

The era of hybrid work is here.

Webex powers inclusive experiences that bring everyone together to achieve great things. That's the promise of the hybrid workforce – people who are engaged, empowered, and energized no matter how, when, and where they work.

See why Webex is uniquely positioned to help you...

Our people-focused, inclusive culture

From customers to our team, people are our #1 priority

#1

World's Best Workplaces™¹

#1

Fortune 100 Best Companies to Work For²

#1

Fortune Best Workplaces in Technology (Large Companies)³

#2

Fortune Best Workplaces for Diversity⁴

#3

PEOPLE Companies that Care®⁵

#5

Fortune Best Workplaces in the Bay Area™ (Large Companies)⁶

#8

Fortune Best Workplaces for Women (Large Companies)⁷

#1

Best Workplaces for Parents™⁸

#1

Fortune Best Workplaces for Millennials (Large Companies)⁹

#1

Best Workplaces in Texas™ (Large Companies)¹⁰

1. [Great Place to Work](#), 2020.
6. [Great Place to Work](#), 2021.

2. [Fortune](#), 2021.
7. [Fortune](#), 2020.

3. [Fortune](#), 2021.
8. [Great Place to Work](#), 2020.

4. [Fortune](#), 2019.
9. [Fortune](#), 2020.

5. [Great Place to Work](#), 2020.
10. [Great Place to Work](#), 2021.

Webex powers the five essential elements of hybrid work

Flexible

Adapts to any work style, role, and environment

Inclusive

Equal experiences for everyone

Supportive

Focused on safety, empathy, and well-being

Secure

Secure by design, private by default

Managed

Modern infrastructure, frictionless administration

Feedback & accolades

from the marketplace

Contents

- 01 Webex in the lead
- 02 Webex Suite
- 03 Meetings
- 04 Calling
- 05 Messaging
- 06 Devices
- 07 Contact Center
- 08 Platform
- 09 Our growing fan base
- 10 Industry voices talk Webex

Webex in the lead

Chapter 01

Webex leadership by the numbers

Meetings

13

Times in a row as “a Leader” in Gartner Magic Quadrant for Meeting Solutions¹

650M

Monthly participants

Calling

39M

Cloud calling users

6B

Monthly calls

Contact Center

3.2M

Agents

36K

Customer enterprises

Devices

29

Red Dot Design Awards for video devices²

100M

Calling devices shipped

Platform

1.5B

Invested in AI

41

Global data centers

85%

Trusted by Fortune 500 companies

1. [Cisco Named a Leader in 2020 Gartner Magic Quadrant for Meeting Solutions Thirteen Times in a Row](#), Abhay Kulkarni, October 15, 2020.

2. [Red Dot](#), 2021.

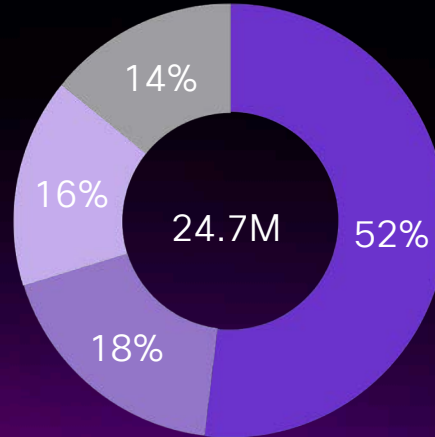
Webex: a meetings leader

#1

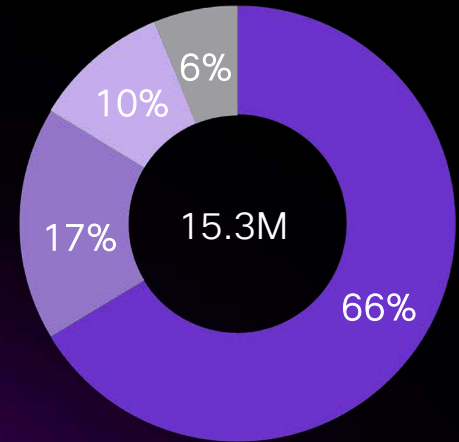
Paid subscriber
enterprise market share
conferencing SaaS¹

- Cisco ●
- Zoom ●
- Microsoft ●
- Other ●

100-1,000
Paid subscribers



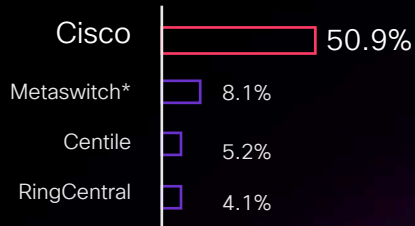
1,000+
Paid subscribers



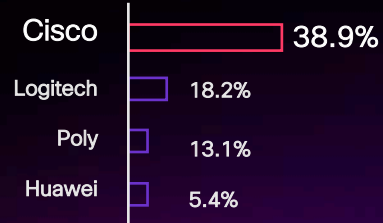
1. Conferencing SaaS Firmographic Market Tracker. Synergy Research, Inc. Published March 13, 2021.

Webex: #1 market share leader

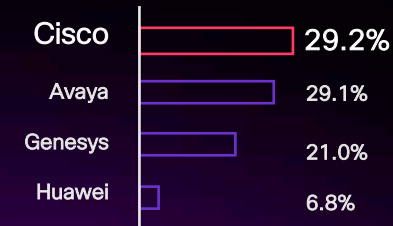
Cloud calling subscribers¹



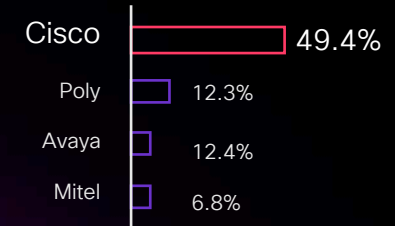
Video device revenue share²



Contact center worldwide revenue Q4 2020³



Market share IP phones worldwide revenue⁴



1. Synergy Research, as of YE 2020. Published March 2021.

*Microsoft acquired Metaswitch in 2020.

2. Synergy Research Group. March 2021.

Enterprise Contact Center Worldwide Revenue Market Shares for Q4 2020.

3. Synergy Research Group. March 2021.

4. Synergy Research Group, IP Phones Worldwide Revenue Market Shares. March 2021.

The world uses Webex to power hybrid work

Webex is the growing collaboration standard across several industries

Finance

9 out of 10
US financial services¹

Education

8 out of 10
global universities²

Technology

8 out of 10
global technology companies³

Health

7 out of 10
health systems⁴

Retail

7 out of 10
US retailers⁵

Government

8 out of 10
US state governments⁶

Cities

7 out of 10
US cities⁷

1. In the Fortune 500.

2. Best Places to Work in the Federal Government (Agencies).

3. By market capitalization, ranked by value.today.

4. Ranked by A.M. Best based on NPW and non-banking assets.

5. By market capitalization, ranked by value.today.

6. In Forbes 2019 Global 2000.

7. By market capitalization, ranked by value.today.

Recognized as a Leader by Gartner in meeting solutions and UCaaS

Magic Quadrant for Meeting Solutions¹

Published 12 October 2020

1. [Gartner Magic Quadrant for Meeting Solutions](#), Mike Fasciani, Tom Eagle, Adam Preset, Brian Doherty, October 2020.



Magic Quadrant for Unified Communications as a Service²

Published 12 November 2020

2. [Gartner Magic Quadrant for Unified Communications as a Service](#), Worldwide, Rafael Benitez, Megan Fernandez, Daniel O'Connell, Christopher Trueman, Pankil Sheth, November 2020.



