The era of hybrid work is here.

Webex powers inclusive experiences that bring everyone together to achieve great things. That's the promise of the hybrid workforce – people who are engaged, empowered, and energized no matter how, when, and where they work.

See why Webex is uniquely positioned to help you...
Our people-focused, inclusive culture

From customers to our team, people are our #1 priority

#1
World’s Best Workplaces™

#1
Fortune 100 Best Companies to Work For

#1
Fortune Best Workplaces in Technology (Large Companies)

#2
Fortune Best Workplaces for Diversity

#3
PEOPLE Companies that Care®

#5
Fortune Best Workplaces in the Bay Area™ (Large Companies)

#8
Fortune Best Workplaces for Women (Large Companies)

#1
Best Workplaces for Parents™

#1
Fortune Best Workplaces for Millennials (Large Companies)

#1
Best Workplaces in Texas™ (Large Companies)

5. Great Place to Work. 2020.
Webex powers the five essential elements of hybrid work

Flexible
Adapts to any work style, role, and environment

Inclusive
Equal experiences for everyone

Supportive
Focused on safety, empathy, and well-being

Secure
Secure by design, private by default

Managed
Modern infrastructure, frictionless administration
Feedback & accolades
from the marketplace
Webex in the lead

Chapter 01
# Webex leadership by the numbers

<table>
<thead>
<tr>
<th>Meetings</th>
<th>Calling</th>
<th>Contact Center</th>
<th>Devices</th>
<th>Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 Times in a row as “a Leader” in Gartner Magic Quadrant for Meeting Solutions¹</td>
<td>39M Cloud calling users</td>
<td>3.2M Agents</td>
<td>29 Red Dot Design Awards for video devices²</td>
<td>1.5B Invested in AI</td>
</tr>
<tr>
<td>650M Monthly participants</td>
<td>6B Monthly calls</td>
<td>36K Customer enterprises</td>
<td>100M Calling devices shipped</td>
<td>85% Trusted by Fortune 500 companies</td>
</tr>
</tbody>
</table>

Webex: a meetings leader

#1

Paid subscriber enterprise market share conferencing SaaS¹


Webex: #1 market share leader

Cloud calling subscribers\(^1\)

- **Cisco**: 50.9%
- **Metaswitch\(^*\)**: 8.1%
- **Centile**: 5.2%
- **RingCentral**: 4.1%

Video device revenue share\(^2\)

- **Cisco**: 38.9%
- **Logitech**: 18.2%
- **Poly**: 13.1%
- **Huawei**: 5.4%

Contact center worldwide revenue Q4 2020\(^3\)

- **Cisco**: 29.2%
- **Avaya**: 29.1%
- **Genesys**: 21.0%
- **Huawei**: 6.8%

Market share IP phones worldwide revenue\(^4\)

- **Cisco**: 49.4%
- **Poly**: 12.3%
- **Avaya**: 12.4%
- **Mitel**: 6.8%

---

1. Synergy Research, as of YE 2020. Published March 2021.
The world uses Webex to power hybrid work

Webex is the growing collaboration standard across several industries

<table>
<thead>
<tr>
<th>Industry</th>
<th>Percentage</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>9 out of 10</td>
<td>US financial services¹</td>
</tr>
<tr>
<td>Education</td>
<td>8 out of 10</td>
<td>Global universities²</td>
</tr>
<tr>
<td>Technology</td>
<td>8 out of 10</td>
<td>Global technology companies³</td>
</tr>
<tr>
<td>Health</td>
<td>7 out of 10</td>
<td>Health systems⁴</td>
</tr>
<tr>
<td>Retail</td>
<td>7 out of 10</td>
<td>US retailers⁵</td>
</tr>
<tr>
<td>Government</td>
<td>8 out of 10</td>
<td>US state governments⁶</td>
</tr>
<tr>
<td>Cities</td>
<td>7 out of 10</td>
<td>US cities⁷</td>
</tr>
</tbody>
</table>

¹ In the Fortune 500.
³ By market capitalization, ranked by value.today.
⁴ Ranked by A.M. Best based on NPW and non-banking assets.
⁵ By market capitalization, ranked by value.today.
⁷ By market capitalization, ranked by value.today.

