TOMORROW starts here.

CISCO

Cisco live!

Enabling Workspace Transformation with Cisco Collaboration

BRKUCC-2671

Chris Anderson

Systems Engineer

Agenda

- What is Activity Based Working?
- Physical Workspace Solutions
- Virtual Workspace Solutions
- Designing Work Spaces
- Q and A

What is Activity Based Working?

The Evolving Workplace

Social Trends

Demographic Transformation

- The workforce is aging rapidly
- The connected generation's new expectations

Evolving Social Contracts

- Flexible work arrangements
- Contingent workers
- Traffic Conditions

Technology Trends

Automation

- Repetitive and administrative tasks have been largely automated/optimised.

Mobility & Cloud

- Smartphones and tablets overtaking PC's
- Digitisation and automation of work processes have reduced the overall space needed.

The Evolving Workplace

Social Trends

Technology Trends

The goal of Activity Based Working is to be the most productive you can be, by striking a balance between virtual working, and coming together in person to meet.

Activity Based Working

- Shift away from traditional cubicles and meeting rooms
- Many different types of spaces in the workplace to be utilised to achieve the best output
  - Collaboration areas
  - General meeting areas
  - Personal Spaces
  - Quiet Areas

Activity Based Working relies on….

People

Culture
Vision & Strategy
Change Management
Communication
HR Policies
Work Styles

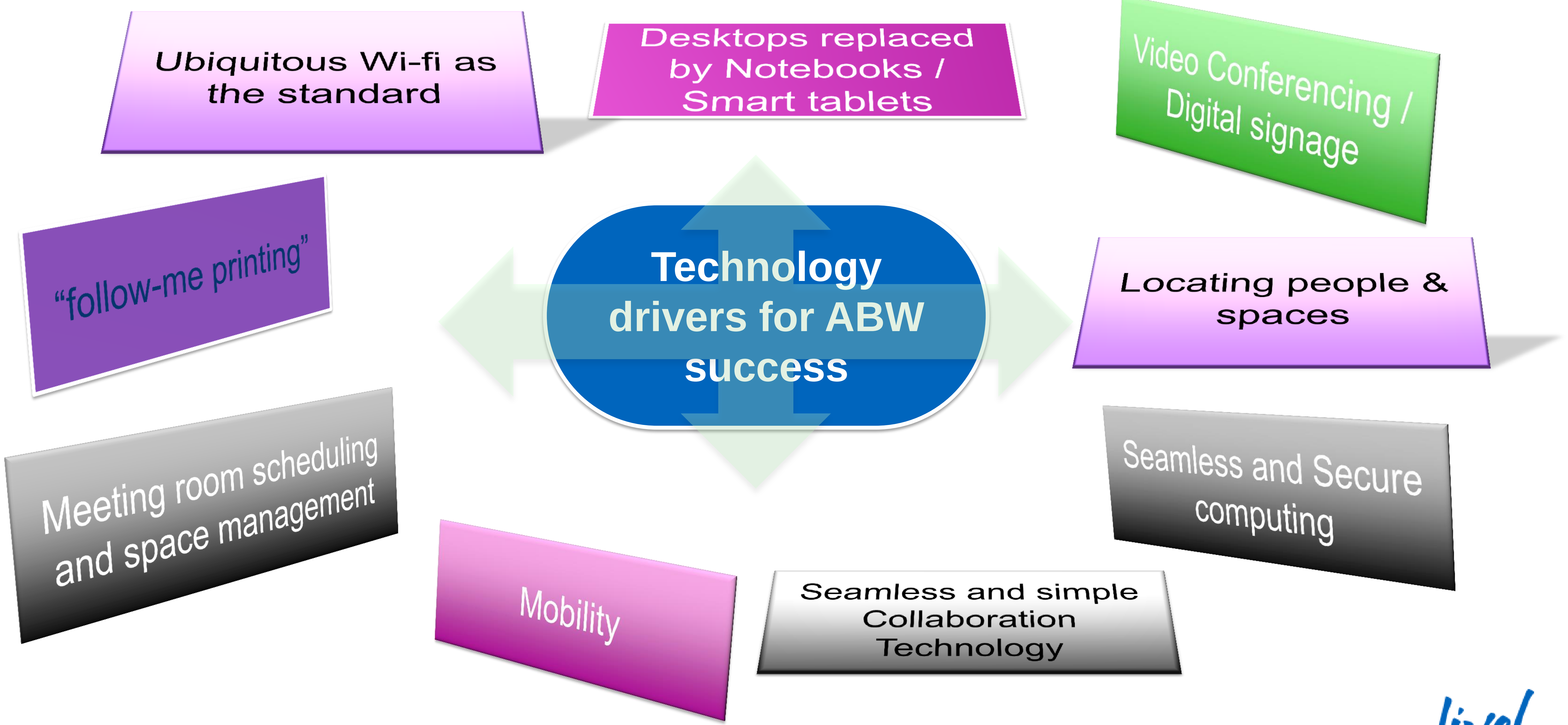
Environment

Real Estate Strategy
Architecture & Design
Space Policy
Facilities

Technology

Mobility (High Performance)
Flexibility & Choice (BYOD)
Security & Policy
User experience
Physical Space Management
Virtual Collaborative Tools

Technology to Drive ABW Success



Technology drivers for ABW success

Ubiquitous Wi-fi as the standard

Desktops replaced by Notebooks / Smart tablets

Video Conferencing / Digital signage

"follow-me printing"

Locating people & spaces

Meeting room scheduling and space management

Seamless and Secure computing

Mobility

Seamless and simple Collaboration Technology

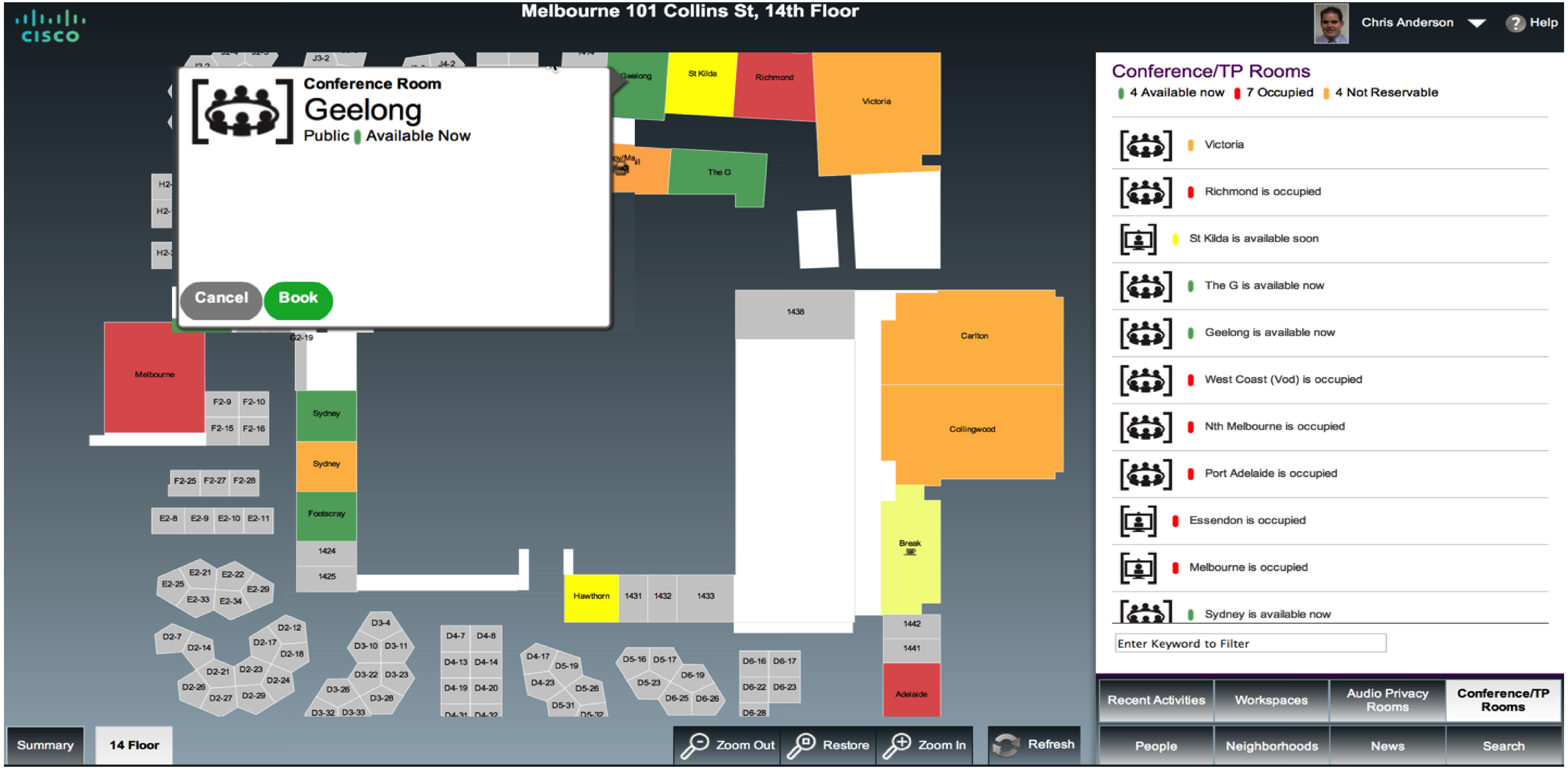
ABW Physical Collaboration

Smart+Connected Meeting Spaces

Smart+Connected Meeting Spaces

- Enhance Meeting Room Booking Systems
- Create a visual real-time indication of room availability
- Access room availability from touch displays and mobile apps
- Increase utilisation and availability of meetings by controlling “no shows” and allowing early release of rooms

Smart+Connected Meeting Spaces



Melbourne 101 Collins St, 14th Floor

Chris Anderson

Conference Room

Geelong

Public 🟩 Available Now

Conference/TP Rooms

🟩 4 Available now 🟥 7 Occupied 🟧 4 Not Reservable

- 🟧 Victoria
- 🟥 Richmond is occupied
- 🟨 St Kilda is available soon
- 🟩 The G is available now
- 🟩 Geelong is available now
- 🟥 West Coast (Vod) is occupied
- 🟥 Nth Melbourne is occupied
- 🟥 Port Adelaide is occupied
- 🟥 Essendon is occupied
- 🟥 Melbourne is occupied
- 🟩 Sydney is available now

Enter Keyword to Filter

CISCO
? Help
Cancel
Book
Geelong
St Kilda
Richmond
Victoria
The G
1438
Carlton
Collingwood
Break
Melbourne
F2-9
F2-10
F2-15
F2-16
F2-25
F2-27
F2-28
E2-8
E2-9
E2-10
E2-11
Sydney
Sydney
Footscray
1424
1425
G2-19
Hawthorn
1431
1432
1433
1442
1441
Adelaide
E2-21
E2-22
E2-25
E2-29
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E2-34
D2-7
D2-12
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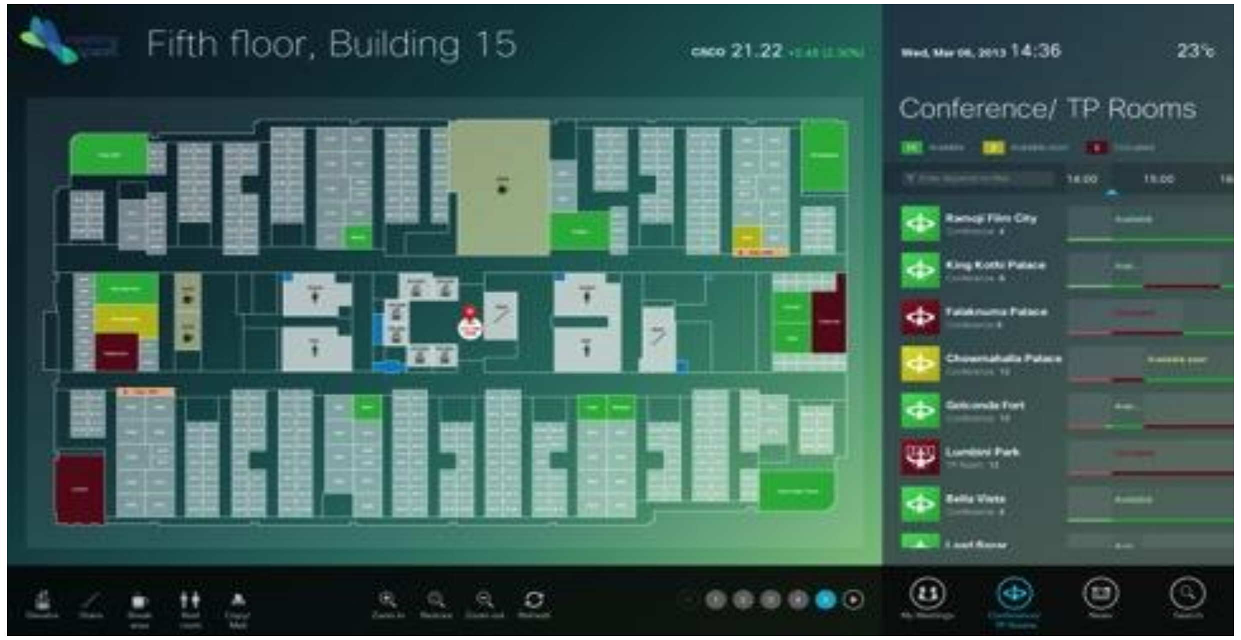
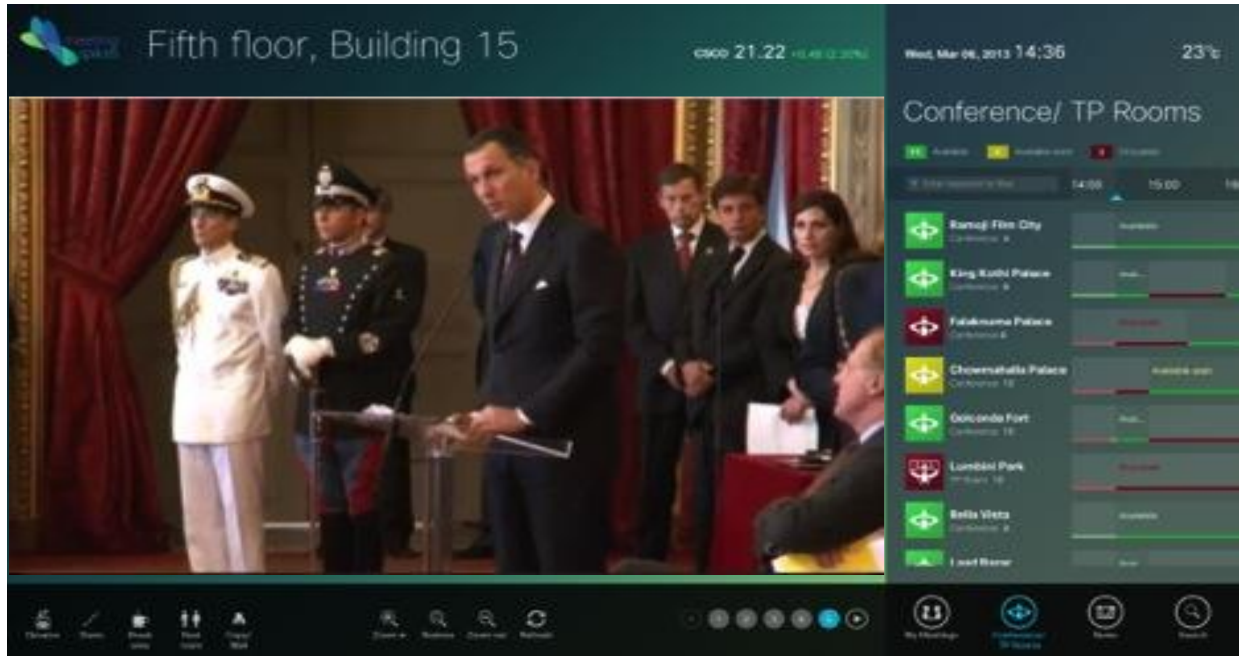
D6-16
D6-17
D6-22
D6-23
D6-28
Summary
14 Floor
Zoom Out
Restore
Zoom In
Refresh
Recent Activities
Workspaces
Audio Privacy Rooms
Conference/TP Rooms
People
Neighborhoods
News
Search

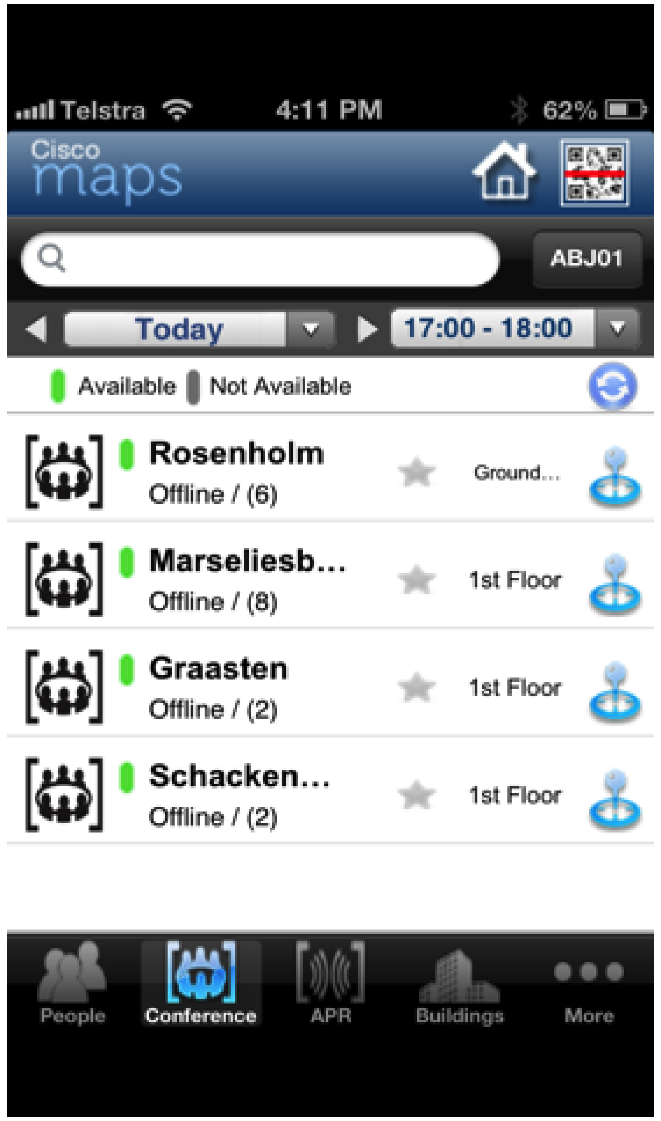
Smart+Connected Meeting Spaces

Lobby Displays


Fifth floor, Building 15
cisco 21.22
Wed, Mar 06, 2013 14:36
23°c
Conference/ TP Rooms
14:00
15:00
Ramoji Film City
King Kothi Palace
Falaknuma Palace
Chowmahalla Palace
Golconda Fort
Lumbini Park
Bella Vista