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800+ new innovations and \$2B in R&D investments over the last 9 months

- Webex Suite
- Dark mode
- Custom layout
- Real-time translation (100+ languages)
- Breakout rooms
- Gesture recognition
- Noise removal & speech enhancement
- Virtual & blurred backgrounds
- Audience engagement
- Layout pinning
- Webex Desk
- Integrated Webex Calling
- Control Hub integration
- No code, low code flow builder
- Call + meet on Webex.com
- PSTN provisioning
- Calling escalation to meeting
- Customizable, widgetized agent desktop
- Hardware + software
- Open APIs
- All-new Webex Events
- Webex Desk Hub
- Immersive share
- Transcription automated
- Meeting hold and resume
- Environmental sensors
- In-room social distancing alerts
- People Insights
- Animated reactions
- All-new Webex Contact Center
- CPaaS
- Voice and chat virtual agents
- Webex Desk Camera

Over \$1B invested in key acquisitions over the last 6 months



Advanced AI for noise removal and speech enhancement

✓ Integrated



Best-in-class audience interaction platform

✓ Integrated



End-to-end management of customer interactions at scale

✓ Integrated



Modern event platform to power the future of in-person, virtual, and hybrid events

Intent to acquire*

* Announced Acquisition

The awards keep coming...



TrustRadius 2021 Award
in Collaboration¹



Awarded "Best Collaboration
Platform" 2020²



Awarded Most Innovative Product:
Webex Assistant 2020³



Editor's Choice Award,
2021⁴



TrustRadius 2021 Award
in Customer Support⁵



TrustRadius 2021 Award
in Usability⁶



G2 2021 Award
in Remote Work⁷



G2 2021 Award
in Enterprise Products⁸

1. [TrustRadius](#). Announcing TRUE 2021: Recognizing Brands Who Bring Trust to B2B Reviews. January 13, 2021.
2. [UC Today](#). The Winners Are In: UC Awards 2020. Rebekah Carter, August 7, 2020.
3. [UC Today](#). The Winners Are In: UC Awards 2020. Rebekah Carter, August 7, 2020.
4. [PCMAG.com](#). Cisco Webex Business Review. Daniel Brame, February 12, 2021.

5. [TrustRadius](#). Best of Collaboration Software 2021. January 6, 2021.
6. [TrustRadius](#). Best of Collaboration Software 2021. January 6, 2021.
7. [G2](#). Best Remote Work Products for 2021.
8. [G2](#). Best Enterprise Products for 2021.

Webex Suite

Chapter 02

Everything your
business needs to
collaborate – in the
first best-of-breed
suite for hybrid work.



The all-new Webex Suite

The first best-of-breed suite for hybrid work



Meetings



Calling



Messaging



Events



Polling/Q&A



Future offering

...with industry leading intelligence and enterprise-grade security

- 40%+ savings vs. ala carte.
- 50% discount on certain Webex devices when combined with the Webex Suite.
- Single place to manage and secure hybrid workplaces with real-time analytics and insight.

Webex Suite is built on a world-class collaboration platform

650M

Monthly participants

6B

Monthly calls

70M

Polling/Q&A participants

125M

Event attendees

\$1.5B

Investment in AI

We love our sleek UI, and we know you will too



AI is at the heart of Webex

200M

People have used noise removal and speech enhancement technology

1B

Minutes a week of disruptive meeting noise, removed!

57M

People have used Webex Assistant

End-to-end security is at the heart of Webex

NSA gives Webex high marks for security¹



NSA | Selecting and Safely Using Collaboration Services for Telework - UPDATE

Table of Assessments against Criteria

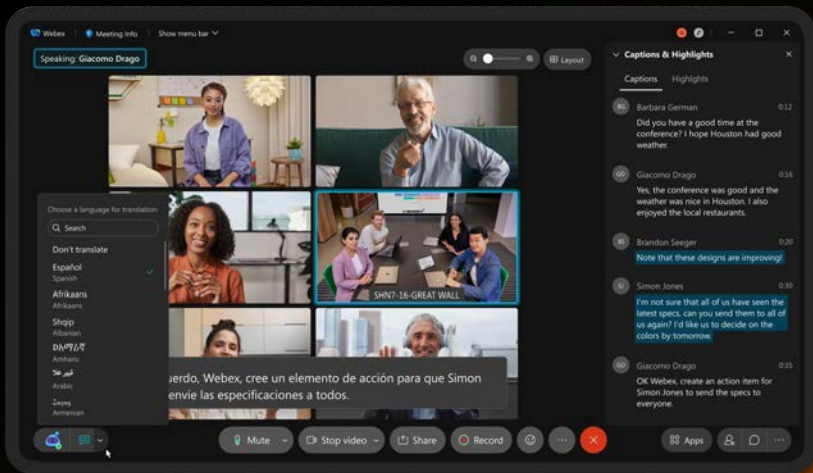
Service	1 – End-to-End Encryption ⁵					2 – Testable Encryption	3 – MFA	4 – Invitation Controls	5 – Minimal 3 rd Party Sharing	6 – Secure Deletion	7 – Public Source Code Shared	8 – Certified Service (FedRAMP / NIAP)
	Text Chat	Voice Calls	Video Calls	File Sharing	Screen Sharing							
Cisco Webex ^{®ix}	Y ¹	Y ¹	Y ¹	Y ¹	Y ¹	Y	Y ^{1,2}	Y ¹	Y	Client – Y Server – N ³	N	FedRAMP
Microsoft Teams ^{®viii}	N	N	N	N	N	Y	Y	Y	Y	Client – Y ¹ Server – Y ¹	N	FedRAMP
Slack ^{®ix}	N	N	N	N	N	Y	Y	Y	Y ¹	Client – Y ¹ Server – Y ¹	N	FedRAMP
Zoom ^{®ixiv}	Y ¹	N	N	Y ¹	N	Y	Y ¹	Y	Y	Client – Y Server – N ³	N	FedRAMP

1. The National Security Agency (NSA), U/OO/134598-20 | PP 20-0713 | November 2020 Ver. 1.7.

Inclusivity is at the heart of Webex

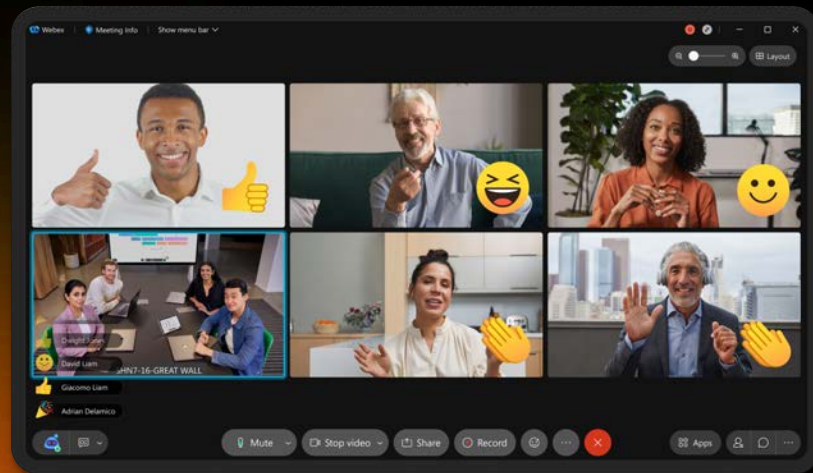
108 Languages supported for real-time translation

Language should never be a barrier



1st Webex is the only platform with camera intelligence to enable gesture recognition

