



Evolving

# Cisco's ~~disappearing~~ Intranet

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October 19, 2016

# Intranet use is trending down?!?!

	March 2016		September 2016	
	Page Views	Visits	Page Views	Visits
Home Page	3.7m	2.4m	3.3m	2.1m
Payroll	70k	54k	78k	59k
Learning	16k	12k	12k	9k

# Agenda

1. History
2. Who uses cisco's Intranet
3. Cisco's Intranet Today
4. A few questions about what's next

# On the way to the cloud



# 2016 Technology: More wireless & mobile



# Who uses Cisco's Intranet?

# Global Portfolio and Work Culture

## Global Headcount

83,282 persons housed

70,870 full time employees

61% Americas

14% EMEAR

25% APJC

## Global Portfolio

22.97 million sq. ft.

(43% owned)

94 countries

484 locations

600 buildings

As of October 2015

59%

work in a different location than their manager

48%

collaborate with people in different time zones

79%

work for home at least once a week

50%

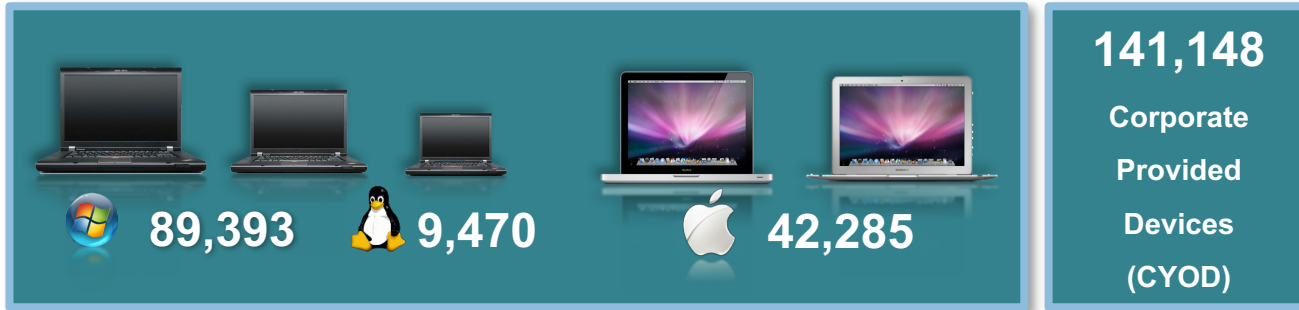
classified mobile workers

9%

work in a fully remote manner

Source: Cisco Work Profile Survey, 2014

# Cisco IT Device Landscape (June 31, 2016)



# A day in the life...

## Start the day from home office

Quick check on emails, early morning meetings  
Apps for Approvals  
Connect into WebEx while commuting to work



