Webex Champion Awards 2023: Award-winning customer success stories

How the Webex Champion Award winners reimagine work, workspaces, and customer experience.

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Get to know the Webex Champion Awards 2023

When we started the Webex Champion Awards, we had six award categories. The next year, we expanded to nine award categories. **This year, we are celebrating Webex customers across 13 award categories.**

We received so many amazing submissions that we even have two winners for two award categories.

In this ebook, we're showcasing our incredible winners and how they are using Webex to drive innovation for their organizations.

We hope these stories inspire you to reimagine collaboration and customer experience for your organization.
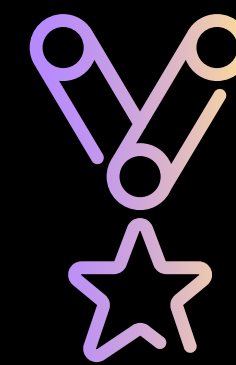
The Webex Champion Awards celebrate our customers who are reimagining work, workspaces, and customer experience with Webex solutions.

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Award Categories

Collaboration Champion

Under Armour

Cloud Calling Leader

The Fedcap Group

Event Innovator

Ivy Tech Community College

Workspace Wizard

Kirkland & Ellis and T-Mobile

Management & Security Hero

M&T Bank

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Community Collaborator

Tenaga Nasional Berhad

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Michelle Bourgeois – St. Vrain Valley School District and Stanley Toh – Broadcom

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Collaboration Champion

This award recognizes a company leveraging the Webex Suite, which includes Meetings, Calling, Messaging, Webinars, and Events in exceptional ways.

As Under Armour eagerly anticipates the grand opening of its new Global Headquarters Campus in Baltimore in Fall of 2024, the Global Technology team is proudly building its collaboration experiences onto its long-standing 'Under Armour Huddle'-branded portfolio of Cisco endpoints and Webex Control Hub capabilities. Adding to Under Armour's current global portfolio of 350 Cisco Devices, it is adding an additional 100 Cisco endpoints in its conference rooms, executive offices, executive boardroom, open collaboration spaces, track and

field venue, and experiential studios used to host 'virtual' go-to-market sell-in sessions with its channel partners.

Under Armour's Digital Teammate Experience team owns the delivery of the entire Webex experience and depends on **Webex Control Hub to allow the team to manage Webex Meetings, Webex Calling, and Cisco endpoints from a centralized dashboard**. The Digital Teammate Experience team easily monitors service quality and can drill down to specific

levels to evaluate a wide array of quality metrics. This team also leverages Control Hub to manage upgrades and administer regional device specializations.

Under Armour's Webex story is a masterclass example of leveraging the Webex Suite to drive enhanced hybrid collaboration and employee experience.

"More than 90% of our calls are now conducted through Webex."

Karen Dean
Sr. Director, Digital Teammate Experience, Under Armour

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Karen Dean
Sr. Director, Digital Teammate
Experience, Under Armour

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UNDER ARMOUR

" Under Armour's global use of Webex has profoundly impacted how our Teammates work – wherever they are. More than 90% of our calls are now conducted through Webex. Our ability to integrate other collaboration tools and applications into Webex enables everyone to create, manage projects and stay connected – all from a unified 'hub.' In our offices, Cisco Devices further elevate the Teammate experience. Over the last several years, we've tracked a 70% decrease in the TCO of our in-room costs as technology improvements mean less equipment, reduced configuration and programming, and overall lower support expenses – because it 'just works.'

 As we move into our new Global Headquarters in 2024, we'll be further integrating our Cisco Devices into our Office Space reservation application to eliminate the wasted space of 'ghosted' meetings and using codecs to provide environmental intelligence to help our Corporate Real Estate team manage environmental data as part of our commitment to sustainability."

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Event Innovator

This award recognizes out-of-the-box thinking and creative use of Webex Events (formerly Socio), Webex Webinars, or Slido to execute an event of any size and type.

Ivy Tech Community College is the largest singly accredited community college in the United States and has 43 locations in Indiana: 19 full-service campuses plus 24 satellite locations.

Ivy Tech Community College first leveraged the Webex Events (formerly Socio) branded mobile event app for an in-person event in 2019, which allowed the Ivy Tech Community College team to reflect its brand through the app's colors and icons. After the college's first in-person event using the app, the pandemic

struck. The college's Student Success event, which usually involves 600 attendees and over 50 sponsors and concurrent sessions, was rapidly approaching. By leveraging Webex Events (formerly Socio), the college **seamlessly engaged its 600 attendees and allowed more faculty and staff to attend who would not have had the chance to participate in-person**.

