

Leverage our online resources

While our team does provide extensive face-to-face training, our Customer Success Specialists have also put together a series of 'hints and tips' videos which you can share with your employees at any stage. We also have a quick reference guide and other resources, check out our webpage for Webex adoption to learn more.

### How to add people to a space on Cisco Webex Teams

'Spaces' in Cisco Webex are online environments where you can instantly message and securely co-create with others. There are two ways you can add people to a space that you're working in. If you have an existing space, you simply click on the 'people' tab at the top of the space. You search for the person, and then click 'add'. This person is now in the space, and can see all messages and files that have already been shared. The second way to add people is when creating a new space.

Watch the video

How to connect to another Cisco device on Webex Teams

One of the great benefits of Webex Teams is that it uses ultrasonic technology to find and automatically connect to the Webex device nearest to you. Alternatively you can simply click the 'connect to a device' button, and it will show you all available devices. Connecting something like a Webex Board, for instance, gives you all the features and functions you need – via a large screen, and in a meeting room environment.

Watch the video

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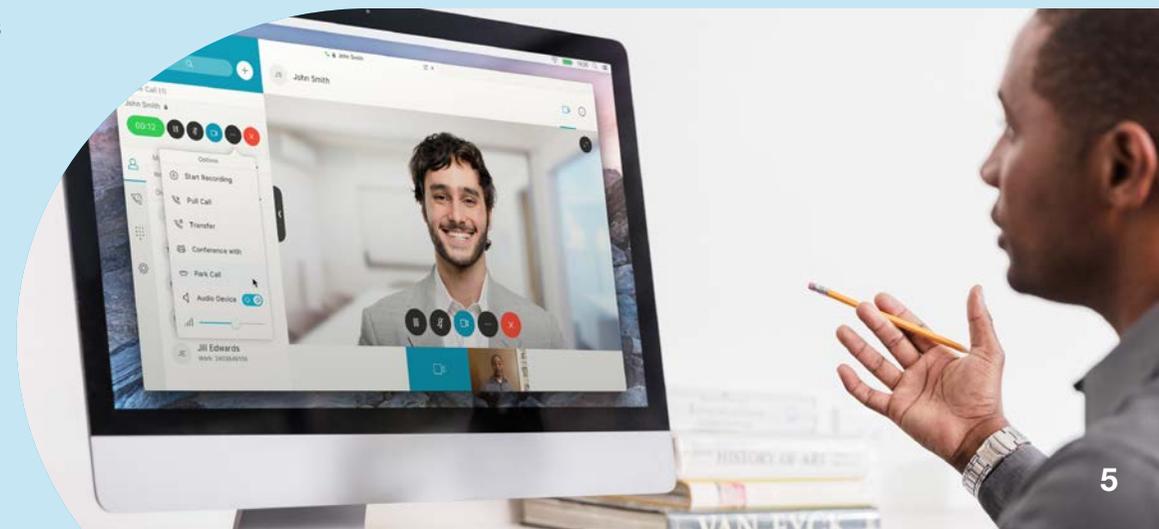
Getting the most out of Cisco Webex:
hints and tips

How to connect with colleagues on Cisco Webex Teams

Within Webex Teams you can view any colleague's contact details. To do this, simply search for your colleague, hover over their icon, and all of their contact information will be displayed. From here, you can send this person an instant message, initiate a video call, or view key insights.

Watch the video

How to join or schedule a meeting on Cisco Webex Teams

Another great benefit of Webex Teams is that you can join a meeting anywhere, at any time. In this example, LaToya shows how to join a meeting from the desktop Teams app with just a couple of clicks. She also shows you where to view the details for all the participants of the meeting, and how to seamlessly schedule a new meeting through the tool everyone knows, Microsoft Outlook.

Watch the video

How to set up a space on Cisco Webex Teams

The first step in setting up a new space in Webex Teams is to click the + icon next to the search bar, and select 'create a space'. You can name the space, and then simply select colleagues to add to the space. You then hit 'create' and your space is ready to use. You can now message and share files with all of your team members.

Watch the video

How to organise Webex spaces into Teams

In Webex Teams, a 'team' is just a group of people that work together on a common set of tasks or projects, and each team can have its own unique set of spaces. On the left hand side of your dashboard, you'll find the teams icon. Here you can see all your current teams. To create a new one, hit the + icon, name your team, add a team description and hit 'create team'. You can then see all spaces under that team. You can now message, share files and add images, and start new meetings within this team.

Watch the video

How to run a meeting on Cisco Webex Teams

The meeting feature is quick and easy to use. While in the meeting you can use the on-screen controls to manage the meeting, while still be able to chat and share files during the meeting. You can also share your screen, record the meeting, add or mute participants, or view the settings at any time.

Watch the video

How to search for content on Cisco Webex Teams

When you're using Webex Teams, finding content is easy. Via your dashboard, you can see your personal notifications, unread messages, mentions and any content you may have flagged. The flagging option is great for tagging content that you want to go back to at another time.