8:00 am

Power of Desktop and Mobile Collaboration

Mobile Workspaces

9:15 am



## Persistent Workspaces

Check in using Cisco Maps  
Collaborate Via Jabber  
Stay Connected with Spark

## Daily Project Sync-up call

Face to Face Alternative  
Drive decisions, communications and clarity



10:00 am

In-room Experience

Beyond Corporate boundaries

2:30 pm



## Business to:Business

Collaboration with customers/partners  
Demo / Product briefing Industry Events

## Collaborate Effectively

Global meetings  
Connect with global teams  
using personal endpoints



After hours

Escape Time zones

## Stay Connected

anywhere

Spark



WebEx



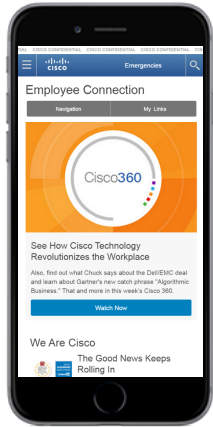
Jabber



# Cisco's Intranet Today

## Convergence, Cloud, Collaboration

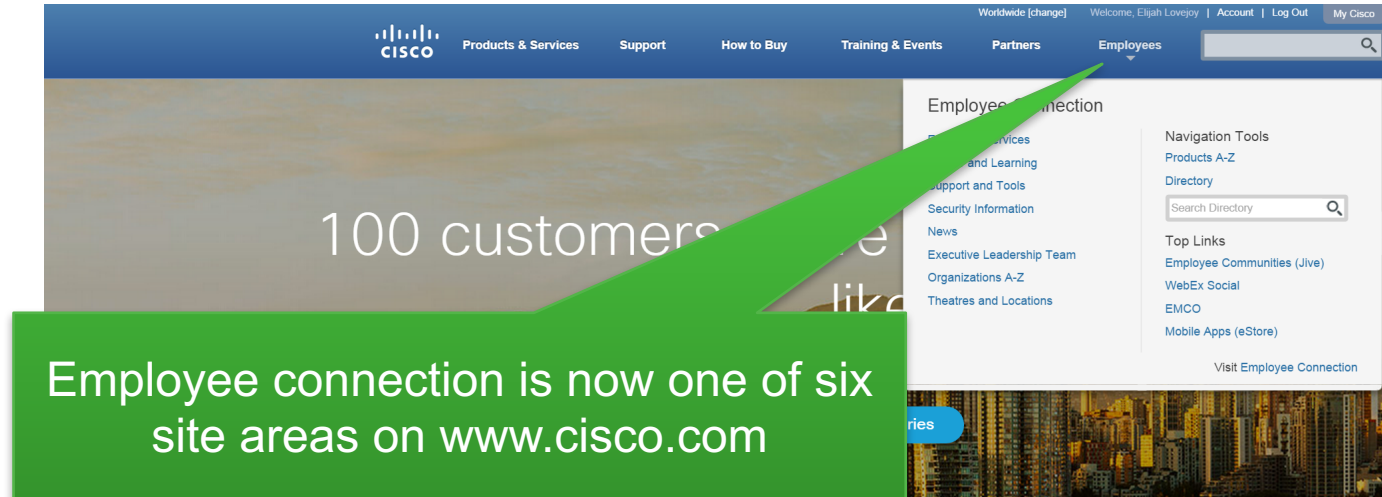
# 2015: CEC (Intranet) moved to Cisco.com



“Going forward, our new [CEC](#) will be my main platform for communicating with you. We’ve worked to streamline and simplify the CEC, and as we’re all moving fast, I hope you will use this to stay in tune with what’s happening at Cisco.”

– Chuck Robbins 8/1/2015

~40k daily visits  
~100k monthly users





# CEC Is the first place to go for company news... along with Cisco TV

The screenshot shows the Cisco website's navigation bar with links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. The main content area features an article titled "Agent 01100011 Demystifies More Cisco Rumors" published on September 06, 2016. The article includes a "HELP WANTED" sign graphic and a "Keep the Tips Coming!" section. The article text discusses a Secret Agent character and various rumors, such as one about a woman's diagnosis and another about cloud types.

CEC Home / News / Global Employee Headlines /

## Agent 01100011 Demystifies More Cisco Rumors

★★★★★ (4.8) (38)

Published Sept 06, 2016

**Myth #1: Your mom calls: Her bellyache has been diagnosed as eosinophilic esophagitis, which she's never heard of, and neither have you. You want to be supportive, but have nowhere to turn for expert advice.**

How about those games in Rio? A job well done indeed! But now it's back to work. It's a new fiscal year, which means the Secret Agent Division's books are clear of busted myths. We've got to meet our projections for FY17, so I've returned from Brazil with prospects and suspects.

**Myth #2: There's only one type of cloud—the public cloud.**

Busted! Look in the sky. Do you see only one type of cloud?

**Keep the Tips Coming!**

Is there a gold medal for mythbusting? If so, I think I'm a contender.

But there's no time to rest on laurels. If you need a myth tested for truth, send it to the [Jive discussion forum](#) and I'll do more busting.

8200 people read the top article on CEC in September

The screenshot shows the Cisco Beat video player with a video of two people talking. Below the video is the Cisco TV logo and copyright information. To the right is a social media post for Cisco Beat, featuring a photo of the video's participants and text promoting the video and a Q&A event.

## Cisco Beat

Information CCM Q&A Post

Cisco Beat  
September 27, 2016 09:50 AM - 09:50 AM

The Cisco Beat is our monthly all-employee sync, hosted by members of the Executive Leadership Team.

Please complete a survey about this event.

Help

Created by Catherine Schmittner on Sep 10, 2016 12:38 PM. Last modified by Catherine Schmittner on Jun 20, 2016 4:26 AM.

Visibility: Open to my org

Cisco Beat is your source for real time Executive updates. Streaming Live on Cisco TV from locations around the globe.

Thanks to everyone sharing #CiscoBeat and amplifying our message socially! #WeAreCisco

Don't Miss the Security Focused May Cisco Beat. Watch the Replay Today! #

Join Us in June for the Best Global Q&A Around!

