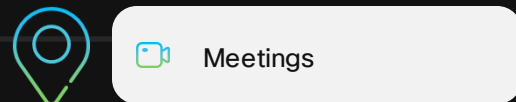
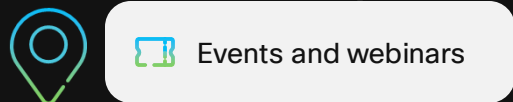
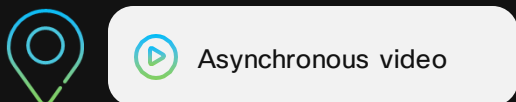
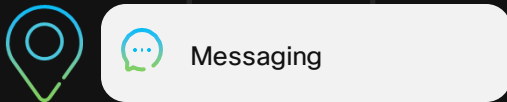
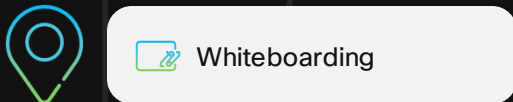
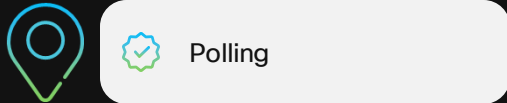
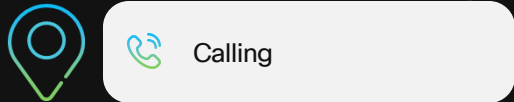


Webex Suite Success Guide

Your Webex Suite adoption journey starts here: **Let's get started!**



Welcome to a journey with **endless** destinations

When it comes to the adoption journey, some believe success simply equates to employees logging on, collaborating virtually, and signing off. Adoption complete.

At Webex, we'd argue that's just the beginning.

Our **Suite of products** was designed to work the ways that you do and deliver endless destinations. It could be better healthcare by connecting patients and doctors, better infrastructure through supporting agile work styles for fast-paced engineering teams, or even better company culture for a globally distributed and diverse workplace.

It's comprehensive and flexible enough that your location won't hinder your productivity. Wherever you seek to go, we're here to help—from onboarding to optimization and everywhere in between.

So, think of this adoption guidebook as an initial roadmap, with tips and milestones to illuminate your path.