As a mission, Ivy Tech Community College wants to go where its students are. Year after year, Ivy Tech demonstrates its commitment to meeting

their students and prospective students where they are by delivering flexible event experiences with the Webex Events (formerly Socio) mobile event app.

600 attendees

By leveraging Webex Events (formerly Socio), the college seamlessly engaged its 600 attendees and allowed more faculty and staff to attend.

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Gretchen Keller
Executive Director Planning
& Engagement, Ivy Tech
Community College

IVY TECH
COMMUNITY COLLEGE

" Ivy Tech Community College's partnership with Webex (formally Socio) has transformed how we manage our events; utilizing the product has provided many efficiencies and collaboration across our college. The innovation behind using Webex Events has dramatically shifted our events and brought them from one-to-many sources of truth to one source of truth."

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KIRKLAND & ELLIS LLP

Workspace Wizard

This award recognizes a company that has reimagined their hybrid workspaces using Cisco collaboration devices.

Kirkland & Ellis is an international law firm that serves a broad range of clients that work in private equity. As Kirkland & Ellis builds out its new facility in Chicago – and refreshes its global offices – the team recognizes that the hybrid meeting experience is critical for all conference rooms going forward. One specific challenge Kirkland & Ellis faced before deploying Cisco Devices involved addressing the remote participant experience when joining a meeting that takes place in a large Kirkland & Ellis conference room. Prior to deploying Cisco Devices, remote users only saw a wide-angle view of the large room and were disconnected from the local participants and meeting

experience. With Cisco Devices and software, Kirkland & Ellis has created a personalized experience for remote participants. **Leveraging the Cisco Room Kit EQ, Quad Cameras, and Cisco's software, remote participants now see a full view of every speaker in the conference room** – regardless of which side of the table they sit.

Interoperability is equally important to the Kirkland & Ellis team. Kirkland & Ellis team members are invited to meetings hosted on a variety of conferencing platforms. The team needed a streamlined process to allow users to join any meeting type with the simple touch of a button. Kirkland & Ellis chose to standardize

Cisco Room Bars and Room Bar Pros across its conference rooms, providing a consistent user experience regardless of the type of meeting platform.

Finally, post-pandemic, Kirkland & Ellis has recognized the importance of extending the meeting and video experience to desktop and remote users. Kirkland & Ellis has deployed Cisco Desk Pros and Desk Minis to specific remote users to enhance the meeting experience, while offering the same streamlined and consistent interface a user experiences when in the office. Kirkland & Ellis' story is a strong example of how to leverage Cisco Devices to enhance hybrid collaboration.

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Matthew Richter
Director – Enterprise
Architecture, Kirkland & Ellis

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KIRKLAND & ELLIS LLP

"Kirkland wanted to develop a new design for our video conferencing platform that would deliver a world-class experience for both our attorneys and clients. We collaborated with Cisco to create a solution that allows us to use different platforms while remaining user friendly. The Cisco platform enabled Kirkland to deliver a seamless yet standardized video conferencing experience for all participants. We are grateful for this important partnership."

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T Mobile

Workspace Wizard

This award recognizes a company that has reimagined their hybrid workspaces using Cisco collaboration devices.

The T-Mobile team was given a mission to standardize its room deployment of 2,900 rooms with Cisco Devices and technology. After T-Mobile successfully deployed Cisco Devices to its conference rooms, **T-Mobile reduced its support tickets involving meeting challenges by 70%.**

With Webex Control Hub, T-Mobile can identify workspaces that have increased noise levels. T-Mobile responded to this data by installing sound dampening materials to make its meetings rooms more audio friendly. T-Mobile also used Control Hub metrics to discover which devices

were not being utilized to the full potential and either trained the staff on how to use the device better or moved the unit to a place it would be more useful.

T-Mobile's commitment to a successful implementation was evidenced by its decision to select technology enthusiasts across the organization and offer them extra training on Cisco Devices and software, transforming them into Cisco advocates across the enterprise. The T-Mobile team also empowered users through a one-hour Control Hub training session to help users troubleshoot their own meetings and reduce IT support tickets.