More than 12k employees around the world watched the monthly Cisco Beat



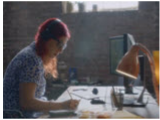
# Things you'd expect: Home page, News

The screenshot shows the Cisco Employee Connection homepage. At the top, there's a navigation bar with links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. Below this is a search bar. The main content area is titled "Employee Connection" and features a "My Links" sidebar on the left. The main content includes a featured article titled "Agent 01100011 Demystifies More Rumors" with a "Learn More" button. Below this is a "Featured Media" section with a video thumbnail for "Jedis, and Robots, and iPhones, Oh, My!". At the bottom, there's a "We Are Cisco" section with a "Women in Tech" article and a "Learn More" button. The page also displays the Cisco logo and a search bar.

The screenshot shows the Cisco News page. At the top, there's a navigation bar with links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. Below this is a search bar. The main content area is titled "News" and features a "Global Employee Headlines" section with a "Tell the Executive Leadership Team What's on Your Mind" article. Below this is a "New Products, Solutions, and Services" section with a "Introducing the Global Launch Hub" article. The page also displays the Cisco logo and a search bar.

# What you might not expect: social sharing, ratings & comments

## Featured Media



You Won't Forget this Video: The Anatomy of an Attack  
Get inside the mind of a hacker and see how a ransomware attack comes together. This is why our customers require effective security.

[Learn More](#)



## We Are Cisco



Fostering Relationships Is the Best Part of My Job

Meet millennial Jerome Sanders, who wants to make this world a better place by influencing each other and sharing knowledge.

[Learn More](#)



Employees are encouraged to tweet and share external stories



The screenshot shows the Cisco website's news page. The main article is titled "Update to Recent Engineering Announcements" and has a "Quality Of Article" section with a 5-star rating and 221 reviews. The article text discusses changes in engineering roles and team structure. A comments box is visible on the right side of the page.

Navigation: My Links, Quality Of Article

Total Rating(221) Average Rating (5)

★★★★★	(216)
★★★★☆	(5)
★★★☆☆	(0)
★★☆☆☆	(0)
★☆☆☆☆	(0)
☆☆☆☆☆	(0)

Update to Recent Engineering Announcements

★★★★★ (5) (221)

Take on an expanded role leading the newly-created Networking Engineering teams, this team is focused on driving growth in for our customers.

...d to communicating directly and transparently with you. Today I

...business will also join David's team.

Insieme provides next-generation data center solutions such as SDN, data center analytics, and orchestration for 13,700 Cisco customers. As a result of this change, Cisco will have an engineering group dedicated to our routing, switching, and security solutions. As one team, they can deliver tighter development and technology integration today, and accelerate the innovation that our customers require for tomorrow.

Mario Mazzola, Prem Jain, Luca Cafero, and Soni Jandani have made the decision to leave Cisco on June 17. Their decision is based on a disconnect regarding roles, responsibilities and charter that came to light immediately after the announcement. We are very thankful to each of them for their significant contributions to Cisco, which includes building a world-class technical team that will continue to innovate and deliver amazing products. Even though Mario, Prem, Luca, and Soni have resigned, we have all agreed that we want the best for both Cisco and the Insieme team.

I would like to take this opportunity to acknowledge the many contributions that these four incredible leaders have made to Cisco. They are some of the most innovative engineering and business leaders in Silicon Valley. Their passion for innovation has helped grow our SDN and ACI portfolio to an annualized run rate in excess of \$2 billion. Their influence extends to many other successful products over the years, dating back to the 1993 acquisition of Crescendo Networks. Mario, Prem, Luca, and Soni will always be an important part of

Share your Comments on this news article.

Comment on this news article.

★★★★★ (Rate this document) [Clear All](#) [Submit](#)

Average Customer Reviews

★★★★★ (Average of 221 ratings)

Rating: [Sample Rating](#)

Thank you for your transparency, and for keeping us all in the loop. Best wishes to the entire outgoing team.

★★★★★

Mon Jun 13 2016 00:17:40 GMT-0700 (Pacific Daylight Time)

Rate Larry

Not reviewing. An odd & unbalanced directly without giving out the reasoning behind it. Open to good ideas & feedback. Your contributions have been key to Cisco's success.

