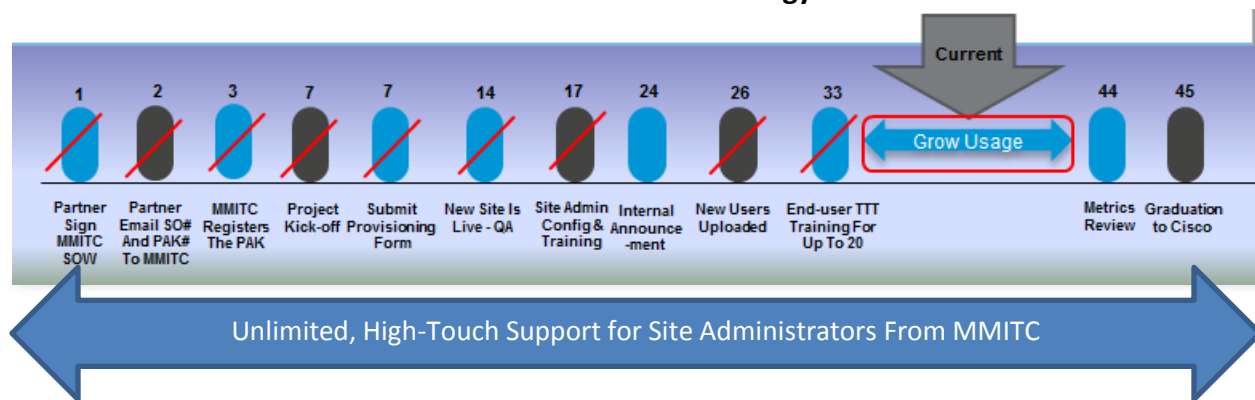


WebEx Onboarding A Structured Methodology



Step 1: Kick-Off Meeting

1. During the Kick off meeting, the assembled parties will discuss the onboarding timeline and steps, roles and responsibilities and address any questions. The Customer's goals for the use of WebEx, including number of hosts and expected usage will be discussed.
2. The team will complete the WebEx provisioning forms for WebEx services or Cisco WebEx Connect during the kick-off meeting. In completing the provisioning forms, MMITC will guide the customer through key decisions and discussion topics associated with provisioning.
3. The team will schedule the Site Admin configuration and training to take place in approximately one week, after the new site is live.

Step 2: Site Admin Configuration and Training Session

1. During this 60-90 minute meeting, the team will audit the new Webex Site for accuracy, make necessary configuration revisions and together, open any technical support tickets to Cisco-WebEx as needed. MMITC will be providing hands-on training to the customers' Site Administrators as we review site configuration together and make adjustments and customizations to the live site.
2. MMITC will help the Site Admins understand site security and the pros and cons of key configuration options.
3. The team will test and configure security, users, audio, active services, reports, active links and other Site Admin options, and ensure all ordered services are turned on and working properly.

4. MMITC will guide the Site Administrators through decisions surrounding how they want to configure new Hosts and leave the Customer's Site Admins with the action item to generate the .csv upload file.

Step 3: Communications Review

1. Before uploading the .csv file, the team will reconvene to confirm the contents and timing of a broad based internal communication to announce and promote the new service.
2. The Customer's Site Admins will leave the meeting with the action item to send out the internal communication and upload the .csv file to generate Host accounts. Before leaving the meeting, the team will confirm a date and time for Meeting Center end user training.

Step 4: Meeting Center End User Training

1. The goal of delivering training during the onboarding process is to gather a group of up to 20 key Hosts and get them comfortable with the basics of WebEx. By this step, the Customer's Host accounts will have been configured and Hosts will have received internal communications announcing the availability of the service and will have been encouraged to view WebEx University's self-paced training modules. Additionally, the Hosts will have been directed to have logged into WebEx and hosted at least one session prior to coming to training.
2. Training at this step will depend on which services the Customer has purchased and where the Customer is seeing the biggest need. End-user training will be 60-90 minutes and focus on Meeting Center. The class will address the basics such as scheduling a meeting using Outlook productivity tools, sharing content, managing and scheduling audio, how to use polling, whiteboards and interactivity tools, and how to create and distribute access to a WebEx recording. The customer can invite up to 20 people to attend training which will be scheduled and delivered by MMITC on the customer's WebEx site.
3. If the Customer finds they need more intensive training, more time, or training on additional services, they can purchase additional training separately, to be conducted after the onboarding is complete.
4. MMITC will leave the Customer at the end of this touch point with the action item to increase their use of WebEx between now and the final touch point.

Step 5: Metrics and Reporting

1. This is the final step where adoption is measured and compared to the customer's initial goals for the use of WebEx. MMITC will work with the Site Administrators to pull usage

reports and evaluate the data. We compare usage trends to adoption targets. We discuss how to increase adoption and usage if necessary, and put a plan in place to achieve those goals.

2. Because MMITC will roll off the project after this step is complete, we confirm that the customer knows how to obtain ongoing support from Cisco and how to purchase additional licenses, training and/or PSO services from the partner moving forward.

Step 6: Graduation to Cisco!

1. MMITC will take the final step in Cisco's onboarding process which is to complete the online graduation form, using Cisco's template, and to participate in Cisco's warm handoff process if requested to do so by the new Cisco Customer Success Manager (CSM). Graduation should be no more than 45 days after registration of the PAK.

Thank you