

# Cisco Collaboration Insights



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March 2013

## Top of Mind

### Announcing New Meeting Experiences and Infrastructure Capabilities

The way we work and communicate is changing quickly. Video is emerging on devices from smartphones, tablets, IP phones, personal computers, and desktops to immersive telepresence systems. By bringing video together with high-quality voice and web conferencing, businesses are reaching new levels of productivity and innovation.

On March 19, Cisco announced new solutions that continue to evolve video and conferencing to align with how businesses are expanding the way they communicate and collaborate. New borderless conferencing experiences make it easier to connect voice, video, and web technology, giving participants flexibility around how to schedule, join, and meet. Additionally, new infrastructure capabilities smartly optimize network resources, allowing you to scale any-to-any video, voice, and web conferencing across your organization affordably and securely. Cisco is making video collaboration as easy and reliable as voice, and enabling you to have a common experience regardless of device. Watch the announcement webcast now to hear Cisco business video and collaboration leaders provide insights into Cisco's strategy and demonstrate our new solutions. Then register for the upcoming technical webcast with live Q&A on April 16 to learn more details from Cisco product experts.

[Watch Now](#)

## Cisco Collaboration Community

### An Inside Look at the Unified Communications Market

The Gartner Magic Quadrant for Unified Communications report helps IT organizations understand the current unified communications market and vendors from an unbiased perspective. Watch this Cisco webcast—which features Gartner Analyst and UC Magic Quadrant co-author Bern Elliott—to learn about the recent 2012 Gartner Magic Quadrant for UC. [Watch Now](#)

## Cisco Collaboration User Group Programs

Join this virtual user group to influence product direction for Cisco Collaboration solutions, learn from experts, and connect with more than 8700 Cisco customers and partners worldwide. [Join today.](#) Membership is free.

### User Group Programs

- Access to early adopter and beta trials
- Advisory groups to influence product direction
- Monthly technical and roadmap briefings
- Private online discussion forum
- Exclusive sessions and perks at Cisco Live

### Product Trials

- Cisco Jabber for Windows
- Cisco Jabber for iPhone
- Cisco Jabber for iPad
- Private online discussion forum
- Cisco UC Integration™ for IBM Sametime

### Briefings

- March 28, 2013: Cisco IP Endpoint Portfolio Strategy and Product Update
- April 4, 2013: Cisco Jabber Portfolio Update
- April 11, 2013: UC Services on Cisco Routers: Branch Telephony Survivability, SIP Trunking, and Gateway Updates

### Advisory Group Engagements

- Cisco Collaboration System Release 10.0
- Next-Generation Collaboration Management

### Collaboration User Group Exclusives at Cisco Live United States

- Product Direction Sessions
- Open Forum with Cisco Product Management
- VIP Reception and Perks at Customer Appreciation Event
- Member Lounge
- Reserved seating at Collaboration Keynote and Solution Overview sessions

[Learn More and Join](#)

## Cisco in the News

[Online Education and the Virtual Classroom](#)  
[Read Article](#)

[Cisco and Wharton School Unveil the Learning Experience of the Future](#)  
[Read Article](#)

[Cisco Study Reveals 74 Percent of Consumers Open to Virtual Doctor Visit](#)  
[Read Article](#)

## Customer Success Stories

### Case Study Portals

Find relevant case studies quickly through these case study portals:

- [Collaboration](#)
- [Unified communications](#)
- [Cisco WebEx® meeting applications](#)

## Events

[Cisco at Enterprise Connect](#)  
March 18–21, 2013  
[Learn More](#)

[Cisco Live US](#)  
June 23–27, 2013  
[Learn More](#)

[Cisco Event and Seminar Guide](#)  
Find relevant events, webcasts, and seminars quickly.  
[Learn More](#)

## Quick Links

- [Collaboration Home Page](#)
- [Voice and Unified Communications](#)
- [Cisco Customer Collaboration](#)
- [Cisco WebEx® solutions](#)
- [Cisco TelePresence® conferencing](#)
- [Cisco Collaboration Architecture](#)
- [Design Zone for Collaboration](#)
- [Cisco Product Quick Reference Guide](#)

## We'd Like to Hear from You

Do you have feedback regarding this newsletter?

[Let us know](#)

## Collaboration Solutions Spotlight

### WebEx for BlackBerry 2.0 has Arrived

We are pleased to announce that the Cisco WebEx® Meetings on BlackBerry 10 application is available, coinciding with the world launch of the BlackBerry 10 device.

