

Descriptions of organizations within Global Business Services:

Customer and Partner Experience

This pillar focuses on operational engagements with customers, partners, and Cisco sales. The scope includes all activities currently performed in the Go-To-Market Shared Services (GTMSS) organization, including the Partner Response Team (PRT), Global Demonstration Service (GDS), Shared Services Optimization (SSO), Global Service Delivery (GSD), Customer Value Chain (CVT) and Shared Services Engagement Interface worldwide.

Employee Experience

The groundbreaking employee experience pillar is truly bridging cross functional teams to provide simplicity, clarity and greatly improve the holistic employee experience. This will be a journey of improvement over time, leveraging the natural synergies of our functional teams through cross-functional processes. This team also focuses on improving the experiences, processes, and tools that employees encounter daily.

Procurement Excellence

This pillar drives a Procurement operating model that serves Cisco business functions with best in class capabilities including Category and Supplier Management, Supplier Development, Procurement Operations, Procurement Relationship Management, Contracts Management and end-to-end systems and tools to fully leverage Cisco's spend and significant strategic supplier partnerships.

Workplace Resources

This team enables the business with real estate strategies, oversight of Cisco's physical work environment, the provision of facility solutions and related employee services. As a GBS pillar, WPR partners and aligns to advance the employee experience, while serving as corporate stewards of the global real estate portfolio.

Business Architecture and Business Intelligence

The Business Architecture and Business Intelligence pillar provides both transformational and shared business services. Business Architecture (BA) is the blueprint for the company; it depicts how work gets done in the form of policy, process and systems. BA is the basis for planning transformational CtB initiatives using the BOST framework, and our team is accountable for establishing the blueprint and creating a federated architecture practice for Cisco. In addition, we are the Basic Service Function owner for portfolio planning and capability road-mapping. We drive simplification through policy definition and end-to-end process design, thus connecting the architecture, portfolio planning and roadmap to the execution engines of the company. Business Intelligence (BI) is, perhaps, the best example of the Business Architecture "coming alive" to deliver true decision making advantage. The BI Shared Service will align the many fragmented functional reporting efforts to deliver capabilities in a secure, efficient and timely manner. Critical to any transformational change is new capability adoption and legacy retirement, and our team is creating a COE to drive consistency, replicability and accountability for both. Last but not least, we provide language translation, product localization, and NPI data set-up and business rules management services that are critical to launching new products, services and solutions globally.

Transformation Excellence

Transformation excellence drives the delivery of the Shared Services 2.0 initiative and all other ACT Operational Excellence work, while ensuring a sustainable process for operations transformation through tight process alignment and measurement.

Country Enablement

Country Enablement's focus is to Enable All Sales. The power of Cisco is our complete portfolio but today we cannot sell our complete portfolio of products, services and solutions globally because of our legal structures and internal limitations. Country Enablement's role is to remove these barriers to allow our sales team to unleash the full potential of Cisco in key countries across the world by building a framework to implement the right business capabilities in the right countries. The CE team is focused on the Journey to International Expansion over the next

few years where we will be delivering multiple buy sell entities with full capabilities. Our goals are to 1) Standardize for Speed, 2) Localize for Agility and 3) Deliver for our Customer.

Video and Collaboration, Emerging Solutions Group; Acquisition Integration Ops

This team is responsible for the operational strategy and enablement of the following key business functions; Video and Collaboration Group (VCG), Emerging Solutions Group (ESG), Acquisition Integrations (AI). By working collaboratively across engineering, sales, finance, services, corporate development and operations this team drives the operational capability roadmaps and execution plans to enable scale and operational excellence for new business models, offers and acquired companies.

Connected Business Operations: Service Provider

This is one of the transformational pillars within GBS. Working with both traditional and new business models, we architect standardized and scalable operations to deliver exceptional customer and partner experience. We work closely with the SP Council and SP Routing group to translate go-to-market strategies into operational capabilities and policies. Additionally, we are responsible for end-to-end enablement of three new and exciting business models: Low Touch Engine (LTE), bundles as part of solutions, and cloud business. We are defining strategies, driving alignment within Cisco, and will deliver the operational roadmaps to support these new business models. Once strategies and roadmaps are in place, we will be accountable, in partnership with the related functional groups, to deliver business value for Cisco on these new initiatives.

CBO Core Technologies

In CBO Core Technologies, our objective is to focus on end-to-end operational performance, drive efficiency and effectiveness, and enhance the operational experience for our customers, partners and sales field. We accomplish this through operational improvements that enable simplicity, speed, and scale. Our key areas of focus are: Annuities (including software and services); Enterprise Networking; Data Center, Commercial and Small; Security and Government.