Share feedback without saying a word



Engagement is at the heart of Webex

Slido now part of Webex Suite... audience engagement at scale

70M+

Participants¹

1.8M

Events

100+

Countries



Q&A



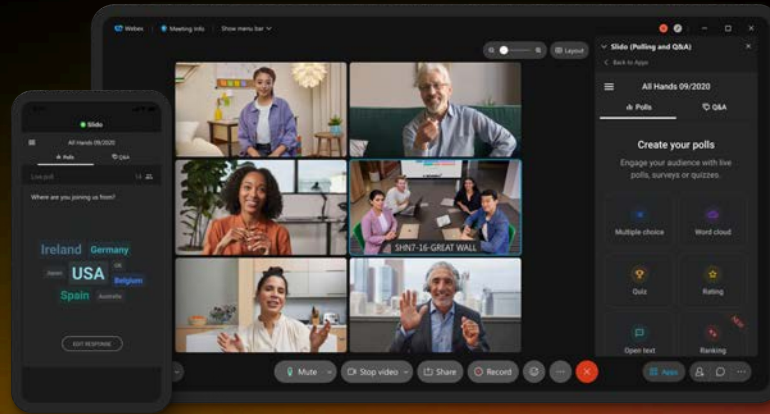
Multiple choice



Open text



Quiz



Rating poll



Word cloud



Ranking poll



1. All-time.

Comprehensive hybrid events are at the heart of Webex

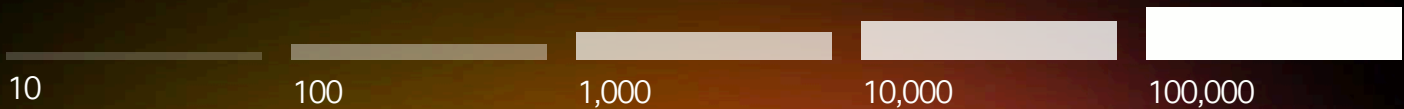
Internal

Team building	Quarterly business review	Sales kickoff	Annual all hands
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External

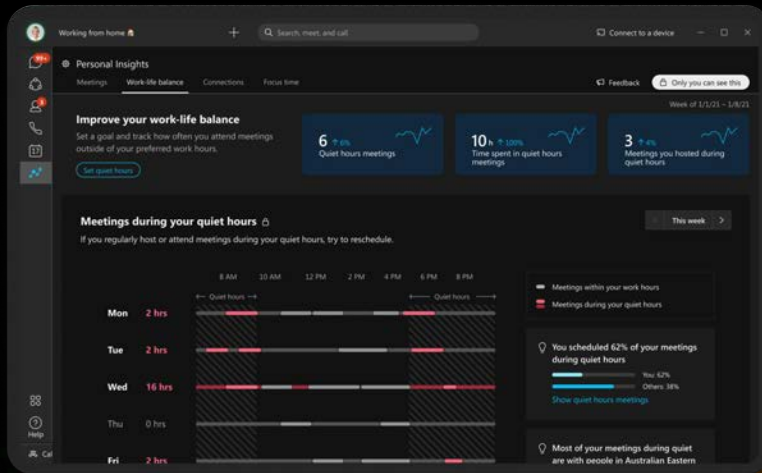
Press conference	Partner summit	Major product launch	Industry expo
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Attendees



Well-being is at the heart of Webex

It's time to promote well-being, resiliency, and empathy at work



Set and achieve goals for your meetings and work-life integration



Personalize your own Thrive Reset to get a 60 to 90 second break from back-to-back meetings and reduce your stress

Meetings

Chapter 03

Meet less, do more.

Solve hybrid work
with smarter video
conferencing.



Webex Meetings leadership by the numbers

650M+

Monthly meeting
participants

30B+

Monthly meeting minutes

85%

Of Fortune 500
businesses use Webex

#1

Market share:
meeting SaaS users¹

1. Synergy Research. April 2020.

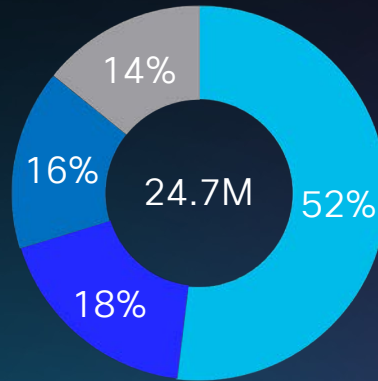
Webex Meetings: #1 in paid-subscriber market share

#1

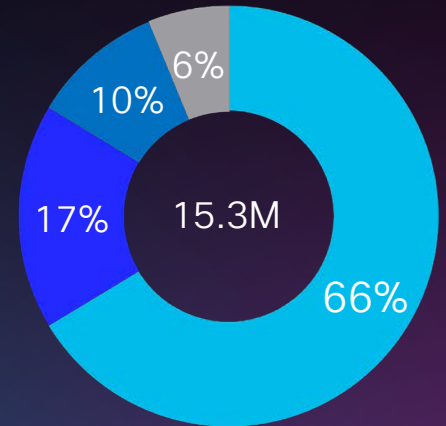
Paid-subscriber
market share¹

- Cisco ●
- Zoom ●
- Microsoft ●
- Other ●

100-1,000
Paid subscribers



1,000+
Paid subscribers



1. Q4 2020 Conferencing SaaS Firmographic Market Tracker Synergy Research, Inc. Published March 13, 2021.

Webex Meetings is getting noticed



TrustRadius Best Usability and Best Feature Set Awards for video conferencing.¹



On G2's Best Remote Work² and Best Enterprise Products³ 2021 lists, beating out:

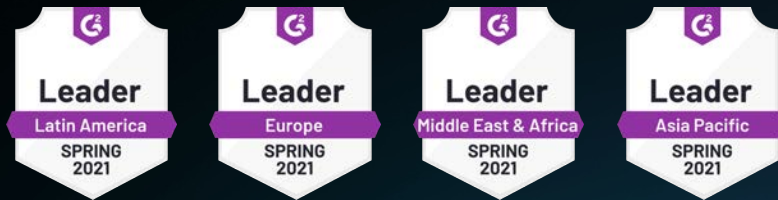
- Zoom
- Microsoft Teams
- Skype
- GoToMeeting

1. [TrustRadius](#). Best of Collaboration Software 2021. January 6, 2021.

2. [G2](#). Best Remote Work Products for 2021.

3. [G2](#). Best Enterprise Products for 2021.

G2 video conferencing regional leader¹



Easy to use, but powerful enough
for enterprise users

PC Magazine



Best Enterprise Video
Conferencing Software 2021²

1. [G2](#), Cisco Webex Meetings Reviews & Product Details.

2. [PCMAG.com](#), Cisco Webex Business Review. Daniel Brame, February 12, 2021.

13th consecutive time as a Leader

Magic Quadrant for Meeting Solutions
Published 12 October 2020¹

Webex is named a Leader
for the 13th consecutive time

1. [Gartner Magic Quadrant for Meeting Solutions](#), Mike Fasciani, Tom Eagle, Adam Preset, Brian Doherty, October 2020.