As Jun 13 2016 00:08:00 GMT-0700 (Pacific Daylight Time)

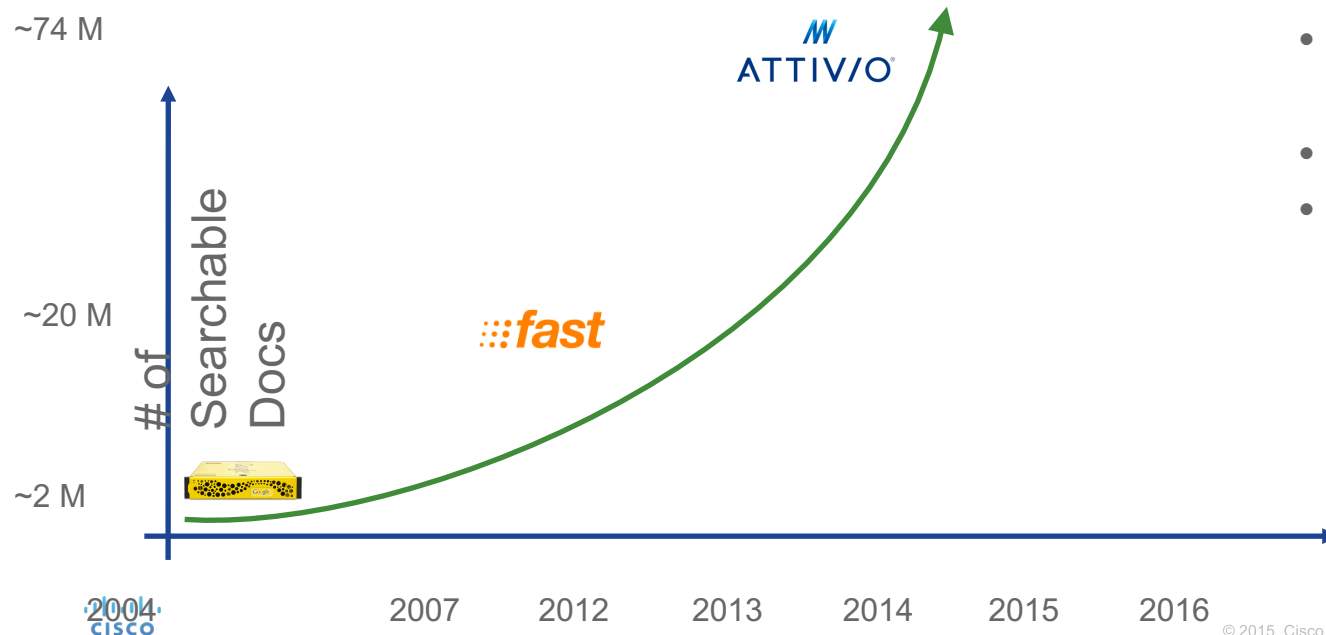
Rate Chauhan

Like the way of managing and communication. Lots of ideas, details have shared before. Thanks to David & Soni. You have made previous contribution that has helped Cisco to present shape and future. I can't think you have thought and you are your things and get going. I am happy to have a better future. I will be happy to see you back. Thank you for your contribution.

As Jun 13 2016 11:43:15 GMT-0700 (Pacific Daylight Time)

Maria Yezhov

# Only a few hundred CEC documents get more than a few visits per day...



- 79m documents indexed
- 17m searches/ month
- ~8TB/ month content growth

# 97k People use Jive every month



Consuming  
71,978



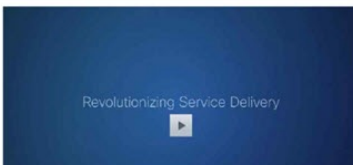
Engaging  
24,964



Creating  
8,203

- In 2 years: 1.6m pieces of content in 28k Jive groups (some migrated).
- Used by 71% of operations employees and 91% of sales employees every month

# Continuous delivery community helped dozen of teams learn about Agile & DevOps in FY16



**Continuous Delivery**  
Fast innovation requires Fast IT. Fast IT is the new model for IT that transforms the way we deliver new capabilities to our clients. Continuous Delivery, one of Cisco IT's FY15 priorities, is driving the evolution of application delivery by providing adaptive tools and iterative and agile processes that dramatically improve time to deliver new business capabilities. Many of our Lighthouse Use Case (early adopter) teams have started utilizing the new tools and processes and are experiencing first-hand increases in overall delivery agility, employee productivity and quality. Over the coming quarters, we will partner with all IT service organizations to transform the way to delivery business applications.

