

E-book

 Meraki

# Hybrid Work Experiences

Optimize hybrid work for all employees, wherever they are.



# Hybrid work is here to stay

As an IT leader, you help realize current and potential employees' dreams about where and how they want to work by transforming your organization's teams into a truly hybrid workforce.

Using technology, you've addressed employee challenges—everything from noisy dogs to competition for bandwidth. Now you want to further enhance experiences, drive efficiencies, and extend the value of IT.

Hybrid work encapsulates how employees, customers, and partners work and interact with each other. For many, the ability to work from anywhere is so pervasive that it's now a decision-factor when they choose a new job or decide to stay with their current position.

At home, in the office, or on the road, you and your team always ensure employees are effective. Supporting this varied model of working with built-in flexibility and resiliency that protects everyone's experience is what you do.

By putting how customers want to engage with employees and staff at the center of decision-making, choosing how to create an effective hybrid work environment becomes clear.

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## Work from home

Kitchen or bedroom

Home office

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## Work from anywhere

Café

Hotel room

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## Work from office

Lobby

Meeting and  
training room

Employee seating

Network operations  
center (NOC)

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# Work from home

# Kitchen or bedroom

For some, working from home means a shared workspace in an environment that causes challenges when trying to complete day-to-day tasks.

Make it easier for at-home workers to get work done.

The Meraki Z3C delivers a complete in-office experience for today's teleworker. With an enterprise firewall, VPN connected directly to critical hybrid cloud resources, integrated 802.11ac wave 2 Wi-Fi, and cellular failover, the only interruptions remote workers need to worry about are from pets or kids.

The new hybrid work paradigm has accelerated the shift of many critical applications to the cloud. Using Meraki Insight, your team can identify whether remote workers are suffering poor experiences with an app, then use recommended steps to resolve them—before workers report the issue.

Meraki Systems Manager sets the foundation for an effective zero-trust security model, serving as a bridge to connect network and cloud security, providing 360-degree security for your enterprise's endpoints, networks, and applications.

Paired with the Cisco Webex Desk Mini and a Cisco headset, work takes up less space in shared rooms like the kitchen or a bedroom, and when it's time to change locations, it's easy to move.



## Products

Meraki Z3C teleworker device

Meraki Systems Manager mobile device manager

Webex and Cisco headset for collaboration

# Dedicated home office

When working from home, corporate executives require the same level of security, speed, and reliability they get at company headquarters. But can your IT teams deliver these capabilities without ever setting foot in executives' homes?

Yes, they can.

With the ability to dedicate bandwidth for multi-cloud connectivity and back to corporate data centers, plus stateful firewall and VPN throughput, the Meraki Z3C teleworker device exceeds the needs of most at-home workers and is targeted at people like C-level executives who frequently create and share proprietary information. The wireless backup connectivity, automatic VPN failover, and application prioritization means all the work that must be done gets done.

The Meraki MS switch, which is part of the Meraki platform, connects core home-office technologies like computers,

wireless access points, and IP phones. Add a Meraki MR36 wireless access point to give employees better throughput and reduced power consumption, and get the most out of the latest Wi-Fi 6 technologies.

You'll also make employees' in-home office equipment more versatile with the Webex Room Mini Kit that turns any TV or monitor into a professional video conferencing space—all controlled by the Webex Room Navigator. By activating end-to-end meeting encryption, you add another level of security for highly sensitive discussions.



## Products

Meraki Z3C teleworker device

Meraki MS switch

Meraki MR wireless access point

Webex for collaboration and security

# Work from anywhere

# Café

Some employees must travel for work and others may want a change of scenery. If distractions were a thing at home, imagine how unpredictable they can be in public spaces.

As an IT leader, you can further support these employees by reducing bulk. It's important to consider the quantity and weight of equipment employees might need, no matter where they may work.

Traveling workers can securely access resources in hybrid cloud environments with native IPsec or Cisco AnyConnect remote client VPNs—all without lugging around dedicated hardware. Using Meraki Systems Manager, IT professionals can push out VPN configurations, Exchange ActiveSync profiles, application updates, and a host of other configuration payloads at scale from wherever they are.

Workers can have an incredible audio experience no matter where they're getting work done. The Bang & Olufsen Cisco 980 headset eliminates background commotion with advanced noise cancellation. By removing ambient noise in Webex, meeting participants won't hear that loud coffee machine percolating in the distance.



## Products

Meraki on-demand software VPN

Meraki Systems Manager mobile device management

Cisco headset and Webex for noise cancellation and background audio removal

Meraki MR wireless access point

# Hotel room

It can be tough to find a quiet spot to focus while on the road. Many seek refuge in a hotel room for the comforts of home and a high-quality experience while away. To be as productive in a hotel-based office as a home-based workplace, you want to reduce employees' physical equipment while optimizing access to cloud and internal-network resources.

For traveling knowledge workers, the Z3 teleworker gateway provides SD-WAN, wireless and wired connectivity in a hyper-portable, small form-factor device. Employees simply plug the Z3 into an available Ethernet port in their hotel room and instantly gain access to an enterprise office experience without any user configuration or log in required.

Want to empower employees to connect without dedicated hardware? Meraki Systems Manager enables teams to push out native IPSEC configurations to workers all over the world. Alternatively, teams can take advantage of AnyConnect

for a unified and frictionless VPN deployment. Regardless of your path forward, Cisco offers a solution to connect all your workers—regardless of their location.

Working remotely has often required two mobile devices—one for personal use and one for work. With Webex Go, you can equip employees to use their personal phones to make and receive calls with their business phone numbers, eliminating the need (and cost) of owning, operating, and managing multiple devices.



