



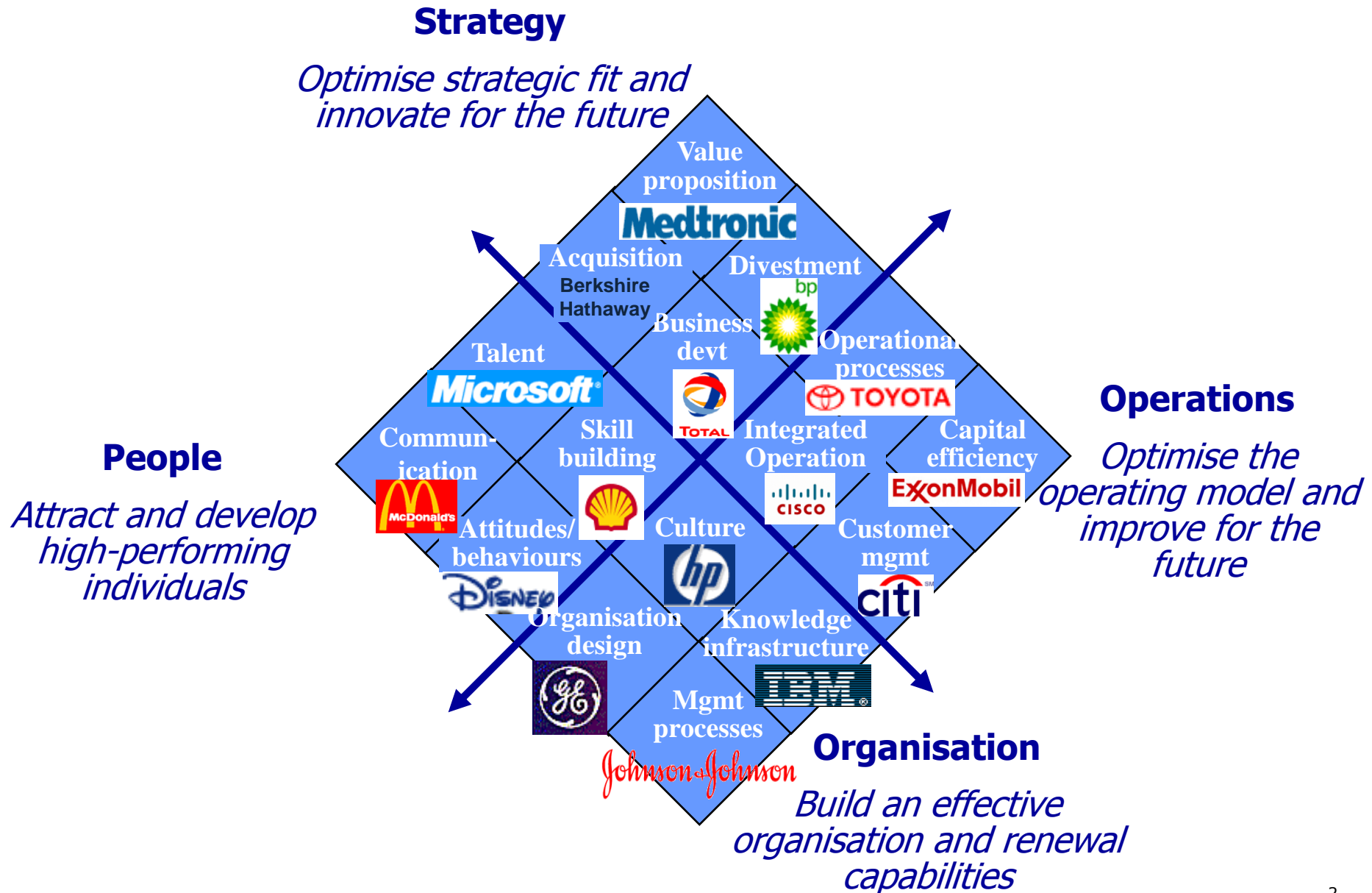
Virtual vs Face to Face

A Technology, Network & Management perspective