From enhancing its meeting room experience to leveraging data to continuously improve employee experience and device management, T-Mobile's story is an example of what it means to leverage Cisco Devices to improve the conference room experience.

70% reduction in meeting support tickets.

After T-Mobile successfully deployed Cisco Devices, the company reduced its support tickets involving meeting challenges by 70%.

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Joshua Baever
Sr. Systems Reliability Engineer,
T-Mobile

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T Mobile

" With the help of Cisco, T-Mobile was able to save $1 million per month in wasted employee time trying to start meetings in our outdated conference rooms. Now it's one button and everything works! Webex Control Hub has simplified daily administration with alerting, quality metrics, and ease of use. It's given us the data and tools to solve complex issues quicker and with higher accuracy."

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M&T Bank

Management & Security Hero

This award recognizes a company that has optimized hybrid work management and security.

With a community bank approach, M&T Bank helps its customers reach their personal and business goals with banking, mortgage, loan, and investment services. Amidst the global upheaval caused by the COVID-19 pandemic, M&T Bank found itself at a crossroads. With a legacy deeply rooted in traditional banking practices and an office-centric work culture, the onset of the pandemic presented a significant challenge logistically and technically. However, the bank's leadership saw an opportunity for transformation and embarked on an inspiring journey toward embracing a hybrid work model for its 21,000 employees. Recognizing the need for agility, the bank swiftly implemented robust

technology infrastructure, including Cisco and Webex solutions, to enable seamless remote work.

Through this transformative journey, the bank not only weathered the pandemic but emerged more secure, adaptable, and ready to lead in the evolving world of finance. The bank implemented several key measures. First, they enabled Single Sign-On (SSO) to enhance authentication and access control, ensuring only authorized users can join Webex Meetings. Additionally, M&T Bank took steps to secure personal meeting rooms by implementing stringent access meeting controls and limiting access privileges. To further fortify its security posture, M&T Bank technology

teams also restricted PSTN call-back countries, reducing potential toll fraud vulnerabilities. These measures collectively contribute to a safer and more secure collaboration environment, safeguarding sensitive information and ensuring that meetings remain protected from potential threats.

Lastly, M&T fully equipped employees with the Webex Suite to **empower the hybrid workforce, facilitate seamless communication, launch virtual meetings, and share ideas in real-time across diverse locations and devices.** M&T Bank's resilience, innovation, and partnership with Cisco demonstrates that even the most venerable institutions can embrace change and thrive in challenging times.

Over 100,000 meetings hosted

Webex Meetings alone plays an indispensable role for M&T Bank as they host over 100,000 meetings a month

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Justin Priebe
Collaboration/SVP, M&T Bank

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M&T Bank

" M&T Bank and Webex have forged a strategic collaboration, harnessing Webex's advanced communication and collaboration tools to provide employees and customers with seamless, secure, and scalable experiences. This partnership empowers M&T Bank's employees and customers with real-time collaboration tools, fostering stronger connections and enabling more efficient interactions. M&T has scaled their services to accommodate growing customer demands with Webex Meetings, Webinars up to 25K, Events, and Slido. Webex Meetings alone plays an indispensable role, hosting over 100,000 meetings a month and continuing to grow in significance for their daily business needs."

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Customer Experience Extraordinaire

This award recognizes a company that has leveraged Webex Contact Center solutions to reimagine the customer journey and create customer delight.

First Horizon Bank, with locations across 12 states, 750 agents, and 20,000 endpoints, needed a cloud contact center solution that could evolve alongside its customers. After an acquisition of 30 branches in 2020 and an upcoming merger with IberiaBank, First Horizon Bank needed to make a change as soon as possible. First Horizon chose Webex Contact Center to power its contact center transformation.

With Webex, First Horizon Bank has **increased its self-service rate to an average of 87%,** meaning customers can easily navigate the system without needing guidance from one of the bank's 750 agents. The bank's increased self-service rate has given its agents more time to assist customers with issues that can only be solved with assistance from a live agent.

First Horizon Bank's story serves as a roadmap for other organizations looking to improve customer experience and internal collaboration.

87% increase in self-service rate

With Webex Contact Center, First Horizon Bank has increased its self-service rate to an average of 87%.