Fifth floor, Building 15
cisco 21.22
Wed, Mar 06, 2013 14:36
23°c
Conference/ TP Rooms
14:00
15:00
Ramoji Film City
King Kothi Palace
Falaknuma Palace
Chowmahalla Palace
Golconda Fort
Lumbini Park
Bella Vista

Mobile App


Telstra
4:11 PM
62%
Cisco maps
ABJ01
Today
17:00 - 18:00
Available
Not Available
People
Conference
APR
Buildings
More

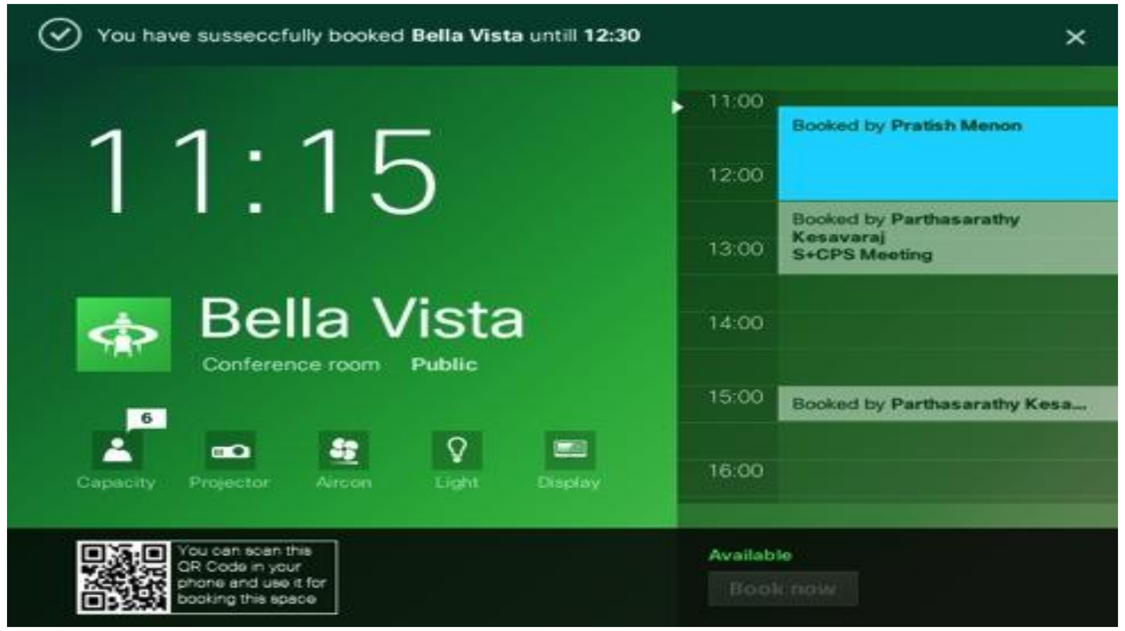
Rosenholm Offline / (6) Ground…

Marseliesb… Offline / (8) 1st Floor

Graasten Offline / (2) 1st Floor

Schacken… Offline / (2) 1st Floor

External room displays


You have susseccfully booked **Bella Vista** untill **12:30**

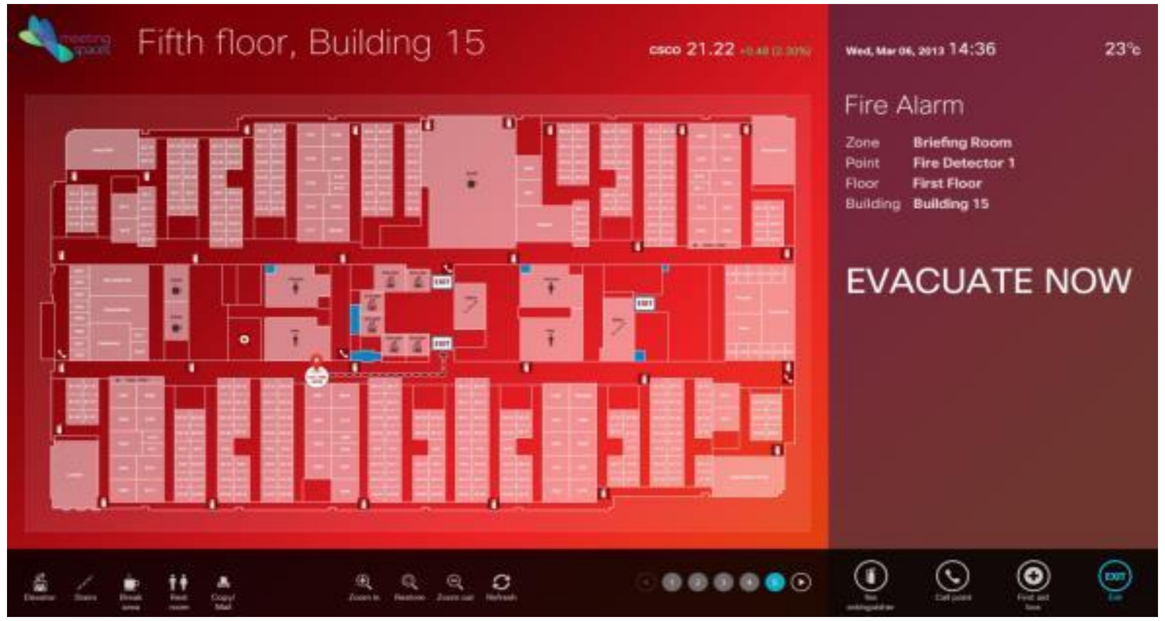
11:15
Bella Vista
Conference room
Public
6
Capacity
Projector
Aircon
Light
Display
11:00
12:00
13:00
14:00
15:00
16:00
Available
Book now

Booked by **Pratish Menon**

Booked by **Parthasarathy Kesavaraj S+CPS Meeting**

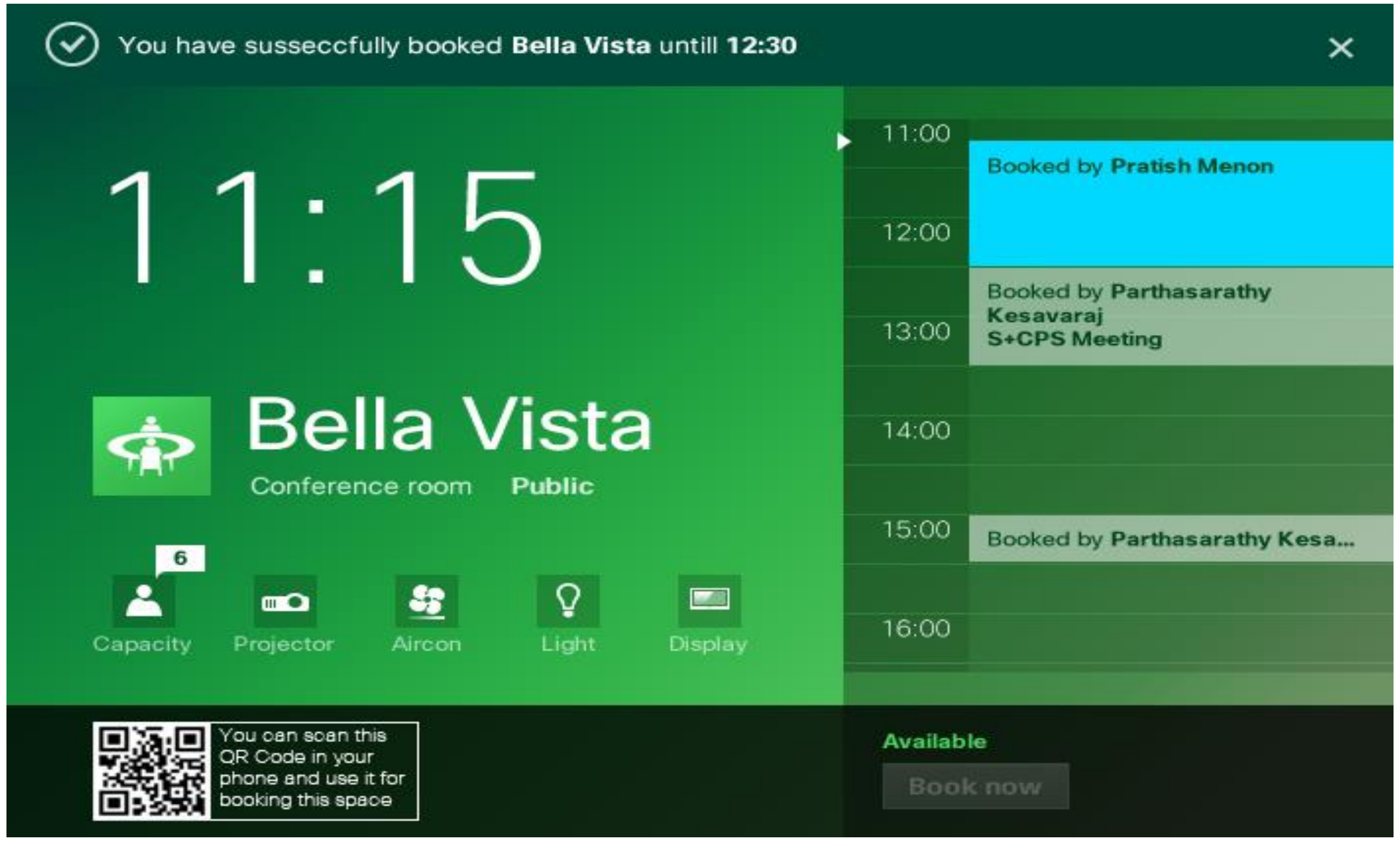
Booked by **Parthasarathy Kesa…**

You can scan this QR Code in your phone and use it for booking this space


Fifth floor, Building 15
cisco 21.22
Wed, Mar 06, 2013 14:36
23°c
Fire Alarm
EVACUATE NOW

Zone Briefing Room
Point Fire Detector 1
Floor First Floor
Building Building 15

Smart+Connected Meeting Spaces



You have susseccfully booked **Bella Vista** untill **12:30**

11:15

Bella Vista

Conference room **Public**

11:00

Booked by **Pratish Menon**

12:00

13:00

Booked by **Parthasarathy Kesavaraj S+CPS Meeting**

14:00

15:00

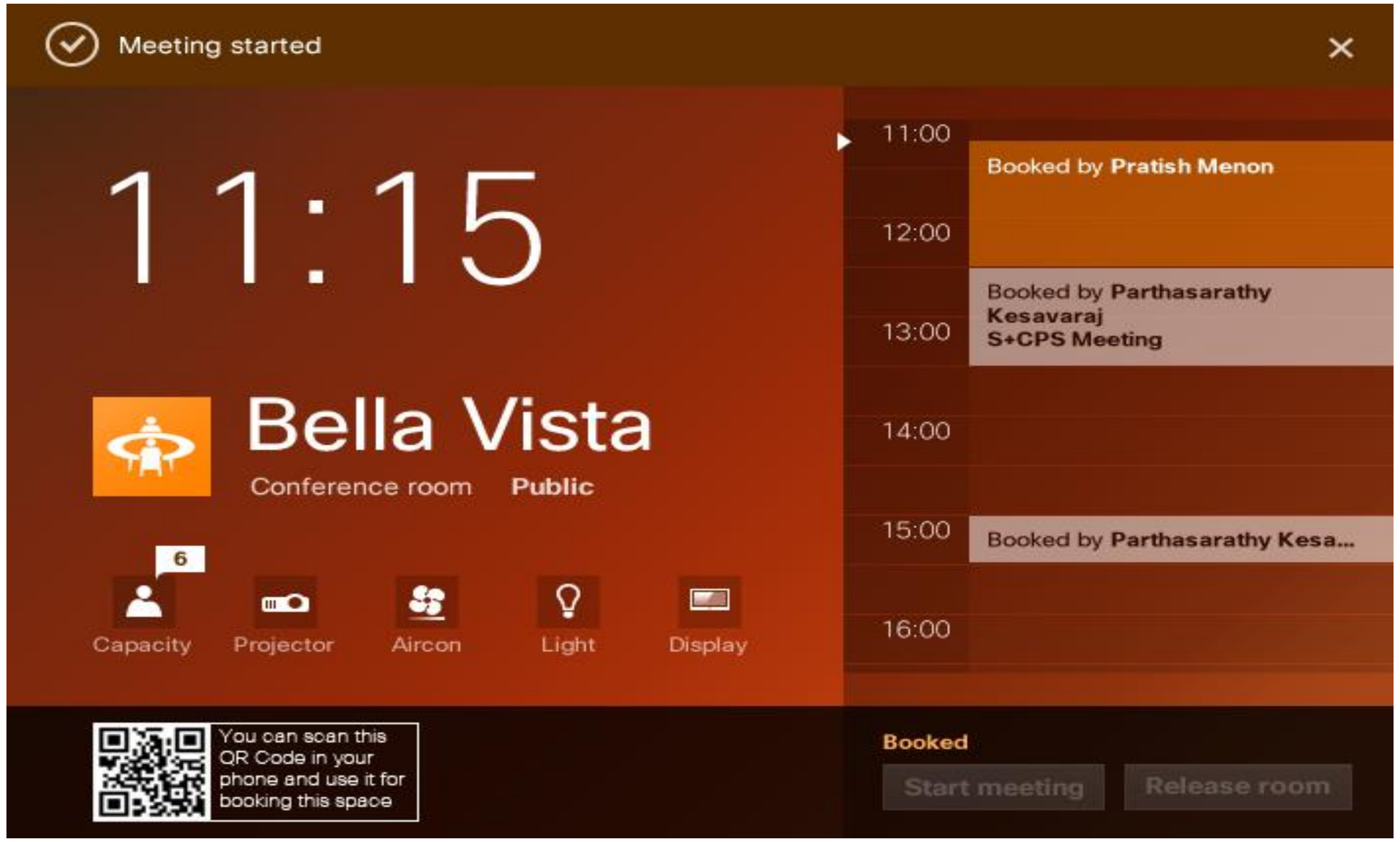
Booked by **Parthasarathy Kesa...**

16:00

You can scan this QR Code in your phone and use it for booking this space

Available

6
Capacity
Projector
Aircon
Light
Display
Book now



Meeting started

11:15

Bella Vista

Conference room **Public**

11:00

Booked by **Pratish Menon**

12:00

13:00

Booked by **Parthasarathy Kesavaraj S+CPS Meeting**

14:00

15:00

Booked by **Parthasarathy Kesa...**

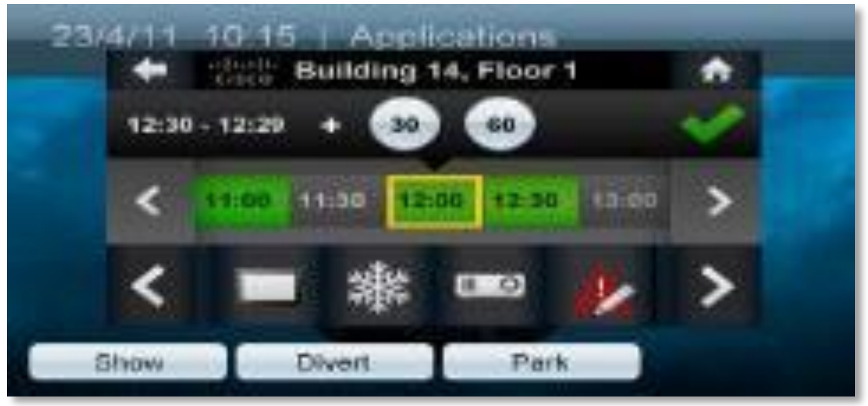
16:00

You can scan this QR Code in your phone and use it for booking this space

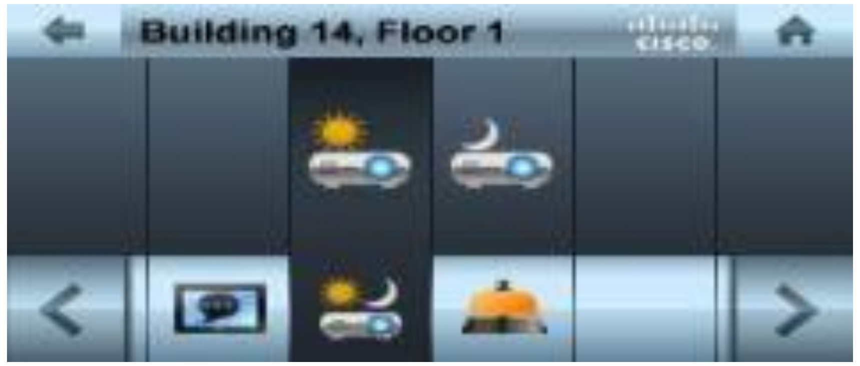
Booked

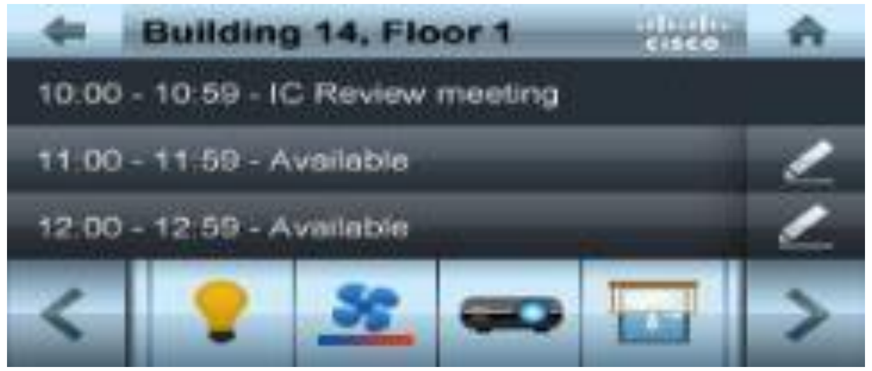
6
Capacity
Projector
Aircon
Light
Display
Start meeting
Release room