FIND OUT WHICH SERVICES ARE...  
**CD Gold Certified**

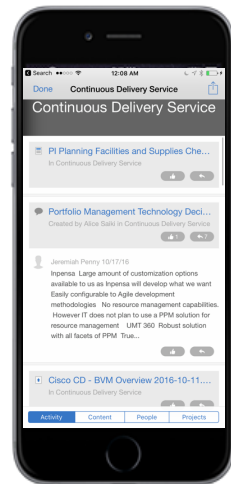
KEY CONTENT AND PLACES

- Continuous Delivery Discussion Forum
- Release Transformation (RT)

### CD Tool Inventory

For information on tools and training by role, [click here](#)  
\* - Coming Soon

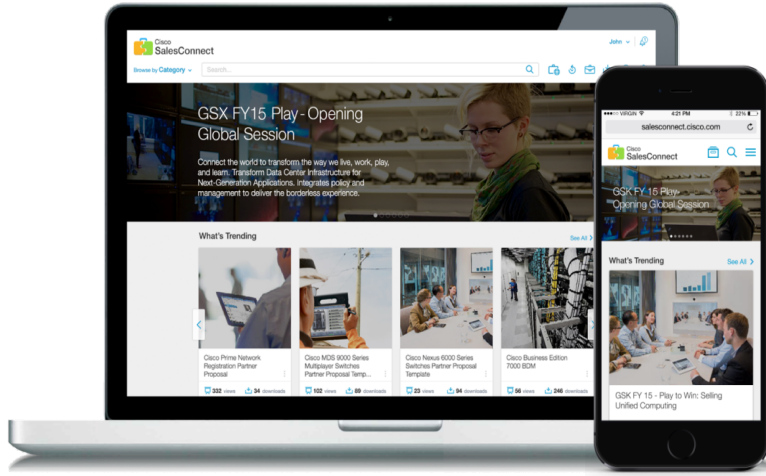
Plan	Develop & Build	Automated Testing	Deploy & Release	Adapt & Scale	Defect Mgmt.
Jama*	Developer Toolset	Static	Artifactory	Delphix	Jira
Rally	Eclipse	CodePro Analytics	Cisco AppDB	OpenShift	Kovair, Tasktop*
	Toad	Coverity	Datical		Quality Center
	Xcode	Findbugs	uDeploy		
	Source Code Management	Pre-Build	uRelease		
	Crucible	BlackDuck			



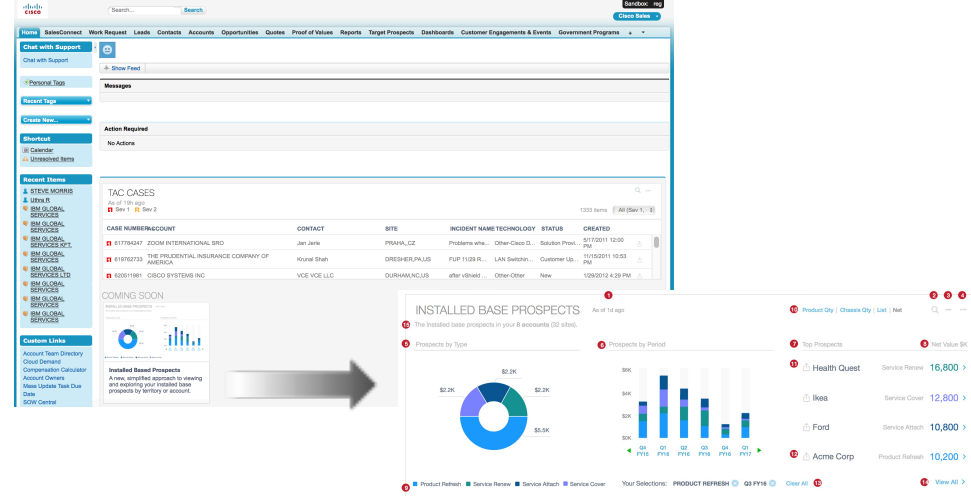
Documents, presentations, blogs, video, conversations, etc...



# Sellers have domain-specific tools



SalesConnect: the information sellers need



20k Sellers use salesforce regularly to manage sales opportunities

# One stop shop for IT services: estore.cisco.com

The screenshot shows the Cisco eStore homepage. At the top, there's a navigation bar with the Cisco logo, 'eStore', a user profile for 'Rich Gore', and a search bar. Below this is a 'Shop All' button. The main content area is titled 'Begin By Browsing' and features five categories: 'Software & Apps', 'Collaboration', 'Network Connectivity', 'IT Infrastructure (CITEIS)', and 'Devices'. Each category has an icon and a brief description. To the right of these categories are two vertical navigation links: 'About eStore' and 'Manage My Things'. Below the main content area, there are three sections: 'Cisco Essentials', 'Most Popular', and 'Featured'. Each section lists specific products with icons and short descriptions.