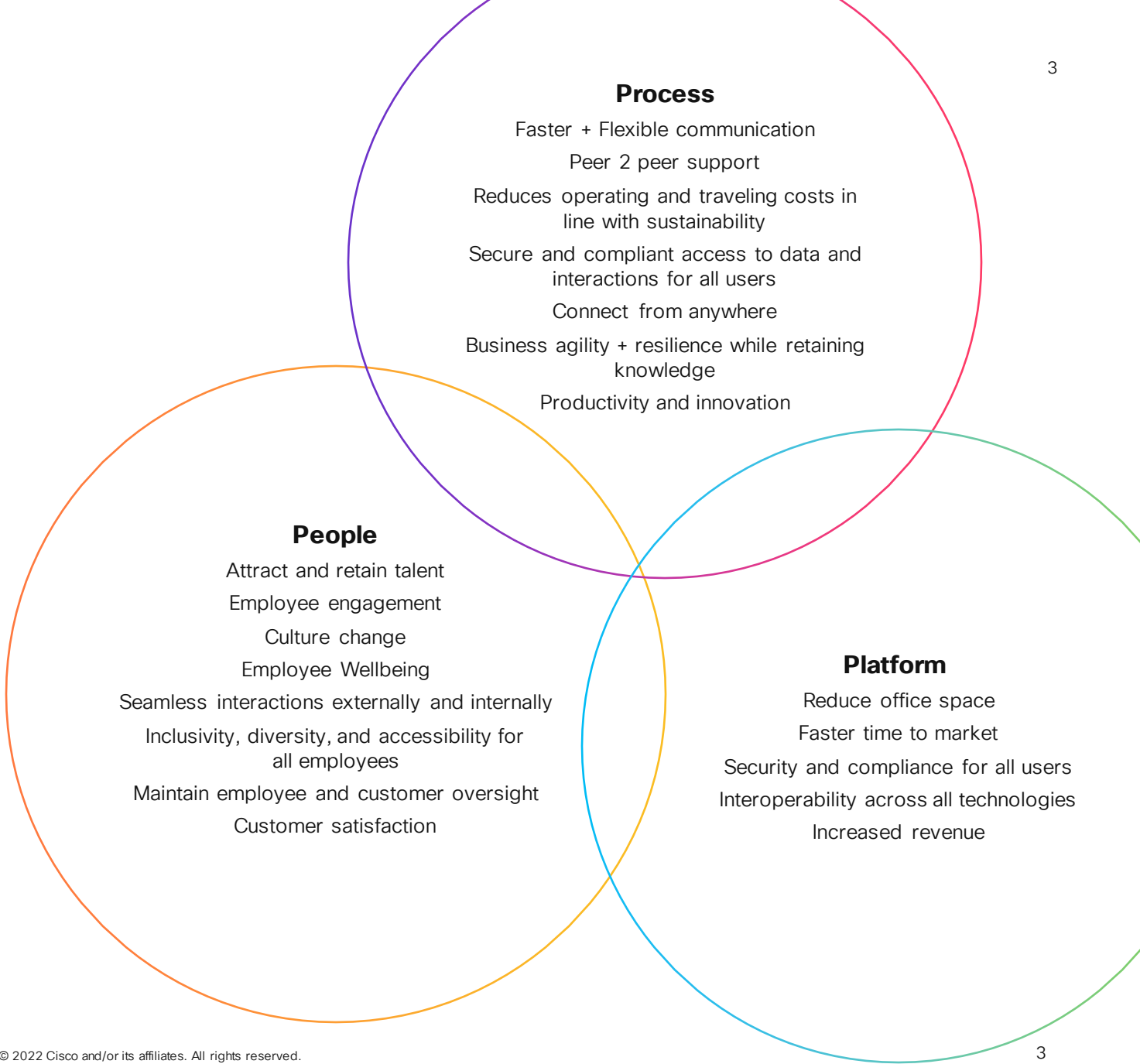
Focus on the things that matter

Organizational change is like embarking on a journey.

When it comes to your Webex suite adoption journey, we've found that buy-in is achieved most frequently through focusing on the things that matter most.

Before we embark on our Webex suite adoption journey, it is essential to have a clear destination in mind. This entails **identifying the business outcomes you hope to achieve.**

Our focus will be on defining your key business outcomes in the areas of **People, Process, and Platform.**