Watch the video

Can you set up a Webex board in 15 minutes?

Cisco says it takes only 15 minutes to deploy a Webex Board, so we set our team to the challenge. Without rehearsal, they have to erect the stand, unbox, set up and provision the Webex Board all within 15 minutes.

Can they do it?

Watch the video

Data#3: Your partner every step of the way

Data#3 provide lifecycle services with expert advice at every stage of your Webex journey:

ONE: Learn

We can work with you to understand your needs, goals, and the business problem you wish to solve – whether an existing problem, a new problem, or one that's been previously misunderstood or under-appreciated.

TWO: Explore

Once we have identified the problem (or problems), we then take a deeper look at the issue. We consider its scope, processes you are going through, its anticipated financial impact, benefits of addressing the problem, and the impact of doing nothing.

THREE: Define

We help you understand how to address the problem, potential solutions and business objectives. We then clarify the required technology features, functions, or outcomes required.

FOUR: Evaluate

We hone-in on one or more technology solutions to address your business problem/s, considering the alignment with your internal technical capabilities, approach, skills transfer, adoption strategy, operational support requirements, and total cost of ownership.

FIVE: Select

Once all options are carefully considered, we select the best solution for your business, finalise the scope of work, and review and execute contracts.

SIX: Implement

We can then implement your chosen technology on your behalf - project manage your activities, provide detailed designs, install physical equipment, activate the cloud services, finalise the systems integration, and conduct any required testing.

SEVEN: Onboard

We familiarise your administrative team with the key aspects of the solution in which you have invested, including maintenance requirements, and how to escalate support issues to relevant teams.

EIGHT: Adopt

We embed the solution into your business processes, ensuring it is aligned with your initial problem definition. This stage may include end-user or other stakeholder training, communication plans, and roll-out schedules. This is all informed by usage data to drive the right level of adoption.

NINE: Manage

Once everything is up and running, we continue to measure the performance of your investment – identifying opportunities to extract additional value through increased use of the technology or by coupling with complementary investments.

Reasons to partner with Data#3:

Experience:

We are one of the most advanced customer experience partners in Australia, and our mature customer success team has over five years' experience providing implementation, adoption and training services specifically for the Cisco Webex collaboration suite.

Cisco expertise:

We are one of very few Master specialised Cisco Collaboration partners. We recently received the Cisco Global Software Partner of the Year award, and we continue to implement solutions in accordance with Cisco's best practices.

Digital workplace specialists:

We are also a 'one stop shop' when it comes to digital workplace transformation, and leverage specialists to ensure we are providing the right solution, every time.

Customisation:

We understand that no two businesses are the same, and always deliver fully customised solutions for our customers. We take into consideration any legacy technology, while looking to use APIs to inter-connect systems and ensure you always have whole-of-business insight.

Improving Webex utilisation
for a major Australian retailer

Data#3 recently worked with a major Australian retail company to help drive adoption of Webex Meetings, Webex Teams, and Webex devices by motivating and training staff on how to use the tools for business-specific use cases. The ultimate goal was to help this geographically distributed business improve the collaboration between employees to deliver a better customer experience. We did this by helping the staff adopt Webex technology effectively, aligned with the organisation's broader vision.

We conducted initial research through a baseline survey to understand collaboration practices, pain points, and priorities unique to each persona.

Our approach revealed that there were three key priorities:
1. Improve team engagement and productivity.
2. Faster setup and connection times when joining meetings remotely.
3. Better work/life balance through the ability to connect to meetings using personal and home office devices.

Training was provided to two persona groups: department managers and project workers. We held focus groups with representatives of each persona to understand their daily needs and develop persona-specific use cases for the Webex tools.

Training was first delivered in the head office, and support was provided over a six week period.

After training, all trainees were added to a Webex Teams space with our team members, where they were encouraged to ask any Webex-related questions or practice using Webex features.

Since the training began, use of video conferencing and instant messaging has increased significantly across the business.

Specifically:

87% of respondents agreed or strongly agreed that the use of Webex had **improved communication** with colleagues internally due to the easy, regular collaboration in Teams space.

85% of respondents agreed or strongly agreed that they **experienced faster setup and connection times** when using Webex for meetings.

100% of respondents agreed or strongly agreed that they have a **greater ability to work from other locations** due to the ease and availability of collaboration tools on their personal device or mobile phone.

100% of respondents agreed or strongly agreed that **scheduling of video meetings is made easier** with Webex.

Modernise your workplace
with Cisco Webex

If you're ready to modernise your workplace with Cisco Webex, our team can help set you up for success. We help you choose the licenses that are right for your business, get your solution customised and configured, and then provide training and adoption services to ensure maximum uptake amongst your employees.

Talk to us about getting a technical readiness assessment or conducting an adoption planning session for your business.

Data#3's Deploy Assist program provides eligible organisations with complimentary services to help you get the most from your Cisco Webex investment. Contact our team to learn more.

Get in touch

data3.com.au/cisco/webex-teams

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in linkedin.com/company/data3
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