



Cisco Systems, Canada

Rick Huijbregts, 12 May 2011

# Mega Trends Impacting Workplace

## Rise of Energy Consumption:

- Negative impact on the environment
- Current energy usage rate unsustainable

## Pressure to Improve Productivity:

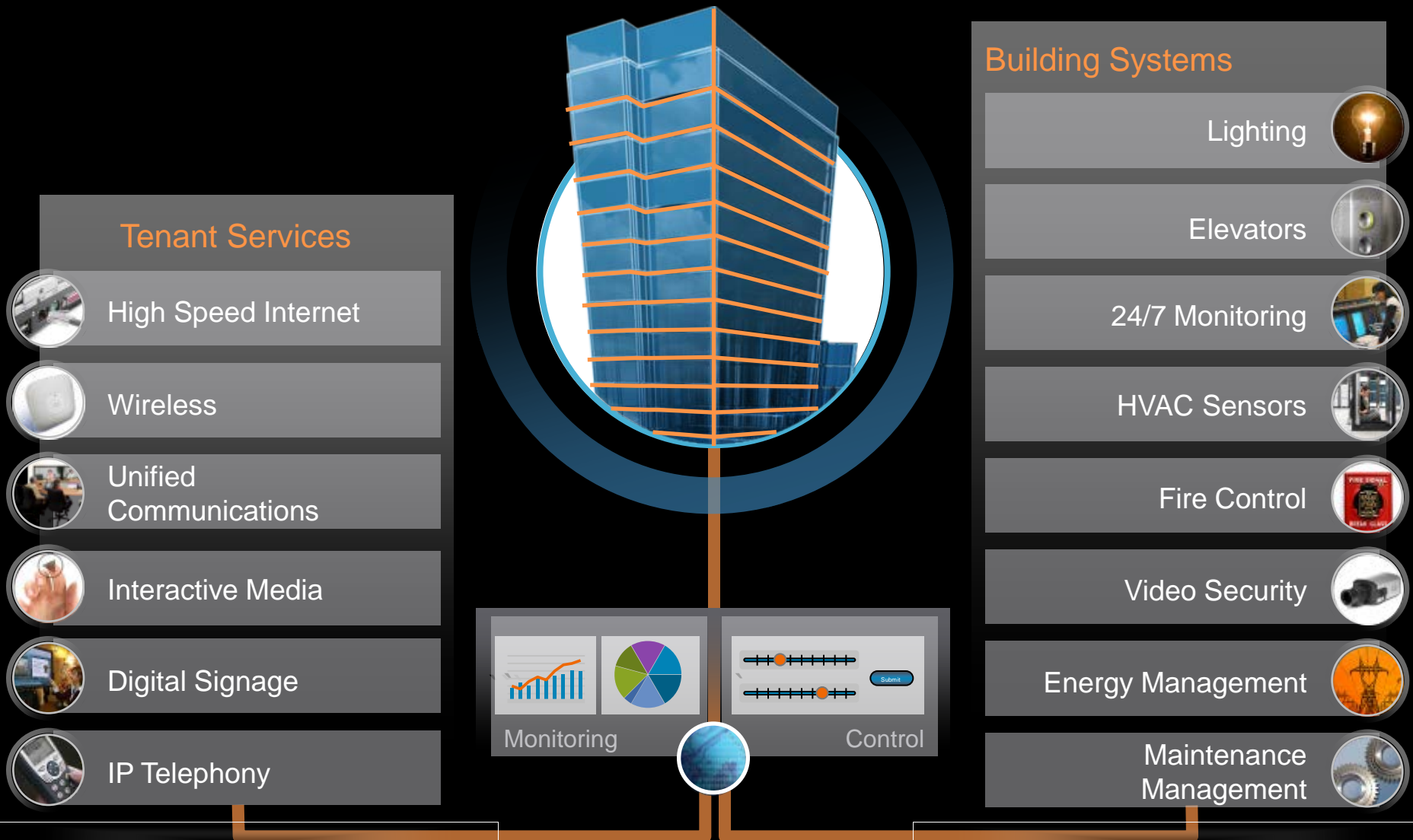
- Increase effectiveness
- Impact of technology on collaboration

## Changing the Way We Work:

- Pressure on travel and transportation
- Push to improve quality of life

# The Building Information Network

## Providing Opportunity with One Network



# Smart + Connected Real Estate



# Global Cisco Property Portfolio

## Global Headcount

**82,902 employees**

33% Engineering  
24% Sales  
44% all others  
FTE – 84%



## San Jose Headcount

**23,441 employees**

44% Engineering  
5% Sales  
51% all others

## Global Portfolio

**21.5 million SF**

(52% owned)

