Connect your workforce with an intelligent workplace

NTT and Cisco for workplace collaboration solutions

The workplace is forever evolving and modernizing through new technologies, and digital natives are inspiring new ways to collaborate – across the office, from home, and around the world – so people can meet when they need to, from where they want to, so they can get their best work done. An intelligent workplace makes this possible and provides the flexibility to be agile, responsive to change and to attract and retain talent.

Intelligent workplaces for digital business outcomes

We understand what businesses are trying to achieve. There are a number of critical pillars that make it possible. One of those pillars is an **intelligent workplace** because ultimately: it comes down to people and how easy you make it for them to work, collaborate and contribute to positive, meaningful outcomes.

A great workplace experience is no longer a nice to have, it's a must have. According to Gartner[1] "over the next several years, **the greatest source of competitive advantage for 30% of organizations will come from the workforce's ability to creatively exploit emerging technologies."**

The intelligent workplace enables important outcomes for employees and the business:

Attract and retain talent
Use office space to generate powerful PR, attract talent and increase employee retention rates

Increased space efficiency
Smarter use of space results in lower real estate cost

Decreased operating expenses
More efficient use of energy may decrease operational expenses

Enhanced productivity
Thermal comfort, biophilia and design elements can increase employee contribution

Healthier workplace
Increase day-to-day comfort for employees and reduce annual sick leave

Company values
Align real estate to sustainability, innovation and growth strategies
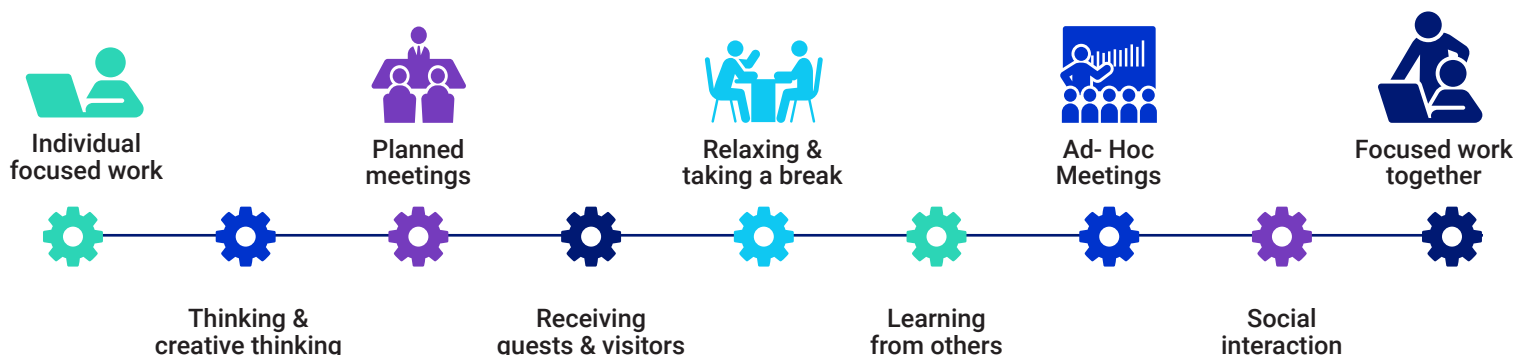
The positives of offering flexibility

An experiment conducted by researchers over a five-year period[2] found that when teams were given more latitude on when and where to work, "employees felt less stressed, more energized and reported a greater sense of well-being." This was a result of fewer interruptions, improved focus on effective communication and high-value results, and abandoning low-value routines (like wasteful meetings).

Most enterprises have the potential to achieve similar results by transforming to an intelligent workplace that maximizes employees' ability to connect and contribute.

Drivers for giving employees a great day at work

The idea of a modern, intelligent workplace has evolved, even in the last few years. It's about supporting not only the different kinds of work employees need to do each day, but also enabling the growing desire to connect in meaningful ways, create and participate in a community, and to have a sense of purpose. All of this stems from activity-based working that is accommodating and inclusive to bring people and ideas together.

"Super Drivers" for a great day at work are key actuators for an outstanding employee experience:

| Individual focused work | Planned meetings | Relaxing & taking a break | Ad- Hoc Meetings | Focused work together |

| Thinking & creative thinking | Receiving guests & visitors | Learning from others | Social interaction |

-- Leesman, "The Workplace Experience Revolution"

Now is the time to reimagine the employee journey.