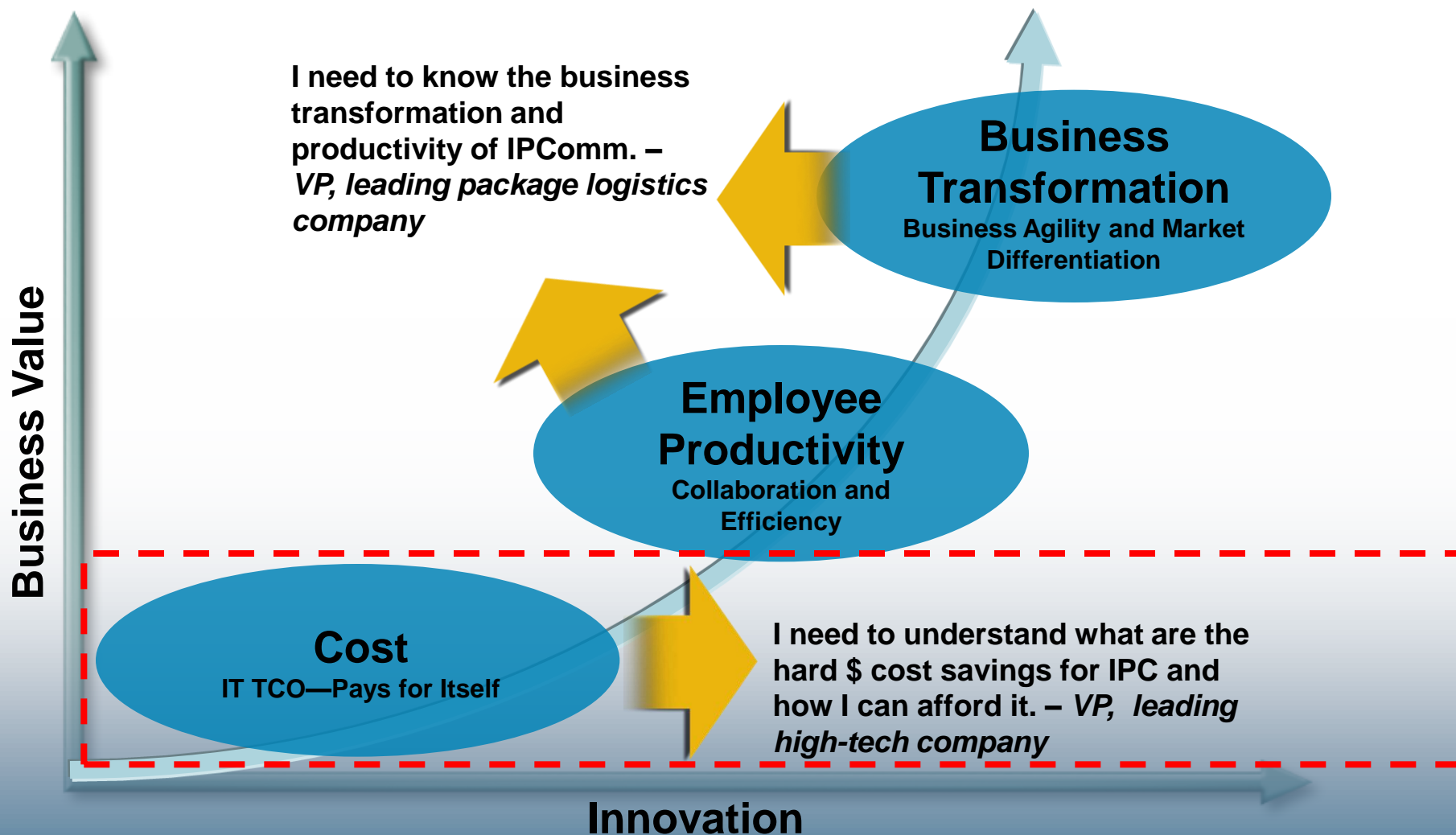


Abdul Jalil Maraicar
Client Director
Cisco

All global champions are distinctive in at least one institutional capability