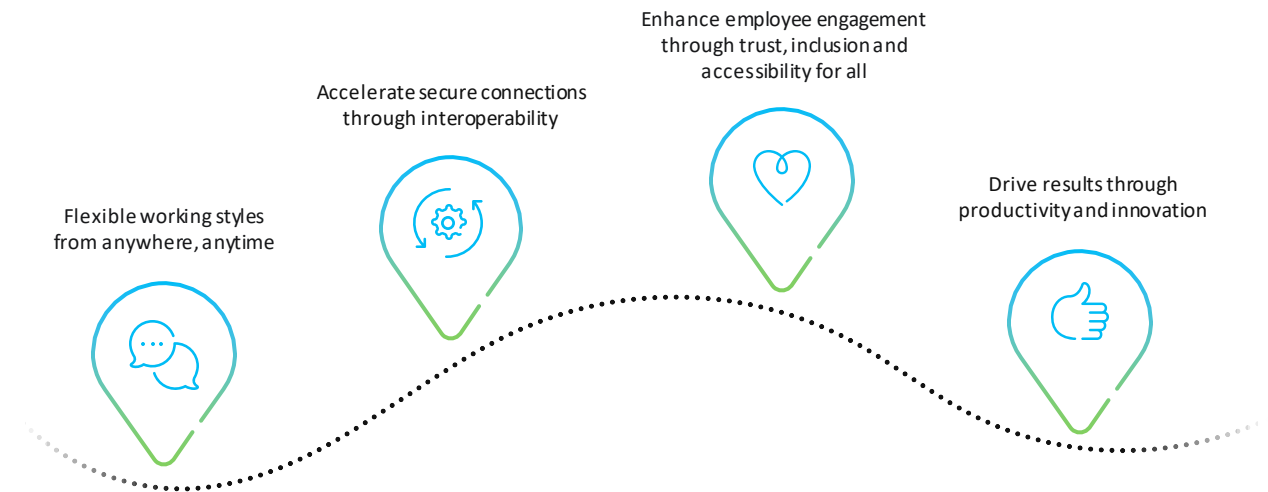


First, let's pick our destination

Just as you'd start a road trip by inputting your destination into your GPS, clarifying your business goals and outcomes is the first (and most critical) step in your Webex adoption.

That means deciding your ultimate goal. How will you know when you've achieved it? What milestones will you need to hit along the way? And how do you prove the ROI to your leaders?

Wherever you seek to go,
Webex Suite can help you get there.



You've defined business outcomes to **move** your organization **forward**

Our suite offers a comprehensive suite of solutions that cater to your different business needs and can effectively assist in achieving your desired outcomes.



Enable hybrid work for your organization

To achieve this for your organization, your use cases might be:

- Allow work with immersive meetings, and always-on messaging with people inside and outside your company, no matter where your workers are.
- Scale your global workflows with real-time translation in Webex.

Improve customer experience and loyalty

To achieve this for your organization, your use cases might be:

- Organize professional virtual events on a platform that delivers the scale, reach, and interactivity you expect.
- Enabling real-time communication and simplifying workflows between customers and employees.

Interoperability across all technologies

To achieve this for your organization, your use cases might be:

- Power seamless and engaging collaboration with secure filesharing, Slido polling, calling, and messaging.
- Improve efficiency and get things done faster with intelligent integrations.

Drive productivity and innovation

To achieve this for your organization, your use cases might be:

- Centralize real-time communication and project management in one platform
- Streamline data analytics and tools for continuous improvements



01 Our approach to your adoption

02 Plan your journey

03 Tips for your journey ahead

04 Sharing your success





01 Our approach to your adoption

Your adoption journey, plan your next steps

01

Plan

Onboard and implement

This first stage of adoption will introduce you to your Webex Suite. You will then define your business outcomes and implement your Webex experience.

02

Launch

Use, engage, and adopt

Get ready for a new way to collaborate. Once implementation is complete, you're ready to begin onboarding users. You'll be able to navigate everything from identifying early adopters and hosting events to leveraging key business metrics.

03

Grow

Optimize, expand, renew and champion

Our third stage of adoption is where the refinement happens. From new features and upgrades to realizing new capabilities, and deploying additional solutions, we'll help you maximize your Webex investment.

Establishing your adoption team

Now that you've decided on your destination, it's time to gather your travel companions. In addition to the many Webex support resources available to help guide your path, it's essential you also determine who will support the People, Process, and Platform aspects of your adoption journey from within your organization.

They will be your dream team, helping you navigate the way, overcome obstacles, and achieve your goals as a united group. Here's who we recommend you bring along with you.

A Tip: Depending on your organization's size and resources, these responsibilities may sit with more than one person.

Key adoption functions for your team include:



Executive sponsorship

Having executive buy-in for top-down adoption



Communications

Using communications and company events to create buzz



Adoption management

Identifying visible leader(s) who can oversee internal change management and updates



Training

Providing training to help employees start quickly and get the most out of Webex



Technical and service administration

Ensuring you have the right internal contacts and service management to support adoption from day one



Together, we can accelerate your success

Whether you're a small-to-medium business looking to better engage clients or a global organization shifting to hybrid work, Webex works. Perhaps you're deploying Webex App, Webex Suite, or devices for the first time.