More than ever, enterprises need to build flexible and resilient work environments that enable employees to remain effectively engaged when responding to changing conditions – whether it be budget, travel, coalitions and teamwork across boundaries, or world events.
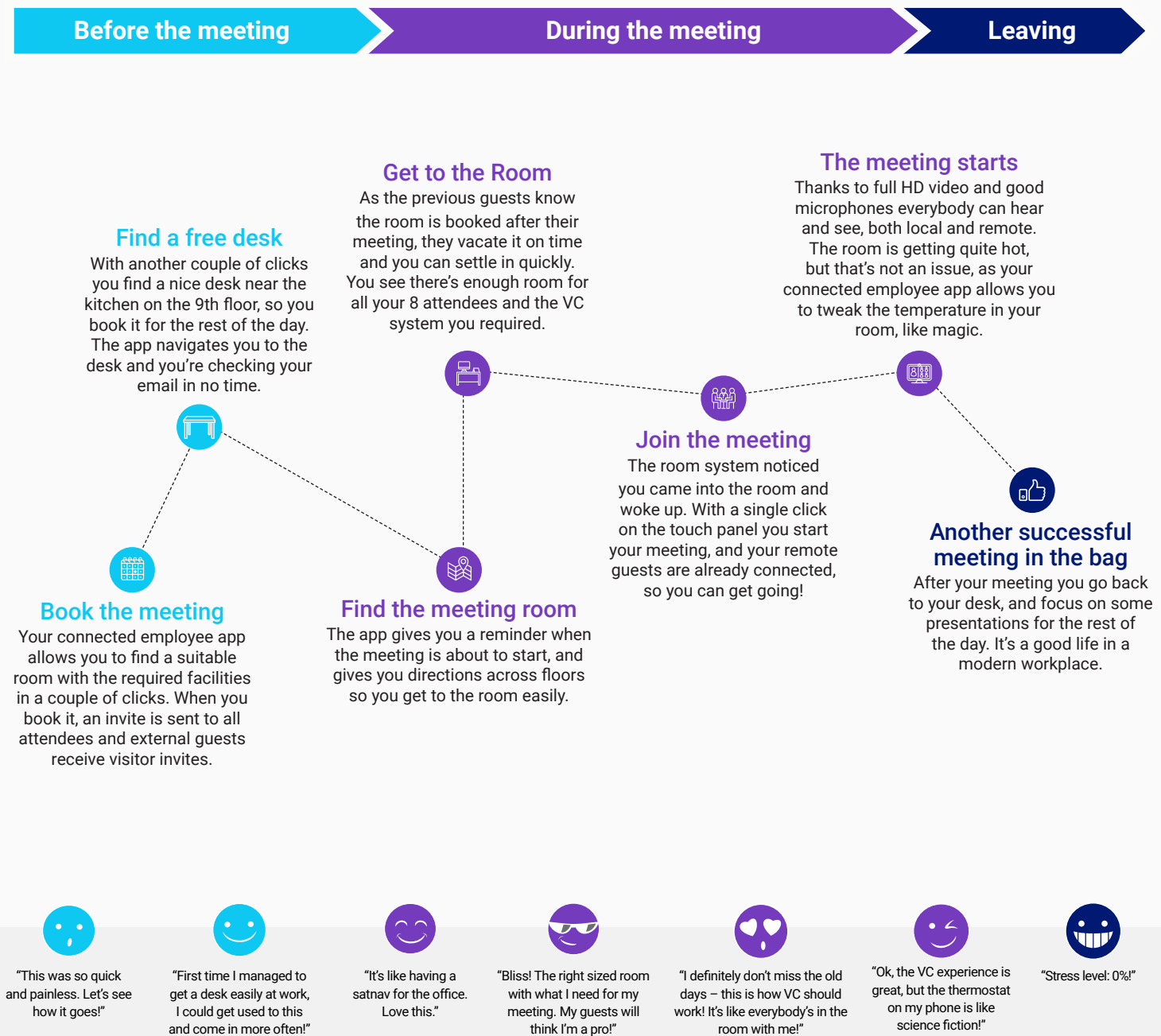
Culture has traditionally been one of the biggest hurdles to the widespread adoption of intelligent workplace solutions.

When the world switched from live to virtual interactions and events in 2020, a collective light bulb went off about the real potential of collaboration technology for the work environment.