**Begin By Browsing**

- Software & Apps**  
Discover Web Tools, Desktop Software and Mobile Apps for any device
- Collaboration**  
Work smarter with Box, WebEx Conferencing and other tools
- Network Connectivity**  
For all your Home and Remote Access needs including CVO and VPN
- IT Infrastructure (CITEIS)**  
Access Infrastructure, Cloud, and Engineering services
- Devices**  
Set up Smartphones & Tablets and find tools for your Laptops & Desktops

**Cisco Essentials**

- Cisco Jabber (Desktop Client)**  
Cisco Jabber lets you access presence, instant messaging (IM), voice, video, voice messaging, desktop sharing and...
- eStore Apps**  
eStore Apps is the Cisco mobile app store that lets you download and update all the Apple (iOS) and Android mobile apps...
- Box - Request Account**  
Box is a cloud-based file storage service that allows you to sync files and collaborate with colleagues or external users from your...

**Most Popular**

- Cisco VPN Access - New Service**  
Cisco VPN Access allows you to connect to Cisco's corporate network from remote locations such as home offices, hotels, etc...
- SoToken II**  
SoToken II is a security token software. When used with a VPN software, it provides a second layer authentication.
- Sales Mobile**  
The Sales Mobile app lets Sellers and Managers approve partner and non-standard deals, view My Business Reports-OTS...

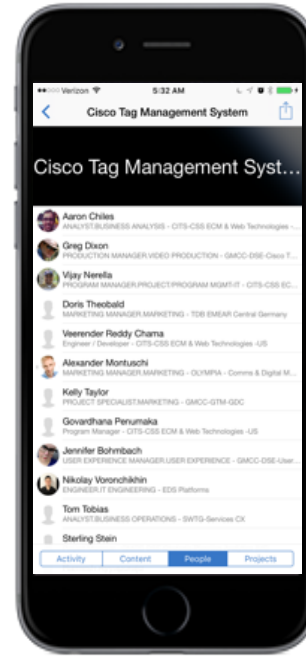
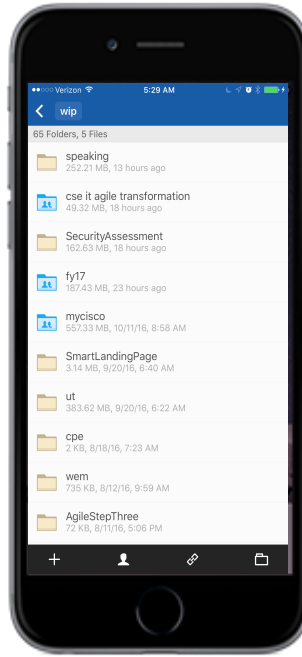
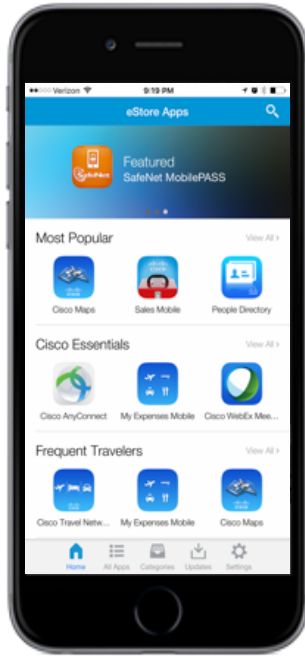
**Featured**

- Microsoft Office**  
Create polished documents with the full Office applications you know and trust using Office. Microsoft Office offers all employees the...
- X1 Search**  
X1 revolutionizes the way you retrieve emails, attachments, files and SharePoint data with an award winning interface; specifically...
- Microsoft Project Professional**  
Online Project Management software delivers powerful new ways to effectively manage important projects. New and intuitive...

Employees can order devices, collaboration tools, and software.













Also used to request underlying IT services (e.g. compute, network, and storage)