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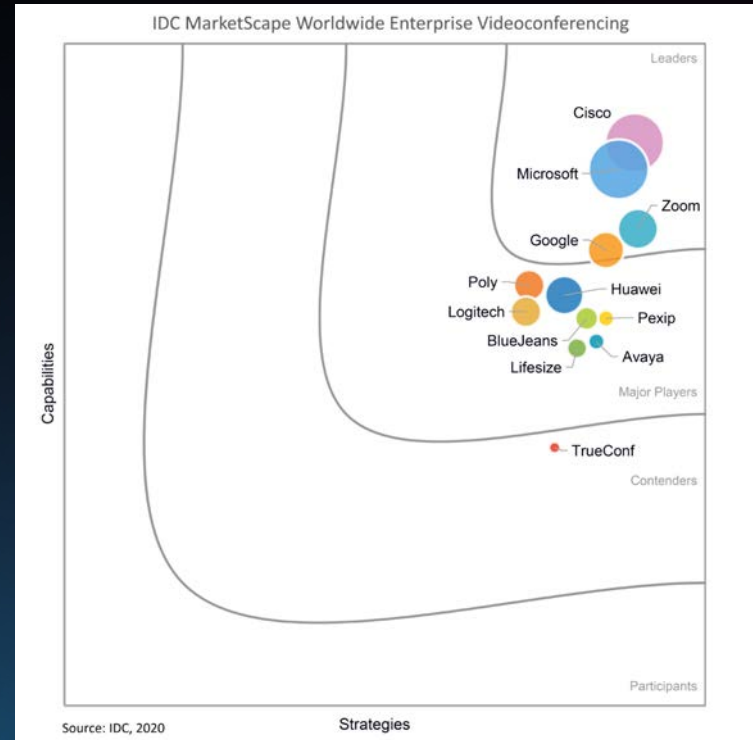


IDC's findings

Cisco named a leader in IDC 2020 videoconferencing assessment¹

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes rigorous scoring based on both qualitative and quantitative criteria, illustrating each vendor's relative position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the icons.

1. IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment, by Rich Costello, July 2020, IDC Doc# US46691620.



Cisco named as a video conferencing leader

The Aragon Research Globe™ for Video Conferencing¹

"To date, Cisco is still one of the only vendors that has an integrated virtual assistant that will take commands from humans and do actions such as document action items and then distribute them."



1. The Aragon Research Globe for Video Conferencing, 2021, May 2021.
Copyright © 2021 Aragon Research Inc. and/ or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.

Under Armour

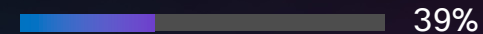
“Webex meeting minutes have tripled since the work-from-home orders began to 15,000 per week, but the duration of meetings is shorter now.”¹



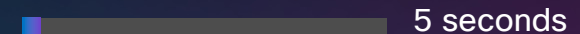
Karen Dean
Senior Manager Collaboration Services

Impressive outcomes

- Increased number of meetings by 39% while decreasing meeting duration by 18%



- Meeting join time reduced from 10 minutes to 5 seconds, saving 121,000 hours



- Webex enables virtual selling and events, and an agile, work-anywhere employee experience

1. [YouTube](#). Customer transformation stories | Under Armour. May 13, 2020.

Calling

Chapter 04

Calling that's
more than just talk.

Stay connected
with powerful,
enterprise-grade
cloud calling.



Market-leading numbers

More PSTN options than any other vendor

39M

Cloud calling users

#1

Cloud calling market share (51%)

6B

Calls connected per month

25

Cisco integrated service providers

100M

Calling endpoints shipped

5K+

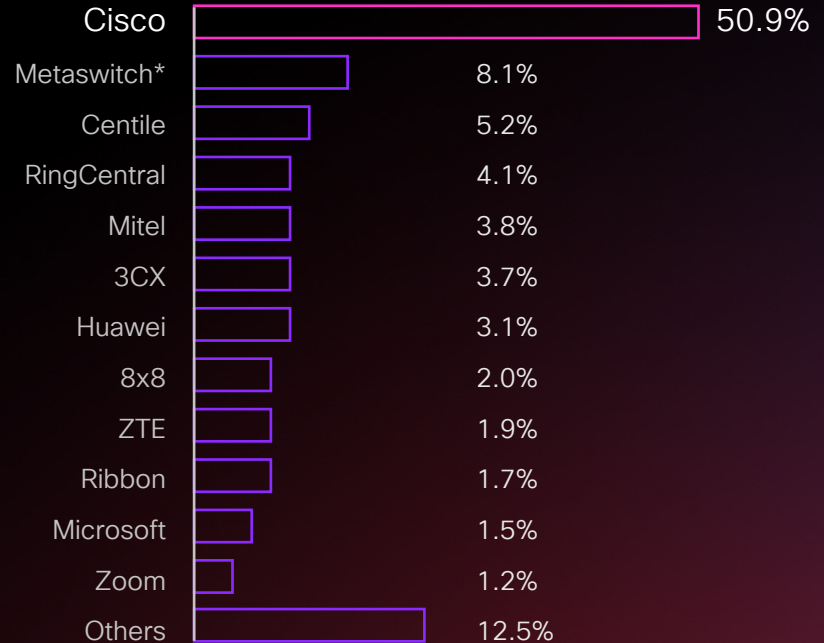
Global partners

85

Countries available



When it comes to cloud calling, customers rely on Cisco¹



1. Synergy Research, as of YE 2020. Published March 2021. Includes all cloud and partner hosted calling users

*Microsoft acquired Metaswitch in 2020.

Global telecom operator calling partners

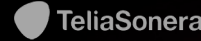
600+ leading operators offer cloud calling using Cisco calling platforms



Shaw)



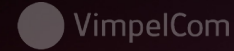
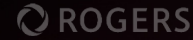
OPTUS



vodafone



Bell



TELUS



webex

Webex Calling is best of breed

Regardless of your business size, Webex Calling is rated the best*

Small Business¹

	Webex Calling	RingCentral	Microsoft Teams
Meets requirements	9.4	8.6	8.7
Ease of use	8.8	8.0	8.5
Ease of admin	9.2	7.2	8.3
Product direction (+)	8.9	6.7	7.8

Enterprise²

	Webex Calling	RingCentral	Microsoft Teams
Meets requirements	9.0	8.1	8.8
Ease of use	8.8	7.8	8.7
Ease of admin	9.2	n/a	8.5
Product direction (+)	8.9	6.6	8.2

*Scores out of 10

1. [G2](#). What users are saying about Cisco Webex Calling vs RingCentral vs Microsoft Teams.

2. [G2](#). What users are saying about Cisco Webex Calling vs RingCentral vs Microsoft Teams.

Gartner

Magic Quadrant for Unified Communications as a Service, Worldwide¹ Published 12 November 2020

1. Gartner, Magic Quadrant for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Daniel O'Connell, Christopher Trueman, Pankil Sheth, November 2020.

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Webex identified as a leader in this Aragon Globe¹



1. [The Aragon Research Globe for Unified Communications and Collaboration, 2020](#), April 2020. Copyright © 2021 Aragon Research Inc. and/ or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.

Memorial Healthcare System

“How we’ve used Webex to facilitate communications just has been extraordinary.”¹



Jeffrey Sturman

Senior Vice President and Chief Information Officer

Pickens County School District

“We chose Cisco Webex Calling, and as we were doing all of our research and investigation, we were really drawn to the entire Cisco package ...”²



Barbara Nesbitt

Assistant Superintendent for Technology Services

1. [YouTube](#). Helping organizations transform their work experience. March 25, 2021.

2. [YouTube](#). Helping organizations transform their work experience. March 25, 2021.

Messaging

Chapter 05

Team messaging,
reinvented. Chat,
share, whiteboard,
and more.

Get stuff done,
anytime, anywhere.