## Products

Meraki Z3 teleworker device

Meraki Systems Manager mobile device management

Meraki on-demand software VPN

Webex Go for collaboration

# Work from office

# Lobby

From setting the tone for new visitors to regularly welcoming back employees and frequent guests, the lobby is one of an office's most important spaces. Technology plays a key role in optimizing this space for convenience, security, comfort, and safety.

An ever-changing variety of seating arrangements and artwork makes lobbies interesting, while unexpected changes in Wi-Fi can make lobbies an unwelcoming experience. With Meraki MR wireless access points, IT teams can create a network with consistent coverage throughout the lobby area.

In addition to Wi-Fi coverage, IT teams can proactively help ensure an optimal guest experience by being aware of multiple aspects of lobby usage and security. Combine insights from MT sensors with data from MV cameras to gain a more holistic understanding of space usage as well as occupancy, noise

levels, sirens, or alarms. To round out comfort, additional Meraki MT sensors can monitor for temperature, humidity, and overall air quality, ensuring the best lobby experience.

Meraki switches tie it all together, with application identification software for hundreds of apps, including BitTorrent and YouTube. This allows administrators to quickly identify individual users by device and tune network resources for optimum performance for everyone.



## Products

Meraki MR wireless access point

Meraki MT sensor

Meraki MV camera

Meraki MS switch

# Meeting and training rooms

As organizations rethink their layouts to promote better collaboration, large and multipurpose spaces are proving central to those goals. From new-hire training and weekly status updates to executive briefings and strategy sessions, meeting spaces must be comfortable in order to facilitate learning, socializing, and planning.

By equipping your meeting and training rooms with Wi-Fi 6E, you get higher speeds and capacity, more reliability, and lower latency. This means you immediately support more users for bandwidth-hungry applications like video conferencing, video streaming, IoT, whole-room gigabit coverage, cellular data offloading, and data transfer.

You can easily set up separate Wi-Fi networks for guests or other groups such as visiting employees or vendor partners. Because Wi-Fi 6E is backwards-compatible, access points and routers that support this standard also support earlier iterations like Wi-Fi 6 and Wi-Fi 5.

The Meraki MX security and SD-WAN device supports on-premises UTM or Cisco Umbrella cloud security to bring insight with analytics while protecting cloud connectivity. MS switches and MR wireless access points protect and provide reliable and secure connectivity into and across the network by separating employee and guest network experiences.

Meraki MT sensors monitor temperature, air quality, and room usage. Meraki Marketplace applications offer more capabilities like booking rooms and taking attendance.



Organizations need to bring together those in the room and those connecting from around the world. Collaboration and communication technologies such as Cisco Webex mean remote attendees are no longer an afterthought.

## Products

Meraki MX device

Meraki MS switch

Meraki MR wireless access point

Meraki MT sensor

Webex for collaboration

# Employee seating

The shift to hybrid work has significantly impacted employee in-office seating. Fewer employees in the office at any given time has allowed organizations to extend the space between desks, workstations, and cubicles, and adopt hot-desking.

This could bring up the spectre of shadow IT. That's when employees add apps without the knowledge, consent, or management of IT, but expect the department's support. This leads to resource, security, and budget challenges. To prevent this, many CIOs are ensuring employees retain the same tools that delighted them when they worked remotely, regardless of where they choose to work going forward.

The broader suite of Cisco products—including smart cameras, ecosystem partners for applications, and Webex tools—makes it easy to find an available desk and headset (from the office or remotely) and connect individual profiles to access tools and smart webcams.

You can equip the business to get the whole picture with the Meraki MV32 fisheye camera. A 360-degree view of workspaces captures how your enterprise uses a space and turns that knowledge into data to inform decisions.

You can further power these innovations with the Meraki stack, including MR, MX, and MS. Provide superior connectivity to cloud and internet resources with high-density MR wireless access points designed for the office. Create an SD-WAN network to connect workers wherever they are and secure employees with UTM functionality built right into the MX. Connect these sensors and access points with MS switches for built-in redundancy and performance.



## Products

Meraki MV camera

Meraki MR wireless access point

Meraki MX device

Meraki MS switch

Webex for collaboration

# Network operations center (NOC)

Network operations centers are invaluable corporate nerve centers. Restricting access to key employees and ensuring policies are active and in place helps ensure this critical infrastructure is protected.

Organizations can power and safeguard their networks with the advanced Meraki platform. It includes Meraki MX security and SD-WAN, stackable high-capacity Meraki MS switches, and integration with the broader Cisco portfolio.

Your IT team can leverage Meraki MT sensors to ensure entrances and server cabinets are closed for security. The platform also integrates Meraki MV cameras and applications to verify that those accessing the space are authorized. Add-on [emergency door operation](#) capabilities allow authorized users like IT or security to open or close doors equipped with the cloud-based camera-run feature via one click, easily barring entry if there's a security breach or fire alarm.

ThousandEyes takes security a step further into the network itself. Embedded into Webex data centers, this network intelligence monitoring service gives you full-path visibility across the network. Both across business networks and across the internet, ThousandEyes identifies and resolves issues before they damage the user experience.

Bring additional physical and network security to the organization with a Wi-Fi 6E network powered by high-density Meraki MR wireless access points. With this wireless network, IT teams have NOC access verification and can combat rogue SSIDs and AP spoofs and gain packet flood identification and resolution.



## Products

Meraki MX device

Meraki MS switch

Meraki MT sensor

Meraki MV camera

Meraki MR wireless access point

ThousandEyes

# Now is the time to reimagine your workspace.

We can help.

Together, let's inspire with workspaces designed for collaboration. Let's empower with integrated technologies created for automation and analytics and delight with smartly designed solutions for every worker and scenario.

[Cisco Meraki. We power the hybrid workforce.](#)

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