



CISCO SYSTEMS

Delivering Operational Value and Exceptional Employee Experience

Cisco System's Global Business Services (GBS) sought to build employee engagement with Fortune's Best Places to Work a key measure, and shift the focus of GBS from shared services "cost-saving" to a "value-adding" business purpose.

GBS declared the vision to "deliver an exceptional employee experience" while deploying a user-centered service model to deliver operational excellence, increase productivity, and create a service culture of increasing engagement.

Despite initial efforts, transition from an "expert mindset" to "customer mindset" was a challenge for GBS team members.

Uplifting Service introduced the Service Culture Architecture to align systems, policies, and processes. Staff learned to apply proven principles while building a mindset for continuous improvement.

"Uplifting Service met our objectives of creating a cultural mindset that influences every interaction with an architecture to enable our processes, policies, and systems."

VALERIE JACKSON
Project Leader/Operations Manager
Cisco Global Business Services



CLIENT

Cisco, Global Business Services

PROFILE

Cisco Systems develops, manufactures and sells networking, telecommunications and other high-tech products and services. It is the largest networking company in the world.

Global Business Services provides shared services across the Cisco global enterprise, with centers in the US, India, China, Eastern Europe and Australia. Services include HR, IT, Finance, Legal, Facilities and Real Estate.

TEAM MEMBERS

1,500 staff of Cisco, Global Business Services.