66% US/CAN  
18% EUEM  
16% APJ  
309 metros in 90 countries  
569 buildings

## San Jose Portfolio

**7.3 million sq. ft.**

(85% owned)

56 buildings

### WebEx at Cisco



### TelePresence at Cisco



### Wikis at Cisco



### Discussion Forums at Cisco: 7X

	January	August
Categories	157	929
Forums	312	2,025
Threads	1,059	7,351
Messages	3,058	22,187
Registered Users	2,582	19,499
Groups	41	105

### Blogs at Cisco: 2X

	February	August
Active Blogs	756	1487
Registered Bloggers	2,870	5742
Published Blog Entries	3,296	7835
Total Comments	2,588	6195

**BLOG**

### "YouTube" at Cisco: C-Vision



As our employee population changes and our technology is enhanced, so do our work styles

Collaboration via "virtual work practices" is rapidly evolving

# Solutions: TelePresence Converging All Forms of Human Expression



Helping Business Become "Green"

Immersive in real estate utilization and planning

### Cisco TelePresence Rooms

1,034 production TelePresence rooms deployed in 250 major cities across 60 countries globally.

CTS	Theater						Total
	AsiaPac	Emerging Markets	European Markets	Greater China	Japan	US & Canada	
500	34	18	68	12	4	308	444
1000	29	4	36	8	2	107	186
1100	4	5	7	3	0	36	55
1300	12	10	18	5	4	56	105
3000	15	7	23	6	7	99	157
3010	11	24	10	4	0	19	68
3200	0	0	3	1	1	6	11
3210	1	2	2	1	0	2	8
<b>Total</b>	<b>106</b>	<b>70</b>	<b>167</b>	<b>40</b>	<b>18</b>	<b>633</b>	<b>1,034</b>

For TelePresence Solution deployment information, select from the menu:

### Scheduled TelePresence Trend By Endpoints

	Q4FY10	Q1FY11	Q2FY11
<b>Meeting Statistics</b>			
Quarterly overall	88,113	88,788	88,788
Cumulative since launch	668,059	756,847	845,556
<b>Hours Used</b>			
Quarterly overall	121,446	120,446	142,003
Cumulative since launch	987,713	1,148,159	1,290,163

### Scheduled Multipoint Meetings By Endpoints

	Q4FY10	Q1FY11	Q2FY11
<b>Multipoint Statistics</b>			
Multipoint meetings	35,351	38,287	24,511
Cumulative since launch	230,606	268,893	293,344
<b>Multipoint hours Used</b>			
Multipoint hours	59,152	55,166	46,986
Cumulative since launch	382,337	441,433	498,278

### Benefit Of Meeting

### TelePresence Meeting Statistics

are based on reservations and adhoc data. Each TelePresence...

**Based on 8 Hour Business Day:**  
 63% overall average TelePresence utilization (non-private rooms) by endpoints based on a normal 8-hour business day and a 5-day work week.

14% average adhoc utilization since November 1, 2009 by endpoints.

Each TelePresence endpoint is given credit for having a meeting. Further breakdown of this rate is below:

Utilization rates by CTS Type:

CTS Type	Utilization Rate
Three-screen systems	8 hours
CTS-3210 - 14 or 18 seats	
CTS-3200 - 14 or 18 seats	
CTS-3010 - 6 seats	
CTS-3000 - 6 seats	

Overall utilization rate: 63%

Private rooms (124 rooms) not included in the overall utilization

Room Type	Utilization Rate
Private rooms (124 rooms)	52%

34,380 adhoc meetings held by private rooms to date.

Room Type	Utilization Rate
Private rooms (124 rooms)	61%

Meeting statistics by endpoints:

	To date	Past 7 days	Past 30 days
<b>Meeting Statistics By Endpoints</b>			
Scheduled meetings	<a href="#">954,266</a>	6,710	36,620
Scheduled hours	<a href="#">1,299,289</a>	9,127	50,068
Adhoc meetings	<a href="#">214,219</a>	2,562	15,511
Adhoc hours	<a href="#">199,209</a>	1,097	6,186

### TelePresence Value Metrics

provides most commonly user reports, trends and statistics...

