

Cisco Teleworker Solution



Addressing Varying Teleworker Needs

The Cisco® Teleworker Solution is comprised of three different solution offerings that align to the specific needs of varying types of teleworkers. These offerings enable organizations to provide the optimal solution for people who work from home—securely, reliably, and seamlessly. With these solutions, workers increase productivity and reduce business operational costs while maintaining reliable and consistent access to business-critical information for business continuity. Employees also benefit from finding the optimal work-life balance and improved job satisfaction, which helps organizations retain and recruit valuable workers.

Designed to easily integrate with an enterprise’s existing network architecture, each Teleworker Solution provides reliable, secure, and consistent access to business-critical information. And each comes with the assurance of service reliability and network understanding from Cisco, the market leader in connectivity. For companies that want to help their remote employees succeed wherever they are located, Cisco provides a comprehensive answer for teleworker needs.

Challenges in Enabling Telework

The workplace has changed. Work that used to be done from 9 a.m. to 5 p.m. in a fixed location—the office—has evolved. As boundaries dissolve, there are no longer rigid barriers between work time and non-work time and between the workplace and home.

Extending access to business-critical information from the home allows employees to become more productive and connected. It also enables companies to recruit the best talent, regardless of their location, by extending the geographic location of potential employees. However, enabling users to work remotely or “telecommute” poses some unique challenges.

Meeting the Range of Telework Needs

The needs of teleworkers vary depending on the frequency and type of information they use to perform their jobs. In terms of the technology required for telework, there is no “one size fits all” solution. To optimize teleworker solutions, organizations must understand the unique requirements of individual end users and provide a consistent and secure operating environment for those users, regardless of location.

User profiles commonly fall into three categories:

1. **The advanced teleworker** may be executive or call center employees who require fail-safe connectivity with dedicated collaboration endpoints such as IP telephones and videoconferencing. These solutions enable them to collaborate across geographies and time zones effectively from the comfort of their home office.
2. **The hybrid teleworker** occasionally or frequently works from home and requires highly reliable connectivity that delivers the same capabilities as if the user was sitting at their desk in the office.
3. **The on-the-move teleworker** or mobile teleworker requires secure, always-on VPN connectivity, regardless of where they are located or which device they are using.

Meeting Compliance Requirements

Many organizations understand the productivity and cost advantages of allowing employees to telework. Some organizations are even mandating that a percentage of employees have the ability to telework to maintain business or operational continuity. This is most apparent with the Telework Enhancement Act of 2010 passed by the U.S. government, stating that the “head of each executive agency shall –

- a) Establish a policy under which eligible employees of the agency may be authorized to telework;
- b) Determine the eligibility for all employees of the agency to participate in telework; and
- c) Notify all employees of the agency of their eligibility to telework ¹

Effectively Deploy Teleworking Solutions

IT organizations are stretched thin and want partners and vendors with teleworking expertise to accelerate the development, adoption, and operation of the teleworking solution their end users are demanding. Organizations are also looking for a streamlined way to choose the most effective solution for their end users. They want recommendations regarding which components will meet the needs of the varying types of teleworkers.

¹ Bill Text, 111th Congress (2009-2010), H.R.1722.ENR, Telework Enhancement Act of 2010, <http://thomas.loc.gov/cgi-bin/query/D?c111:6:./temp/-c111vAAarV>, Nov 2010

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Cisco delivers teleworker solution options to address all types of teleworking situations, as well as services and purchasing options that speed product purchasing and implementation. The products and services in Cisco Teleworker Solution include the following.

The Cisco Virtual Office (CVO) meets the needs of the advanced teleworker by delivering full IP phone, wireless, data and video services over an encrypted VPN for a transparent office-caliber experience, with smooth video playback. The Cisco Virtual Office combines the Cisco Aggregation Services Router (ASR) in the corporate data center with a high-performance, centrally managed wired and wireless routers at the remote site to support fail-safe connectivity and latency-sensitive applications such as voice, video and even full telepresence capabilities for the highest-performance collaboration experience. CVO can be quickly implemented with zero-touch deployment, minimizing the administrative burden on the end user.