IP Phone Interface


23/4/11 10:15 | Applications
Building 14, Floor 1
12:30 - 12:29
+
30
60
11:00
11:30
12:00
12:30
13:00
Show
Divert
Park

1. Reserve via Web
2. Locate room via Digital Signage
3. Join WebEx via IP phone
4. Control room resources through IP phone
5. Extend room reservation via IP phone

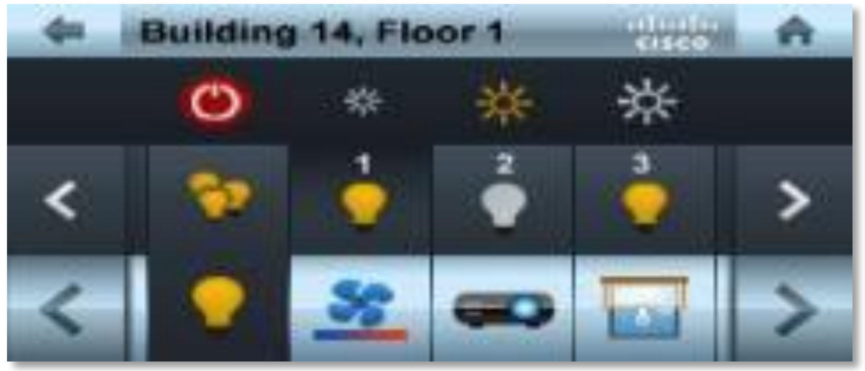

Building 14, Floor 1
cisco


Building 14, Floor 1
cisco

10:00 - 10:59 - IC Review meeting

11:00 - 11:59 - Available

12:00 - 12:59 - Available


Building 14, Floor 1
cisco
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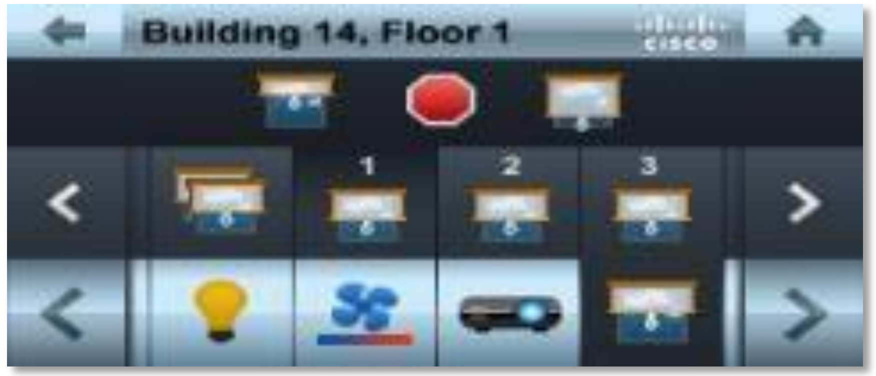
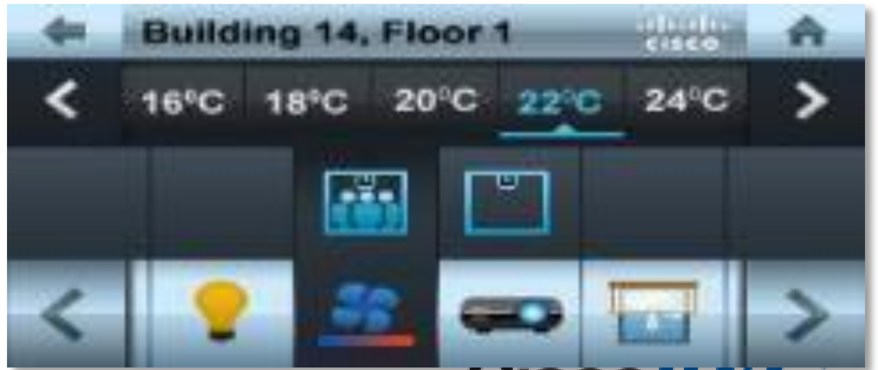
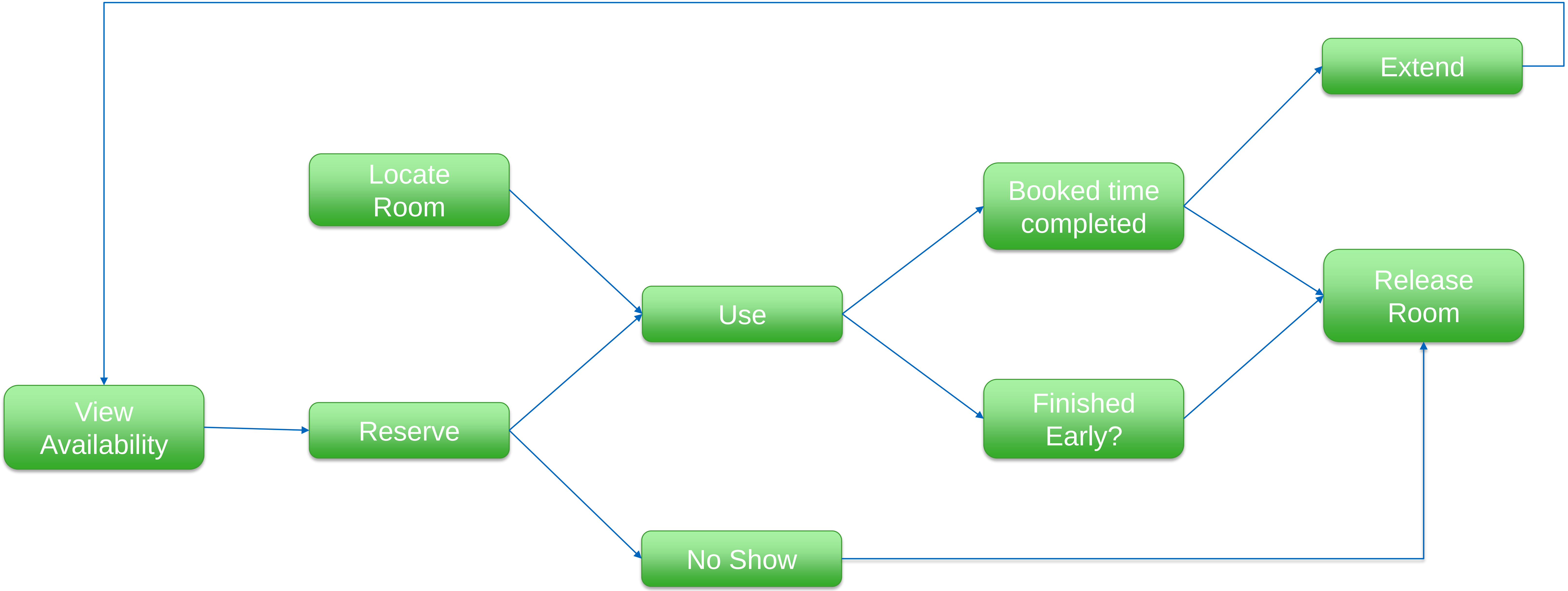

Building 14, Floor 1
cisco
1
2
3

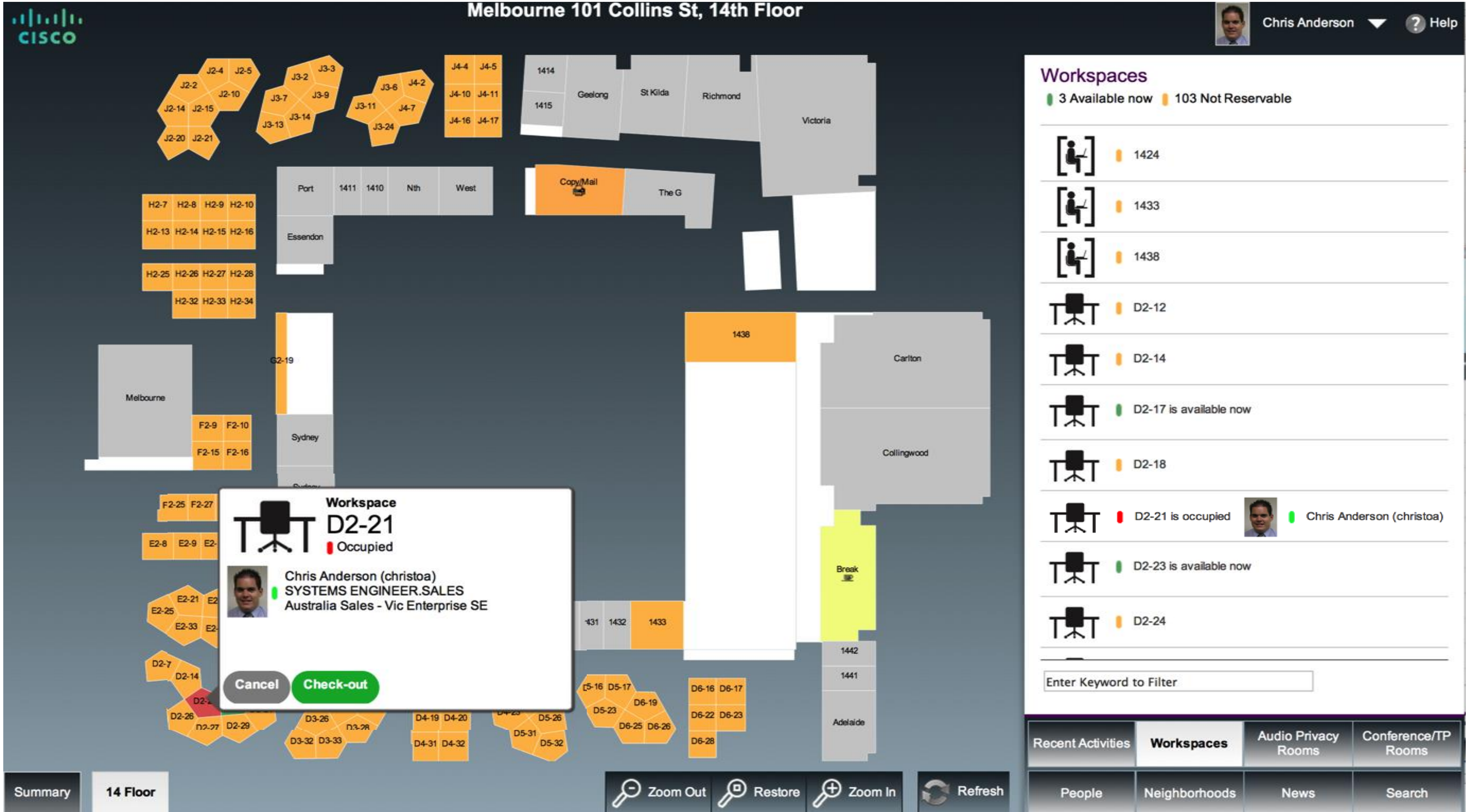

Building 14, Floor 1
cisco
16°C
18°C
20°C
22°C
24°C

Meeting Spaces Workflow


Extend
Locate Room
Booked time completed
Use
Release Room
View Availability
Reserve
Finished Early?
No Show

Smart+Connected Personalized Spaces

Smart+Connected Personalized Spaces



Melbourne 101 Collins St, 14th Floor

Chris Anderson

Help

Workspaces

🟩 3 Available now 🟧 103 Not Reservable

🟧 1424

🟧 1433

🟧 1438

🟧 D2-12

🟧 D2-14

🟩 D2-17 is available now

🟧 D2-18

🟥 D2-21 is occupied 🟩 Chris Anderson (christoa)

🟩 D2-23 is available now

🟧 D2-24

Enter Keyword to Filter

Workspace

D2-21

🟥 Occupied

🟩 Chris Anderson (christoa)
SYSTEMS ENGINEER.SALES
Australia Sales - Vic Enterprise SE

cisco
J2-4
J2-5
J2-2
J2-10
J2-14
J2-15
J2-20
J2-21
J3-3
J3-2
J3-7
J3-9
J3-14
J3-13
J3-6
J4-2
J3-11
J4-7
J3-24
J4-4
J4-5
J4-10
J4-11
J4-16
J4-17
1414
1415
Geelong
St Kilda
Richmond
Victoria
Port
1411
1410
Nth
West
Essendon
Copy/Mail
The G
H2-7
H2-8
H2-9
H2-10
H2-13
H2-14
H2-15
H2-16
H2-25
H2-26
H2-27
H2-28
H2-32
H2-33
H2-34
1438
Carlton
Collingwood
G2-19
Melbourne
F2-9
F2-10
F2-15
F2-16
Sydney
F2-25
F2-27
E2-8
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D6-17
D6-22
D6-23
D6-28
1431
1432
1433
Break
1442
1441
Adelaide
Cancel
Check-out
Summary
14 Floor
Zoom Out
Restore
Zoom In
Refresh
Recent Activities
Workspaces
Audio Privacy Rooms
Conference/TP Rooms
People
Neighborhoods
News
Search

Personalised Spaces Feature Overview

Reserve

- View Office/cubicle space availability
- Quick select from among the favorites
- Search based on workspace attributes like type, equipment
- Reserve one time or over multiple days

Locate

- View neighbourhoods (zones) on floor plan
- View available/in-use workspaces
- Locate colleagues, searching by name/id to see where they are sitting
- Find your way to your desk or that of your colleagues using way finding on the kiosk or signage

Experience

- Check-in using mobile/IP Phone
  - At check-in user's digital and comfort settings take effect
  - IP Phone extension updates, personal signage displays pictures, calendar, RSS feeds etc.
  - Room temperature, lights, blinds set to user's preference
- Use the IP phone to
  - Confirm / Cancel / Extend the reservation
  - Control room environment
  - View meetings of the day

Administration

Internationalisation & Localisation

Role Based Access Control

Reports & Business Intelligence

Space Reservation

- View office / cubicle space availability
- Quick Select from your favourites
- Search based on workspace attributes
- Reserve once off or across multiple days
- Reserve from web, mobile, kiosk or touch display

Check-in

- User can check into the workspace using web application , IP Phone, mobile*, kiosk*
- Adhoc check-ins (without reservation) are allowed based on policy*
- At check-in user’s digital and comfort settings take effect

Digital Settings :

- IP Phone extension updates automatically to user’s extension
- Personal signage displays
  - The Pictures
  - Calendar (from outlook)
  - RSS Feeds

Room Comfort Settings:

- Temperature (HVAC)
- Blinds (up/down)
- Lights (on/off or dimming level)

Use the Workspace

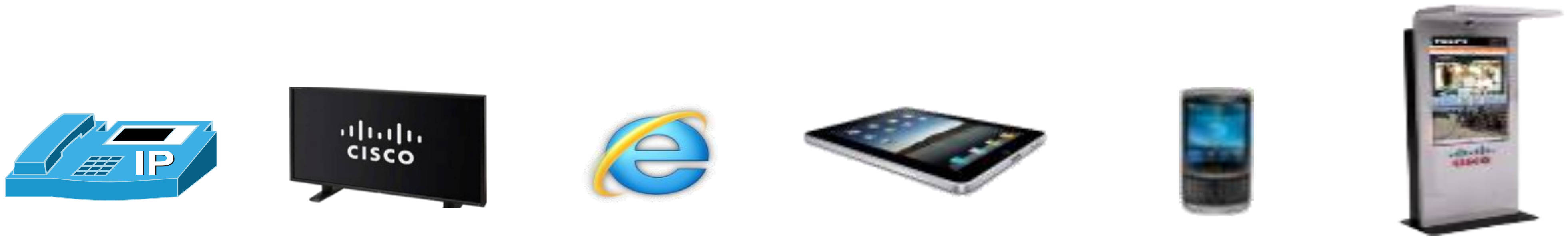
- Control the room environment from the IP Phone
- Extend room booking from the IP Phone app
- Audio notifications when booking is about to expire
- Manage quality of the workspace with problem logging

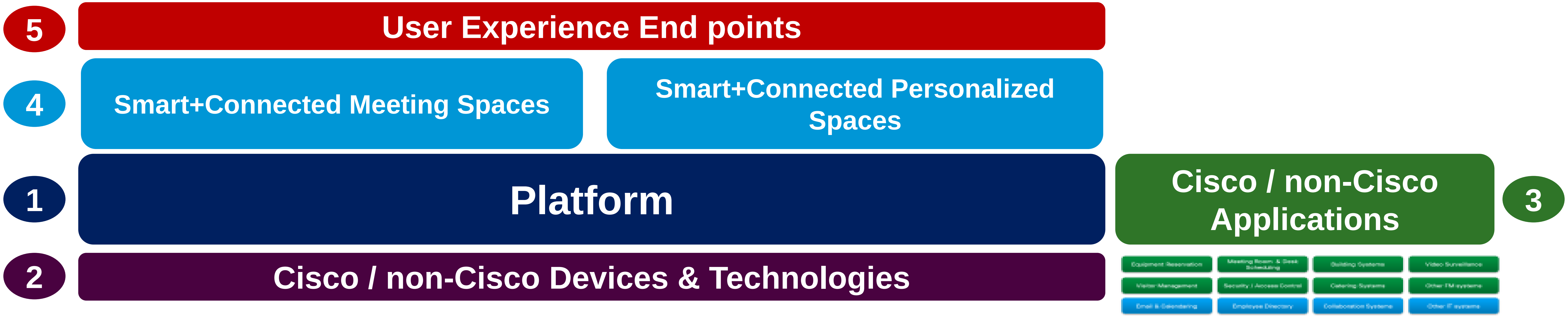
Features: Checkout

- Check-out from web, IP Phone, mobile
- Auto-checkout at reservation/check-in expiry
- At check-out,
    - Cisco EnergyWise devices go into energy saving mode
    - Building devices lights, HVAC, blinds go in energy saving mode as per policy configuration
- Usage information is stored for chargebacks to departments etc.

