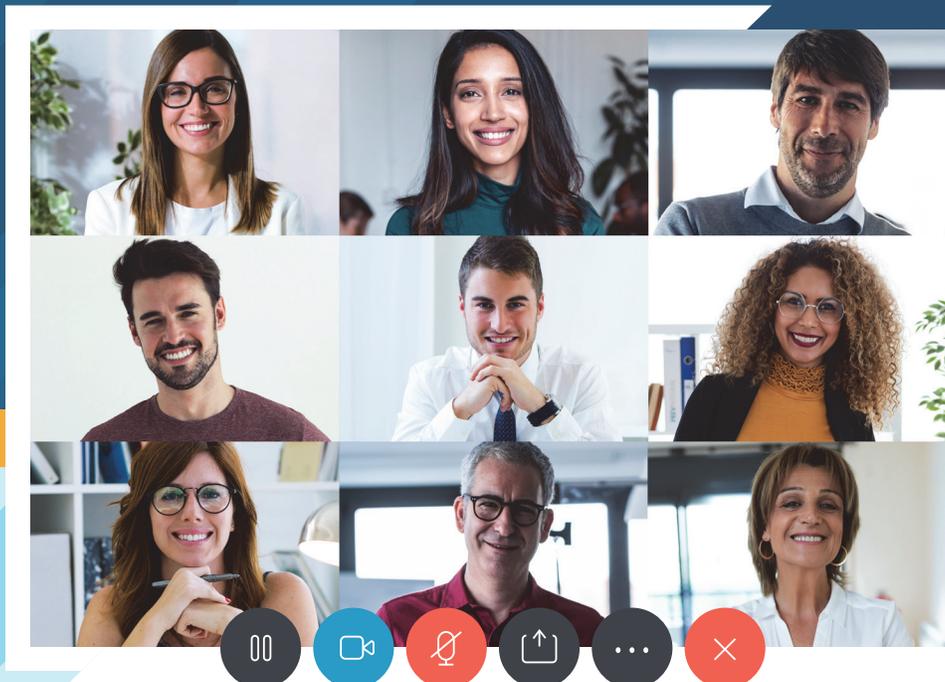


# Business Continuity and \$600K Saved: How a Global Firm Got 11,000 Users on Board Fast



## THE CLIENT

A global, multi-billion-dollar architecture and engineering firm with 11,000 users, referred to throughout as AEF.

## THE CHALLENGE

With a voice-only conferencing system set to expire in just three months, AEF wanted to implement Cisco Webex to connect their team members more productively across the world. They knew that the ability to connect via video and share content easily would future-proof their business communications.

But change is hard – especially for thousands of users in a short time. Many were resistant to the idea, and AEF's small IT team didn't have enough manpower or the messaging experience to educate and excite their users about the switch. Racing against the clock, AEF needed help creating the collateral to teach their users how to install Cisco Webex and use it effectively.



## THE SOLUTION

The Sirius Cisco CX Team was ready to help AEF meet their deadline and create an engaging experience for the end users at the same time. The CX team created customized, user-friendly internal collateral to stimulate Cisco Webex adoption, including:

- **Flyers touting the advantages of the new platform and its functionality**
- **How-to guides to help end users step by step**
- **Engaging videos demonstrating how to use the most common features**
- **An FAQ page answering common questions that new users were raising**

## THE RESULTS

With the help of the Sirius Cisco CX Team, AEF beat their deadline and had all 11,000 users up and running with Cisco Webex before their legacy conferencing solution expired. AEF saved **\$600,000** by not having to renew the annual contract with their previous provider. The IT team has saved 40 hours each month by supporting just one solution instead of multiple tools.

AEF's users, who might have been slow to adopt Cisco Webex without the CX Team's guidance, instead became comfortable with the move quickly, creating a large group of initial adopters that helped bring along those who were truly resistant to change. The collateral developed by the Sirius Cisco CX Team protected the small IT team's time by smoothly guiding users through a self-directed move to the new platform.

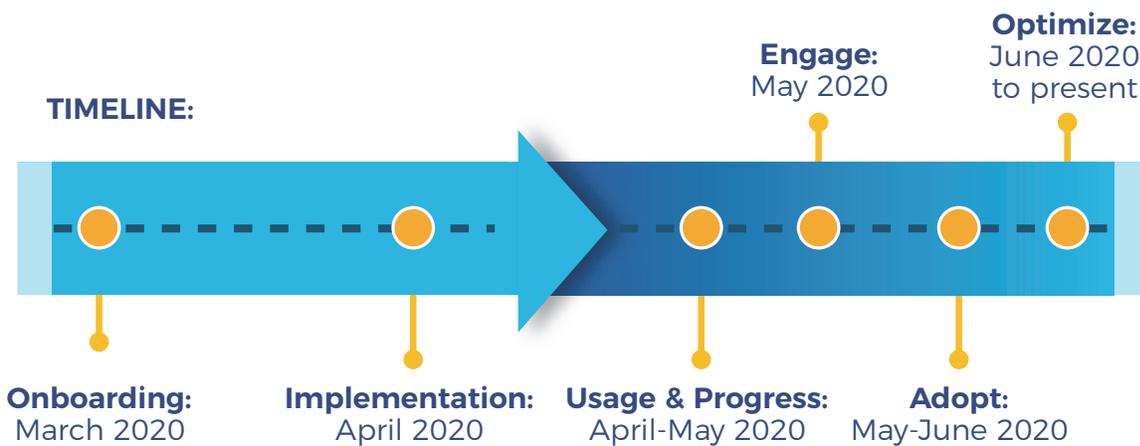


The collateral created by the Sirius Cisco CX Team helped users feel comfortable switching to Cisco Webex more quickly - without taking the IT team's time away from other projects.

An unexpected benefit was the business continuity they experienced when the COVID-19 pandemic forced employees to work from home. Using the new platform allowed employees to continue to meet face to face and stay productive during a tumultuous time - instead of struggling to implement inefficient workarounds to keep the business going.

### THE PROCESS

Every Sirius Cisco CX Team engagement follows a roadmap to success to drive maximum value every step of the way.



### ABOUT THE SIRIUS CISCO CX TEAM

The Sirius Cisco CX Team helps Cisco clients get the most out of their spend by mapping out a strategy for success that continues through every step of the project lifecycle. We help you smooth out any wrinkles with your Cisco project and keep it moving - from onboarding to adoption to optimization.