Or you're focused on driving adoption of new capabilities and features. We can guide you based on your organization's unique goals, IT preferences, and collaboration needs.

There are several approaches you can use for your rollout to ensure your organization accelerate success in the way that works for you.

- 01 Rapid onboarding of your entire organization at once
- 02 Phased rollout by lines of business or departments
- 03 Onboard early adopters and then gather feedback before a full or phased adoption





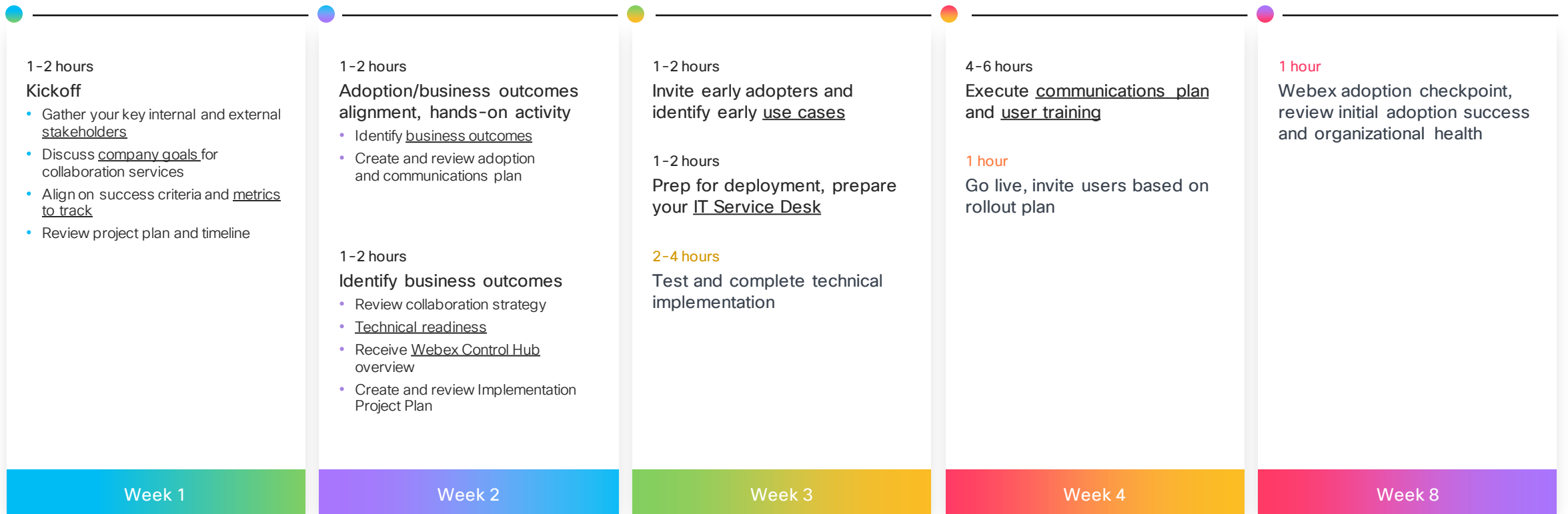
02

Plan your journey



Your Onboard and Implement Plan

On every trip, you can count on someone asking the question, “How long will it take to get there?” We know your time is both limited and valuable. That’s why we offer the following timeline as an example of how you could reach your adoption destination as fast as possible.



Plan

Overview

People, Process, Platform

Key Milestones

Resources

Launch

Grow

Onboard and implement

The first stage in the adoption journey is ensuring you, as the Webex suite customer, have everything you need to onboard your new Webex solutions successfully. But don't worry. When the time comes, we'll also ensure the end users within your organization have everything they need.