Aragon Globe for Team Collaboration: How Webex is positioned¹

The Aragon Research Globe™ for Team Collaboration, 2020

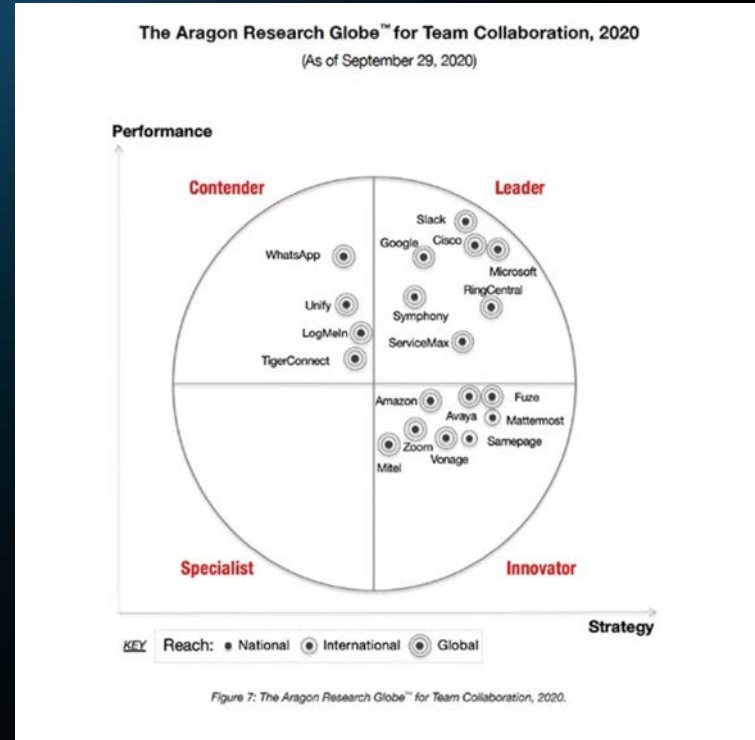


Figure 7: The Aragon Research Globe™ for Team Collaboration, 2020.

1. [The Aragon Research Globe for Team Collaboration, 2020](#), September 2020. Copyright © 2021 Aragon Research Inc. and/ or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.

Webex ranks 1st in team collaboration

Named by G2 as a leader in multiple categories²



In TrustRadius Best Customer Support and Best Usability and awards for Team Collaboration¹

- Team collaboration
- Collaborative whiteboard
- Business instant messaging
- Internal communications
- Screen sharing



1. [TrustRadius](#), Best of Collaboration Software 2021. January 6, 2021.

2. [G2](#), Cisco Webex Meetings Review & Product Details. 2021.

Tetra Pak

“Webex for us is extremely important collaboration tool. Everyone lives and breathes in Webex every day.”¹



Malcolm Fraser

Network and Unified Communications Manager

Rent-A-Center

“We don’t skip a beat because of...Webex. That has been wonderful to see!”²



Mike Santimaw

SVP and CIO

1. [YouTube](#). Helping organizations transform their work experience. March 25, 2021.

2. [YouTube](#). Helping organizations transform their work experience. March 25, 2021.



Devices

Chapter 06

Beautiful. Seamless.
Intelligent.

Webex Devices,
designed for the
way you work.



Webex designs are consistent international winners

29

Red Dot Design Awards

5

Best of the Best¹
Red Dot Design Awards

12

Consecutive years Webex devices recognized for best product design



reddot winner 2021

1. [Red Dot](#), 2021.

Most innovative & complete device portfolio

Transform the home

All-in-one premium collaboration & co-creation



Webex Desk Webex Desk Pro

Personal desktop collaboration



Webex Desk Hub

USB camera



Webex Desk Camera

Video-first kits



Webex Room Kit Series

Headsets



500 Series 700 Series

Most innovative & complete device portfolio

Transform the office

Team collaboration
& co-creation



Webex Board Series

Video-first
integrated systems



Webex Room Series

Immersive
boardroom



Webex Room
Panorama Series

Office navigation
& in-room control



Webex Room Navigator

Desk phones



Cisco IP Phone
68xx/78xx/88xx
Series

Content share
& conference



Webex
Share

Webex Room
Phone

Most innovative & complete device portfolio

Transform the frontline

WiFi phones



Webex Wireless Phone



Cisco Wireless IP Phone 8821

DECT phones



6825



DBS-210

Expert on Demand

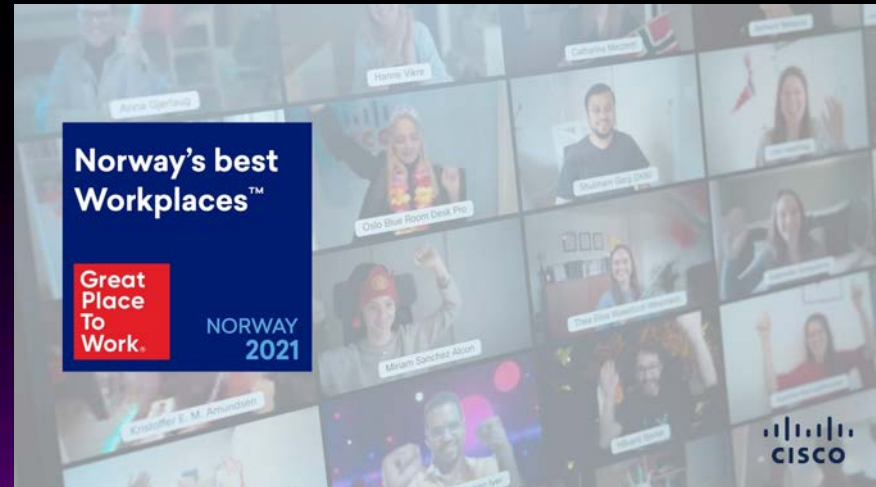


RealWear Headset

Made with love, in Norway

Our Webex video devices are designed by an incredible team in Norway, who think Cisco is a pretty awesome place to work:

the #1 midsize workplace in Norway, to be exact.¹



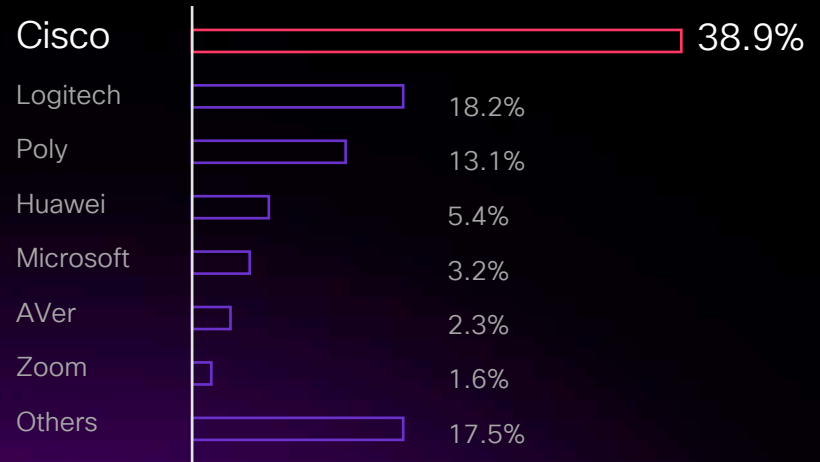
1. [Great Place to Work](#). Norges Beste Arbeidsplasser 2021. [Image](#).

Customers choose Cisco devices more than any other

Unified Communications

Cisco devices claim 40% market share, as customers choose Cisco as their conferencing platform during the global pandemic.

UC Market Tracker - Telepresence (expanded) worldwide revenue CY2020¹



1. Synergy Research Group. March 2021.

Frost & Sullivan Best Practices Award 2020

2020 Global Digital Collaboration Board Company of the Year Award¹

“From our evaluation, the Webex Board is best in class for every deployment scenario and has everything you need to bring people together and inspire creativity.”