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Jason O'Dell
VP, Voice Services Manager,
First Horizon Bank

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" At First Horizon, our core values guide every aspect of our business. These values have been especially evidenced in our partnership with Cisco Webex. Their ability to adapt to our needs has reinforced our commitment to excellence in everything we do by helping us go above and beyond to put clients first. Through the Webex Contact Center IVR, over 85% of our clients have been able to self-service and get the information that they need quickly and efficiently."

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Walgreens

Customer Communications Trailblazer

This award recognizes a company that is reimagining the customer journey experience with Webex Connect communications platform.

As part of its broader customer experience efforts, Walgreens, part of the Walgreen/Boots Alliance, has multiple initiatives running on the Webex Connect platform. Walgreens has roughly 9,000 locations in the US and Puerto Rico. The company's first messaging program in 2009 notified customers when their prescriptions were ready to pick up.

Expanding its existing program to provide a wide array of prescription-related messages using Rich Communication Services (RCS) chats improved Rx refill rates and opt-in rates resulted in improved customer health benefits and retention.

Walgreens' decision to upgrade from SMS text messaging communication has **allowed the company to deliver more engaging and interactive customer interactions** through features such as chips, rich cards, and much more. They also have SMS programs for photo alerts, online pickup notifications, marketing, immunization appointment reminders, and two-factor authentication (2FA).

The company's latest loyalty program launch, myWalgreens, provides an easier way to save, shop, and stay well by sending out notifications with offers and deals on a recurring basis.

Walgreens' use of Webex Connect is a strong example of how to leverage communication technology to modernize the customer journey.

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Bold Explorer: Government & Public Sector

This award recognizes a company that showcases creativity and out-of-the-box thinking in its use of Webex products in the government and public sector.

Over 90% call routing accuracy

100% of incoming calls are answered by a virtual agent that routes the call to the correct group with over 90% accuracy.

The Georgia Department of Labor was receiving 10,000 calls a day to its contact center but could only support answering approximately 2% of them. The organization needed to scale its contact center to support 600 agents and had to move quickly to address the immediate challenge that they were facing.

The Georgia Department of Labor chose Webex Contact Center, including Google CCAI integrations, Webex Calling, and Webex Meetings, to address these challenges. Following

this deployment, the Georgia Department of Labor's calls route into Webex Contact Center which seamlessly first routes them to the Google CCAI Virtual Agent. The Virtual Agent, equipped to assist users in five different languages (English, Spanish, Chinese, Korean, and French), assists the caller where possible and otherwise captures the caller's intent, returning this intent to Webex Contact Center. Webex Contact Center uses the captured intent to route the call to the appropriate agent queue and ultimately delivers the call to the Georgia Department of Labor's human agents.

The Georgia Department of Labor has seen significant improvements since the implementation of this solution. Now, **a Virtual Agent answers 100% of incoming calls and routes calls to the correct group with over 90% accuracy.**

The Georgia Department of Labor's story demonstrates how Webex solutions can help improve, streamline, and elevate customer experience.

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Louis DeBroux
Georgia Department of Labor
Chief of Staff

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GDOL
GEORGIA DEPARTMENT
OF LABOR

" The strategic partnership between GDOL and Webex has significantly enhanced customer experience through the implementation of an advanced virtual agent powered by A.I. technology. With over 1.7 million successful interactions since December 2021, including accurate routing of 97% of requests and a 94% success rate in meeting customers' needs through rerouted calls, this collaboration has played a pivotal role in the Georgia Department of Labor's commitment to efficiency and responsiveness in serving hardworking Georgians."

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Bold Explorer – Healthcare

This award recognizes a company that showcases creativity and out-of-the-box thinking in their use of Webex products in healthcare.

Burrell Behavioral Health is an organization that provides mental health and wellness services for thousands of patients. When Burrell Behavioral Health first approached Webex, it was leveraging 10 different phone carriers, 42 locations, 1-800 phone numbers, and old on-premises contact center and calling solutions.

As Burrell Behavioral Health started to adopt Webex Contact Center for its contact centers, and Webex Calling for its underlying telephony, they reported having fewer collaboration challenges. Webex also assisted Burrell Behavioral Health with porting its numbers to Webex's carrier, providing one centralized place to manage and simplify Burrell Behavioral Health's calling setup.

The organization has completely embraced Webex and continues to add Webex solutions to other locations. Burrell Behavioral Health's story showcases how Webex Contact Center and Webex Calling can be leveraged to improve patient experience and internal collaboration.