Smart+Connected Spaces Design Considerations

Smart+Connected Spaces Platform





5 **User Experience End points**

4 **Smart+Connected Meeting Spaces** | **Smart+Connected Personalized Spaces**

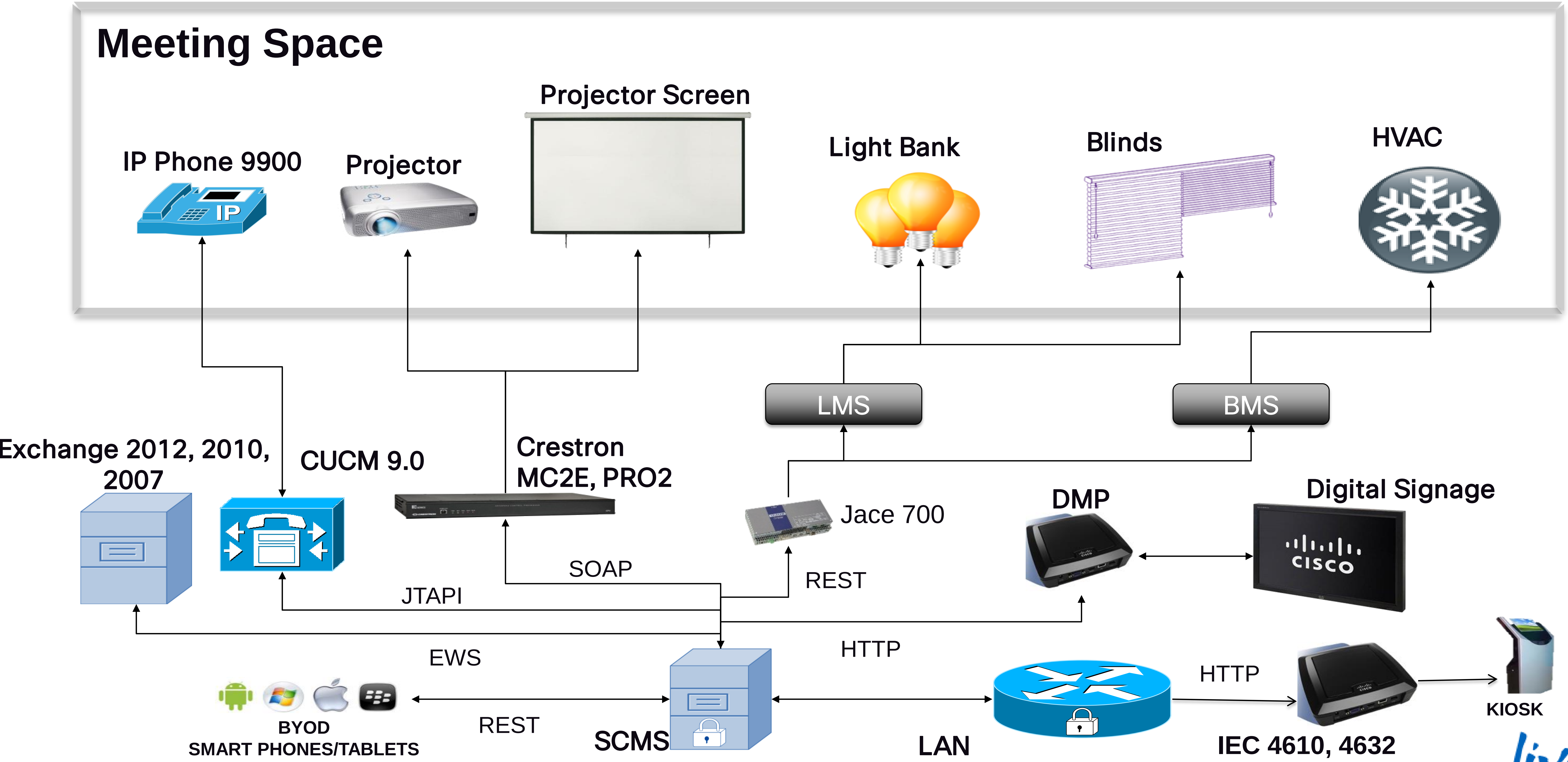
1 **Platform**

3 **Cisco / non-Cisco Applications**

2 **Cisco / non-Cisco Devices & Technologies**

Equipment Reservation	Meeting Room & Desk Scheduling	Building Systems	Video Surveillance
Visitor Management	Security / Access Control	Catering Systems	Other FM systems
Email & Calendaring	Employee Directory	Collaboration Systems	Other IT systems

Meeting Spaces Integrations



Meeting Space

Projector Screen

IP Phone 9900

Projector

Light Bank

Blinds

HVAC

LMS

BMS

Exchange 2012, 2010, 2007

CUCM 9.0

Crestron MC2E, PRO2

Jace 700

DMP

Digital Signage

SOAP

REST

JTAPI

EWS

HTTP

HTTP

KIOSK

BYOD
SMART PHONES/TABLETS

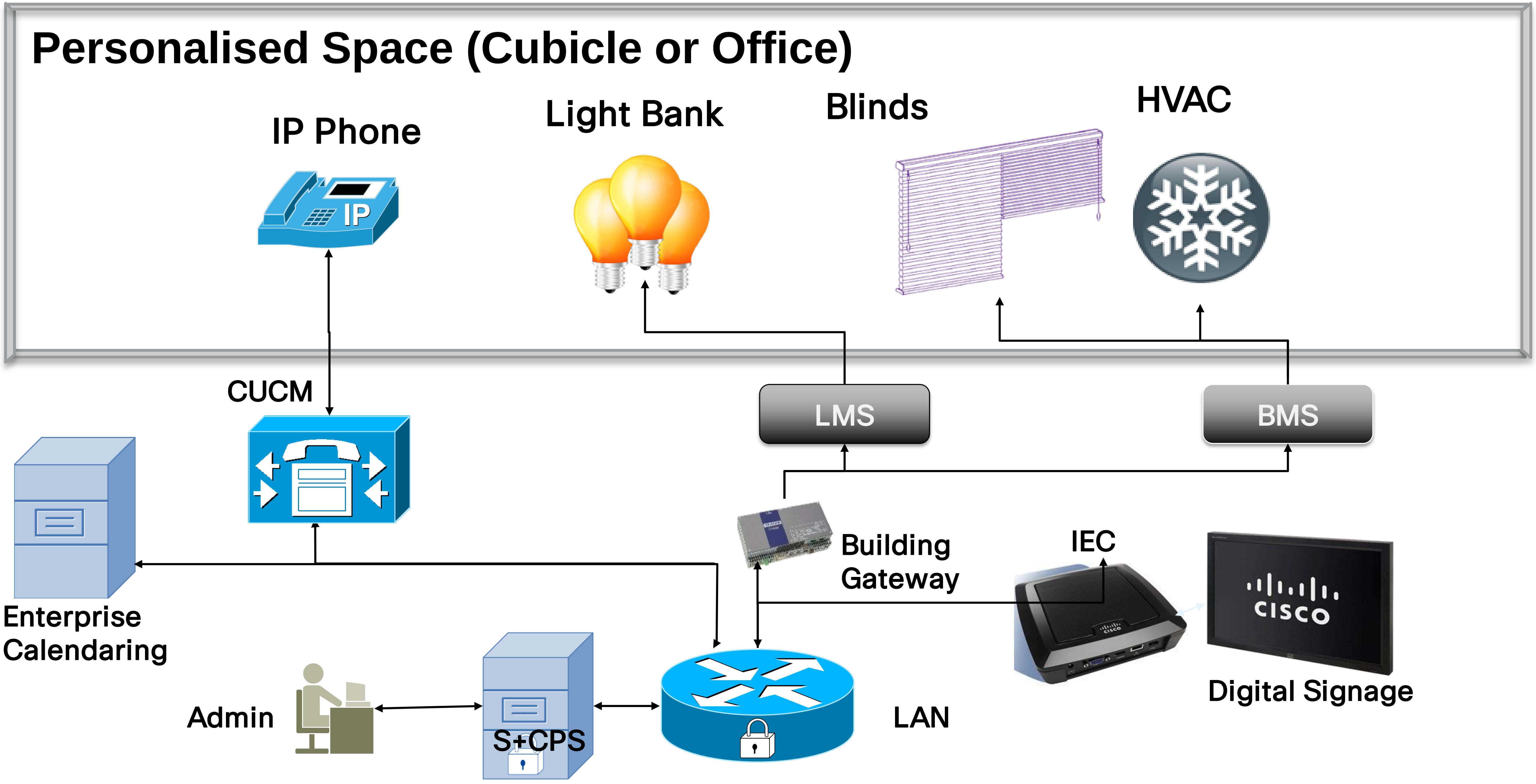
REST

SCMS

LAN

IEC 4610, 4632

Personalised Spaces Integrations


Personalised Space (Cubicle or Office)
IP Phone
Light Bank
Blinds
HVAC
CUCM
LMS
BMS
Enterprise Calendaring
Building Gateway
IEC
Digital Signage
Admin
S+CPS
LAN

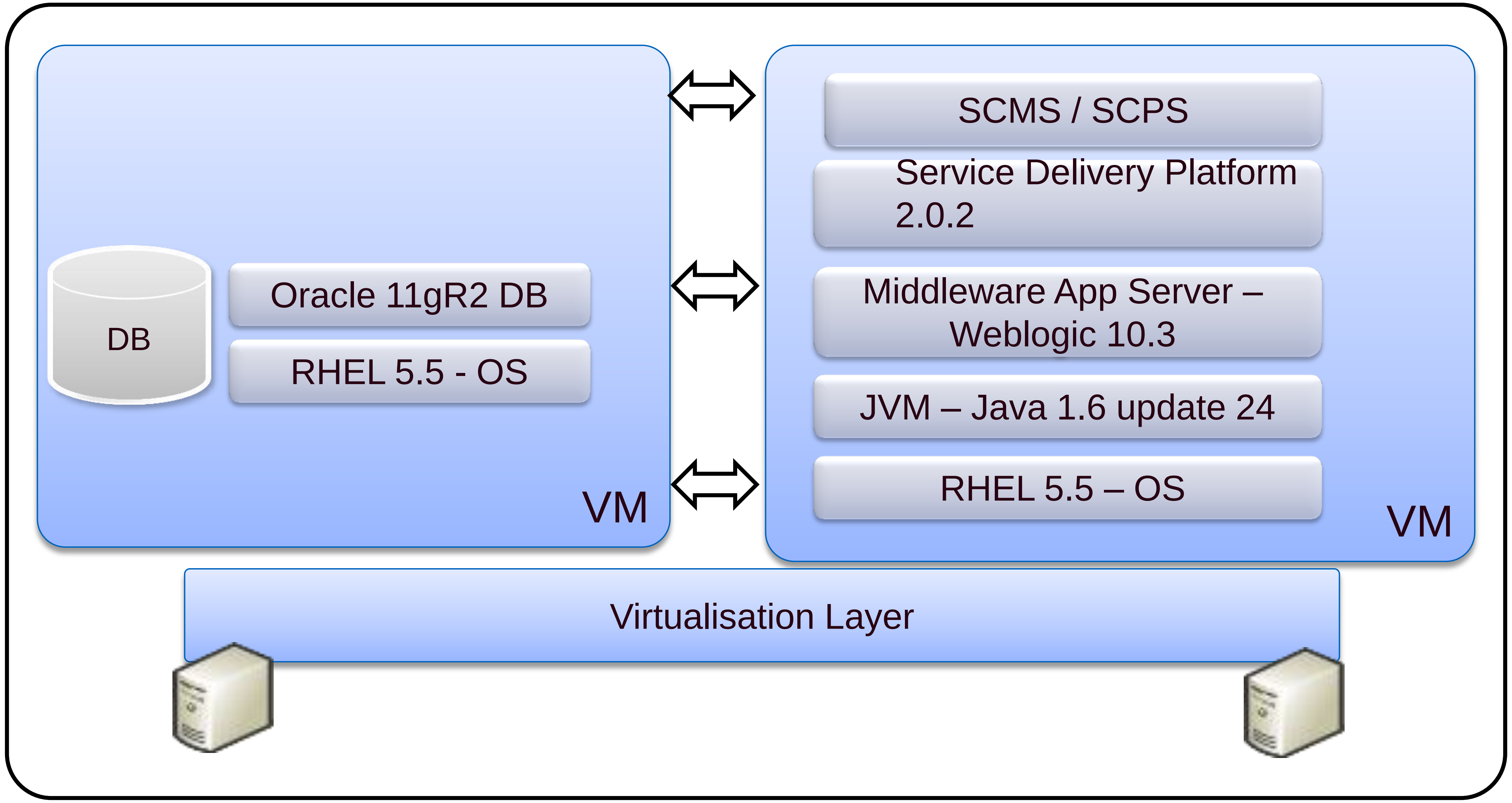
Smart+Connected Spaces Integrations

- Calendar Integrations
- Cisco UC Manager Integration
- Mobile Device Integration
- DMS Integration

Smart+Connected Spaces Deployment Models

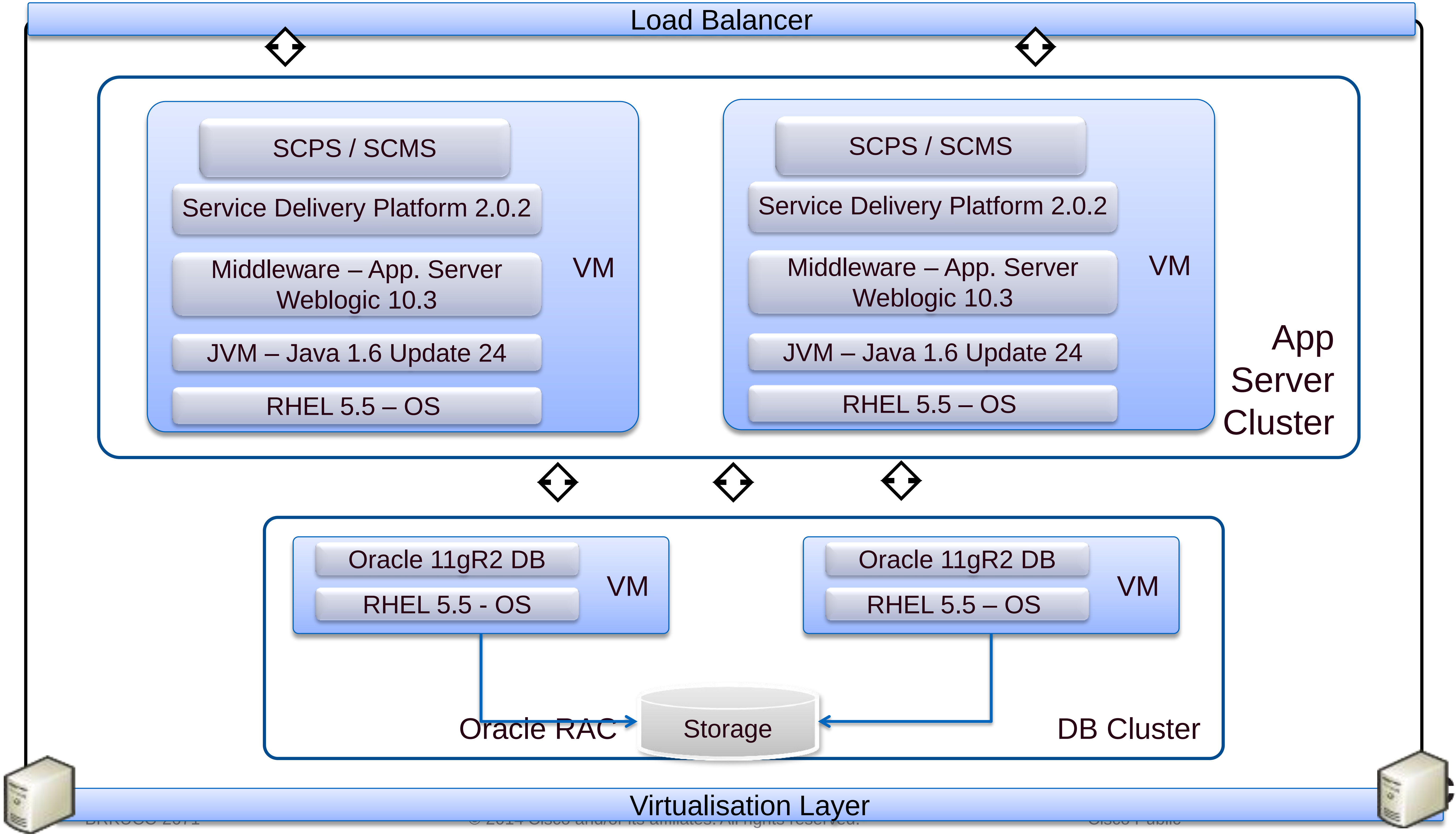
Non – Clustered Deployment

- Database and Solution are deployed on different VM/hosts
- No High availability



DB
Oracle 11gR2 DB
RHEL 5.5 - OS
VM
SCMS / SCPS
Service Delivery Platform 2.0.2
Middleware App Server – Weblogic 10.3
JVM – Java 1.6 update 24
RHEL 5.5 – OS
VM
Virtualisation Layer

Clustered Deployment for High Availability



Load Balancer

SCPS / SCMS

Service Delivery Platform 2.0.2

Middleware – App. Server
Weblogic 10.3

JVM – Java 1.6 Update 24

RHEL 5.5 – OS

VM

SCPS / SCMS

Service Delivery Platform 2.0.2

Middleware – App. Server
Weblogic 10.3

JVM – Java 1.6 Update 24

RHEL 5.5 – OS

VM

App
Server
Cluster

Oracle 11gR2 DB

RHEL 5.5 - OS

VM

Oracle 11gR2 DB

RHEL 5.5 – OS

VM

Oracle RAC

Storage

DB Cluster

Virtualisation Layer

Underlying Cisco & 3rd Party Components

#	Solution Component	Recommended Model
1	UCS Server to host solution	UCS C220 M3S / M3L
2	Cisco IEC / DMP for signages	IEC 4610/4632 IEC Manager DMP 4310G
3	Cisco IP phone in meeting rooms	9971/9951/7975
4	Cisco Unified Communications Manager	CUCM 8.x and onward
5	Cisco Services	AS & TS for Cisco hardware
6	3rd party Kiosk / Signage	ELO 55” Wall mounted touchscreen
7	3rd party App & DB server	**Commercial Stack:** Oracle Weblogic + Oracle Database **Open Source Stack:** Jboss + POSTGREsql
8	3rd party Building Mediation Gateway	Honeywell Tridium JACE
9	3rd Party Services	Installation & Support for 3rd party