[Learn More](#)

### Announcing FCS of Cisco MediaSense 9.1

Cisco MediaSense 9.1 has reached first customer shipment (FCS). This release includes a built-in search and play application that makes MediaSense a complete recording solution for many customers.

[Learn More](#)

### Cisco Desktop Collaboration Experience DX600 Series

The Cisco® Desktop Collaboration Experience DX600 Series brings together high-definition (HD) voice and video, conferencing, cloud access, personalization, and customization with Android for users at a desk.

[Learn More](#)

### Introducing the Cisco Unified IP Conference Phone 8831

The Cisco Unified IP Conference Phone 8831 delivers superior and secure HD audio performance and wired and wireless extension microphone options for a more productive collaboration experience.

[Learn More](#)

### Cisco Remote Expert Smart Solution for Retail Enhances Customer Experience

Deliver an immersive shopping experience that connects consumers with experts anytime, anywhere in your store through a superior on-demand video and collaboration platform

[Visit webpage](#)

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## Customer Success Stories

### School Moves to the Cloud for Voice and Collaboration Services

Alamance-Burlington School System adopts Cisco Hosted Collaboration Solution to lower costs and provide advanced capabilities for learning and efficient administration.

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### Fujitsu Transforms Operations with New Cloud Solution

Fujitsu transforms United Kingdom and global operations with the Cisco Hosted Collaboration Solution, improving operational efficiency and service delivery.

[Learn More](#)

### Children's Hospital in Colorado Achieves Goals with Cisco Collaboration Solutions

Children's Hospital Colorado achieved its goals for disaster recovery and physician collaboration with Cisco solutions.

[Learn More](#)

### Case Study Portals

Find relevant case studies quickly through these case-study portals:

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- [Unified Communications](#)
- [Cisco WebEx® meeting applications](#)

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## New Resources and Webcasts

### TechWiseTV Episode: Video Collaboration Demystified

Join Cisco experts and learn how to make video easier to use and more accessible. Our experts will demystify video, simplifying topics such as video endpoints, video infrastructure, and more.

[Watch Video](#)

### Spotlight on Cisco Prime Collaboration

Spotlight on Cisco Prime™ Collaboration covers the latest for management and control across your entire Cisco communications infrastructure. Simplify the entire lifecycle.

[Watch Video](#)

### Collaboration Change Management Webcast Recording

If you missed the webcast "Increasing Collaboration Benefits and Virtual Work Environments", you can still watch it here.

[Watch Webcast](#)

### Using Cloud Collaboration for the Mobile Enterprise

Join NetworkWorld and Aragon Research CEO Jim Lundy for this half-day seminar and discover why cloud collaboration has become a key technology area that is increasingly being led by mobile access.

[Register Here](#)

### New Early Adopter Program for Collaboration Applications

Cisco announces a new Early Adopter Program (EAP) for desktop and mobile collaboration applications. The program is designed to give all Cisco customers and partners the opportunity to try new functions and offer prerelease feedback through an online community. Most trials require access to a Cisco Unified Communications Manager system or Cisco WebEx account. Sign-up is quick and easy; no approval is required. All EAP participants must register individually.

Now available for EAP trial: Cisco Jabber™ for Windows 9.2

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## Worth Noting

### The Science of Persuasion for Greater Collaboration

Learn more about the six principles of persuasion and how you can apply them for greater success in building and participating in collaborative teams.

[Read Blog](#)

### Taking the Next Step in Business Collaboration

In this blog post, Hans Hwang discusses Cisco best practices on how customers can best integrate collaboration technologies into business process and other applications to achieve the highest value.

[Read Blog](#)

### The Workplace of the Future

Businesses are increasingly providing their employees with options to work remotely; in fact, according to "The Expanding Role of Mobility in the Workplace" study conducted by Forrester, 52 percent of companies globally are now happy to support this important shift in working practice.

[Read Blog](#)

### Suitable for Everyone or Restricted to Some

We are seeing more and more advisory labels on products these days that inform us whether they are suitable for everyone to use or should be restricted to certain groups.

[Read Blog](#)

### Cisco and Singlewire Bring New Paging Capabilities to Cisco Unified Communications Manager

Cisco is pleased to announce that with the release of Cisco Unified Communications Manager (Cisco UCM) 9.1, we will include new paging functions with all new Cisco UCM orders.

[Read Blog](#)

### Collaborating with Cisco WebEx Cloud

Over the last 6 months, I have talked with numerous customers and partners. One thing is clear: People get it. Connecting employees, vendors, partners, and customers—so they can work together with no barriers—makes sense. It saves money and time, and builds relationships.

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