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Recognized as a Leader by Gartner in meeting solutions and UCaaS

Magic Quadrant for Meeting Solutions
Published 12 October 2020

Magic Quadrant for Unified Communications as a Service
Published 12 November 2020

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800+ new innovations and $2B in R&D investments over the last 9 months

- Webex Suite
- Dark mode
- Custom layout
- Real-time translation (100+ languages)
- Breakout rooms
- Gesture recognition
- Noise removal & speech enhancement
- Virtual & blurred backgrounds
- Audience engagement
- Layout pinning
- Webex Desk

- Integrated Webex Calling
- Control Hub integration
- No code, low code flow builder
- Call + meet on Webex.com
- PSTN provisioning
- Calling escalation to meeting
- Customizable, widgetized agent desktop
- Hardware + software
- Open APIs
- All-new Webex Events
- Webex Desk Hub

- Immersive share
- Transcription automated
- Meeting hold and resume
- Environmental sensors
- In-room social distancing alerts
- People Insights
- Animated reactions
- All-new Webex Contact Center
- CPaaS
- Voice and chat virtual agents
- Webex Desk Camera
Over $1B invested in key acquisitions over the last 6 months

Webex in the lead

- babblelabs: Advanced AI for noise removal and speech enhancement
- slido: Best-in-class audience interaction platform
- imi mobile: End-to-end management of customer interactions at scale
- SOCIO: Modern event platform to power the future of in-person, virtual, and hybrid events

∫ Integrated

* Announced Acquisition
The awards keep coming...

1. TrustRadius 2021 Award in Collaboration
2. Awarded "Best Collaboration Platform" 2020
3. Awarded Most Innovative Product: Webex Assistant 2020
4. Editor's Choice Award, 2021
5. TrustRadius 2021 Award in Customer Support
6. TrustRadius 2021 Award in Usability
7. G2 2021 Award in Remote Work
8. G2 2021 Award in Enterprise Products


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Webex Suite
Chapter 02
Everything your business needs to collaborate — in the first best-of-breed suite for hybrid work.
The all-new Webex Suite

The first best-of-breed suite for hybrid work

...with industry leading intelligence and enterprise-grade security

- 40%+ savings vs. ala carte.
- 50% discount on certain Webex devices when combined with the Webex Suite.
- Single place to manage and secure hybrid workplaces with real-time analytics and insight.
Webex Suite is built on a world-class collaboration platform

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>650M</td>
<td>6B</td>
<td>70M</td>
<td>125M</td>
<td>$1.5B</td>
</tr>
<tr>
<td>Monthly participants</td>
<td>Monthly calls</td>
<td>Polling/Q&amp;A participants</td>
<td>Event attendees</td>
<td>Investment in AI</td>
</tr>
</tbody>
</table>
We love our sleek UI, and we know you will too
AI is at the heart of Webex

200M People have used noise removal and speech enhancement technology

1B Minutes a week of disruptive meeting noise, removed!

57M People have used Webex Assistant
End-to-end security is at the heart of Webex

NSA gives Webex high marks for security

Inclusivity is at the heart of Webex

108 Languages supported for real-time translation
Language should never be a barrier

Webex is the only platform with camera intelligence to enable gesture recognition
Share feedback without saying a word
Engagement is at the heart of Webex

Slido now part of Webex Suite... audience engagement at scale

70M+ Participants

1.8M Events

100+ Countries

Q&A

Multiple choice

Open text

Quiz

Rating poll

Word cloud

Ranking poll

1. All-time.

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Comprehensive hybrid events are at the heart of Webex

Internal

- Team building
- Quarterly business review
- Sales kickoff
- Annual all hands

External

- Press conference
- Partner summit
- Major product launch
- Industry expo

Attendees

- 10
- 100
- 1,000
- 10,000
- 100,000
Well-being is at the heart of Webex

It's time to promote well-being, resiliency, and empathy at work

Set and achieve goals for your meetings and work-life integration

Personalize your own Thrive Reset to get a 60 to 90 second break from back-to-back meetings and reduce your stress
Meet less, do more.