Vaishno Devi

Industry Analyst, Information & Communications Technologies
Frost & Sullivan



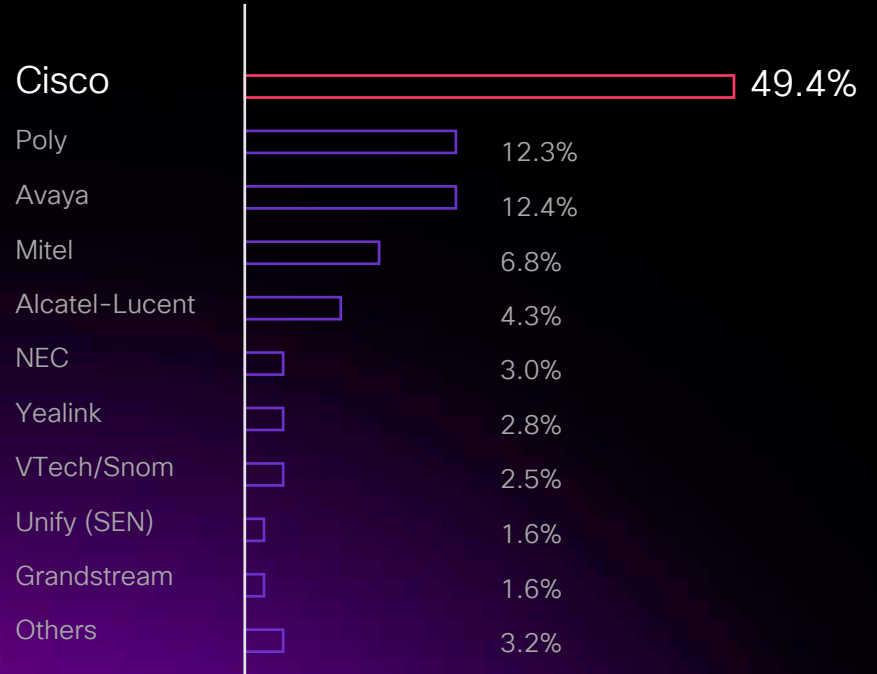
1. [Frost & Sullivan Best Practices Awards](#). 2020.

IP phones leadership

Cisco continues to lead the market for IP phones, with over 100M units shipped to date, and with a market share of over 49% in CY2020. We also introduced a string of new innovations over the last 12 months including:

- Webex Room Phone – a next generation conference phone with content sharing
- Webex Wireless Phone – ruggedized WiFi and push-to-talk solution
- IP Phone 6800 Series DECT wireless handsets and base stations

IP phones worldwide revenue market share¹



1. Synergy Research Group, IP Phones Worldwide Revenue Market Shares. March 2021.

Truebeck Construction

“We’ve gone from seven Zoom Rooms to 26 Cisco Webex Rooms Our [team members] ... are really enjoying the system and how easy and reliable it is.”¹



Mike Elmore
IT Director

T-Mobile

“Our Webex Rooms provide clear sight and sound, resulting in a transparent user experience.”²



Joshua Baever
Senior Systems Reliability Engineer

1. [Case Study: Truebeck Construction](#).

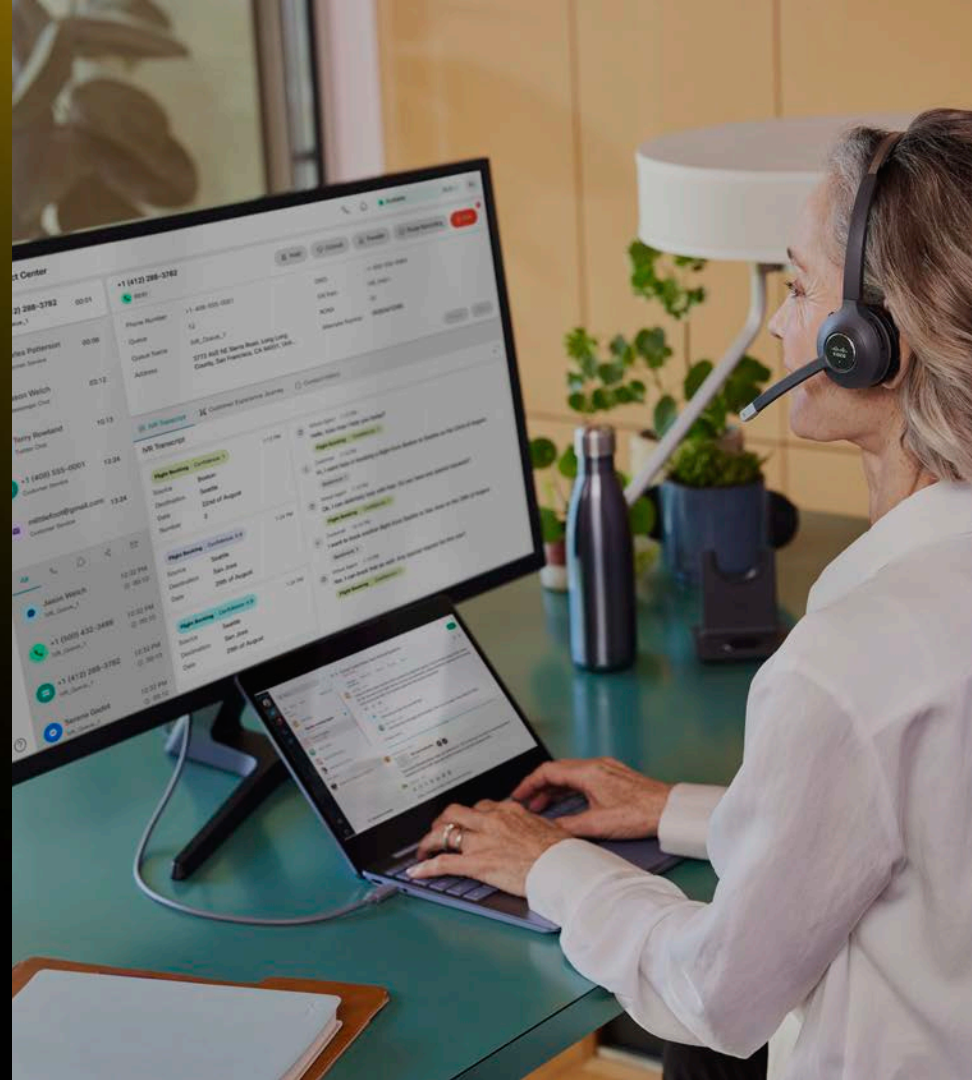
2. [Unshot](#). Your Users Are Your North Star: Building Effective Video Conference Rooms for T-Mobile's 50,000 Employees. Joshua Baever, July 14, 2020

Contact Center

Chapter 07

The future of
customer experience.

Intelligent,
connected, and
always delightful.



Contact Center by the numbers

3.2M

Agents

36K

Customers/
enterprises

1.5K

Global partners

#1

Market share in
North America¹

#2

Market share
globally²

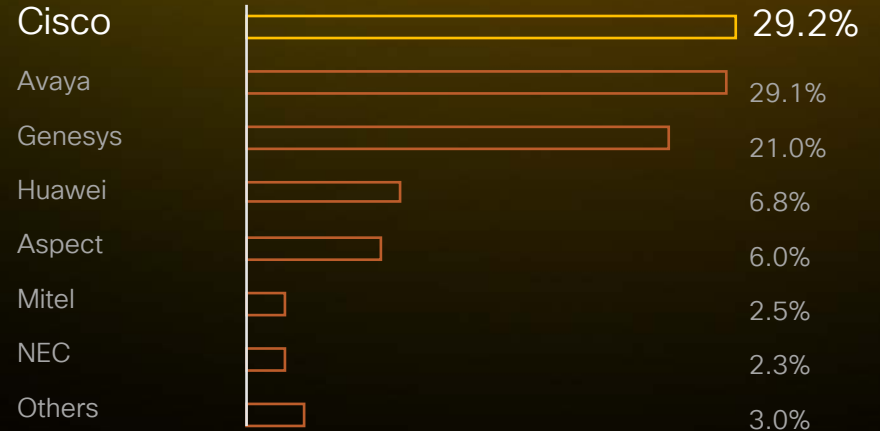
1. Synergy Research Group. 2021.

