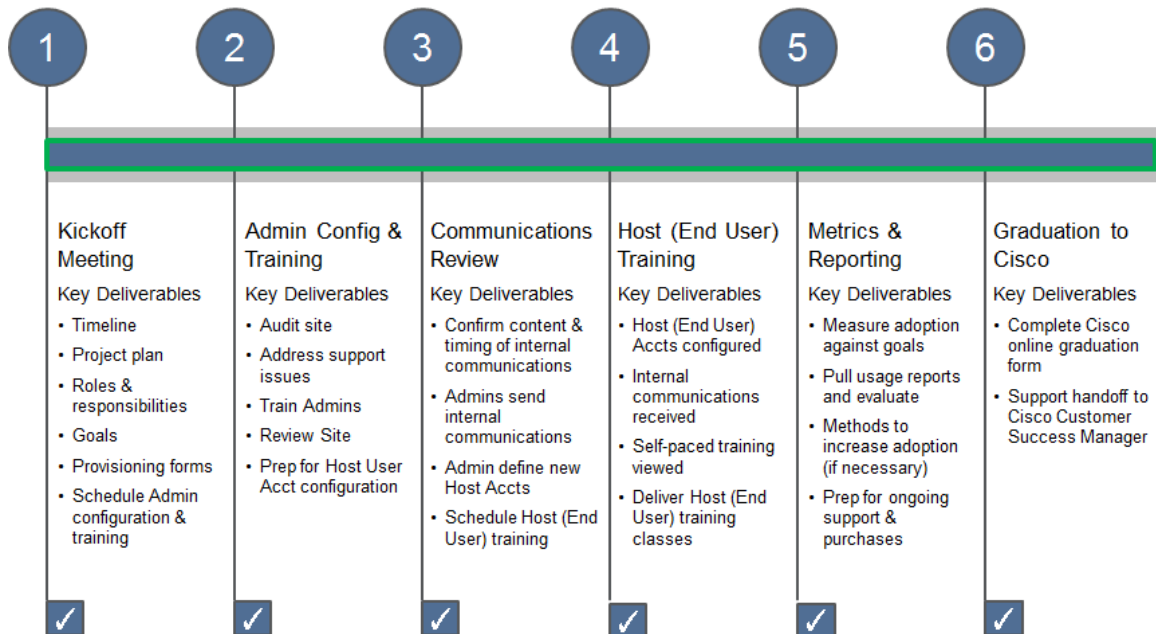




Adoption Services from MEET ME IN THE CLOUD accelerate the implementation and adoption of WebEx within the organization. Following six key steps in their proven methodology, MEET ME IN THE CLOUD helps your IT team obtain the skills needed to manage your WebEx service, and helps your new WebEx Hosts maximize productivity. Professional adoption services from MEET ME IN THE CLOUD help your organization generate a timely return on your WebEx investment.

6 Steps to Success



Our proven, high-touch methodology enables a new WebEx, Jabber or Spark to be deployed, trained and using the service successfully in 60 days. The structured approach includes expert consultation, provisioning, training, change management and internal communications.

MEET ME IN THE CLOUD is a Cisco Registered Partner and each member of our staff is a former WebEx employee with a minimum 15 years' experience helping companies apply WebEx capabilities to business objectives.

Cisco WebEx & Spark Adoption Services

Cisco WebEx /Jabber/ Spark

ADOPTION METHODOLOGY - SIX STEPS TO SUCCESS

1. Kickoff Meeting
 - Review the onboarding timeline, project plan, roles and responsibilities
 - Capture the customer's goals for the use of WebEx, including expected usage.
 - Schedule Site Administrator/Spark Control Hub configuration and training to take place approximately one week later.

2. Administrator Configuration and Training Sessions
 - Audit the new WebEx Site for accuracy; make necessary configuration revisions.
 - Open technical support tickets to Cisco-WebEx as needed.
 - Provide hands-on training to Site Administrators.
 - Guide Admins on site security and pros and cons of key configuration options.
 - Guide Admins on strategies for new Host (User) account configuration.
 - Generate new Host (User) accounts list and prepare for upload.

3. Communications Review
 - Prior to creating Host(End User) accounts, confirms the contents and timing of internal communications to announce and promote the new services.
 - A designated business contact will send out internal communication. Admins will generate new Host accounts.
 - Define date and time for Host (End User) training.

4. End User Training
 - Host (End User) accounts have been configured by Administrators.
 - Hosts have received internal communications of availability of service and advised to prepare by viewing the self-paced training modules.
 - Hosts have logged into the service and validated their credentials prior to class.
 - Classes are 60 minutes and are customized to address customer use case scenarios and variables in the customer's technical environment.
 - Additional training may be purchased separately.

5. Metrics and Reporting
 - Help Administrators pull usage reports and evaluate data to compare usage trends to adoption targets.
 - Provide consultation on methods to increase adoption and put plan in place to achieve goals.
 - Ensure the customer knows how to obtain ongoing support from Cisco; how to purchase additional licenses, training and/or PSO services as needed.

6. Graduation to Cisco
 - Complete the process to introduce the customer to Cisco's newly assigned Customer Success Manager (CSM).
 - Graduation is no more than 60 days after kick-off.