Solve hybrid work with smarter video conferencing.
Webex Meetings leadership by the numbers

- 650M+ Monthly meeting participants
- 30B+ Monthly meeting minutes
- 85% Of Fortune 500 businesses use Webex
- #1 Market share: meeting SaaS users

Webex Meetings: #1 in paid-subscriber market share

#1

Paid-subscriber market share

Cisco
Zoom
Microsoft
Other

100–1,000 Paid subscribers
- 24.7M
- 52%
- 14%
- 16%
- 18%

1,000+ Paid subscribers
- 15.3M
- 66%
- 10%
- 17%
- 6%


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Webex Meetings is getting noticed

TrustRadius Best Usability and Best Feature Set Awards for video conferencing.¹

On G2’s Best Remote Work² and Best Enterprise Products³ 2021 lists, beating out:

- Zoom
- Microsoft Teams
- Skype
- GoToMeeting

---

G2 video conferencing regional leader

Easy to use, but powerful enough for enterprise users

PC Magazine

Best Enterprise Video Conferencing Software 2021


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13\textsuperscript{th} consecutive time as a Leader

Magic Quadrant for Meeting Solutions
Published 12 October 2020\textsuperscript{1}

Webex is named a Leader for the 13\textsuperscript{th} consecutive time

\textsuperscript{1} Gartner Magic Quadrant for Meeting Solutions, Mike Fasciani, Tom Eagle, Adam Preset, Brian Doherty, October 2020.

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IDC's findings

Cisco named a leader in IDC 2020 videoconferencing assessment

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes rigorous scoring based on both qualitative and quantitative criteria, illustrating each vendor’s relative position within a given market.

The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the icons.

Cisco named as a video conferencing leader

The Aragon Research Globe™ for Video Conferencing

"To date, Cisco is still one of the only vendors that has an integrated virtual assistant that will take commands from humans and do actions such as document action items and then distribute them."

1. The Aragon Research Globe for Video Conferencing, 2021, May 2021. Copyright © 2021 Aragon Research Inc. and/or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.
Under Armour

“Webex meeting minutes have tripled since the work-from-home orders began to 15,000 per week, but the duration of meetings is shorter now.”¹

Karen Dean
Senior Manager Collaboration Services

Impressive outcomes

- Increased number of meetings by 39% while decreasing meeting duration by 18%
- Meeting join time reduced from 10 minutes to 5 seconds, saving 121,000 hours
- Webex enables virtual selling and events, and an agile, work-anywhere employee experience

Calling
Chapter 04
Calling that’s more than just talk.

Stay connected with powerful, enterprise-grade cloud calling.
**Market-leading numbers**

More PSTN options than any other vendor

- **39M** Cloud calling users
- **100M** Calling endpoints shipped
- **#1** Cloud calling market share (51%)
- **5K+** Global partners
- **6B** Calls connected per month
- **85** Countries available
- **25** Cisco integrated service providers

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When it comes to cloud calling, customers rely on Cisco\(^1\)

1. Synergy Research, as of YE 2020. Published March 2021. Includes all cloud and partner hosted calling users.

*Microsoft acquired Metaswitch in 2020.
Global telecom operator calling partners

600+ leading operators offer cloud calling using Cisco calling platforms
# Webex Calling is best of breed

Regardless of your business size, Webex Calling is rated the best*

## Small Business

<table>
<thead>
<tr>
<th></th>
<th>Webex Calling</th>
<th>RingCentral</th>
<th>Microsoft Teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meets requirements</td>
<td>9.4</td>
<td>8.6</td>
<td>8.7</td>
</tr>
<tr>
<td>Ease of use</td>
<td>8.8</td>
<td>8.0</td>
<td>8.5</td>
</tr>
<tr>
<td>Ease of admin</td>
<td>9.2</td>
<td>7.2</td>
<td>8.3</td>
</tr>
<tr>
<td>Product direction (+)</td>
<td>8.9</td>
<td>6.7</td>
<td>7.8</td>
</tr>
</tbody>
</table>

## Enterprise

<table>
<thead>
<tr>
<th></th>
<th>Webex Calling</th>
<th>RingCentral</th>
<th>Microsoft Teams</th>
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<td>8.1</td>
<td>8.8</td>
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<tr>
<td>Ease of use</td>
<td>8.8</td>
<td>7.8</td>
<td>8.7</td>
</tr>
<tr>
<td>Ease of admin</td>
<td>9.2</td>
<td>n/a</td>
<td>8.5</td>
</tr>
<tr>
<td>Product direction (+)</td>
<td>8.9</td>
<td>6.6</td>
<td>8.2</td>
</tr>
</tbody>
</table>

*Scores out of 10
1. G2. What users are saying about Cisco Webex Calling vs RingCentral vs Microsoft Teams.
2. G2. What users are saying about Cisco Webex Calling vs RingCentral vs Microsoft Teams.

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Gartner

Magic Quadrant for Unified Communications as a Service, Worldwide¹
Published 12 November 2020

¹ Gartner, Magic Quadrant for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Daniel O’Connell, Christopher Trueman, Pankil Sheth, November 2020.