ABW Virtual Collaboration

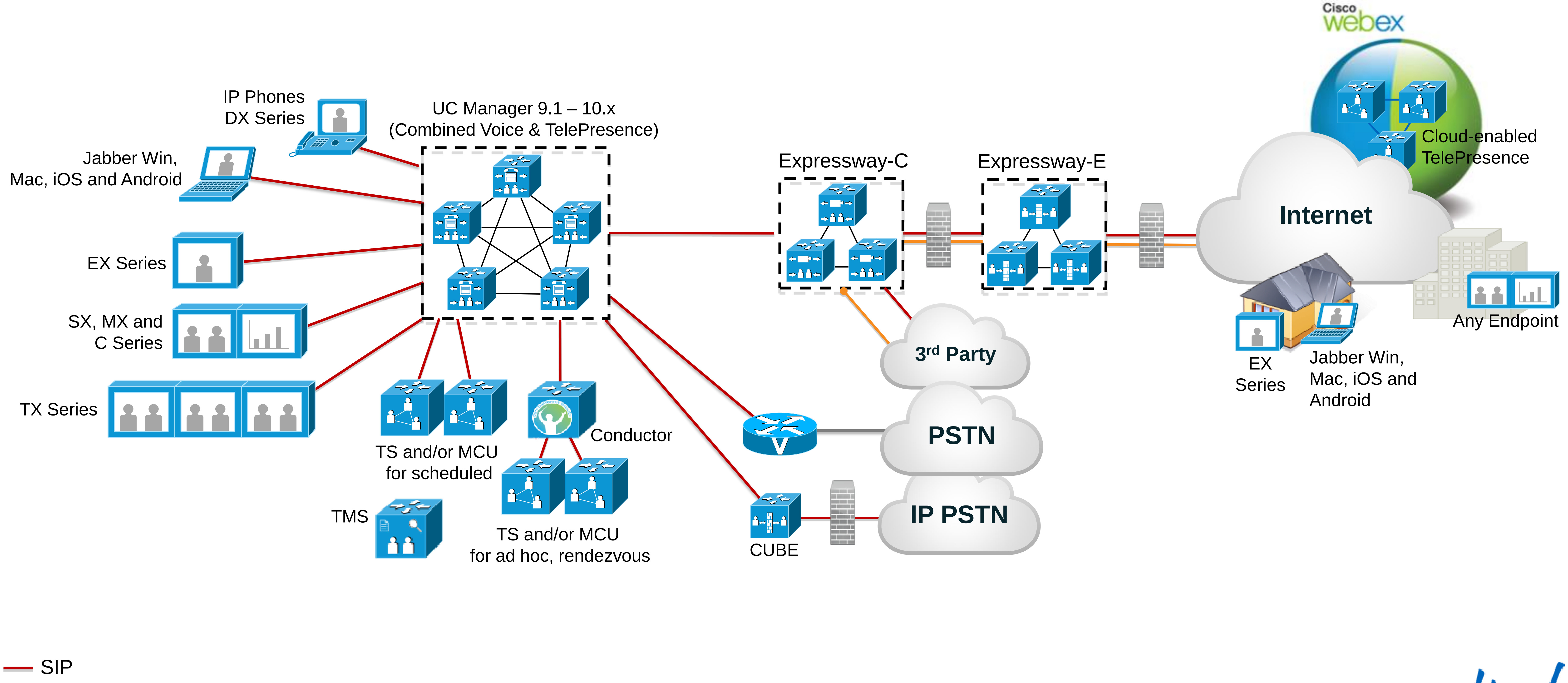
Flexible Workspace Virtual Collaboration Mandates

- Deliver “instant accessibility” to virtual resources
- Access from anywhere and on any device
- Ease of access, and predictable experience

Key Components for Enabling ABW

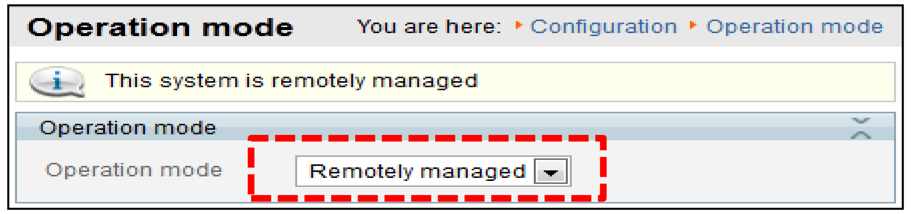
- Cisco Unified Communications Manager Registered Endpoints
- Collaboration Edge – Expressway
- TelePresence Conductor with TelePresence Server
- Personal Multiparty
- Intelligent Proximity
- Extension Mobility
- Jabber on the desktop for voice / video
- WebEx integration

Solution Architecture


IP Phones
DX Series
UC Manager 9.1 – 10.x
(Combined Voice & TelePresence)
Jabber Win,
Mac, iOS and Android
EX Series
SX, MX and
C Series
TX Series
TS and/or MCU
for scheduled
Conductor
TS and/or MCU
for ad hoc, rendezvous
TMS
Expressway-C
Expressway-E
3rd Party
PSTN
IP PSTN
CUBE
Cisco webex
Cloud-enabled
TelePresence
Internet
Any Endpoint
EX
Series
Jabber Win,
Mac, iOS and
Android
SIP

TelePresence Conductor with TelePresence Server

TS 3.1



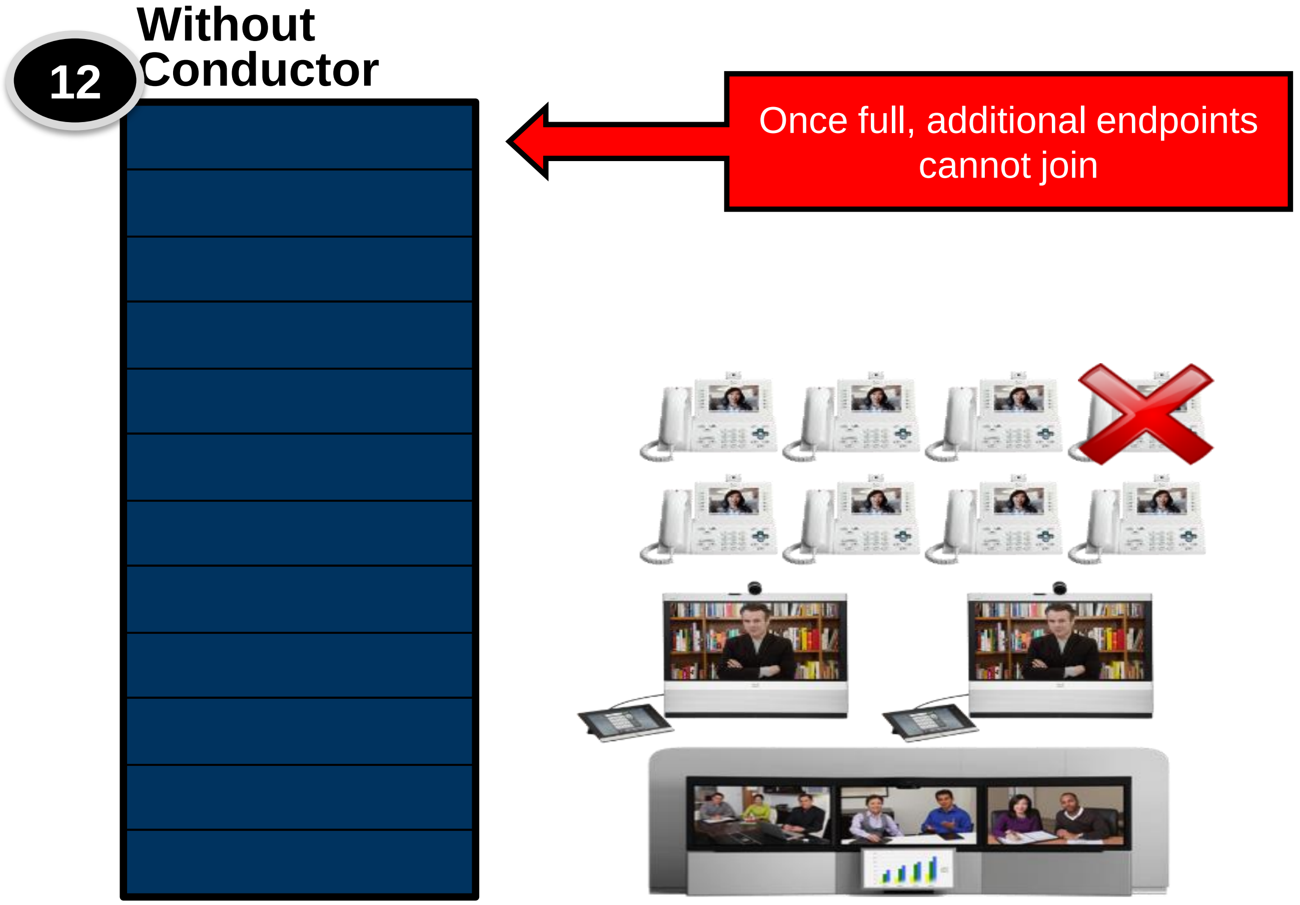
Operation mode You are here: ▸ Configuration ▸ Operation mode

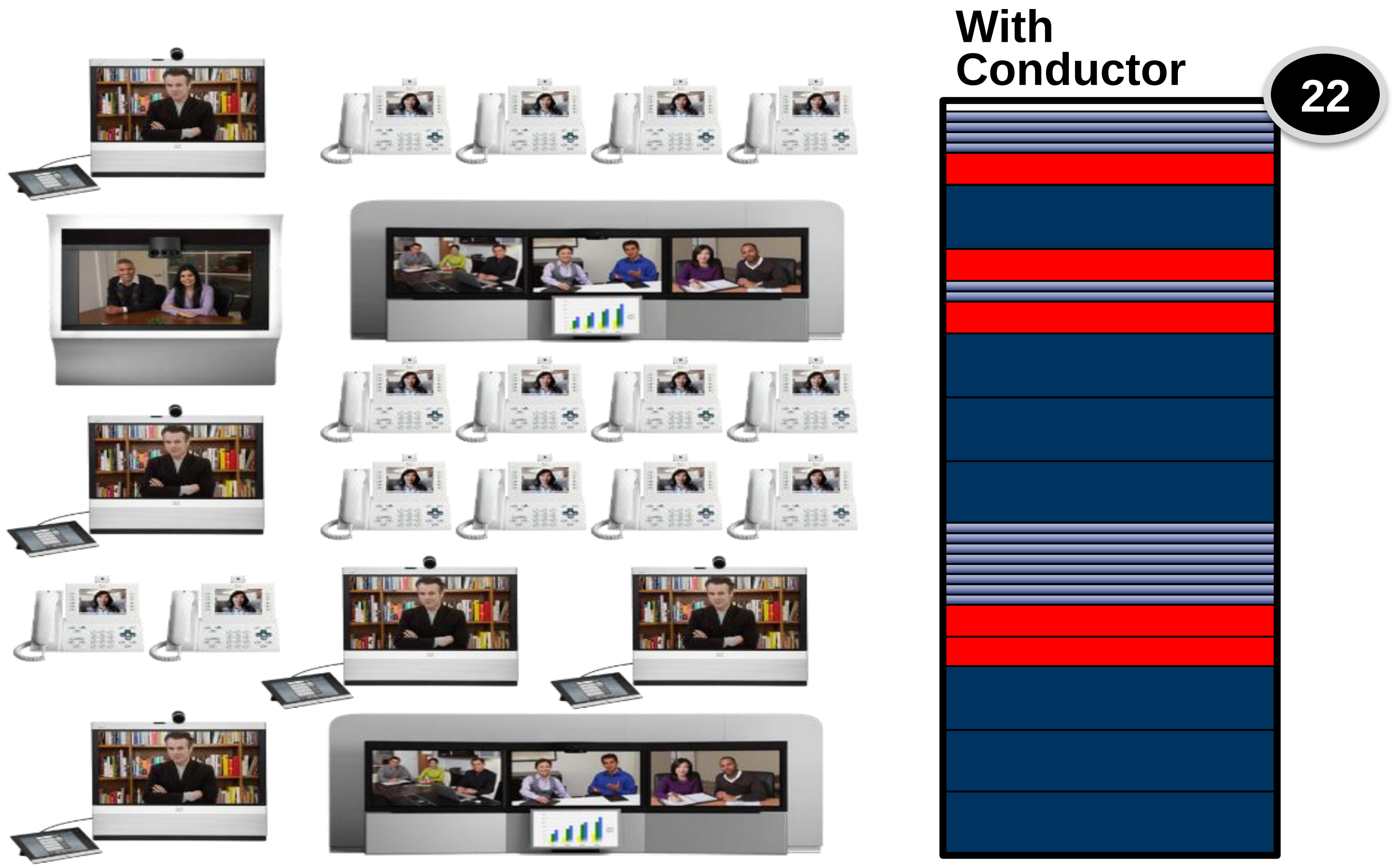
This system is remotely managed

Operation mode

Operation mode: Remotely managed

Conductor 2.2


12
Without Conductor
Once full, additional endpoints cannot join


With Conductor
22

Locally Managed Mode

Full HD (1080p30) 🟦

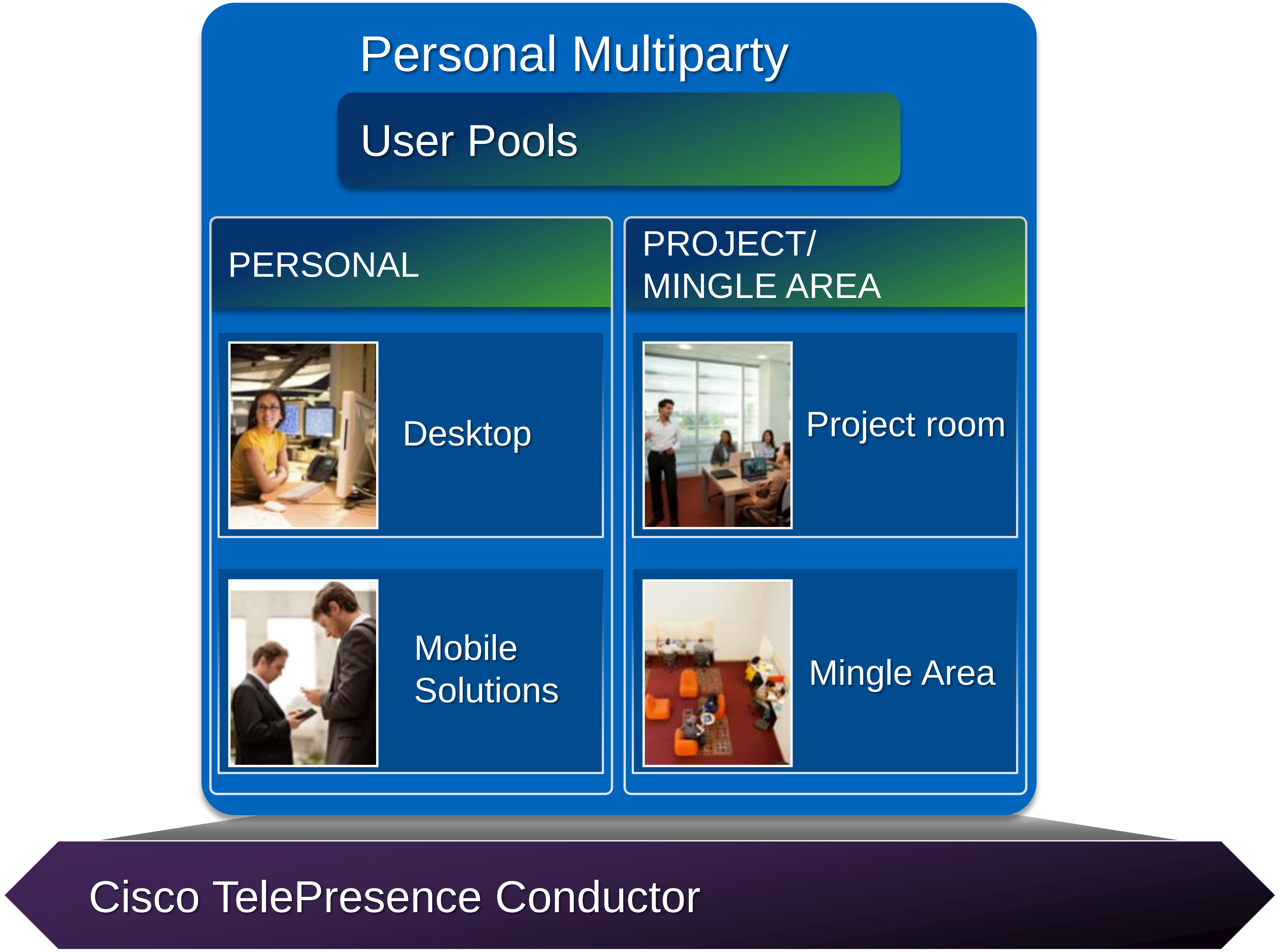
HD (720p30) 🟥

SD (480p30) ▨

nHD (360p30) 🟨

Remotely Managed Mode

Personal Multiparty



Personal Multiparty

User Pools

PERSONAL

Desktop

Mobile Solutions

PROJECT/ MINGLE AREA

Project room

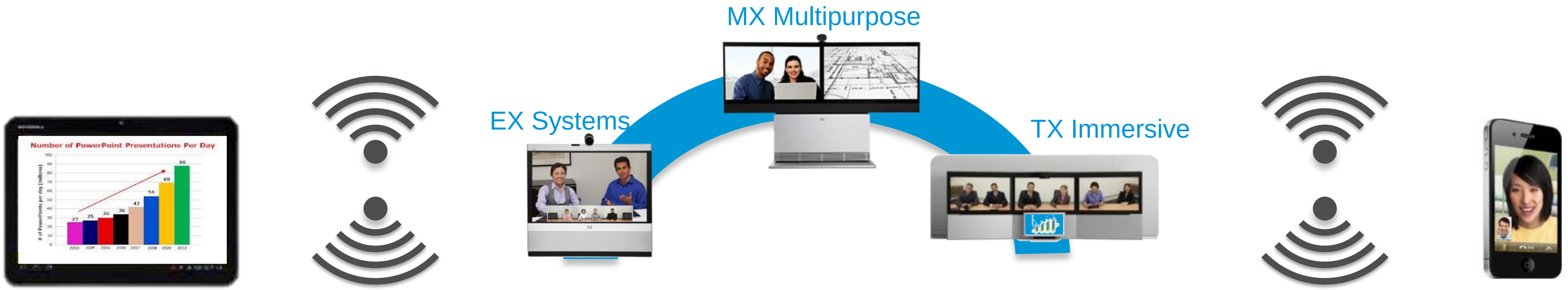
Mingle Area

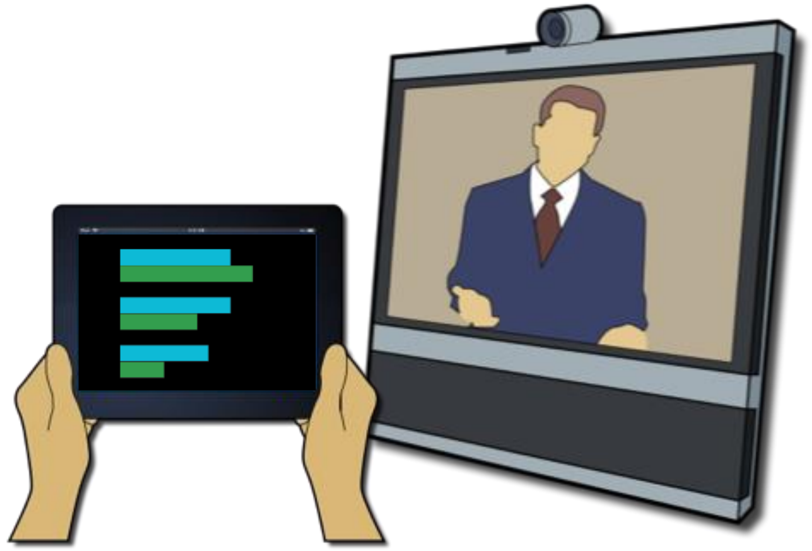
Cisco TelePresence Conductor

Included with CUWL Professional

- Cisco TelePresence® Server licenses to support Personal Multiparty usage only.
- Cisco® TelePresence Conductor license to support Cisco TelePresence servers used for Personal Multiparty only.
- Service levels from 360p to HD 720p30 allowed.
- Software only – all hardware must be purchased separately.
- Named Host Model