The Cisco OfficeExtend Solution is purposely designed to deliver rich access to networked business services from the remote office while maintaining home network activities. Cisco delivers the only zero-touch deployment solution with full 802.11n wireless reliability and performance that operates simultaneously in the 2.4-GHz and 5-GHz radio frequency bands, avoiding congestion caused by residential devices. The OfficeExtend Solution delivers the ability to support both wireless and wired devices in the residential environment.

This unique solution provides a corporate user experience to today's teleworker, with secure tunneling that allows end users to access the same business services from the home as if they were in the corporate office.

The Cisco AnyConnect™ Secure Mobility Client enables workers on the move to get always-on, secure connectivity, encrypted web access, and policy enforcement. By delivering highly secure mobility across the rapidly increasing number of mobile devices, Cisco AnyConnect enables easy and secure access to applications and information from the user's device of choice. Cisco AnyConnect combines a software client that runs on Windows and Apple laptops, as well as on smartphones and tablets with a Cisco Adaptive Security Appliance (ASA) as a secure mobility headend. Additional security can be integrated into the solution with web security from either Cisco IronPort® Web Security Appliance or Cisco ScanSafe Cloud Web Security.

Cisco Services and our partner services help you cost-effectively deploy secure mobile access to business-critical applications and interactive multimedia collaboration solutions while improving operational efficiency. Based on leading practices, these services help accelerate your transition to an advanced mobility architecture that optimizes performance, reliability, and security.

Cisco Technical Services help your Cisco products and network operate efficiently and benefit from the most up-to-date operating system and application software. Technical support services are designed to meet your business needs and assist you in maintaining high-quality network performance and controlling operational costs.

Cisco Teleworker Community provides online, self-service support for faster problem troubleshooting during off IT hours, helping drive down support costs and increase end-user satisfaction and productivity.

Cisco Capital® financing is uniquely positioned to provide you with highly competitive and flexible financing options for Cisco Teleworker Solutions. In addition to offering competitive rates, flexible payment terms, and technology migration options, our financing options can be customized to satisfy your specific needs. The strategic financing framework from Cisco Capital provides a range of benefits, including:

- Customized financing terms of up to five years.
- Flexible technology migration options to manage the lifecycle of your Teleworker Solution, avoid technology obsolescence, and responsibly dispose of equipment.
- Payment deferrals of up to six months to help align payments to budget cycles and accelerate achievement of ROI / payback goals.
- Aggressive residuals on Cisco hardware that can lower the cost of your overall solution.
- Competitive rates for Cisco subscription-based services.

Availability and terms of Cisco Capital's offers may vary by country and are subject to credit approval. Please contact your [Cisco Capital representative](#) for additional information.

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Prebundled Solution Sets

In order to quickly align both the access and the collaboration components that will best meet the needs of each type of teleworker, Cisco has created a number of prebundled solution sets (Table 1).