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Webex identified as a leader in this Aragon Globe¹

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Memorial Healthcare System

“How we’ve used Webex to facilitate communications just has been extraordinary.”¹

Jeffrey Sturman
Senior Vice President and Chief Information Officer

Pickens County School District

“We chose Cisco Webex Calling, and as we were doing all of our research and investigation, we were really drawn to the entire Cisco package ...”²

Barbara Nesbitt
Assistant Superintendent for Technology Services

Team messaging, reinvented. Chat, share, whiteboard, and more.

Get stuff done, anytime, anywhere.
Aragon Globe for Team Collaboration: How Webex is positioned\(^1\)

The Aragon Research Globe™ for Team Collaboration, 2020

---

\(^1\) The Aragon Research Globe for Team Collaboration, 2020. September 2020. Copyright © 2021 Aragon Research Inc. and/or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.
Webex ranks 1st in team collaboration

Named by G2 as a leader in multiple categories

- Team collaboration
- Collaborative whiteboard
- Business instant messaging
- Internal communications
- Screen sharing

In TrustRadius Best Customer Support and Best Usability and awards for Team Collaboration


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Tetra Pak

“We don’t skip a beat because of...Webex. That has been wonderful to see!”

Malcolm Fraser
Network and Unified Communications Manager

Rent-A-Center

“We don’t skip a beat because of...Webex. That has been wonderful to see!”

Mike Santimaw
SVP and CIO

Devices
Chapter 06
Beautiful. Seamless. Intelligent.

Webex Devices, designed for the way you work.
Webex designs are consistent international winners

29 Red Dot Design Awards

5 Best of the Best\(^1\) Red Dot Design Awards

12 Consecutive years Webex devices recognized for best product design

\(^{1}\) Red Dot. 2021.
Most innovative & complete device portfolio

Transform the home

All-in-one premium collaboration & co-creation
Webex Desk  Webex Desk Pro

Personal desktop collaboration
Webex Desk Hub

USB camera
Webex Desk Camera

Video-first kits
Webex Room Kit Series

Headsets
500 Series  700 Series

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Most innovative & complete device portfolio

Transform the office

Team collaboration & co-creation
- Webex Board Series

Video-first integrated systems
- Webex Room Series

Immersive boardroom
- Webex Room Panorama Series

Office navigation & in-room control
- Webex Room Navigator

Desk phones
- Cisco IP Phone 68xx/78xx/88xx Series
- Webex Share

Content share & conference
- Webex Phone

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Most innovative & complete device portfolio

Transform the frontline

WiFi phones
- Webex Wireless Phone
- Cisco Wireless IP Phone 8821

DECT phones
- 6825
- DBS-210

Expert on Demand
- RealWear Headset
Made with love, in Norway

Our Webex video devices are designed by an incredible team in Norway, who think Cisco is a pretty awesome place to work:

the #1 midsized workplace in Norway, to be exact.¹

Customers choose Cisco devices more than any other

Unified Communications

Cisco devices claim 40% market share, as customers choose Cisco as their conferencing platform during the global pandemic.

<table>
<thead>
<tr>
<th>Company</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco</td>
<td>38.9%</td>
</tr>
<tr>
<td>Logitech</td>
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<tr>
<td>Poly</td>
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<td>Huawei</td>
<td>5.4%</td>
</tr>
<tr>
<td>Microsoft</td>
<td>3.2%</td>
</tr>
<tr>
<td>AVer</td>
<td>2.3%</td>
</tr>
<tr>
<td>Zoom</td>
<td>1.6%</td>
</tr>
<tr>
<td>Others</td>
<td>17.5%</td>
</tr>
</tbody>
</table>

Frost & Sullivan Best Practices Award 2020

2020 Global Digital Collaboration Board Company of the Year Award

“From our evaluation, the Webex Board is best in class for every deployment scenario and has everything you need to bring people together and inspire creativity.”

Vaishno Devi
Industry Analyst, Information & Communications Technologies
Frost & Sullivan

Cisco continues to lead the market for IP phones, with over 100M units shipped to date, and with a market share of over 49% in CY2020. We also introduced a string of new innovations over the last 12 months including:

- Webex Room Phone - a next generation conference phone with content sharing
- Webex Wireless Phone - ruggedized WiFi and push-to-talk solution
- IP Phone 6800 Series DECT wireless handsets and base stations

Truebeck Construction

“We’ve gone from seven Zoom Rooms to 26 Cisco Webex Rooms .... Our [team members] ... are really enjoying the system and how easy and reliable it is.”