Intelligent Proximity on Room Systems


MX Multipurpose
EX Systems
TX Immersive
Number of PowerPoint Presentations Per Day



Simple pairing – control and content interaction at your fingertips

- Content Push and Pull
- Consume meeting content on personal device
- Video system control

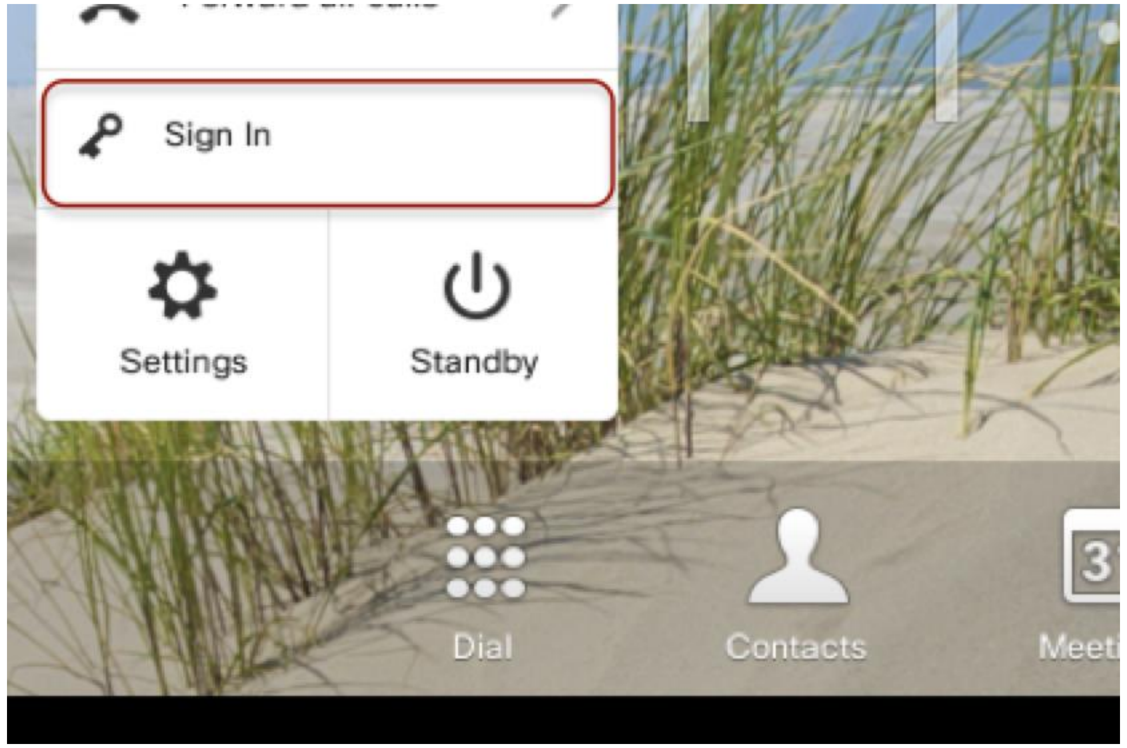
Intelligent Proximity for Mobile Contacts

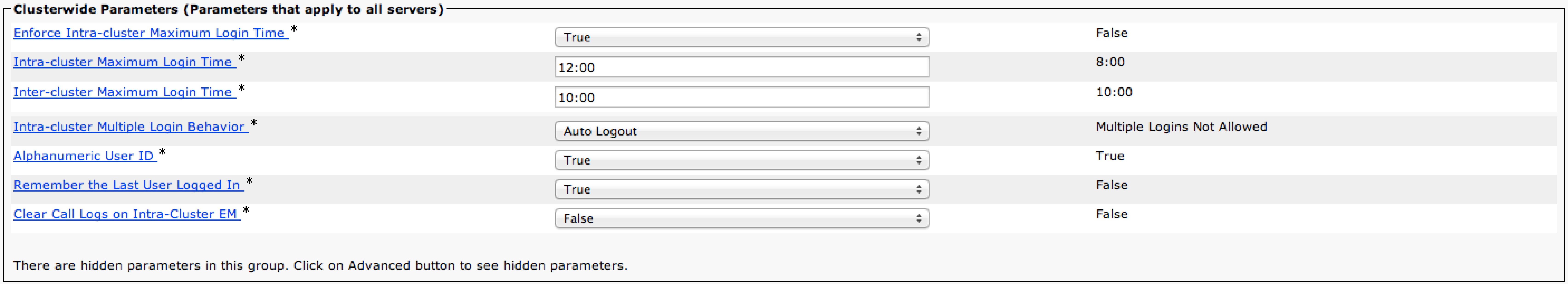
No app. Works with most smartphones and tablets.
Supported on DX 650

- Bluetooth pairing
- Transfer audio from mobile device to speakerphone or handset on DX
- Answer and control calls to mobile from DX user interface
- Call from mobile contacts, favorites and recents with DX over IP network.
- Temporary sync mobile contacts when in proximity or permanently store mobile contacts on DX

Extension Mobility on TC Endpoints

- Extension Mobility supported on TC-series endpoints (EX, SX, MX, C-Series)
- Great for shared workspaces in an ABW Environment
- Sign in using your UC Manager user ID and Extension Mobility PIN



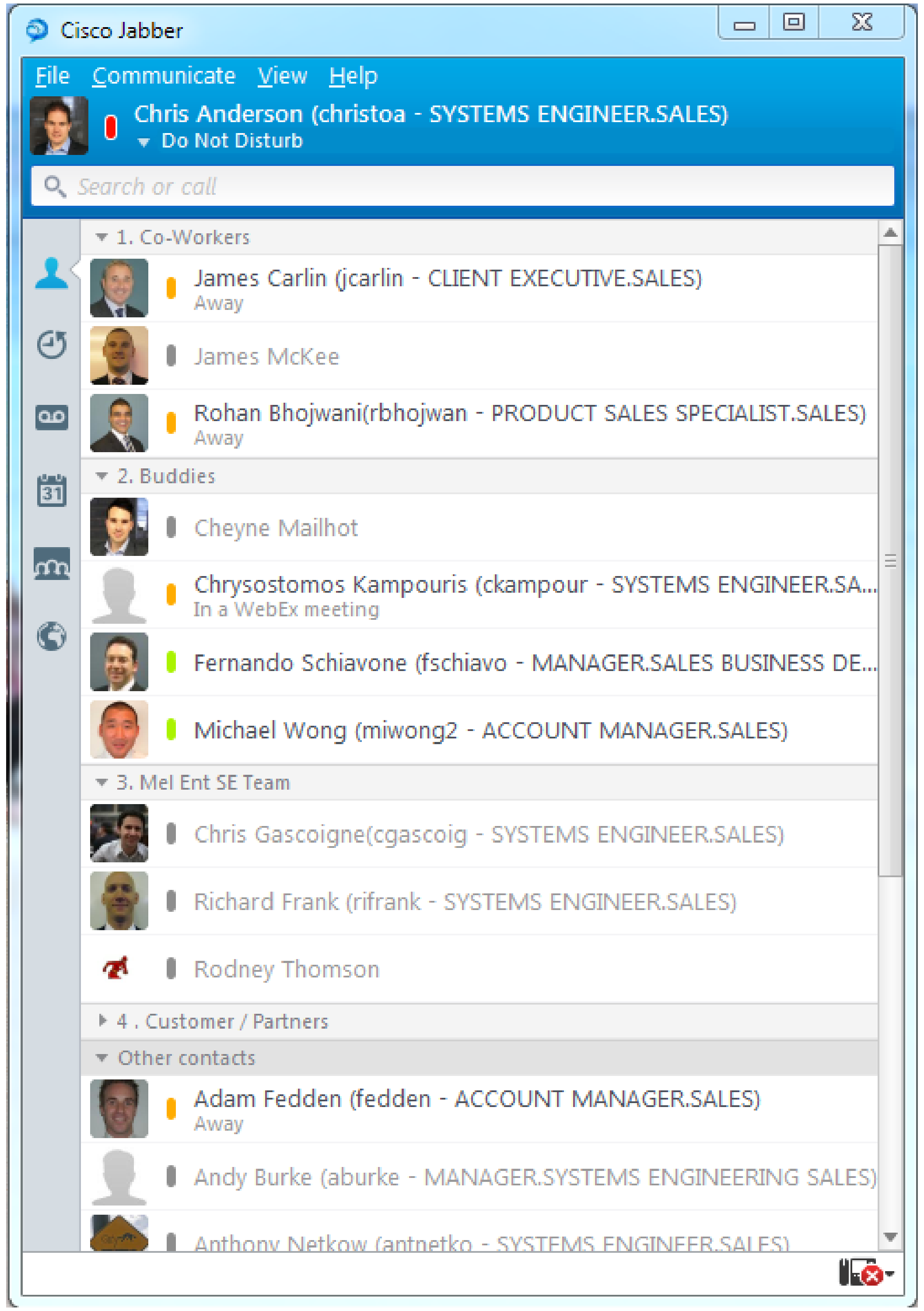

Clusterwide Parameters (Parameters that apply to all servers)

Enforce Intra-cluster Maximum Login Time *	True	False
Intra-cluster Maximum Login Time *	12:00	8:00
Inter-cluster Maximum Login Time *	10:00	10:00
Intra-cluster Multiple Login Behavior *	Auto Logout	Multiple Logins Not Allowed
Alphanumeric User ID *	True	True
Remember the Last User Logged In *	True	False
Clear Call Logs on Intra-Cluster EM *	False	False

There are hidden parameters in this group. Click on Advanced button to see hidden parameters.

Jabber on the Desktop / Mobile

- On the move softphone, or pair with Flexible workspace shared handsets
- Integrate instant virtual meeting capabilities



Chris Anderson (christoa - SYSTEMS ENGINEER.SALES)
Do Not Disturb

1. Co-Workers
- James Carlin (jcarlin - CLIENT EXECUTIVE.SALES) Away
- James McKee
- Rohan Bhojwani(rbhojwan - PRODUCT SALES SPECIALIST.SALES) Away

2. Buddies
- Cheyne Mailhot
- Chrysostomos Kampouris (ckampour - SYSTEMS ENGINEER.SA... In a WebEx meeting
- Fernando Schiavone (fschiavo - MANAGER.SALES BUSINESS DE...
- Michael Wong (miwong2 - ACCOUNT MANAGER.SALES)

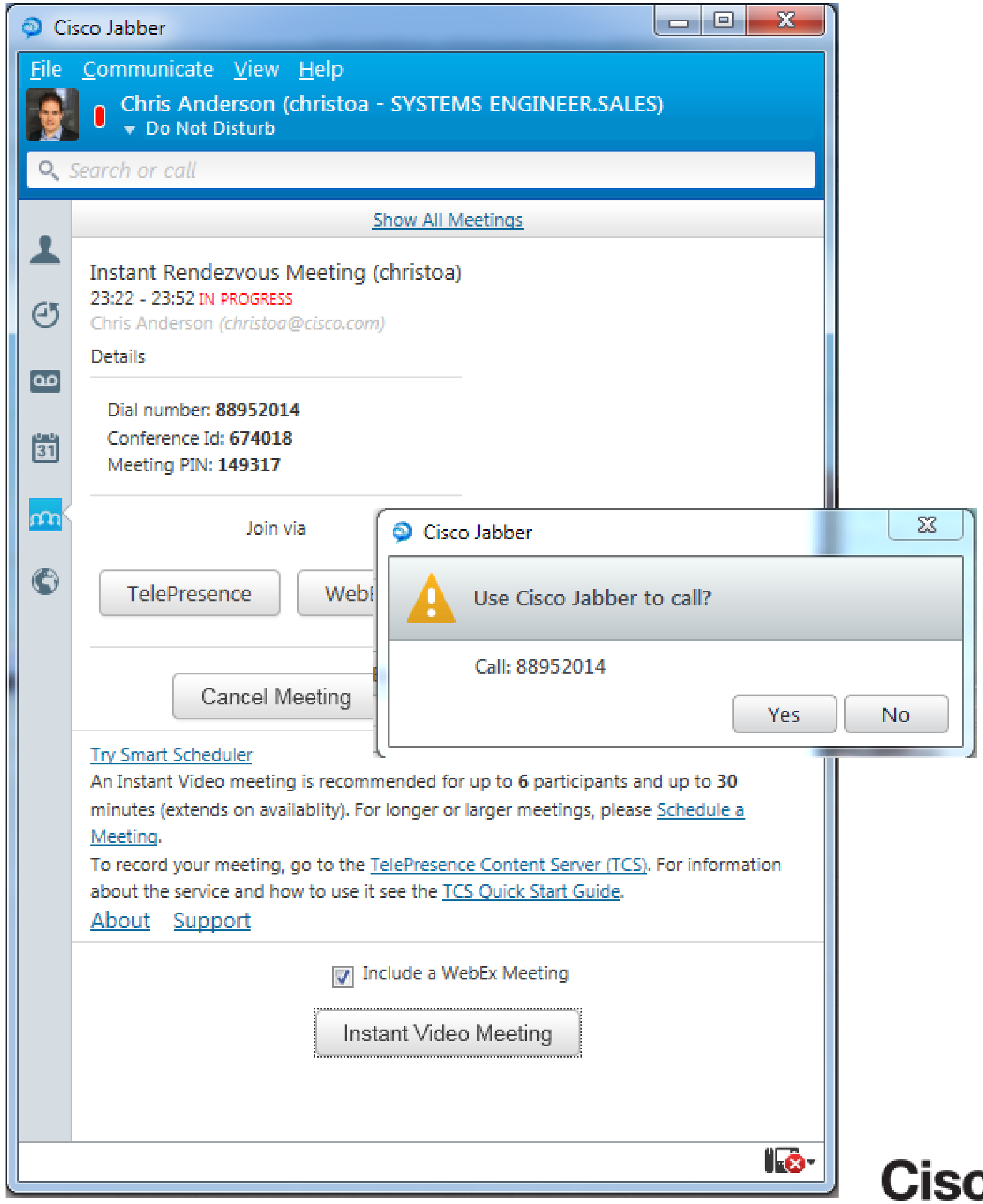
3. Mel Ent SE Team
- Chris Gascoigne(cgascoig - SYSTEMS ENGINEER.SALES)
- Richard Frank (rifrank - SYSTEMS ENGINEER.SALES)
- Rodney Thomson

4 . Customer / Partners

Other contacts
- Adam Fedden (fedden - ACCOUNT MANAGER.SALES) Away
- Andy Burke (aburke - MANAGER.SYSTEMS ENGINEERING SALES)
- Anthony Netkow (antnetko - SYSTEMS ENGINEER.SALES)

Jabber on the Desktop / Mobile

- On the move softphone, or pair with Flexible workspace shared handsets
- Integrate instant virtual meeting capabilities


Cisco Jabber
File Communicate View Help
Chris Anderson (christoa - SYSTEMS ENGINEER.SALES)
Do Not Disturb
Search or call
Show All Meetings
Join via
TelePresence
Webi
Cancel Meeting
Include a WebEx Meeting
Instant Video Meeting
Cisco Jabber
Yes
No

Instant Rendezvous Meeting (christoa)

23:22 - 23:52 IN PROGRESS

Chris Anderson *(christoa@cisco.com)*

Details

Dial number: **88952014**

Conference Id: **674018**

Meeting PIN: **149317**

Use Cisco Jabber to call?

Call: 88952014

Try Smart Scheduler

An Instant Video meeting is recommended for up to **6** participants and up to **30** minutes (extends on availablity). For longer or larger meetings, please Schedule a Meeting.