Now is the time to think big and broad about what an intelligent workplace can do for your business. Create a bold technology vision that enhances collaboration and fosters connection – improving access to people and resources while minimizing interruptions and wasted time.

Delivering a frictionless experience

Deliver a frictionless environment for employees wherever they work.

Find a free desk

With another couple of clicks you find a nice desk near the kitchen on the 9th floor, so you book it for the rest of the day. The app navigates you to the desk and you're checking your email in no time.

Book the meeting

Your connected employee app allows you to find a suitable room with the required facilities in a couple of clicks. When you book it, an invite is sent to all attendees and external guests receive visitor invites.

Get to the Room

As the previous guests know the room is booked after their meeting, they vacate it on time and you can settle in quickly. You see there's enough room for all your 8 attendees and the VC system you required.

Find the meeting room

The app gives you a reminder when the meeting is about to start, and gives you directions across floors so you get to the room easily.

Join the meeting

The room system noticed you came into the room and woke up. With a single click on the touch panel you start your meeting, and your remote guests are already connected, so you can get going!

The meeting starts

Thanks to full HD video and good microphones everybody can hear and see, both local and remote. The room is getting quite hot, but that's not an issue, as your connected employee app allows you to tweak the temperature in your room, like magic.

Another successful meeting in the bag

After your meeting you go back to your desk, and focus on some presentations for the rest of the day. It's a good life in a modern workplace.

"This was so quick and painless. Let's see how it goes!"

"First time I managed to get a desk easily at work, I could get used to this and come in more often!"

"It's like having a satnav for the office. Love this."

"Bliss! The right sized room with what I need for my meeting. My guests will think I'm a pro!"

"I definitely don't miss the old days – this is how VC should work! It's like everybody's in the room with me!"

"Ok, the VC experience is great, but the thermostat on my phone is like science fiction!"

"Stress level: 0%!"

NTT and Cisco make working together intuitive

Modernized workplaces accelerate teamwork, create meaningful experiences, and provide seamless collaboration across distributed teams. But to achieve it on an enterprise-wide scale requires more than "random acts" of technology. You need a well-planned roadmap that meets your unique business requirements built with best of breed technologies and an expert to guide the way.

NTT and Cisco joint approach to workplace modernization:

	Advise	Workplace Advisory provides insights on current industry views and best practices help discover, identify, and develop a plan to deliver great work experiences
	Implement	Achieve effective and efficient design, deployment, and resourcing of your intelligent workplace solutions
	Manage	Monitor and operate your intelligent workplace environment across multiple platforms, be it on-premises, hosted, or in the cloud
	Innovate	An ongoing process to assess and assure optimal value and employee experience

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Create business value and empower your workforce

| Attract and retain talent, improve sustainability and drive cost efficiencies | → | Improve access to skilled teams and accelerate time to market | → | Integrate apps and automate processes to gain efficiencies | → | Improve employee satisfaction with access to tools – anywhere, anytime | → | Protect against threats and data leaks and control data access |

The intelligent digital workplace considers culture, technology and the physical environment. We believe the center of the intelligent digital workplace is where companies create business value by enabling and empowering your workforce. We take a holistic view that considers culture, technology and the physical environment.

Accelerate modern collaboration

A collaborative environment should provide a seamless user experience where innovation thrives. Secure anytime, anywhere access that accommodates individual needs and preferred work styles improves productivity and teamwork, as well as employee satisfaction and retention.

- Transform how employees connect
- Manage the shift to team collaboration
- Secure teamwork
- Elevate work life balance
- Adoption and change management
- Proactive managed service

Next-generation meeting spaces

Sustainable workplaces inspire, connect and recognize the diverse skills of your people, bringing together the best they have to offer. Modern workspaces prioritize employee performance, support wellbeing and positively impact the culture and the image of your organization.

We can help you implement, support and optimize a workplace vision that balances flexibility and inclusion with efficiency and intelligence.

| Connected employees | --- | Visitor experience | --- | Healthier workplace | --- | Increased space efficiency | --- | Manage meeting space |

Move to a connected workplace

The power of data from data-generating facilities, location services and modern collaboration tools provide valuable insights, enabling better, faster decisions that can enhance employee productivity and operational efficiency. Deriving valuable insights from data-generating facilities, location services and modern collaboration tools can drive better, faster decisions concerning the state of your workplace and employees.

Leverage our vast experience to deliver the benefits of smart building solutions to your organization.