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Robert Bibey
Network Administrator, Burrell
Behavioral Health

" Webex Contact Center has literally saved lives. It has allowed Burrell Behavioral Health to proudly offer the State of Missouri the 988 service for Suicide Prevention. It has also afforded us the ability to provide critical services to our Crisis clients. Webex Calling, Webex Contact Center, and Cisco provide phenomenal support and continue to allow Burrell to expand our offerings!"

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Bold Explorer – Finance

This award recognizes a company that showcases creativity and out-of-the-box thinking in their use of Webex products in finance.

AXIS Capital is a specialty insurer and reinsurer helping customers pursue their ambitions through tailored products and services, knowledge, and expertise on a global scale.

In 2018, AXIS had an opportunity to reimagine its real estate footprint and embarked on a journey to create a hybrid and highly agile office environment that inclusively supported both in-office and work from home users.

AXIS Capital implemented the Webex App to create an inclusive platform, so all employees can collaborate effectively. AXIS Capital also created collaboration spaces with Cisco Devices, allowing the AXIS Capital team to leverage

Webex's whiteboarding solution to seamlessly collaborate and brainstorm during meetings. AXIS perfected this new way of working in its London office and was so successful, they decided to quickly implement the same office setup in all its global offices. By February 2020, almost all AXIS Capital offices were agile and collaborative spaces.

In late 2020 and 2021, AXIS Capital shipped Cisco Devices to employees' homes, **enabling the company to transition to remote work while staying connected.**

Since January 2023 to today, with a Webex user base of about 3,000, AXIS Capital has had:

- 200,000 meetings with over 60% being video meetings
- 5,000,000 Webex messages sent
- 320,000 hours of device usage

AXIS Capital's use of the end-to-end Webex collaboration suite demonstrates the company's commitment to delivering enhanced hybrid collaboration experiences.

200k
meetings with over 60% of meetings hosted with video

15M
Webex messages sent

320k
hours of device usage

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Michael J. Grimaldi
Head of End User Services,
AXIS Capital

" 'We are one AXIS' is one of our core values. It means we build positive energy and a collaborative environment where diversity of teams and perspectives is respected and valued. Cisco Webex is a significant tool and partner that allows us to achieve the collaboration necessary to support this core value and meet the needs of our customers and partners. We are a company of about 2,000 employees with offices in 8 countries. Just in 2023, we've held over 200,000 Webex Meetings, sent over 15,000,000 Webex messages, and logged over 320,000 hours of Webex device usage."

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Community Collaborator

This award recognizes a company that is making a corporate social responsibility or sustainability impact in their community by reimagining the application of their Webex solutions.

Tenaga Nasional Berhad (TNB) is the largest electricity utility organization in Malaysia and ranks among the leading utility organizations in Asia. Listed on the Main Board of Bursa Malaysia with about RM60 billion in market capitalization, it serves an estimated 9 million customers in Peninsular Malaysia and is ranked as the world's third strongest utility brand.

TNB has been using Webex for almost four years now. During this period, it has hosted around 1.03 million meetings, with 70.83 million meeting minutes and approximately 9.03 million attendees. Notably, there have been 9,000 active hosts, underscoring the long-lasting and

significant role that Webex has played. TNB employees have intensively leveraged Webex Messaging for collaboration.

Webex is **an important tool for helping TNB with its Energy Transition strategy and its goals related to the environment, social responsibility, and good governance (ESG)**. Since TNB started leveraging Webex, it has managed to significantly reduce its carbon emissions.

Webex has not only transformed the way TNB employees work but has also directly reduced certain costs by facilitating online meetings.

Some of the cost savings include decreased travel expenses, mileage, meals, and even subsistence allowance. Overall, TNB has achieved savings of RM428.25 million (~ USD $91.6 M) with the total attendance (9.3 million) from January 2020 to July 2023.

Tengaga Nasional Berhad's story is a remarkable example of how Webex technology can help organizations make a corporate social responsibility or sustainability impact.

70.38M
meeting minutes

9.03M
attendees

1.03M
meetings

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Azlan Ahmad
Chief Information Officer of
Tenaga Nasional Berhad

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" For the past four consecutive years, Tenaga Nasional Berhad (TNB) has leveraged the capabilities of Webex, particularly during the unparalleled challenges posed by the COVID-19 pandemic. This has enabled TNB to maintain seamless connectivity and foster effective collaboration, crucial in supporting TNB's ongoing digital transformation journey. This initiative not only helps to reduce the carbon footprint but also resonates with TNB's sustainability goals as the company progresses towards achieving its net zero aspiration by 2050."

