June 2021

The IT administrator guide to supporting a hybrid workplace

webex
by CISCO

The workplace is no longer simply an office.

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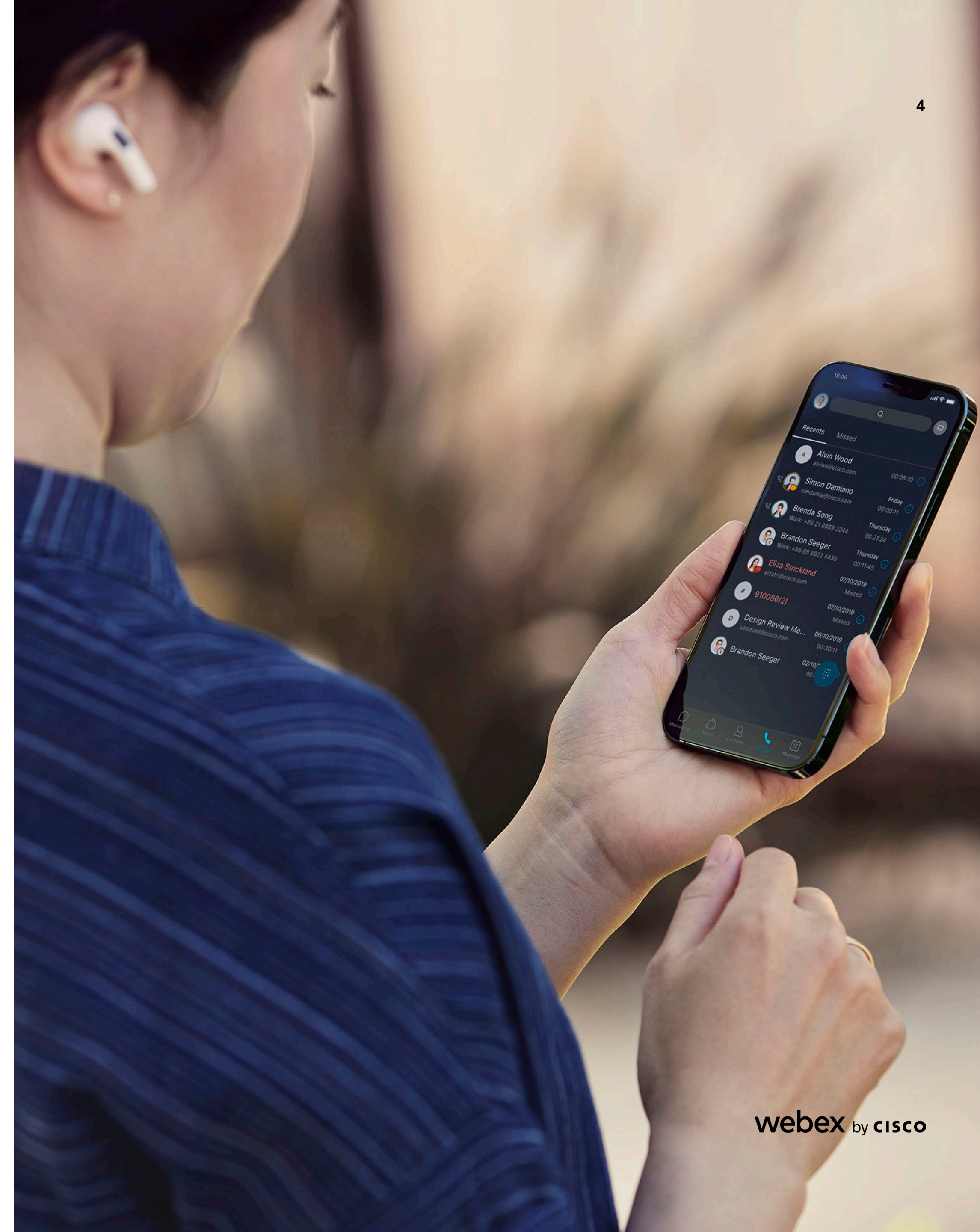
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Today's hybrid workplace

The recent shift to remote working has allowed organizations to recognize that work can get done from any place.

A hybrid workplace provides flexibility and seamless collaboration to employees no matter where they are working from. While these benefits are clear, the shift is creating new challenges for IT administrators.

For instance, when much of the workforce is now out of the office all or most of the time, IT administrators need visibility into rich business insights, along with diagnostics to always provide a high-quality experience for employees.