For now, we're focusing on integrating the Webex suite within your organization. Let's start by defining business outcomes and planning your successful deployment.

It's critical in this early stage that we plan effectively for implementation—particularly integrating Webex within your existing technical ecosystem.



Plan

Overview

People, Process, Platform

Key Milestones

Resources

Launch

Grow

Onboard and implement

People

Adoption Lead

- Identify your decision-makers
- Secure executive sponsorship and leadership buy-in
- Assemble [adoption team](#)

Technical Lead

- Make sure the app works every time with proper setup and configuration
- Complete the [Webex Control Hub Professional-IT Admin Learning Plan](#)
- Join [Webex Admin Community](#)

Change Managers

- Prepare to execute communication strategy
- Develop and execute user education plan

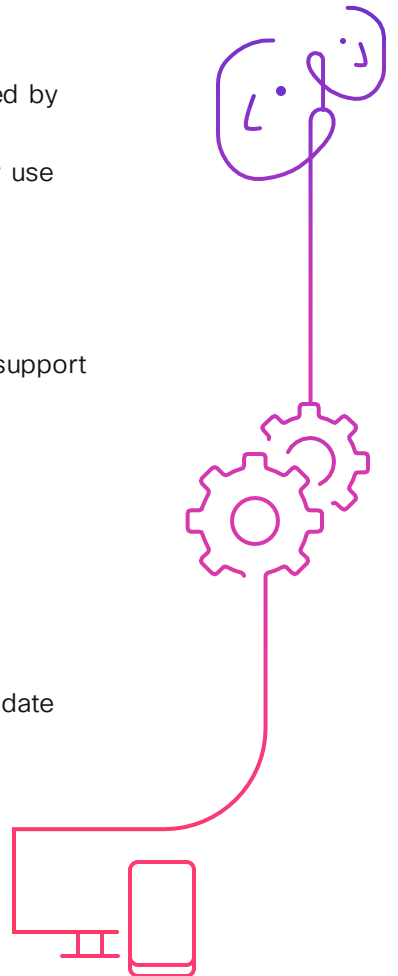
Process

- Identify business processes that will be impacted by the adoption of Webex Suite solutions
- Define [business outcomes](#), your personas, their use cases, and success criteria
- Create your rollout roadmap for implementation
- Create and execute communications plan
- Create and execute a user education plan
- Provide training and resources to your internal support team

Platform

- Engage in account provisioning
- Ensure [technical readiness](#)
- Prepare internal help desk/support team
- Prepare launch timeline
- Enable application
- Conduct a pilot or proof-of-concept test to validate implementation
- Create user accounts and onboarding strategy