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Webex Luminary

This award recognizes individuals in companies who are advocating for Webex and are visionaries
in their organization, driving change by rallying others to embrace Webex.

Michelle Bourgeois: St. Vrain Valley School District

Michelle, Chief Technology Officer at St. Vrain Valley School District, is a winner of the Webex Luminary award because of her passion for ensuring technology is maximized to better the student experience at St. Vrain Valley School District. This passion drives her creative thinking around how best to deploy Webex.

For the district's 2023 graduation, Michelle piloted the use of Webex as a call-in for family members in the audience who needed Spanish interpretation during the ceremony. Her commitment to using the technology to best support her district

and community continues to evolve into new opportunities for her partnership with Cisco.

With Webex, Michelle has supported St. Vrain Valley School District in **expanding its ability to offer unique, innovative courses to students across the district and beyond**.

Stanley Toh: Broadcom

Stanley Toh, Director of Enterprise End User Experience and Services at Broadcom, is a winner of the Webex Luminary award due to his outstanding contribution to promoting and implementing Webex within Broadcom. With Stanley's strong partnership and advocacy, Broadcom has successfully embraced Webex as its primary collaboration platform.

Stanley recognized the need for a simplified and unified collaboration and customer experience solution. As a result, Broadcom made the decision to transition to Webex Meetings, Webex Calling, Webex Contact Center, and Cisco Devices.

With Stanley's guidance, Broadcom smoothly migrated 25,000 users to Webex Calling within four weeks, ensuring scalability, enhanced user experience, end-to-end encryption security, and simplified support and maintenance.

Stanely's dedication and partnership with Cisco have been pivotal in Broadcom's successful adoption of Webex.

5x
more virtual meetings hosted per week at St. Vrain Valley School District

4.5M
meeting minutes each month at Broadcom

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Michelle Bourgeois
Chief Technology Officer, St.
Vrain Valley School District

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Stanley Toh
Director of Enterprise End
User Experience and Services,
Broadcom

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" Through our AGILE (Advanced Global Innovative Learning Environments) program, powered by Webex, St. Vrain has developed a pathway for students across our district as well as students in nine rural areas of the state to expand their horizons by offering synchronous live instruction from our classrooms to schools across the state. Cisco Webex provides a stable, secure platform that ensures the success of the program without getting in the way of the most essential part of teaching – the human connection between teacher and learner."

" Webex Suite boosts collaboration efficiency and productivity in every meeting and call, enabling employees to achieve desired outcomes. Even a one-minute time reduction per participant when joining has a significant impact across 150,000+ meetings with 600,000+ participants totaling 4.5 million meeting minutes each month."

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Congratulations to the 2023 Webex Champion Awards Winners

Thank you to everyone who made a submission to this year's Webex Champion Awards! We hope you will consider submitting again next year. A big congratulations to this year's finalists and winners. We can't wait to celebrate a new group of champions next year at WebexOne 2024!

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Discover Webex Academy & Webex Insider

Expand your network and level up your Webex knowledge with Webex Academy and Webex Insider.

Webex Academy

If you're a Webex customer looking for ways to expand your network, learn alongside your peers, and share feedback that fuels change, consider joining **Webex Academy**.

Webex Academy is the new best-in-class learning hub for the Webex Suite, with content for Webex customers and partners to learn how to manage, optimize, and successfully adopt Webex's collaboration solutions.

Webex Insider

Webex Insider is the central hub to connect collaboration enthusiasts about topics that matter most to them.

This program is comprised of three engagement channels: Webex Advocacy, Webex User Groups, and Webex User Research.

- **Webex Advocacy**, formerly Webex Ambassadors, is now a loyalty program that offers Webex customers an opportunity to earn exclusive rewards for their engagement in our program, community, and learning academy.

- **Webex User Groups**, formerly Webex Expert, offers direct access to product owners, subject matter experts, and technical briefing to provide feedback, access exclusive content, and insight into the product roadmap.

- **User Research** offers Webex customers the opportunity to have a voice in the future of Webex by providing direct feedback to the Webex User Experience (UX) team on overall product design and user experience across the Webex Suite.

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