**Travel Avoidance**  
 is one of the expected benefits collected via the TelePresence...  
 212,871 meetings avoided travel to date based on the expected benefits collected via the entitlement form defined by the [entitlement policy](#).

\$851 M travel cost savings to date based on an average of 4 participants per meetings and \$1000 average per trip.

**Productivity Gain Report**

Based on a sample analysis of 32 global offices, TelePresence may reduce average Cisco Deal cycle time by up to 9.7% or 30 days out of 310 days.

459,301 metric tons of emissions saved to date.

Room Deployment Trend

Scheduled Meeting Reservation Trend

Travel Avoidance Meetings Trend

Productivity Improvement Trend

Value Metrics By Meetings

Travel Information

Productivity Gain Report

Purpose of Meeting

Benefit of Meeting (by Theater and Total)

Cisco TelePresence Users



[TelePresence Entitlement Policy Overview](#)



[Cisco Multipoint Meetings](#)

Board Quick Links

[Scheduled Meeting Reservation Trend](#)

[Advanced Meeting Search](#)

[TelePresence Executive Metrics Dashboard User Guide](#)

External Links

[TelePresence Room Availability](#)

[Two Minute Scheduling](#)

[TelePresence Success Stories](#)

[Carbon Emission Calculator](#)

[Cisco on Cisco whitepaper \(Cisco TelePresence Expands to Over 715 Rooms in 48 Countries\)](#)

Glossary

Roll over key terms with...

- 8-hour business day

- Adhoc meeting

- Average scheduled utilization rate

- Inference strategy

- Meeting by endpoint

- Meeting count

- Since launch

- Travel reduction by



**213k**  
 mtgs  
 avoided  
 travel

**US\$**  
**851M**  
 cost  
 savings  
 on  
 travel

**US\$**  
**319M**  
 in  
 productivity  
 cost savings

**460k**  
 metric  
 tons of  
 GHG  
 emissions  
 saved

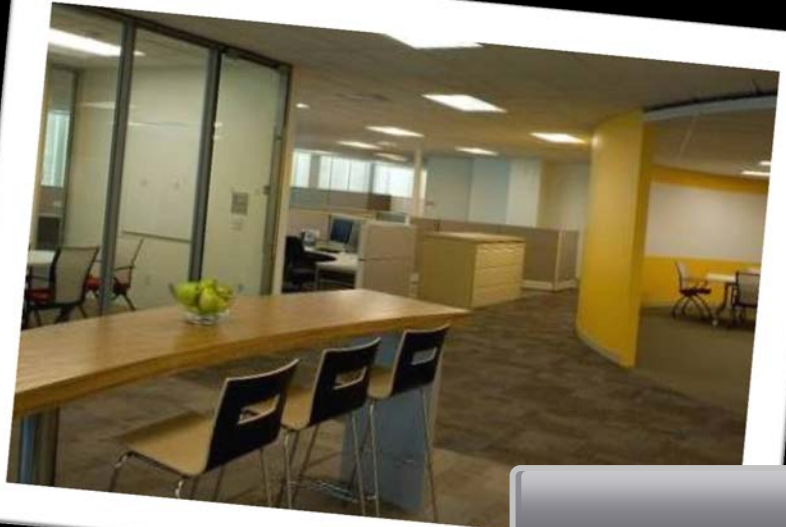
# Typical Results



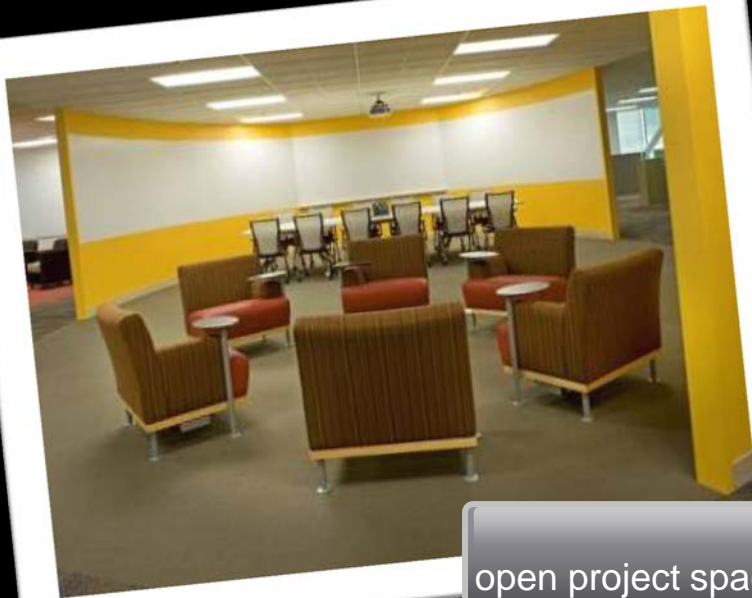
Typical floor in San Jose	Traditional	Cisco Connected Workplace
Usable Area	49,000 sq. ft.	49,000 sq. ft.
Work Space	70% individual	30% individual
	30% collaborative	70% collaborative
Use Pattern	Traditional, Assigned	Flexible, Group Assigned
Design Capacity	300 (fixed)	440 (nominal)
Enclosed Meeting Spaces	16	72
Usable Area / Capacity*	163 sq. ft.	111 sq. ft.
Chargeback per Employee	\$5,162 per year	\$2,596 per year