Explore resources for adoption planning



Plan

Overview

People, Process, Platform

Key Milestones

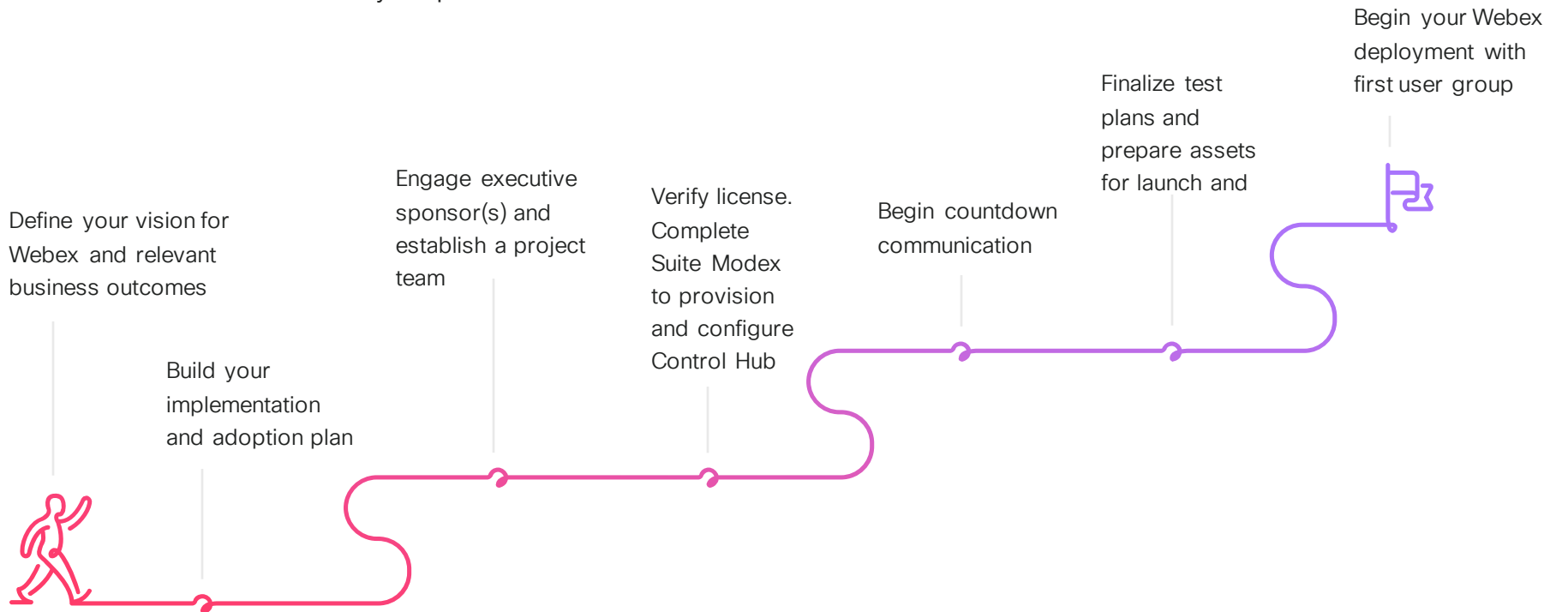
Resources

Launch

Grow

Onboard and implement

Think of these milestones as guidance, not mandates. We recognize every organization is different. However, we also believe there are common steps along the way that can help your onboarding and implementation. Just choose the milestones most relevant for your plan and business outcomes.



Plan

Overview

People, Process, Platform

Key Milestones

Resources

Launch

Grow

Resources

Throughout each stage of your journey, you will find a curated list of resources we've pulled together to help you and your Webex users get up to speed as quickly as possible. For the "Plan" stage, these resources are to help *you learn, configure Control Hub, and plan for your suite adoption journey* for your organization.

Help content

Get started with Control Hub

- Articles: [Licensing and subscriptions](#)
- Articles: [Setting up your organization](#)

Configure Control Hub

- Articles: [Users and Groups](#)
- Articles: [Security](#)
- Articles: [Software and Devices](#)
- Articles: [Services](#)

Get started with Webex products

- Articles: [Get started with Webex Calling for admins](#)
- Articles: [Get started with Webex App for admins](#)
- Article: [Get started with Webex Events](#)

Virtual & Live training

Self-paced eLearning courses for Webex Admins

- [Control Hub Foundations](#)
- [Webex Calling for Customer Administrators](#)

Live classes for Admins

- [Webex Calling Customer Administration](#)
- [Ask an Expert Sessions](#)
- [Webex Feature Tango sessions](#)

Full catalog for Webex Admins

- [Managing Webex](#)

Webex Adoption Essentials

Check lists

- [Onboard & Implement Milestones guide](#)
- [Onboard & Implement Checklist](#)

Best Practices

- [Use Case Best Practices](#)
- [Business Drivers Best practices](#)
- [Adoption Success Story Best Practices](#)
- [Reporting On Your Webex Adoption Journey](#)
- [Level Up Your Users Adoption Journey](#)
- [Your Adoption Launch Plan Overview](#)
- [Building Your Adoption Dream](#)
- [Prep IT Team for Webex Adoption](#)

Quick start guide

- [How to schedule meetings with ease](#)



03

Tips for your journey ahead

Your success is always just a **click away**

Feeling stuck? Need quick help or references? Webex Essentials is your ultimate 24/7 guide to navigating your adoption journey.