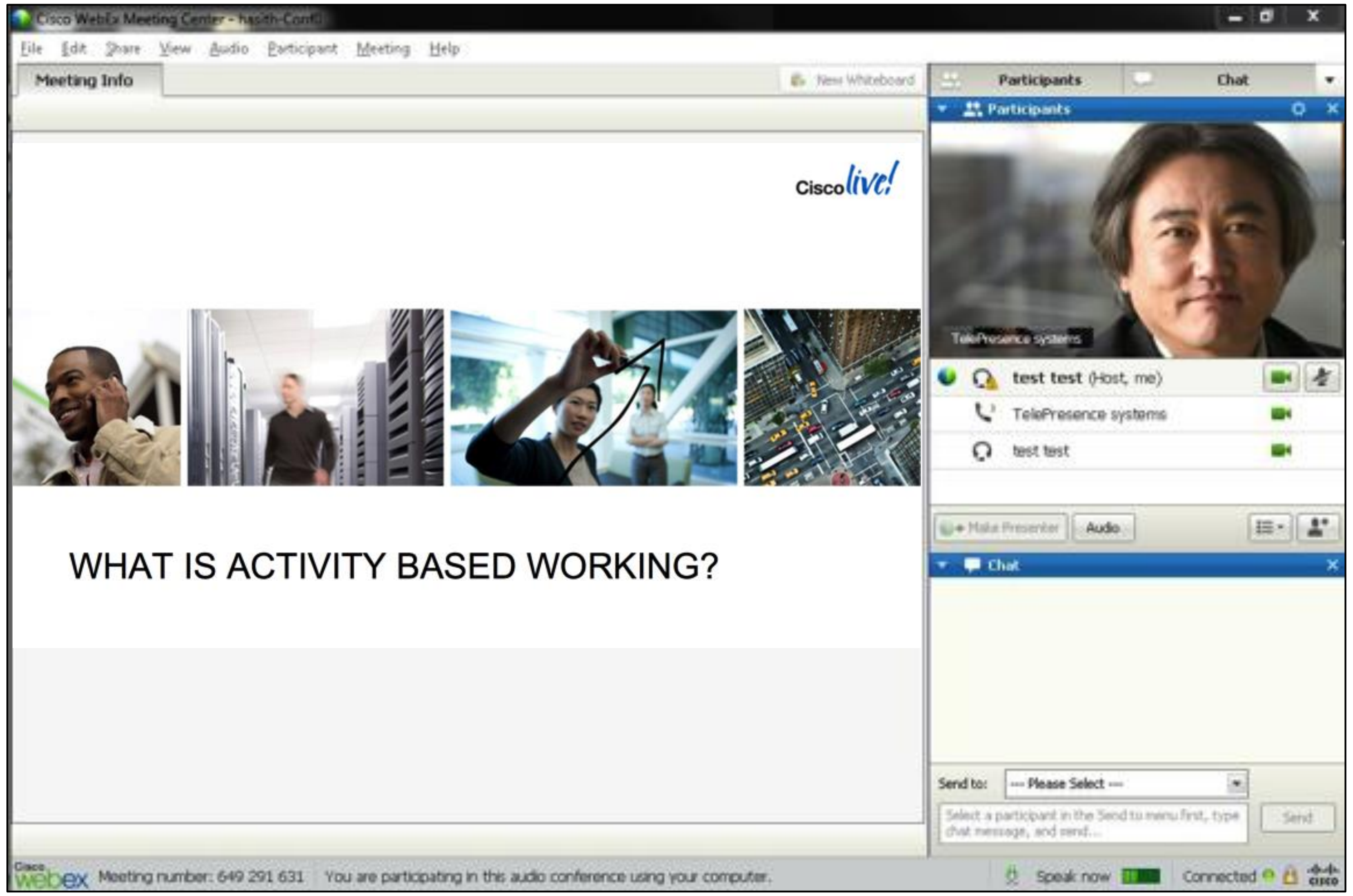
To record your meeting, go to the TelePresence Content Server (TCS). For information about the service and how to use it see the TCS Quick Start Guide.

About Support

WebEx Integration

- Escalation of chats and calls to WebEx meetings from Jabber allows quick and easy collaboration for ABW users
- WebEx enabled TelePresence brings users together physically and virtually

Ciscolive!
WHAT IS ACTIVITY BASED WORKING?


Cisco WebEx Meeting Center
File Edit Share View Audio Participant Meeting Help
Meeting Info
New Whiteboard
Participants
Chat
Ciscolive!
WHAT IS ACTIVITY BASED WORKING?
TelePresence systems
test test (Host, me)
TelePresence systems
test test
Make Presenter
Audio
Chat
Send to:
--- Please Select ---
Send
webex
Meeting number: 649 291 631
You are participating in this audio conference using your computer.
Speak now
Connected

Designing Workspaces

Flexible Working Workspaces

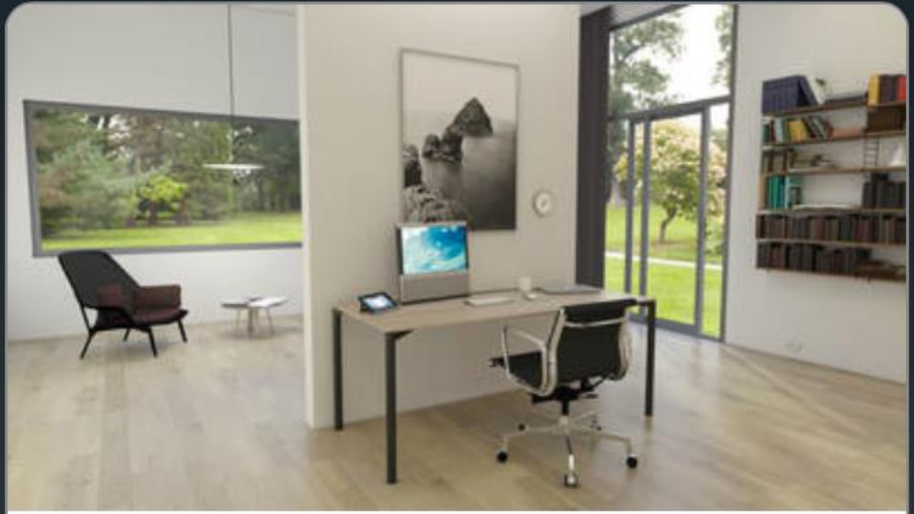
- Many different types of spaces
- Often goes against common strategy to deliver templated solutions
- Need to ensure a predictable experience, **NOT** necessarily the same endpoint or device

Cisco Project Workplace

Project Workplace

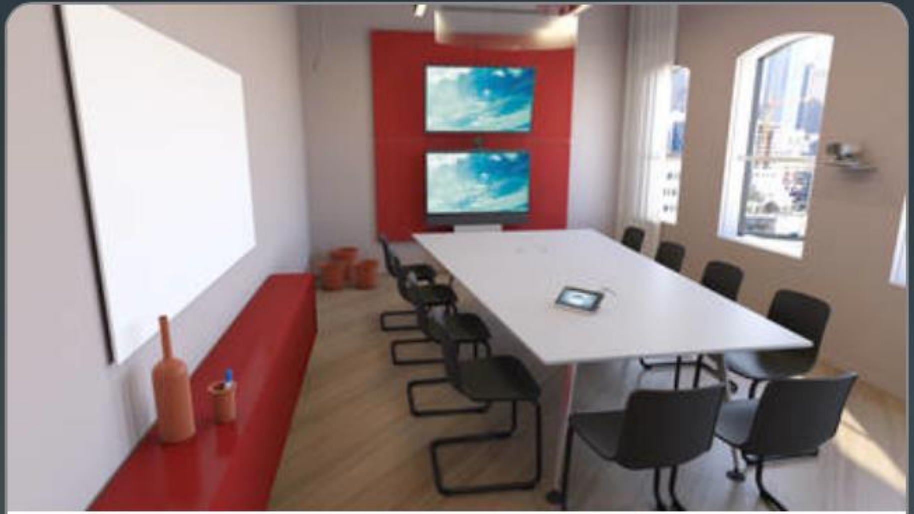
www.cisco.com/go/projectworkplace

Work Station Sao Paulo


Telework Munich

Quiet Room Sydney

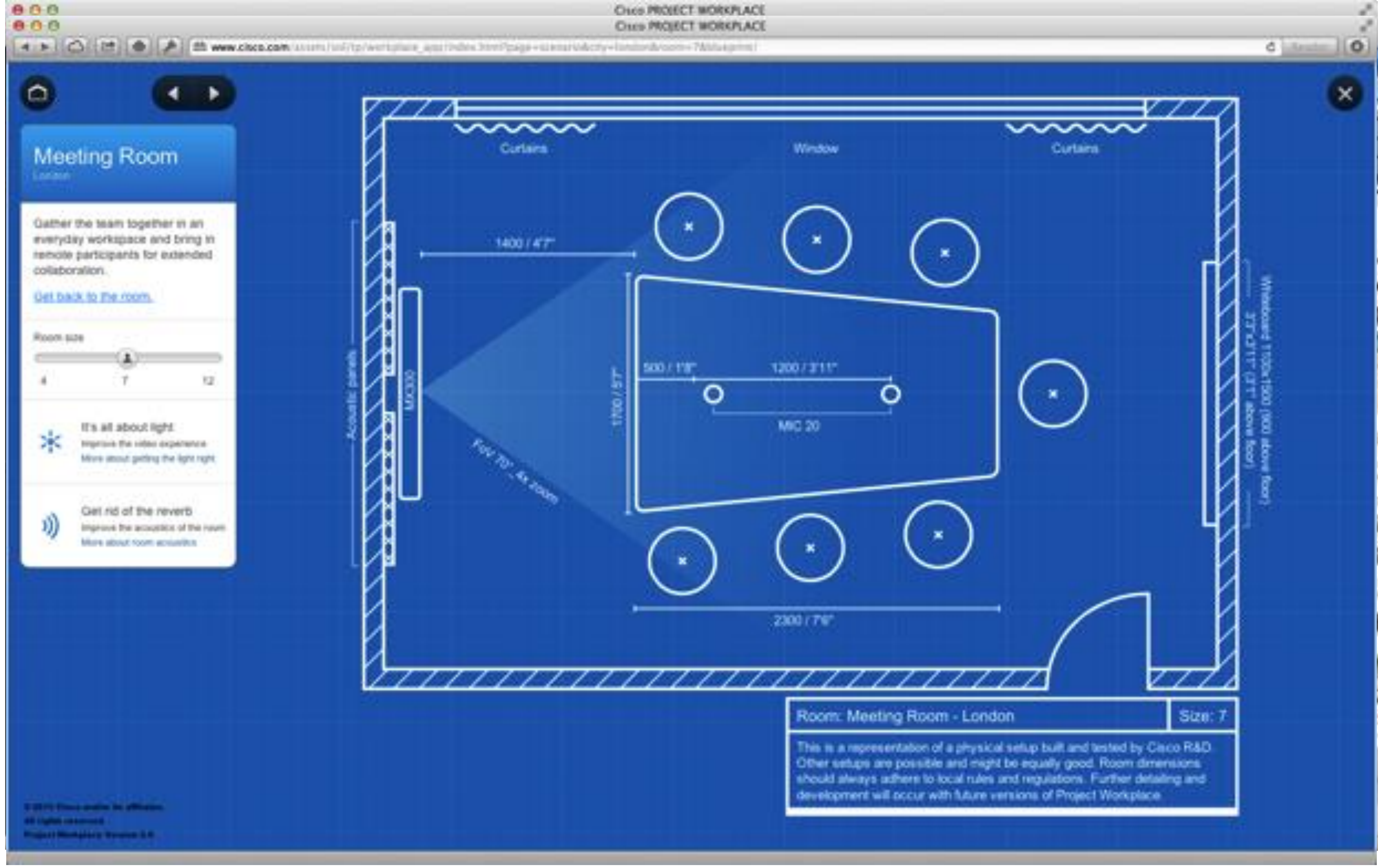
Video Centric New York


Narrow Space San Francisco

Meeting Room London

Cisco Project Workplace

- A “palate” of flexible workspace experiences
- Each solution embeds collaboration technology
- Blending physical and virtual collaboration in context
- Experience, best practices, and insights to deliver a seamless solution


Cisco PROJECT WORKPLACE
www.cisco.com
Curtains
Window
Curtains
1400 / 4'7"
500 / 1'8"
1200 / 3'11"
1700 / 5'7"
MIC 20
MX300
Acoustic panels
FoV 70° 4x zoom
2300 / 7'6"
Whiteboard 1100x1500 (900 above floor)

Meeting Room

Gather the team together in an everyday workspace and bring in remote participants for extended collaboration.

Get back to the room.

Room size: 4 — 7 — 12

It's all about light
Improve the video experience
More about getting the light right

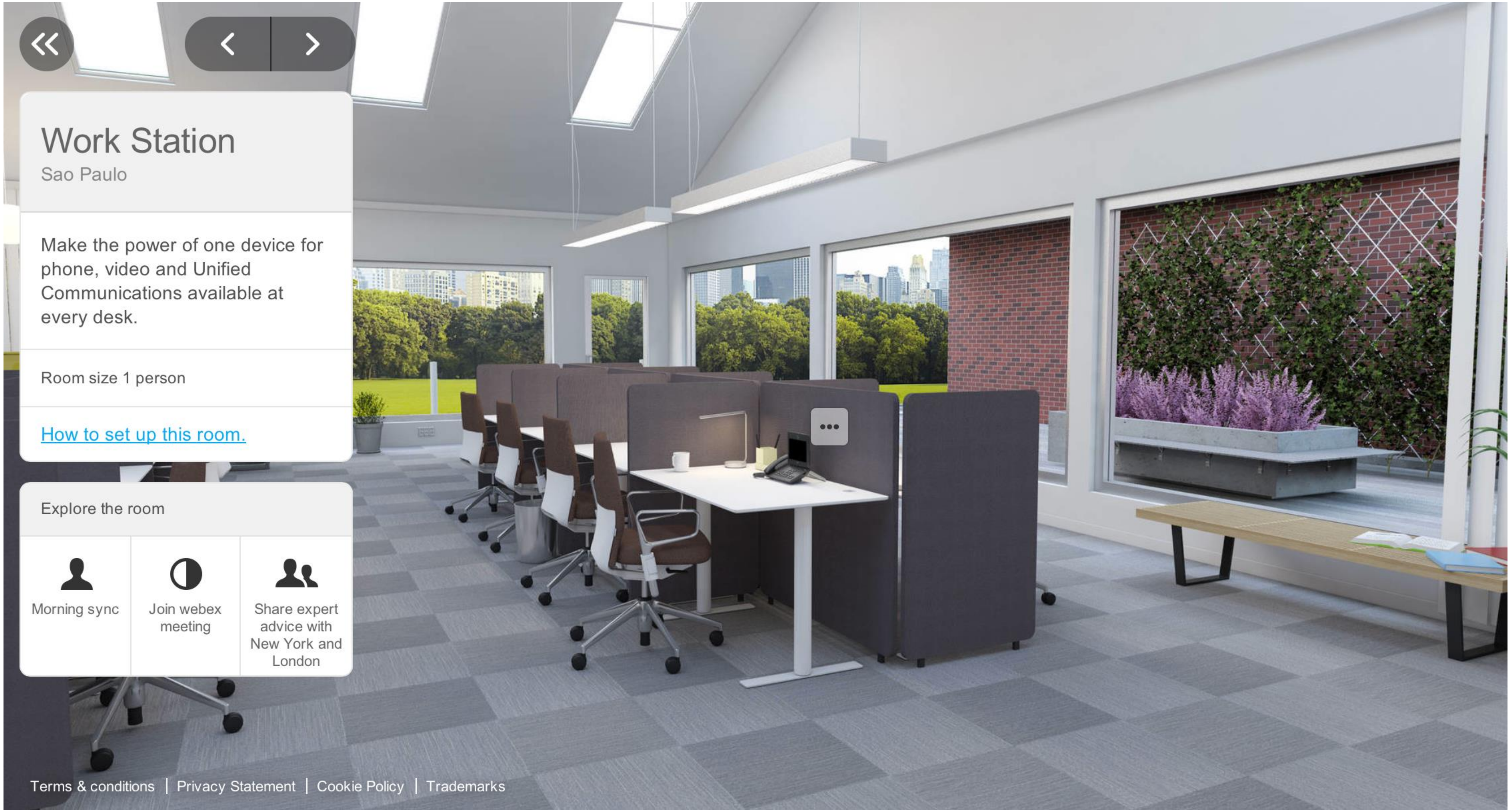
Get rid of the reverb
Improve the acoustics of the room
More about room acoustics

Room: Meeting Room - London | Size: 7

This is a representation of a physical setup built and tested by Cisco R&D. Other setups are possible and might be equally good. Room dimensions should always adhere to local rules and regulations. Further detailing and development will occur with future versions of Project Workplace.

Fit for purpose, technology enabled workspace design guidance

Spaces for Activity Based Working



Work Station

Sao Paulo

Make the power of one device for phone, video and Unified Communications available at every desk.

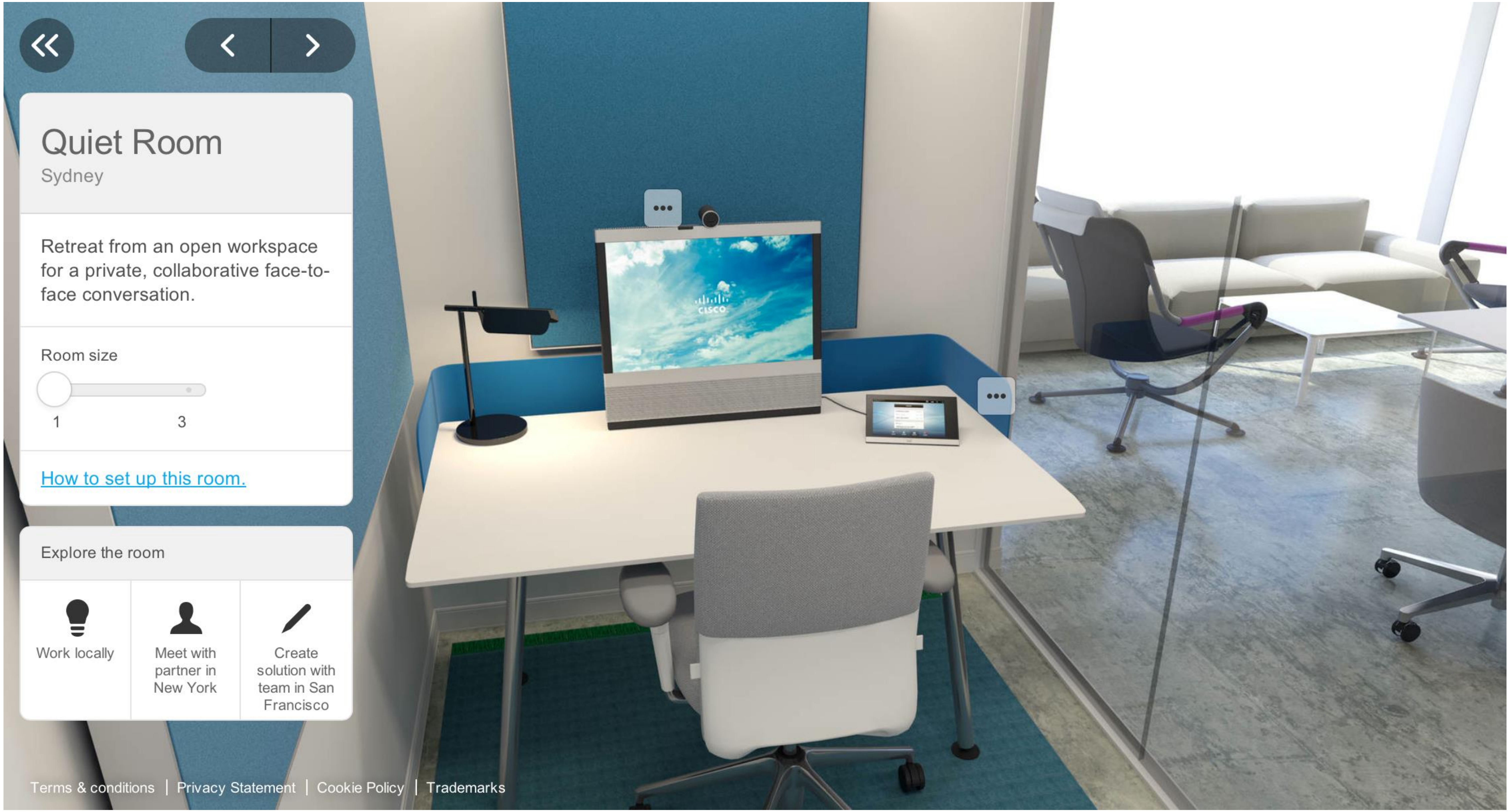
Room size 1 person

How to set up this room.