2. Synergy Research Group. 2021.

Contact Center leads in market share

Webex continues to lead the market for contact center solutions, with nearly one-third of global market share. That translates into 36,000 organizations around the world using Webex for their customer experience needs.

Enterprise Contact Center Worldwide Revenue - Q4 2020¹

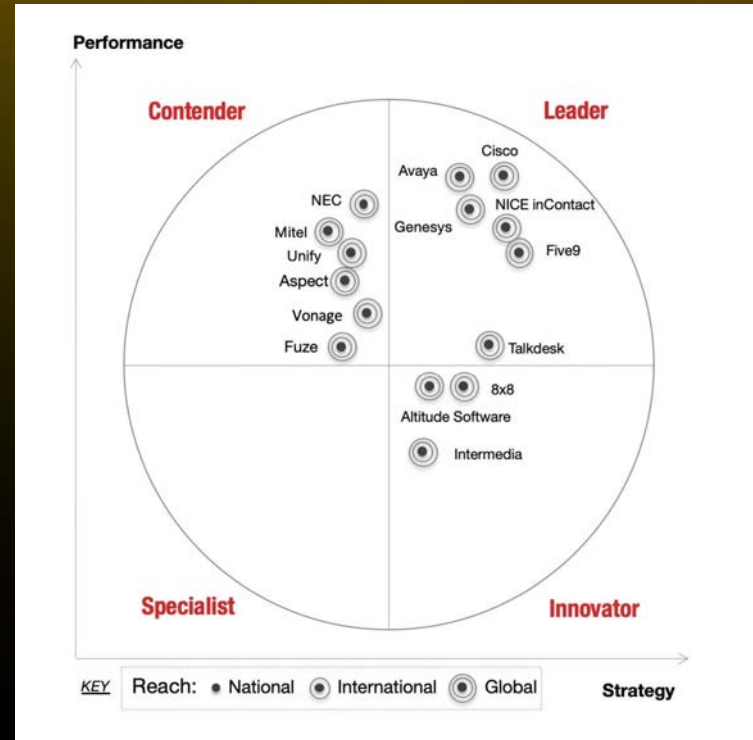


Enterprise Contact Center Worldwide Revenue Market Shares for Q4 2020
1. Synergy Research Group, March 2021.

The Aragon Research Globe™

Aragon Globe for Intelligent Contact Centers¹
Published 2020

Currently, there's a critical need to solve customer problems faster with AI-powered contact centers. The Aragon Research Globe for Intelligent Contact Centers examines the major intelligent contact center providers, including industry-leader Webex.



1. The Aragon Research Globe™ for Intelligent Contact Centers, 2020, June 2020. Copyright © 2021 Aragon Research Inc. and/ or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.

Economic impact of Webex Contact Center¹

Summary of benefits:

- Three-year risk-adjusted
- ROI 262%
- Benefits PV \$6.8M
- Payback 13 months

\$2.1M

Savings from reduced IT support costs

\$1.9M

Savings from reduced contact center agency labor

\$406.5K

Savings from retired legacy systems

\$2.4M

Savings from streamlined customer care and quality management staff

1. [The Total Economic Impact of Cisco Webex Contact Center](#), October 2020.
A Forrester Total Economic Impact™ study commissioned by Cisco published October 2020


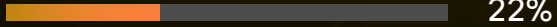
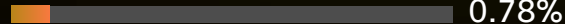
T-Mobile

“We have 16,000 agents on the Contact Center platform and the system has been tuned to route each call to the right person each and every time.”¹



Tamara Jensen
Sr. Technical Product Manager

Impressive outcomes

- Fine-tuned routing to ensure the right calls were going to the right agents
 - Increased customer base from 33 million to 83 million customers
- 
- 83M
- Decreased agent attrition rate from 42% to 22%
- 
- 22%
- Decreased churn rate from 2.5% to 0.78%
- 
- 0.78%

1. [Case Study: T-Mobile](#).

Platform

Chapter 08

Empowering IT to manage the hybrid workplace.

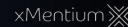
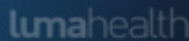
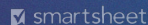
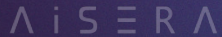
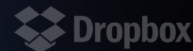
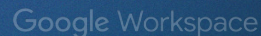


Platform

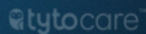
41
current Webex data centers

5
more by end of 2021

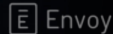
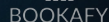
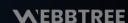
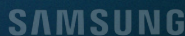
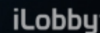
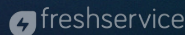
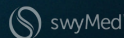
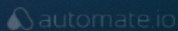




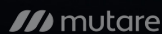
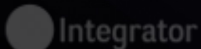
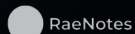
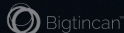
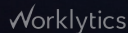
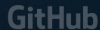
Extensible platform with strong partnerships and integrations



Strong ecosystem with 100s of integrations available today



Vertical Integrations



Broadcom

“When we were all forced to work from home, we were able to transition 25,000 employees smoothly. All of our ... meetings can take place smoothly on Webex Cloud.”¹



Stanley Toh

Global IT, Head of Enterprise End-user Experience & Services

AT&T

“Webex ... is one of, if not the best, collaboration solutions in the market today.”²



Doug Jones

VP of Voice & Collaboration Services

1. [YouTube](#). Broadcom Inc. smoothly transitioned 25,000 employees to WFH. October 1, 2020.

2. [How AT&T improved productivity during the pandemic](#). April 9, 2021.

Our growing fan base

Chapter 09

US Golf Association

“For this year's US Men's and Women's Open, we used Cisco Webex...to connect both fans and media offsite with our championships.”¹



Navin Singh
Chief Customer Officer

Impressive outcomes

- Created the most connected US Open in history, focused on on-site connectivity



¹ [Case Study: USGA Image](#)

T-Mobile

“Tossing out Skype and bringing in Webex meant changing our ways and spending more money, but the results were worth it. ... We have gone from 1,300 Webex meetings a week to almost 100,000.”¹



Joshua Baever
Senior Systems Reliability Engineer

PUMA

“The [Webex Experience Management] platform allows us to fine-tune our training programs and operations, based on the qualitative feedback left by the customers.”²



Jerome Rouch-Sirech
Head of Retail

1. [Unshot](#). Your Users Are Your North Star: Building Effective Video Conference Rooms for T-Mobile's 50,000 Employees. Joshua Baever, July 14, 2020.

2. [Case Study: PUMA](#).

General Dynamics

“Cisco Webex has taken the worry out of security and interoperability.”¹



Gary Slebrch
Director of Enterprise IT

Stern Stewart Institute

“Video conferencing with Webex is very important because it is the modern way of teaching.”²



Susanne Pertl
Founder of BIT

1. [TrustRadius](#). User Review of Webex Meetings. Gary Slebrch, October 24, 2020.
2. [YouTube](#). Access to education and opportunities | BIT institute. September 30, 2020.

Powering a new world of hybrid work with our customers



McLaren Racing

“The ability to connect with others around the world has never been more important, and working with Cisco Webex will continue to help us bring our fans and partners closer to the heart of our team.”¹



Mark Waller
Chief Commercial Officer



1. [Cisco Webex named Official Collaboration Partner of McLaren Formula 1 team](#). February 12, 2021.