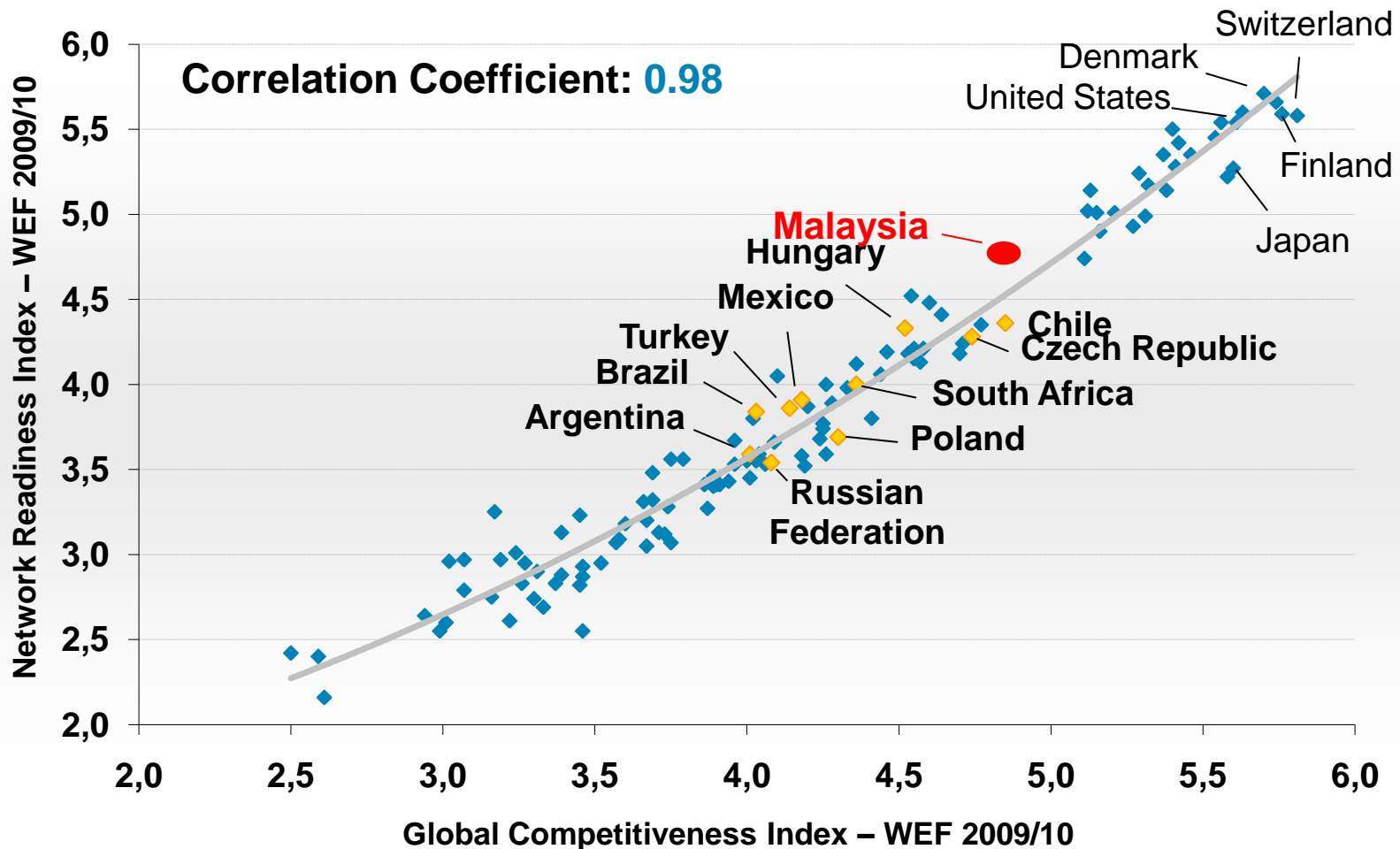
Companies are evaluating virtualization from cost to business transformation