Explore the room

Morning sync
Join webex meeting
Share expert advice with New York and London
Terms & conditions | Privacy Statement | Cookie Policy | Trademarks

Spaces for Activity Based Working



Quiet Room

Sydney

Retreat from an open workspace for a private, collaborative face-to-face conversation.

Room size

1 3

How to set up this room.

Explore the room

- Work locally
- Meet with partner in New York
- Create solution with team in San Francisco

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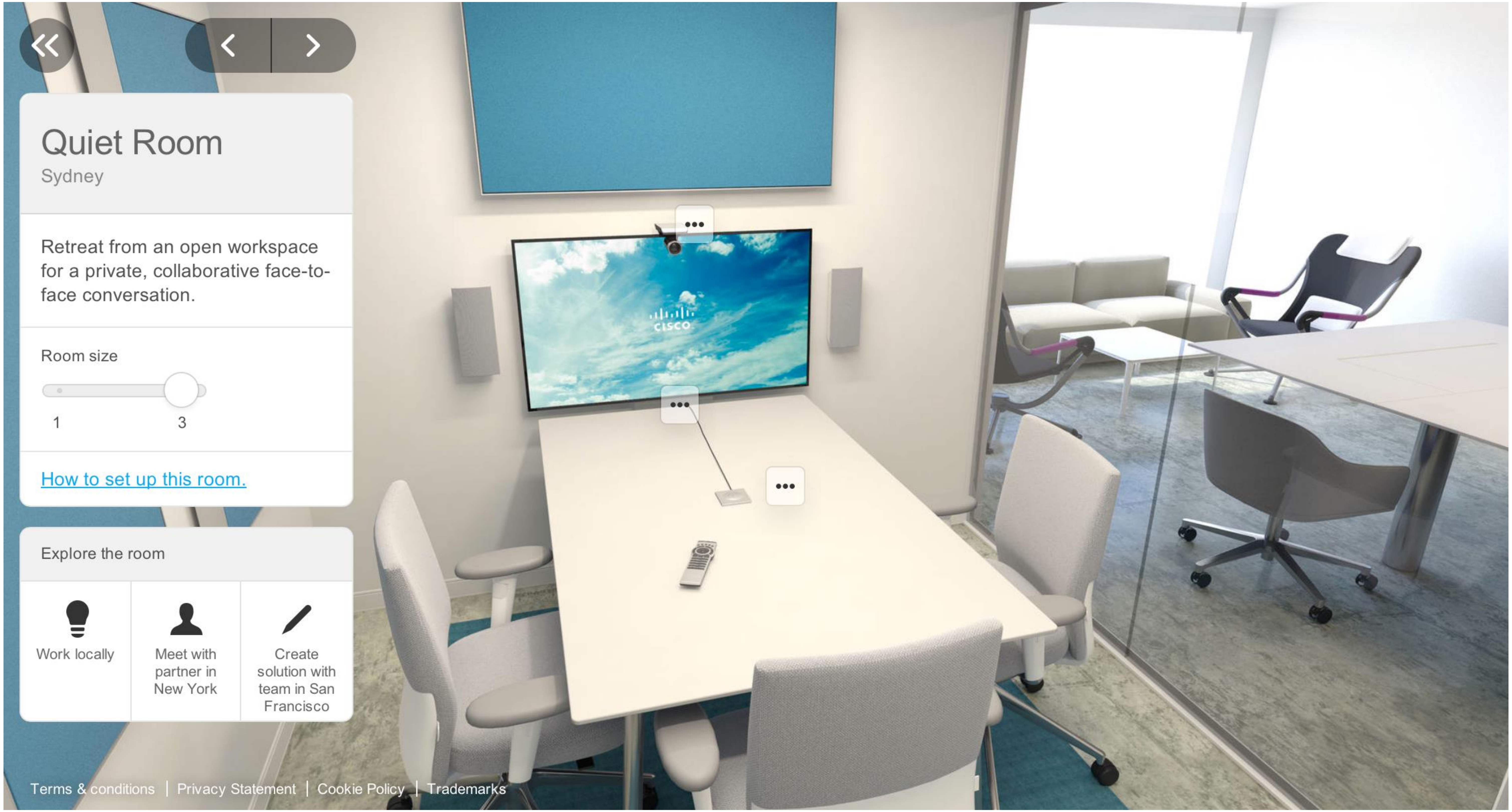
Spaces for Activity Based Working



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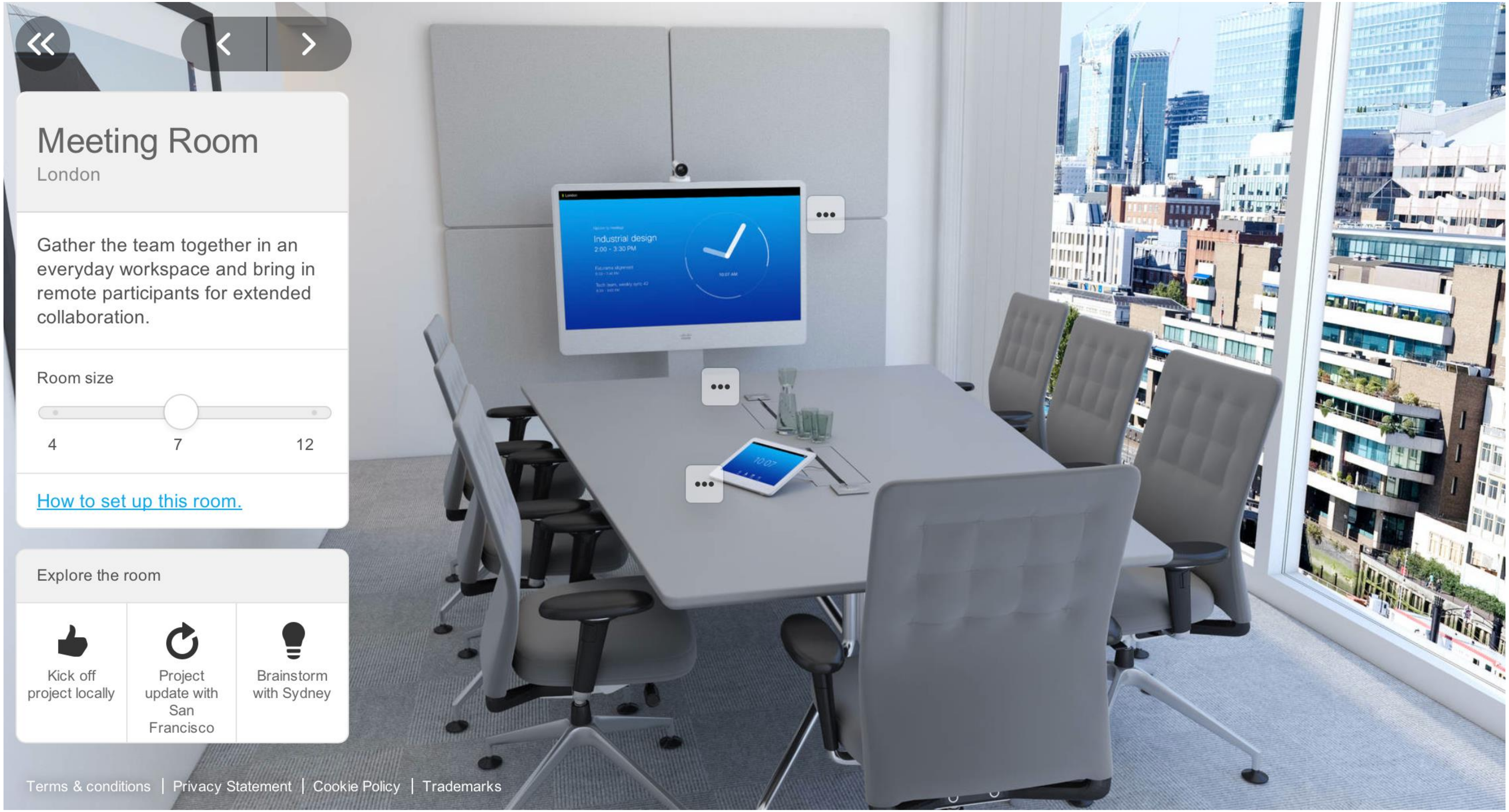
cisco

Spaces for Activity Based Working



Meeting Room

London

Gather the team together in an everyday workspace and bring in remote participants for extended collaboration.

Room size

4 7 12

How to set up this room.

Explore the room

- Kick off project locally
- Project update with San Francisco
- Brainstorm with Sydney

Industrial design
2:00 - 3:30 PM
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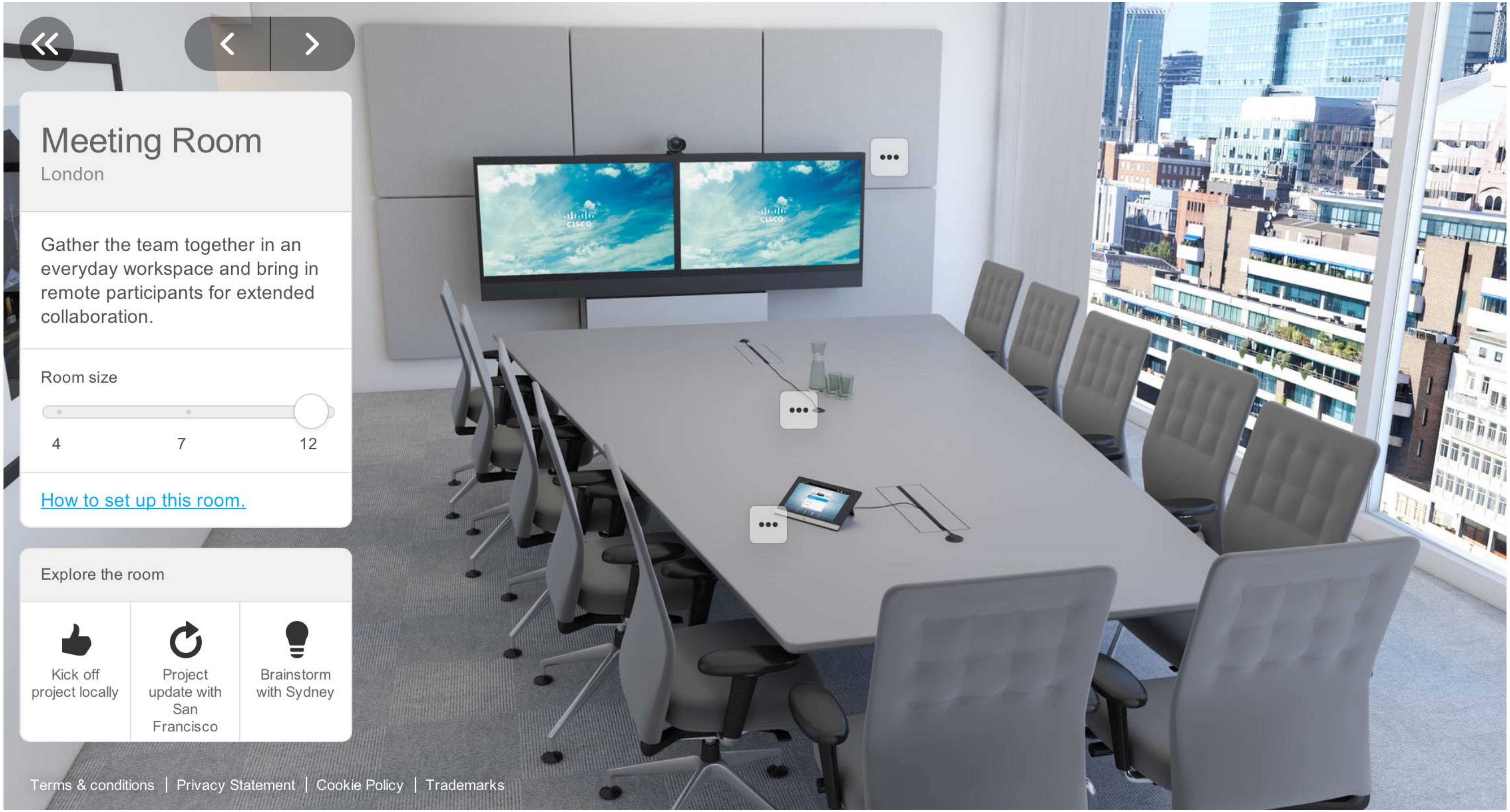
Spaces for Activity Based Working



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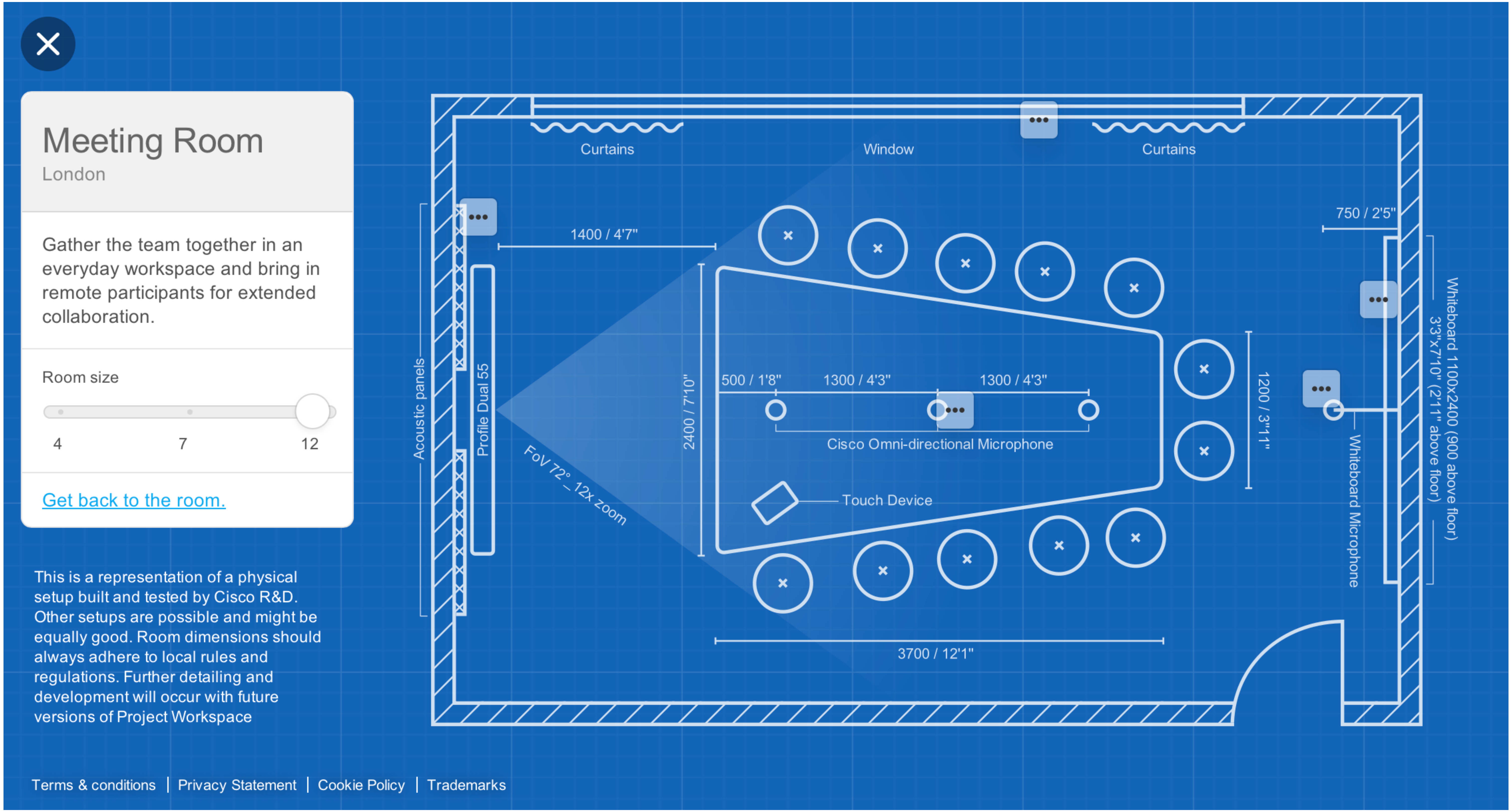
Spaces for Activity Based Working



Meeting Room

London

Gather the team together in an everyday workspace and bring in remote participants for extended collaboration.

Room size

4 7 12

Get back to the room.

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Curtains
Window
Curtains
1400 / 4'7"
750 / 2'5"
Acoustic panels
Profile Dual 55
2400 / 7'10"
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1300 / 4'3"
1300 / 4'3"
Cisco Omni-directional Microphone
Touch Device
FoV 72° _ 12x zoom
1200 / 3'11"
Whiteboard Microphone
Whiteboard 1100x2400 (900 above floor)
3'3"x7'10" (2'11" above floor)
3700 / 12'1"

Q & A

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