OFFICIAL COLLABORATION PARTNER

Defining the future of hybrid sport experiences

Webex platform and devices will be the collaboration platform of the Team DSM cycling team, allowing remote connection and collaboration.¹



1. [Team DSM](#). Team DSM announce Cisco Webex as official collaboration partner.

The worlds of sports and technology play together

Cisco is now the official video conferencing technology partner for NBC Sports Bay Area's coverage of the Golden State Warriors and San Francisco Giants, and NBC Sports California's coverage of the San Jose Sharks.¹



1. [NBC Sports](#). NBC Sports Bay Area, Cisco Webex engage fans with exciting partnership. April 8, 2021.

Webex enables hybrid events at scale

Webex partnered with the Elton John AIDS Foundation to support the delivery of a virtual Academy Awards Pre-Party event hosted by Elton John, David Furnish, and Neil Patrick Harris.

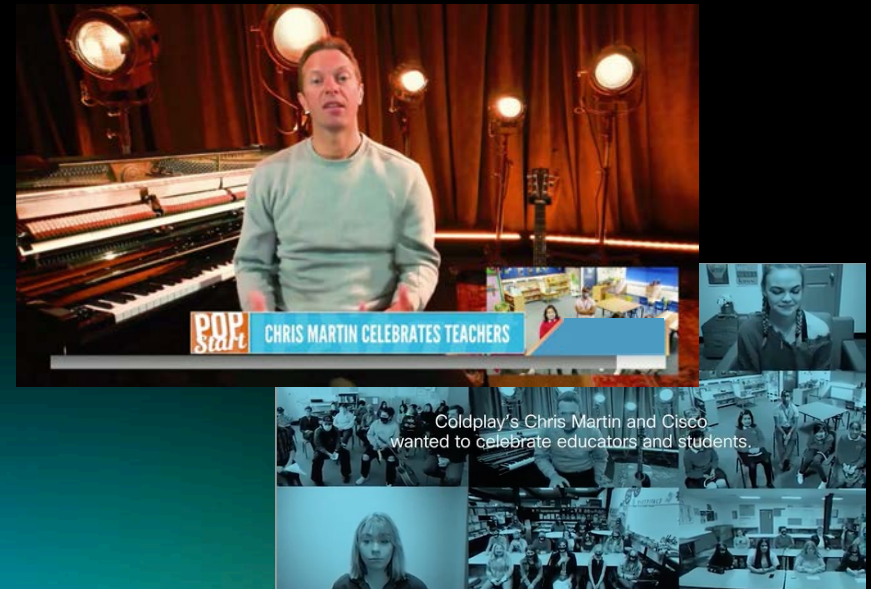
With Webex support and contribution, EJAF raised an incredible \$3 million to reach more young people who are affected by HIV/AIDS around the world.¹



1. [Neil Patrick Harris and Dua Lipa Join Elton John and David Furnish for the 29th Annual Elton John AIDS Foundation Academy Awards Viewing Party](#). March 22, 2021.

A rock icon celebrates teachers

Chris Martin of Coldplay uses Webex to celebrate teachers around the globe.¹



1. [Facebook](#). Chris Martin - Teacher Appreciation Week. May 4, 2021.

Keeping football connected during Covid

Manchester City Football Club uses Webex to connect with fans during Covid.¹



1. [YouTube](#), Blue Moon Acapella | Cisco Webex and Man City, July 24, 2020.

Industry voices talk Webex

Chapter 10

ZK Research

“Cisco [Webex] has always been miles ahead in the area of security ...”¹



Zeus Kerravala
President & Founder

Moor Insights & Strategy

“I think Cisco Webex upped its game to better fulfill the needs of a hybrid workplace and do it with a consistent experience that is backed by top-grade security.”²



Patrick Moorhead
Founder, President, Principal Analyst

1. [Twitter](#). Zeus Kerravala, December 8, 2020.

2. [Forbes](#). Cisco Announces Flurry Of New Webex Experiences At WebexOne Conference. Patrick Moorhead, December 14, 2020.

Metrigy

“Cisco's new Webex Desk Hub will be powerful for the changing workplace.”¹



Robin Gareiss
CEO & Principal Analyst

Futurum Research

“I use a #Webex DeskPro. And I love it.”²



Daniel Newman
Principle Analyst & Founding Partner

1. [Twitter](#), Robin Gareiss, December 8, 2020.
2. [Twitter](#), Daniel Newman, December 9, 2020.

PKE Consulting

“[Webex]...put its stake in the ground in a few areas...that will define our industry in the next few years.”¹



Phil Edholm
President & Founder

Metrigy

“For those looking for an enterprise-grade, integrated platform offering calling, meetings, and team messaging...Webex should be a top buying choice.”²



Irwin Lazar
President & Principal Analyst

1. [No jitter](#), Cisco Live: Foretelling the Future. Phil Edholm, April 7, 2021.
2. [SearchUnifiedCommunications](#), Explore 4 team collaboration apps and emerging competitors. Irwin Lazar, March 18, 2021.

ZK Research

“Cisco Retools Webex,
Is Ready to Fight Back.”¹



Zeus Kerravala
President & Principal

Presidio

“The investment and changes that
Webex has made and rolled out
are beginning to capture
mindshare back.”²



Bob Cagnazzi
CEO

1. [No Jitter](#), Cisco Retools Webex, Is Ready to Fight Back. Zeus Kerravala, April 1, 2021.

2. [CRN](#), Chuck Robbins: Cisco Webex Will Strike The Balance Between Security, Ease of Use. Gina Narcisi, April 23, 2021.

Creative Strategies, Inc.

“There are many new features in the new #Webex but it's the integrated experience that for me is the biggest step forward now including #slido.”¹



Carolina Milanesi
President & Founder

Frost & Sullivan

“Webex wows with new feature and product announcements designed to make meetings and collaboration even better.”²



Roopam Jain
Senior Industry Director

1. [Twitter](#). Carolina Milanesi, December 8, 2020.

2. [Twitter](#). Roopam Jain, December 8, 2020.

Techaisle

“As the world turned to Zoom, I switched to Webex ... I have experienced nothing but delight with the Webex collaboration application suite.”¹



Anurag Agrawal
Founder & Chief Global Analyst

TalkingPointz

“Perhaps the biggest statement about Webex is how much Cisco has gotten done this year. It does not appear the pandemic slowed them at all ... ”²



Dave Michels
President & Founder

1. [Techaisle](#). Cisco Webex democratizing collaboration regardless of the workplace, work environment, and workspace. Anurag Agrawal, April 9, 2021.

2. [Twitter](#). Dave Michels, December 8, 2020.

TalkingPointz

“[Webex Contact Center] has the newest #CCaaS in the industry. It is unusual as Cisco built it from scratch – not acquired or ported from premises-based. Digital first, cloud native, #AI thru-out, and collaborative. #CCTR #CX”¹



Dave Michels
President & Founder

Metrigy

“Cisco's new contact center is no longer voice-centric. It's true #omnichannel. Agent desktops show all channels and journeys. Combine it with #AI, and it empowers agents even further.”²



Robin Gareiss
CEO & Principal Analyst

1. [Twitter](#), Dave Michels, February 3, 2021.
2. [Twitter](#), Robin Gareiss, December 9, 2020.

The world is your workplace, and it runs on Webex.

Moving forward, we at Webex will continue to help businesses be successful by giving their people an inclusive platform for collaboration and connection.

For 25 years, Webex has been allowing people to collaborate and connect from wherever they are, with whomever they want. With the rise of hybrid work, you could say that world has finally caught up with us.

Thank you.