Connected Government: A Point of View

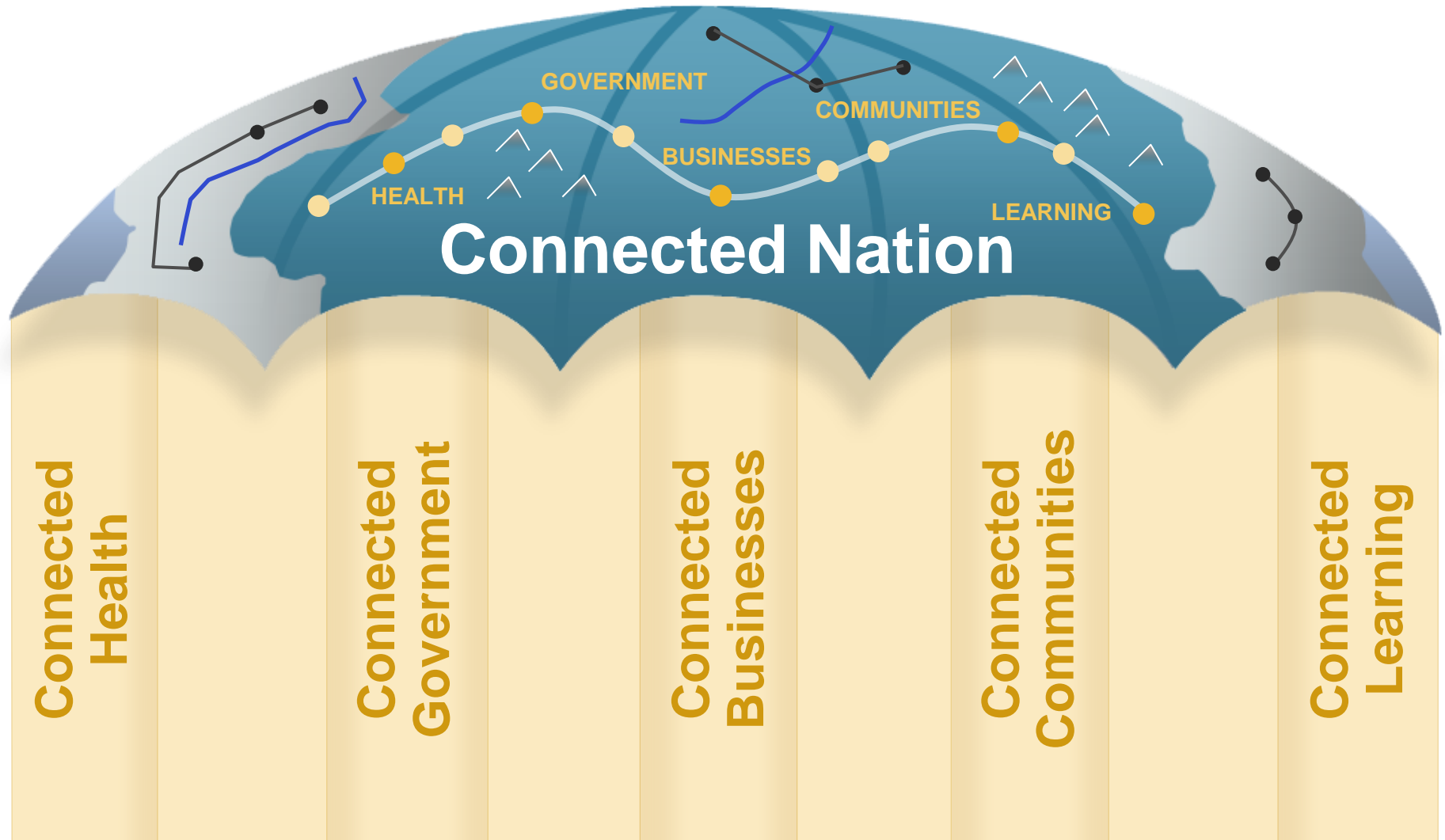
In the developing world, a more sophisticated e-government model is required—one that ultimately links citizens, organizations, and government institutions in a seamless network of resources, capabilities, and information exchange.