Type of Teleworker	Cisco Solution	Solution Access Components	Collaboration Components Options	Additional Components Needed in the Data Center (Purchase separately if not already existing)	Recommended Services
Advanced Teleworker	Cisco Virtual Office	<ul style="list-style-type: none"> • Cisco 880 Series Integrated Services Routers: C881W-A-K9 • Advanced IP Services License: SL-880-AIS • Power over Ethernet Option: 800G2-POE-2 	<ul style="list-style-type: none"> • Cisco Unified IP Phone 6921 (Voice Only): CP-6921-C-K9 • Cisco Unified IP Phone 8945 (Video): CP-8945-K9 • Cisco Unified IP Phone 9971 (Video & Wi-Fi): CP-9971-C-CAM-K9 • Cisco Unified IP Phone 7942 (Classic 7900): CP-7942G • Cisco IP Video Phone E20 (Video): CTS-E20-K9 • Cisco TelePresence System EX60 (HD Video): CTS-EX60 • Cisco TelePresence System EX90 (Large HD Video): CTS-EX90 	Cisco ASR 1000 Series Aggregation Services Router	Cisco SMARTnet® Service covers <ul style="list-style-type: none"> • Cisco 880 Series Integrated Services Router • Cisco ASR 1000 Series Aggregation Router • Phones Cisco TelePresence® Essential Operate Service covers <ul style="list-style-type: none"> • IP Video Phone E20 • TelePresence System EX60 • TelePresence System EX90
Hybrid Teleworker	Cisco OfficeExtend	<ul style="list-style-type: none"> • Cisco Aironet 600 Series OfficeExtend Access Point: AIR-OEAP602I-A-K9 	<ul style="list-style-type: none"> • Cisco Unified IP Phone 6921 (Voice Only): CP-6921-C-K9 • Cisco Unified IP Phone 8945 (Video): CP-8945-K9 • Cisco Unified IP Phone 9971 (Video & Wi-Fi): CP-9971-C-CAM-K9 • Cisco Unified IP Phone 7942 (Classic 7900): CP-7942G 	Cisco 5500 Series Wireless Controller , Cisco Wireless Services Module 2 (WiSM2) or Cisco 2500 Series Wireless Controller	Cisco Smart Foundation Service <ul style="list-style-type: none"> • Cisco Aironet 600 Series OfficeExtend Access Point Cisco SMARTnet Service <ul style="list-style-type: none"> • Phones • Cisco Aironet® 600 Series OfficeExtend Access Point • Cisco 5500 Series WLAN Controller

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Benefits of the Cisco Teleworker Solution

The Cisco Teleworker Solution provides many benefits from the business, technical, and end-user perspective.

Business Benefits

- Improved business resiliency by providing continuous, secure connectivity in the event of disasters, pandemics, inclement weather and emergency situations
- Flexibility for human resources removes geographical limitations in recruiting top talent
- Extended or flexible working hours for greater productivity and improved employee satisfaction
- Cost savings in IT operations, real estate, and facilities management
- Meet corporate or regulatory compliance requirements
- Sustainability and reduced carbon footprint as fewer employees commute to work
- Flexible financing options that make deployment more affordable and align to CapEx goals
- Services that reduce deployment costs and duration, smooth integration into the current network and optimize solution effectiveness

Technical Benefits

- Flexible solutions align to the specific needs of all teleworkers to provide seamless extension of real-time services such as voice, wireless, video and data for secure connectivity at home or on the road

- Suite of teleworking solutions with a cost-optimized approach to help ensure a “best fit” solution for different types of teleworkers
- Centralized control, management and maintenance to minimize the administration impact on the end-user
- Preconfigured solution sets allow you to easily order the access device and collaboration endpoint to meet the needs of specific users
- Cisco professional and support services help effectively plan, build and run teleworker solutions to achieve operational excellence by scaling IT staff, reducing management costs and improving end-user satisfaction

End-User Benefits

- Seamless and secure corporate office-caliber experience with voice and video
- Flexible work schedules delivers a better work-life balance
- Improved job satisfaction
- Cost savings through reduced commuting hours saving on fuel costs, vehicle mileage and vehicle insurance costs
- Improved collaboration through high-quality voice and video
- Minimal setup and maintenance requirements
- Cisco and partner services provide ongoing operational support and optimization
- Solutions to meet both wired and wireless needs of the teleworker

Why Cisco?

As an industry leader in networking, security, and mobility, Cisco is uniquely positioned to deliver comprehensive Teleworker Solutions that provide secure, reliable, and seamless connectivity anytime, anywhere. Realize the full business value of your technology investments more quickly with intelligent, customized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, our services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to increase remote worker productivity, lower costs, mitigate risk, or accelerate growth, Cisco can help you get there

For More Information

For more information about Cisco Teleworker Solutions, visit: <http://www.cisco.com/go/teleworker>

For more information about Cisco Services, visit: http://www.cisco.com/go/services/security_or_contact_your_local_account_representative

For more information about Cisco Capital, visit: <http://www.cisco.com/web/ordering/ciscocapital/or6/or2/cchll.html>

To contact Cisco Technical Services, visit: http://www.cisco.com/en/US/products/svcs/ps3034/ps2827/serv_category_home.html

To join the Cisco Teleworker Community, visit: <https://supportforums.cisco.com/community/netpro/solutions/borderless/teleworker>