- Reduce real estate cost
- Employee wellness
- Attract and retain talent
- Decrease operational expenditure
- Achieve sustainability goals
- Enhanced productivity

Through our intelligent workspace meeting spaces capabilities, NTT and Cisco can help your business achieve:

The right data is easily available to authorized users when they need it	Clear visibility and consumption-based models to maximize ROI	Supporting IT resources with trusted experts and well-designed solutions	Empowered employees quick to adopt intuitive, workplace-enhancing solutions
Harmony between systems for seamless user experience	Scalable, agile networks that support always-on collaboration solutions	Unified visibility and control over collaboration systems for lower IT overhead	Secure control over which users and devices have access

Create value by empowering your workforce

NTT

CISCO

Intelligent Workplace

Consulting Services	Technical Services	Support Services	ICT Infrastructure Services	Managed Services

🌐 Global procurement

Cloud-based technology that puts teams first and makes working together intuitive from anywhere, on any device, and without compromising availability or integrity.

Flex Licensing Plan / Flex Managed
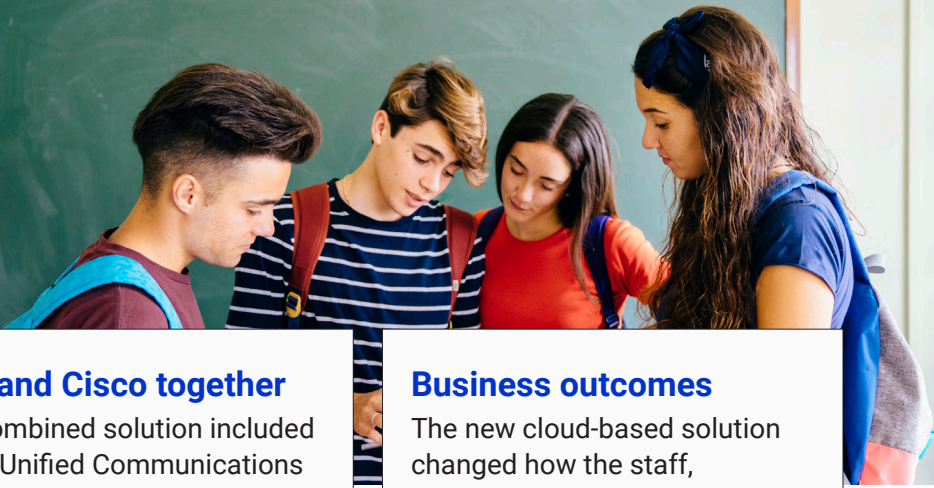
Webex Calling	UCM Cloud	Webex Devices	Webex Meeting	Webex Teams	Contact Center

📊 Cisco Capital Financing Solutions

Client success

Using the cloud, Jackson School District enables better learning outcomes

Challenge

The school district was growing at an accelerated rate. They not only needed to update their antiquated voice communications, they needed to keep infrastructure costs down so resources could stay focused on student needs.

NTT and Cisco together

Our combined solution included Cisco Unified Communications (UC) and NTT managed collaboration services.

Business outcomes

The new cloud-based solution changed how the staff, teachers and students work today, helping contain costs and providing flexibility for their future expansion.

Disclaimer: The work described in this case study was performed while the company was known as Dimension Data.

Why NTT and Cisco?

For more than 28 years, we've worked together to help organizations around the world harness the power of technology to innovate.

Certified Cisco Webex service provider

Global vendor partnership with Cisco

Our CX solutions enable over 7 billion customer engagements each year

Named a Leader in the 2020 Gartner Magic Quadrant for Network Services Global

Experts in Cisco collaboration with 20 million devices deployed and 600,000 supported and managed devices across the globe

NTT Ltd. ranked highest in Gartner's 2020 Critical Capabilities for Network Services, global use cases

Top-tier global cloud communications provider: support over 3.8 million users; host more than 30 million meetings, 20,000 bespoke digital event meetings, 10 billion minutes of cloud voice

Our understanding of complex integrations allows us to manage over 3,500 video endpoints and telepresence globally for our clients

How can we help you go further?

For more information about NTT and Cisco for enterprise intelligent workplace solutions, please visit https://hello.global.ntt/en-us/solutions/intelligent-workplace.

Sources:

1. Gartner, "Top Technologies and Trends Driving the Digital Workplace", March 2019
2. Oxford Academic, "Social Problems, Vol 64, issue 1," Feb 2017 (referring Fortune article)

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