Global Competitiveness and Network Readiness Influence Economic Growth



Source: World Economic Forum, INSEAD, 2010

...That Leads to a Connected Nation



Current Model: Inefficient Communications & Collaboration



San Jose

I am available
I am in the office
Prefer to use e-mail

Kuala Lumpur

I am not available
I am at home
Prefer to use Phone



New Model: Unified Communications & Collaboration



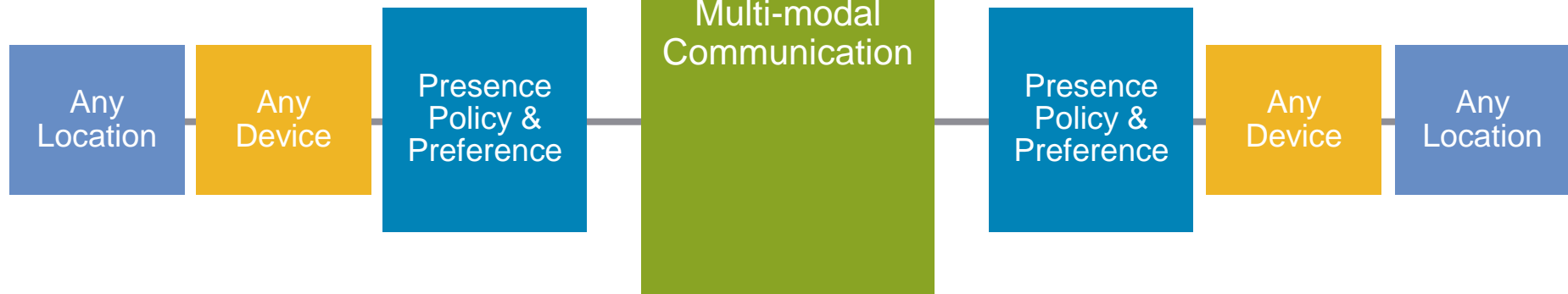
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- Technology architecture for business communication that integrates data, voice, and video
- Eliminates bottlenecks, allowing employees and customers to communicate more efficiently, independent of location or device
- Improves quality of communication using rich media and context-sensitive data