# Native apps remain more popular than CEC (CEC got about 10k phone & tablet visits in Sept '16)





# So CEC (“the old intranet”) has gotten smaller....

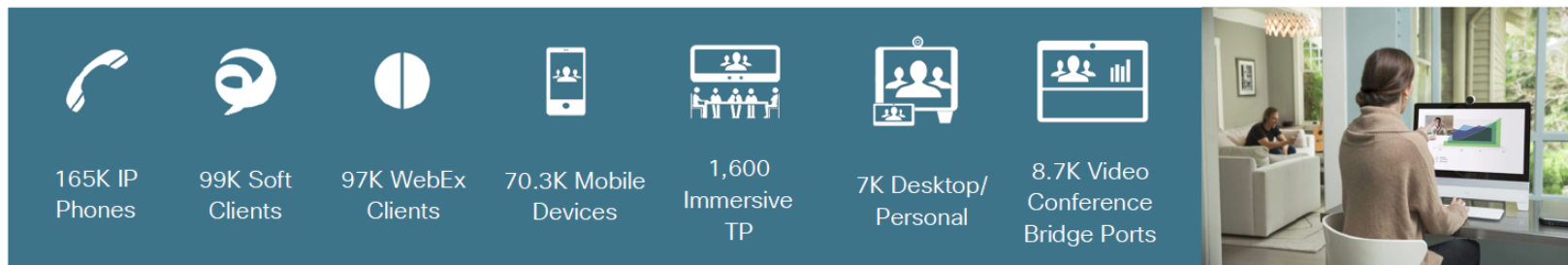
Scenario	Digital Platform					
	 CEC	 Doc Central	 Employee Communities	 Box	 Spark	 Jabber
 Content Management	X	X	X	X	X	
 Socially Manage a Project		X	X	X	X	
 Borderless Collaboration		X	X	X	X	
 Collaborate on Account Management		X	X	X	X	
 Build your Personal Brand			X			
Support Management <i>coming soon</i>			X		X	X
Knowledge Base Construction <i>coming soon</i>			X	X	X	
 Using Cisco Spark					X	



# ...as our Intranet has become less about documents

# Intranet == Collaboration

# Collaboration



## WebEx & Jabber Metrics

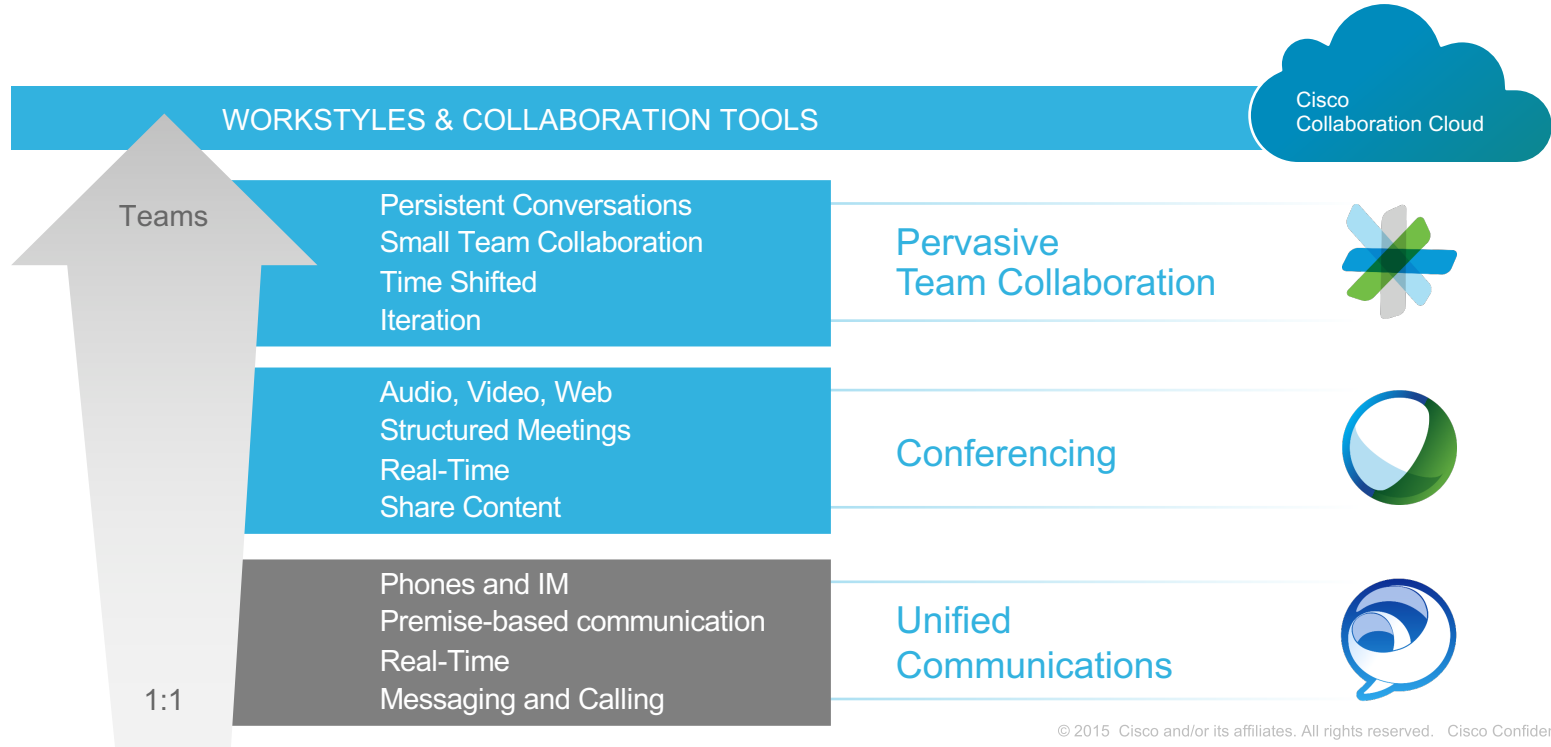
- 10.1M annual WebEx Conferencing Meetings
- 12.6M avg. WebEx video minutes per quarter
- 307.5M avg. WebEx voice minutes per quarter
- 1.36B Jabber Instant Messages