Joshua Baever
Senior Systems Reliability Engineer

T-Mobile

“Our Webex Rooms provide clear sight and sound, resulting in a transparent user experience.”

1. Case Study: Truebeck Construction.
2. Joshua, Your Users Are Your North Start: Building Effective Video Conference Rooms for T-Mobile's 50,000 Employees. Joshua Baever, July 14, 2020
The future of customer experience.

Intelligent, connected, and always delightful.
Contact Center by the numbers

3.2M Agents
36K Customers/enterprises
1.5K Global partners
#1 Market share in North America\(^1\)
#2 Market share globally\(^2\)

## Contact Center leads in market share

Webex continues to lead the market for contact center solutions, with nearly one-third of global market share. That translates into 36,000 organizations around the world using Webex for their customer experience needs.

### Enterprise Contact Center Worldwide Revenue - Q4 2020

<table>
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<tr>
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</tr>
<tr>
<td>Aspect</td>
<td>6.0%</td>
</tr>
<tr>
<td>Mitel</td>
<td>2.5%</td>
</tr>
<tr>
<td>NEC</td>
<td>2.3%</td>
</tr>
<tr>
<td>Others</td>
<td>3.0%</td>
</tr>
</tbody>
</table>

The Aragon Research Globe™

Aragon Globe for Intelligent Contact Centers
Published 2020

Currently, there's a critical need to solve customer problems faster with AI-powered contact centers. The Aragon Research Globe for Intelligent Contact Centers examines the major intelligent contact center providers, including industry-leader Webex.

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Economic impact of Webex Contact Center

Summary of benefits:
- Three-year risk-adjusted
- ROI 262%
- Benefits PV $6.8M
- Payback 13 months

$2.1M Savings from reduced IT support costs
$1.9M Savings from reduced contact center agency labor
$406.5K Savings from retired legacy systems
$2.4M Savings from streamlined customer care and quality management staff

T-Mobile

“We have 16,000 agents on the Contact Center platform and the system has been tuned to route each call to the right person each and every time.”

Tamara Jensen
Sr. Technical Product Manager

Impressive outcomes

- Fine-tuned routing to ensure the right calls were going to the right agents
- Increased customer base from 33 million to 83 million customers
  
<table>
<thead>
<tr>
<th>83M</th>
</tr>
</thead>
<tbody>
<tr>
<td>22%</td>
</tr>
<tr>
<td>0.78%</td>
</tr>
</tbody>
</table>

- Decreased agent attrition rate from 42% to 22%
- Decreased churn rate from 2.5% to 0.78%

1. Case Study: T-Mobile
Empowering IT to manage the hybrid workplace.
Platform

41 current Webex data centers

5 more by end of 2021
Extensible platform with strong partnerships and integrations

Strong ecosystem with 100s of integrations available today
**Broadcom**

“When we were all forced to work from home, we were able to transition 25,000 employees smoothly. All of our ... meetings can take place smoothly on Webex Cloud.”

---

**AT&T**

“Webex ... is one of, if not the best, collaboration solutions in the market today.”

---

**Stanley Toh**
Global IT, Head of Enterprise End-user Experience & Services

---

**Doug Jones**
VP of Voice & Collaboration Services

---

Our growing fan base
Chapter 09
US Golf Association

“For this year's US Men's and Women's Open, we used Cisco Webex...to connect both fans and media offsite with our championships.”¹

Navin Singh
Chief Customer Officer

Impressive outcomes

- Created the most connected US Open in history, focused on on-site connectivity

¹ Case Study: USGA Image

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T-Mobile

“Tossing out Skype and bringing in Webex meant changing our ways and spending more money, but the results were worth it. ... We have gone from 1,300 Webex meetings a week to almost 100,000.”

Joshua Baever
Senior Systems Reliability Engineer

PUMA

“The [Webex Experience Management] platform allows us to fine-tune our training programs and operations, based on the qualitative feedback left by the customers.”

Jerome Rouch-Sirech
Head of Retail

2. Case Study: PUMA
General Dynamics

“Cisco Webex has taken the worry out of security and interoperability.”

Gary Slebrch
Director of Enterprise IT

Stern Stewart Institute

“Video conferencing with Webex is very important because it is the modern way of teaching.”

