

Cisco Collaboration Services for Jabber



INCREASE THE IMPACT OF CISCO JABBER ON BUSINESS INITIATIVES

Cisco Jabber™ is a Cisco® Unified Communications client application that can help advance major corporate initiatives – from improving the effectiveness of collaboration in global teams to taking customer engagements to a higher level of excellence. For example:

- With Jabber, employees can take advantage of traditional and advanced collaboration and communications tools, including integrated presence, instant messaging, voice and video, voice messaging, desktop sharing, and conferencing.
- By integrating Jabber into your enterprise applications, you can make collaboration an integral part of sales, service, or other business process workflows.
- You can use Jabber as a mobile, rich, web-based, or virtualized client on PCs, Macs, tablets, smartphones, and virtual desktops.

Like any collaboration solution that can bring about significant changes in organizational behavior and business models, there are important steps in the journey to transformation, including addressing integration and interoperability with your existing collaboration investments and applications.

Cisco Collaboration Services offers a proven process for planning and implementing Jabber to meet your specific business objectives, from discovery, to migration from an existing solution, through adoption.

Increase the Effectiveness of Your Collaboration Investments

When Jabber is integrated with other collaboration investments, you can increase the effectiveness of any collaboration tool by delivering a more cohesive, streamlined experience to end users.

With Cisco Collaboration integration and interoperability services, engineers from Cisco Services will work with your team to identify opportunities for productive integration. We can plan and build a Jabber integration with mobile and desktop applications, collaboration tools, enterprise databases, and Cisco Unified Communications infrastructure.

Following are some of the prime integration scenarios for enhancing the value of Jabber:

Integration with Communications and Network Infrastructures

From a business perspective, Services from Cisco together with our partners can identify areas where Jabber can add business value, such as increasing customer satisfaction, accelerating decision making, or supporting mobile workers. From a technical perspective, your Cisco team will help you identify any required changes or updates for Cisco Unified Communications Manager or other elements of your communications or network infrastructure. Planning and design support is also provided if you require interworking with third-party applications, such as Microsoft applications. Assistance and expertise is also available to help you migrate your deployment from an existing product to the Cisco Jabber solution.





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Integration with Enterprise Applications

If you have a vision for company-wide collaboration, your focus for integration may be on making Jabber part of the business process workflow by integrating it with applications such as SAP and Salesforce.com. We can help you identify areas where decision-making can be accelerated with more direct or automatic access to collaboration and communications tools. For example, when Jabber and Salesforce.com are integrated, a salesperson can determine a manager's location and availability for a quick chat about a negotiation, without leaving the Salesforce.com application. Removing obstacles to collaboration and communication can contribute to critical operational performance metrics, such as improving revenue and profit margins while reducing the cost of doing business.

Custom Engineering for Proprietary Systems

Your Cisco Services team can also provide customized engineering for integration with proprietary systems, or make the Cisco Jabber interface a more familiar part of your existing environment.

A Proven Methodology

Cisco Collaboration Services for Jabber can support your organization at any point in planning, deployment, or optimization. Each stage of an engagement is part of a proven process and methodology that helps to ensure consistency, while giving you the complete freedom to use Cisco resources at any point in the evolution of your collaboration capabilities.

Identifying Business Needs

If your goal is market growth, one of the business obstacles may be how to rapidly train new employees. If you want to impress customers with your responsiveness, the challenge may be how to quickly locate the right experts to handle customer problems.

Through a Discovery Workshop conducted by Cisco Services or a certified partner, we can help you determine the business priorities that can best be advanced by Jabber. Once these are identified, our experts can develop a plan to integrate Jabber into your existing conferencing capabilities to achieve the desired outcomes.

Plan and Build

In the plan and build phases, the Cisco Services team will design an architecture that defines how Jabber will operate over unified voice, video, data, and mobile applications on wired and wireless networks. We will also create a customized migration plan for upgrading from third-party products where applicable.

Use and Adoption

It is important to take the time to look at impediments based in user expectations or motivation that may affect adoption. A Cisco use and adoption engagement takes a programmatic approach to addressing the wide range of cultural, behavioral, and organizational barriers that often interfere with employees' adoption of collaboration technologies. As shown in Table 1, Cisco experts will work with your team to develop a customized plan that fits your organization's needs and goals. We will apply a change management methodology proven with enterprise and public sector customers.

Table 1. Customized Collaboration Change Management Plan Components

Assessment	Assess organizational collaboration needs, goals, readiness and challenges
Strategy and Governance	Create the strategies, plans, and guidelines that are core to collaboration change management
Marketing	Establish the change management communication process, materials, and tools that will accelerate collaboration adoption
Training	Support the development and execution of a collaboration training program

Optimization

During the optimization phase, your Cisco team identifies areas that can improve your return on investment or other business or technical requirements, such as further reducing administration overhead or costs.

Why Cisco Services?

Realize the full business value of your technology investments with smart, personalized services from Cisco together with our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

For More Information

For more information on Collaboration Services from Cisco together with our partners, visit www.cisco.com/go/collaborationservices.