Webex Essentials

Technical resources

Help and Support

Classes and training

Webex GoLearn

Get started with Webex

Adoption Resource Library

What's new in Webex

Webex Community



Webex Suite support team is just **seconds away**

Our templates, tools, and guides are available for download as self-serve resources.

[Help and Support](#)

[Webex Community](#)

[Become a Webex Ambassador](#)

[Webex GoLearn](#)

[Technical Demos](#)





04

Track your progress

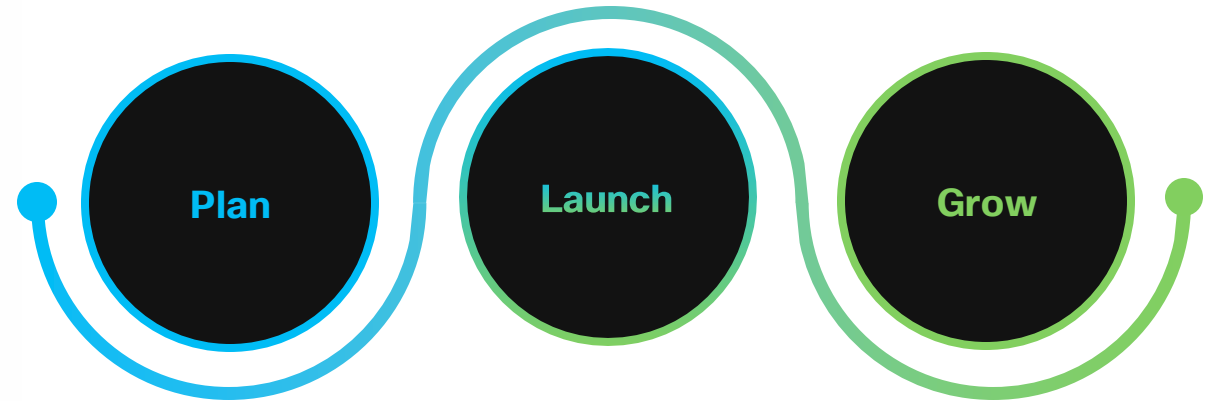
Measuring success

It's important to set an adoption target for your organization based on usage and feature configuration. The Webex Control Hub analytics page helps you track product enablement in the suite and how many members of your organization are adopting Webex.

There are several different data points to observe. In addition to the number of meetings or calls made, you can see how users engage with the application. This includes engagement with video, messaging, voicemail functionality, content sharing, file sharing, and even the types of devices being used to call, meet, and message.

Analytics for Your Cloud Collaboration Portfolio

GoLearn course



You've successfully **provisioned, set up, and configured your Webex Suite account** into your existing environment and tested it with your first user groups.

All your **users are now utilizing Webex** and are leveraging core and advanced features in their workflow to get the most out of your chosen solution.

TIP: You should strive for a gradual **increase in adoption, usage, and feature configuration, reaching the 0-60th percentile.**

Congratulations on **rolling out new updates and additional offerings** within the Suite to maximize your investment.

You're now endorsing Webex across your network and are ready to renew.