They need to ensure that employees are adopting the collaboration technologies and are being productive no matter if they are working in the office or remotely. They might also need to adjust theircurrent facilities management requirements and reconfigure offices to ensure employee safety and a seamless transition between work environments.

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Control Hub provides an easy-to-use, intuitive way to navigate important details about Webex services.

This allows organizations to offer the best collaboration options for everyone, with consistency of experience, security, and single-pane-of-glass management that is critical when deploying collaboration devices across an organization, at work, and at home.

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Delivering consistent and seamless collaboration tools.

94%

of employees want tools to improve their meeting experience at home.

Support remote employees.

A foundational requirement for IT administrators in the new hybrid workplace is to provide employees with intuitive and feature-rich collaboration technologies to meet, call, message, share content, and collaborate no matter if they are working from the office or remotely.

They also need to provide employees with great performance and reliability while collaborating. This can be challenging as employees often use their own devices, home networks and peripherals such as webcams and microphones while they're working from home.

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Control Hub enables real-time analytics and rich insights into usage, diagnostics, and performance of your Webex services.

Control Hub provides both service quality and overall user experience with actionable insights to drill down and quickly address issues in the company, including insight into how users join meetings, how they connect, peripherals, and underlying network health.

Watch the video now.

It also provides easy access to real-time analytics enabling IT admins to recognize adoption trends and understand the pain points and friction areas in the organization and proactively plan for improvements.

Watch the video now.

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Ensuring a safe return to the office for all employees.

97%

of employees want changes to make them feel safer at work.

Plan a safe return to the office.

Health and safety in the workplace are more important now than ever. In addition to supporting remote work in ways that many organizations haven't in the past, businesses also need to address ways to make the on-site workplace safe for their employees and customers.

IT administrators, HR directors and facilities managers are focused on providing intelligent workspaces and redesigning safe collaboration spaces to enable an inclusive experience for both working in the office and remotely.

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Control Hub provides IT administrators with Workspace utilization insights to understand how meeting spaces are being used and then gives them the ability to break down the types of activities that are happening within them.

This is achieved with intelligent sensors, such as people count and presence. Essentially, workspace utilization extends the capabilities of the camera, microphone, and speakers on Webex Rooms devices to increase their functionality by detecting movement and people within the meeting room.

Control Hub also provides the ability to go deeper into each workspace to find out what is happening in real time, including the ability to set capacity limits to provide alerts when the maximum number of people in the room is exceeded. You can find information on scheduled meetings, including who has booked which meeting room, and for how long.

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Delivering intelligent workplace experiences.

96%

indicate they need intelligent workplace technology to improve work environments.

As IT and business leaders begin migrating their workforces back to the office, they must take the necessary precautions to improve and adapt their meeting rooms for the next generation of collaboration.

Providing remote workers with the right technology and ensuring a safe return to the office are essential to business continuity. Control Hub provides super simple management with zero-touch provisioning to easily import and sync users from any identity provider—whether on premises or in the Cloud.

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The new Hybrid workplace also adds new security requirements.

Control Hub provides greater administrative control and enterprise-grade security and compliance. IT admins can easily define and configure security and compliance settings based on granular policy controls and set up data loss prevention policies such as file-sharing controls for users and spaces. They will have peace of mind knowing that all data and communications are secure from software to devices, when collaborating from any place with anyone inside or outside of the organization.

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In today's hybrid workplace, IT administrators need visibility into every app and device, regardless of whether it is being used remotely or in the office.

They need to be able to deploy, manage, monitor, and troubleshoot every device in the organization to quickly analyze issues (i.e., packet loss, jitter, latency, etc.) in real time.

Control Hub enables IT admins to centrally manage, secure and scale while creating meaningful experiences for their hybrid workforce. It provides an easy-to-use, intuitive way to navigate to important details about Cisco Webex services. It enables IT admins to offer the best collaboration options for everyone, with consistency of experience, security, and single-pane-of-glass management that is critical when deploying collaboration devices across an organization, at work, and at home.

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Next steps
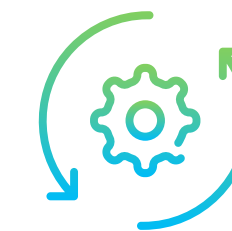
A single pane of glass

Learn more about Control Hub.

A single admin experience

Watch the video now.

A smart choice for workplace communications

Read the analysis.

An empowering and intuitive management portal

Read the datasheet.

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