Susanne Pertl
Founder of BIT

Powering a new world of hybrid work with our customers
McLaren Racing

“The ability to connect with others around the world has never been more important, and working with Cisco Webex will continue to help us bring our fans and partners closer to the heart of our team.”

Mark Waller
Chief Commercial Officer

Defining the future of hybrid sport experiences

Webex platform and devices will be the collaboration platform of the Team DSM cycling team, allowing remote connection and collaboration.¹

¹ Team DSM. Team DSM announce Cisco Webex as official collaboration partner.
The worlds of sports and technology play together

Cisco is now the official video conferencing technology partner for NBC Sports Bay Area’s coverage of the Golden State Warriors and San Francisco Giants, and NBC Sports California’s coverage of the San Jose Sharks.¹

¹ NBC Sports. NBC Sports Bay Area, Cisco Webex engage fans with exciting partnership. April 8, 2021.
Webex enables hybrid events at scale

Webex partnered with the Elton John AIDS Foundation to support the delivery of a virtual Academy Awards Pre-Party event hosted by Elton John, David Furnish, and Neil Patrick Harris.

With Webex support and contribution, EJAF raised an incredible $3 million to reach more young people who are affected by HIV/AIDS around the world.¹

A rock icon celebrates teachers

Chris Martin of Coldplay uses Webex to celebrate teachers around the globe.¹

Keeping football connected during Covid

Manchester City Football Club uses Webex to connect with fans during Covid.¹

"Cisco [Webex] has always been miles ahead in the area of security ..."¹

Zeus Kerravala
President & Founder

"I think Cisco Webex upped its game to better fulfill the needs of a hybrid workplace and do it with a consistent experience that is backed by top-grade security."²

Patrick Moorhead
Founder, President, Principal Analyst

Industry voices talk Webex

Robin Gareiss
CEO & Principal Analyst

Daniel Newman
Principle Analyst & Founding Partner

Metrigy

“Cisco's new Webex Desk Hub will be powerful for the changing workplace.”¹

Futurum Research

“T use a #Webex DeskPro. And I love it.”²

PKE Consulting

“[Webex]…put its stake in the ground in a few areas...that will define our industry in the next few years.”¹

Phil Edholm
President & Founder

Metrigy

“For those looking for an enterprise-grade, integrated platform offering calling, meetings, and team messaging...Webex should be a top buying choice.”²

Irwin Lazar
President & Principal Analyst

“Cisco Retools Webex, Is Ready to Fight Back.”

Zeus Kerravala
President & Principal

“The investment and changes that Webex has made and rolled out are beginning to capture mindshare back.”

Bob Cagnazzi
CEO

Industry voices talk Webex

**Creative Strategies, Inc.**

“There are many new features in the new #Webex but it's the integrated experience that for me is the biggest step forward now including #slido.”

_— Carolina Milanesi, President & Founder_

**Frost & Sullivan**

“Webex wows with new feature and product announcements designed to make meetings and collaboration even better.”

_— Roopam Jain, Senior Industry Director_

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“As the world turned to Zoom, I switched to Webex ... I have experienced nothing but delight with the Webex collaboration application suite.”

— Anurag Agrawal
Founder & Chief Global Analyst

“Perhaps the biggest statement about Webex is how much Cisco has gotten done this year. It does not appear the pandemic slowed them at all ... ”

— Dave Michels
President & Founder

1. Techaisle, Cisco Webex democratizing collaboration regardless of the workplace, work environment, and workspace. Anurag Agrawal, April 9, 2021.
TalkingPointz

“[Webex Contact Center] has the newest #CCaaS in the industry. It is unusual as Cisco built it from scratch - not acquired or ported from premises-based. Digital first, cloud native, #AI thru-out, and collaborative. #CCTR #CX”¹

Dave Michels
President & Founder

Metrigy

“Cisco's new contact center is no longer voice-centric. It's true #omnichannel. Agent desktops show all channels and journeys. Combine it with #AI, and it empowers agents even further.”²

Robin Gareiss
CEO & Principal Analyst

¹ Twitter, Dave Michels, February 3, 2021.
² Twitter, Robin Gareiss, December 9, 2020.
The world is your workplace, and it runs on Webex.

Moving forward, we at Webex will continue to help businesses be successful by giving their people an inclusive platform for collaboration and connection.

For 25 years, Webex has been allowing people to collaborate and connect from wherever they are, with whomever they want. With the rise of hybrid work, you could say that world has finally caught up with us.
Thank you.