

CASE STUDY

CISCO BOOSTS ON-TIME DELIVERY AT 15% OF THE COST OF OTHER PRODUCTS WITH ATTASK

The new internal communications team at Cisco Systems was struggling to track and report on their work. They needed an intuitive, customizable tool that would let them get actionable project data in real time. They found the solution to their problems in the department next door.



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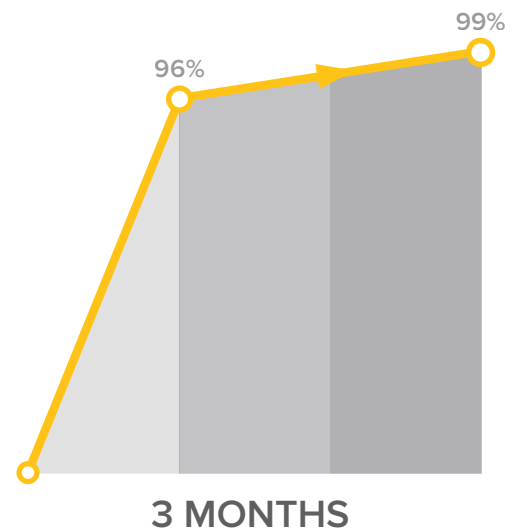
THE NEED TO INTEGRATE SERVICE REQUEST MANAGEMENT AND PROGRAM MANAGEMENT

Since its development of the first multi-protocol router in 1984, Cisco has grown to become a worldwide leader in networking with more than 75,000 employees in more than 165 countries and over \$48 billion in annual revenues. It has shaped the future of the Internet, transforming how people connect, communicate and collaborate.

In the later part of 2012, Cisco formed its Communications Resource Center (CRC) group to provide internal consulting, web development, graphics development, and other services to its Executive Internal Communications (EIC) department and other groups within Cisco. When the CRC first came online, Dan Taylor, Manager of the CRC Tools and Technology Team, needed to find a way to effectively and efficiently fast track the offering and delivery of his group's services. Additionally, since the CRC served two separate classes of clients – pre-funded clients and pay-for-services clients – Dan needed an easy way to separately manage the work for both client sets without having to rely on two separate tools.

To serve and manage the work for the CRC's different client bases, the CRC had to use two separate tools to track projects and the time team members worked on each one. Management had requested monthly reports on the projects the CRC was working on and how their resources were being used. This caused a massive, once-a-month scramble that ate up five to seven man-hours of the CRC's time, gathering and compiling information from their separate tools.

These challenges prompted Dan to initiate a search for a work management solution that could integrate service request management with program management while simplifying Dan and his team's ability to track the flow of business through the CRC.



LESS EMAIL, HIGHER QUALITY

AtTask increased the CRC's on-time delivery from 96% to 99% in just 3 months

A FAMILIAR SOLUTION

In his search for the best work management solution, Dan knew he needed to be able to customize and tweak his work management environment to fit the specific needs of the CRC. Specifically, the solution would have to be able to juggle the CRC's two client groups. Also, in an agency-like environment such as the CRC's, effective communication between various team members and stakeholders would be crucial. They would need to be able to track status updates, resource workloads, revenue generation, billing status, and contractor hours.

Dan evaluated several offerings. However, it was within Cisco that Dan found the solution to the CRC's woes. The company's Communication Services Bureau had already been using AtTask Enterprise Work Cloud for a year, and with tremendous results. This made it easy for Dan to see how the solution could help with his team's visibility issues.

AtTask was the perfect fit for the CRC's problems. The solution offered a fast ramp-up and eliminated the need for two separate tools to manage the work of its different client sets. It would be easy-to-use for his team members without sacrificing customization or reporting. With his team able to work in the solution together, collaboration would be more frequent. Finally, this would result in comprehensive data-gathering on all of their projects.

AtTask came with one additional bonus: the solution cost about 15 percent of what competing solutions cost and would take a few months to implement rather than a few years. With these features in front of them, Dan and the CRC made the decision to expand AtTask to their team.

GREATER WORKFLOW EFFICIENCY

Immediately, AtTask consolidated all of the team's work management into one solution and made it easy to create workflows in the solution that matched the team's established processes.

Even though the CRC had a very complex set of workflows that needed to be put in place, Dan experienced a very fast implementation with AtTask. An even bigger benefit came from the ease with which the solution let them standardize those workflows.

"AtTask made the exercise of creating our workflows simple, crisp and as user-friendly as possible," Dan said. "It really helped us improve our processes. With AtTask we were able to build a disciplined service delivery environment with various groupings and support roles that enabled us to execute our workflows and turn around new requests much quicker than ever before."

"AtTask gives us an accurate view into our business. We know far more about our business than most any other group I know of."

DAN TAYLOR

Manager, Tools and Technology
Communication Resources Center
Cisco Systems

Dan added, “One of the great strengths that AtTask offers is the ability to be really efficient in how you run your business and to drive those efficiencies throughout your organization.”

FINE TUNING THE USER EXPERIENCE

While the other solutions Dan evaluated allowed customization, they didn’t offer the level of customization that AtTask delivered and that Dan needed.

“At Cisco, we tend to customize the heck out of a lot of things. It’s part of our DNA,” Dan said. “The customizable nature of AtTask made my life much easier. Once we had the environment designed and in place, we could focus on customizing and fine-tuning the user experience to even more closely fit what our users needed.”

SEAMLESS INTERACTION

AtTask facilitated collaboration by providing a collaboration environment where anyone involved in a particular project had instant visibility into project activity, status, schedules, documents, assigned resources, next steps and more. That collaboration was further enhanced by the fact that one of CRC’s regular clients within Cisco also leveraged the work management capabilities of AtTask.

“Since the Communications Service Bureau in Cisco also uses AtTask, it makes it pretty seamless to interact with each other,” Dan said. “We’ve been able to integrate the Bureau’s processes into our own processes. They don’t have to go to a different system to make a request. That in and of itself enables us to work together much more quickly and effectively.”

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IN-DEPTH BUSINESS INSIGHT

AtTask delivered visibility that other solutions were unable to provide. Not only did all that information become available instantly in real-time through AtTask dashboards and reports, but it was more detailed, accurate, and useful.

“AtTask gives us an accurate view into our business,” Dan said. “We know far more about our business than most any other group I know of. The level of reporting detail and tracking provided by AtTask gives us a great sense of where we are and how we’re doing.”

This visibility translated directly into results for the CRC team. From Q1 2013 to Q2 alone, their on-time delivery increased from 96% to 99%.

Dan said, "AtTask is a tremendous solution that is ahead of the curve. It gives you the ability to be really efficient and has the robust reporting you need to really know your business. It's wonderful to finally have one work management solution that does it all."



AtTask saved Cisco 85% in its work management investment and 90% in implementation time


AtTask Enterprise Work Management

AtTask is the leader in Enterprise Work Management Software and helps global enterprises recognize, understand, and solve work chaos caused by insufficient visibility. Using a combination of technology and expertise acquired from observing the customers we've served, AtTask provides a single system of truth that eliminates work chaos, provides global visibility, and increases productivity.

To learn more about AtTask Enterprise Work Cloud and how it increases enterprise visibility, please contact us at the following:

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