TIP: You should aim to achieve the **60-80th percentile in adoption, usage, and feature configuration.**



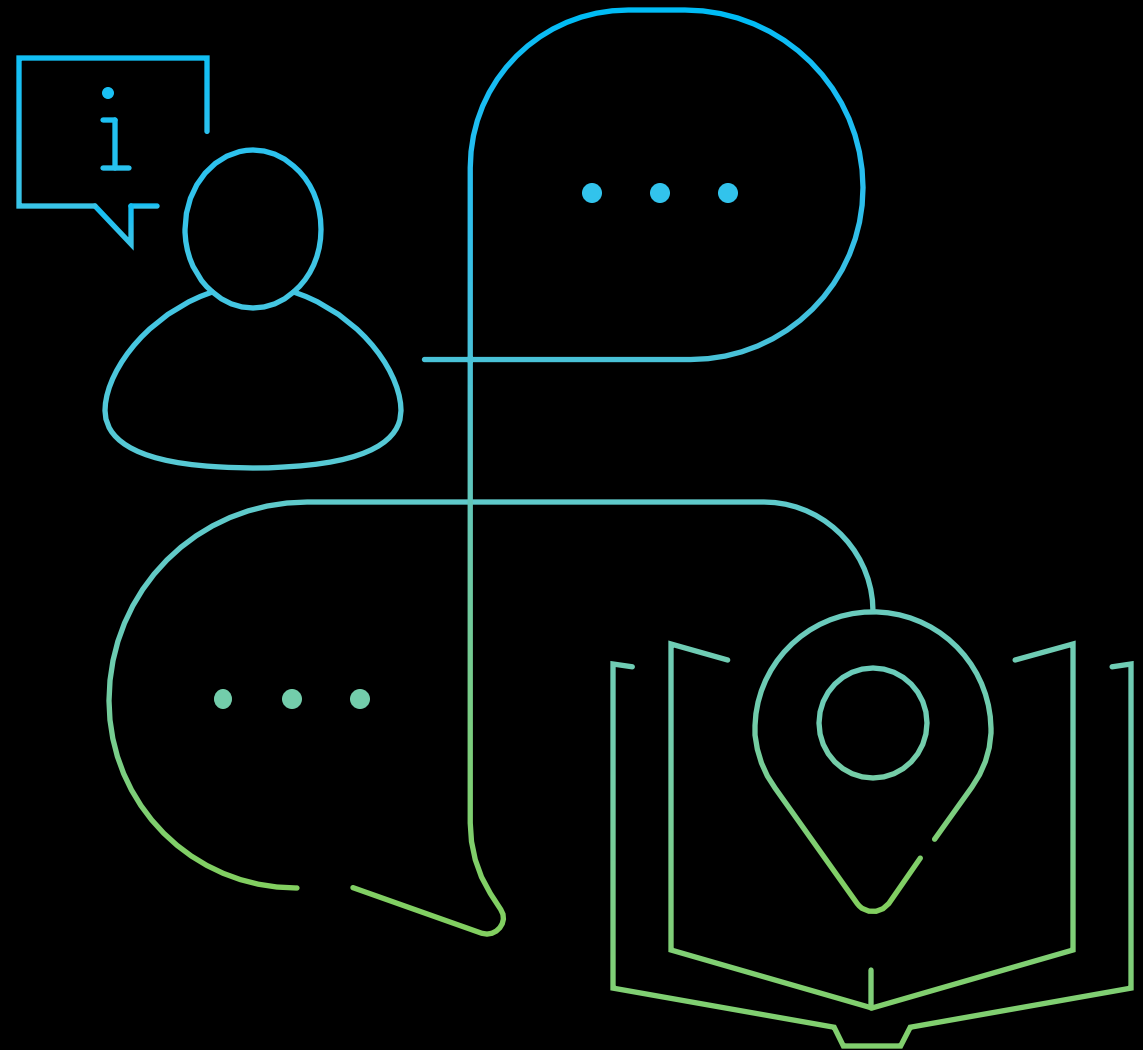
Enjoy the journey— we're here to help

There's a difference between taking a trip and going on a journey. A trip is about reaching a destination. A journey is about the experience of traveling to new places.

There are always new ways to utilize Webex. Therefore, there are always new heights for you and your organization to reach with the suite.

Now you're primed and ready to head into the next stage of your journey.

Are you ready to launch?





webex
by **CISCO**