Cisco Collaboration Portfolio



IP
Communications



Mobile
Applications



Customer
Care



Telepresence



Conferencing

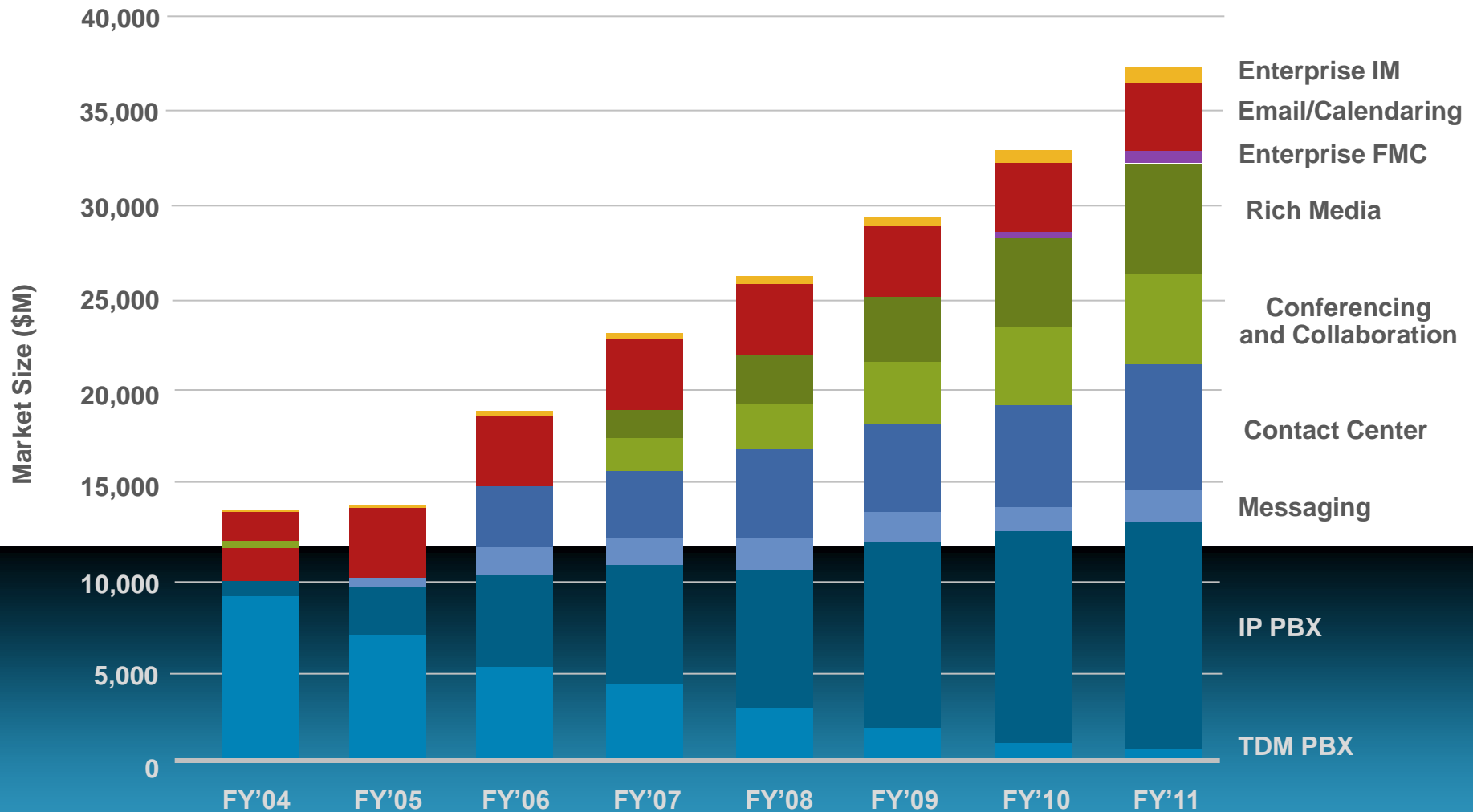


Messaging



Enterprise
Social Software

The Market Trend for Collaboration



Sources: Synergy, Gartner, Wainhouse, Datamonitor, Ovum, and Cisco

Quantifying Productivity Improvements

| UC Tool | Productivity Savings Achieved |
|--------------------------------|---|
| Presence and Instant Messaging | 49% of user organizations save up to 20 minutes per employee daily by reaching workers on the first try |
| Presence and IP Softphone | 54% of user organizations save up to 20 minutes per employee daily by escalating E-mail and IM chats into phone calls and voicemail |
| Unified Messaging | 50% of user organizations save up to 20 minutes per employee daily from more efficient message management |
| Single Number Reach | 40% of user organizations indicate 11-30 minutes saved per employee daily with single business phone number voicemail regardless of device |
| Mobility and directory access | 33% of user organizations save 11-20 minutes per employee daily from corporate directory access, click dial, presence, and visual voicemail on mobile |
| Helpdesk | 41% of user organizations report contact center upgrades lead to a 6-10% increase in first call resolution |

Source: Winehouse Research

Make Remote Meetings as Natural as Face-to-face Interactions

Impromptu Conferencing to “In-person” Solution Options



Desktop Video



Webex



Tandberg VC

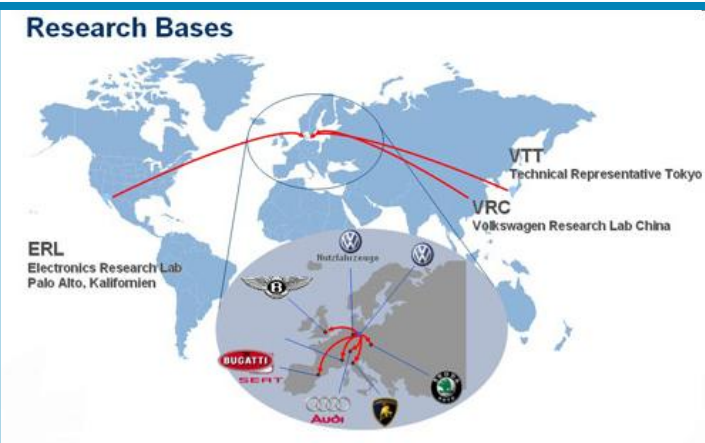


Telepresence

Key Benefits

- Enhance office & research collaboration
- Share documents and instructional materials
- Speed projects and decisions faster with virtual meetings
- Recognize lower transport and travel expenses

TelePresence to Improve Interaction Across Volkswagen's Engineering and Manufacturing teams



Business Value

- Cut travel expenses for phase gate design reviews
- Leverage video to share designs with other functions like manufacturing or marketing
- Enable easy to use desktop video for engineer to engineer collaboration across global centers

Q and A



For more information visit: www.cisco.com