lobby



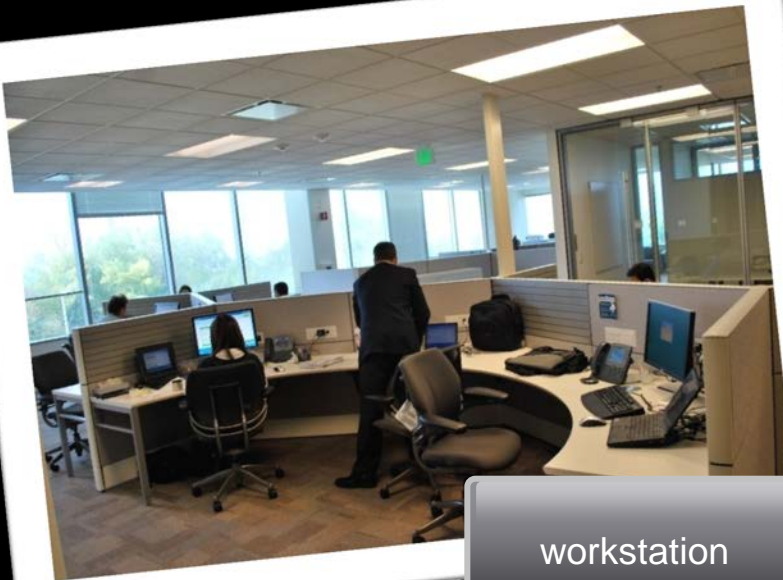
neighborhood



open project space



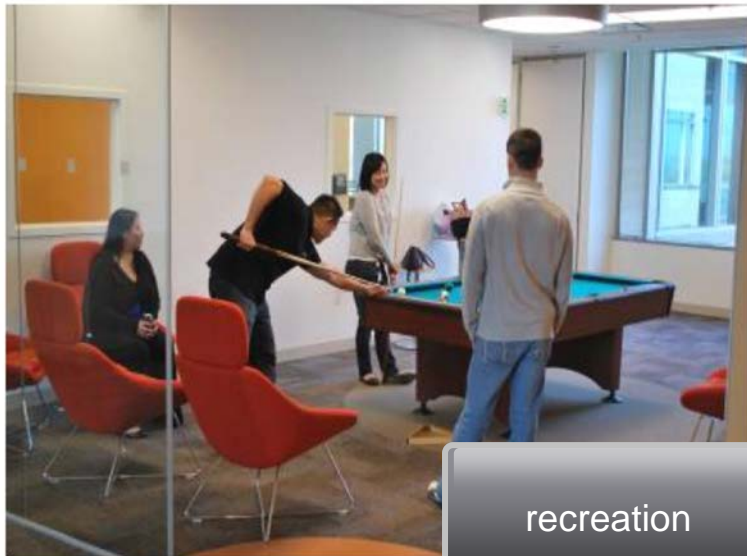
E-cafe



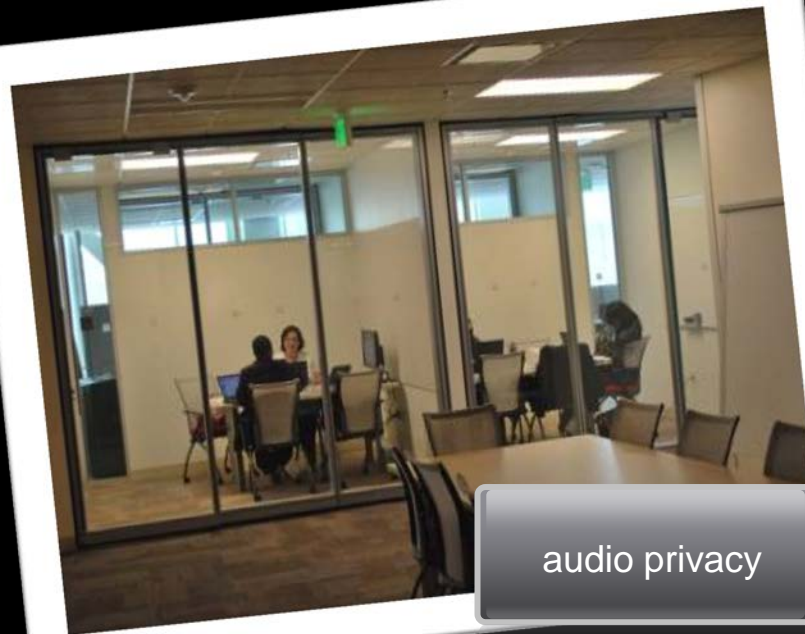
workstation



den



recreation



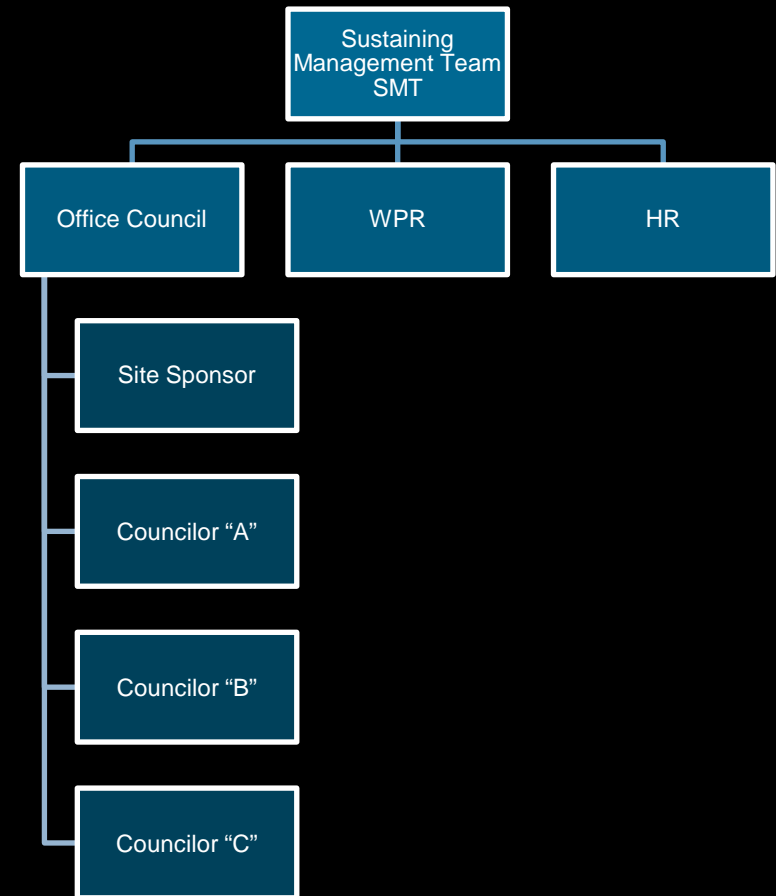
audio privacy

# Sustaining Management Team Model

**For Cisco Connected Workplaces to be successful, local leaders in each location are needed**

- Business Leaders have a more effective voice in managing to change
- Business Leaders provide the best local response to local issues
- Only Business Leaders are truly able to lead by example
- Only Business Leaders have the appropriate relationships needed to take Cisco in a new direction

***By participating in the Sustaining Management Team through your local Office Council, you set a strong example for all employees!***



# The Banyan Building: Built for Sustainability

## Environmental

Above LEED Standards:

- 25% above for lighting energy
- 27% above for water consumption
- 31% above for cooling energy
- Enhanced air quality by 30%

## Economic

Annual Payback of:

- OpEx savings of ~15%
- Employee productivity of +9%
- Energy efficiency of +30%

Total Savings: 1005 MWh

## Social



Collaboration Areas



Cafeteria



Child Care Centre

# Smart Work Center

Smart Work Center (SWC) offers a flexible and user-centric work space with enhanced communication technologies and a community inclusive service setting, designed to improve employee collaboration and productivity.





**CISCO**