## TelePresence Metrics

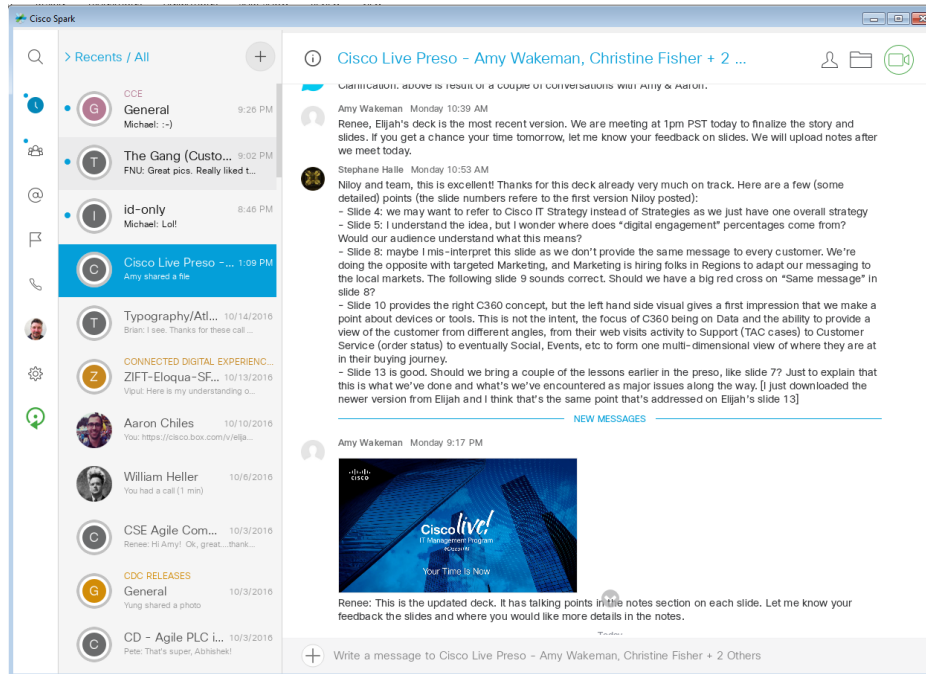
- 344,954 people avoided travel
- \$1.55B travel cost avoided
- \$580M productivity cost savings
- 833,950 metric tons emissions saved
- 56% avg. immersive TP utilization
- 1,523 rooms at Cisco
- In 286 cities in 79 countries
- 1,911,906 TelePresence meetings

Cisco FY14 Travel Savings	Q1 FY14	Q2 FY14	Q3 FY14	Q4 FY14	Per Employee - Savings	Total
# of Meetings Avoiding Travel	11,690	9,914	11,484	10,023	N/A	43,111
Estimated Travel Savings	\$46,760,000	\$39,656,000	\$45,936,000	\$40,092,000	\$2,269.45	\$172,444,000
Estimated Productivity Savings	\$17,535,000	\$14,871,000	\$17,226,000	\$15,034,500	\$851.04	\$64,666,500
Carbon Emission Savings	25,250	21,414	24,805	21,650	1.23	93,119

# Spark: Collaboration meets the Intranet



# Project rooms allow teams to share files & work asynchronously



# What's next

# Questions

- How do we look forward instead of backward?
- What are the boundaries of an intranet in 5 years?
- What will be the impact of Mobile? Social? Big data? Cognitive computing? Microservices?
- What if we slowed down?

