



NEWS RELEASE

Cisco Named a Leader in Three Gartner Magic Quadrant Reports in Four Months

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SAN JOSE, Calif., Sept. 06, 2018 (GLOBE NEWSWIRE) -- Cisco (NASDAQ:CSCO) today announced that analyst firm Gartner has named Cisco a Leader in three collaboration-related Gartner Magic Quadrant reports. The reports evaluate companies based on completeness of vision and ability to execute.

Gartner named Cisco a Leader in the following 2018 reports:

- [Magic Quadrant for Unified Communications](#): This is the *eleventh* year in a row Gartner named Cisco a Leader in this Magic Quadrant.
- [Magic Quadrant for Contact Center Infrastructure, Worldwide](#) : This is the *seventh* year in a row Gartner named Cisco a Leader in this Magic Quadrant.
- [Magic Quadrant for Meetings Solutions](#) : Gartner has named Cisco a Leader in this Magic Quadrant since the report's inception—this is our second consecutive year in a Leader position.

"For most collaboration providers, we believe being positioned as a Leader in a single category is quite a feat," said Amy Chang, SVP and GM, Collaboration Technology Group, Cisco. "But at Cisco, we know that companies need to collaborate in many ways—and they need all the parts to work seamlessly with each other. The whole needs to be greater than the sum of its parts. To us, recognition in three Gartner Magic Quadrant reports is great, but seeing our customers use our technology—from Webex to Jabber to contact center—to make magic happen every day is what fuels us to keep pushing the envelope."

Key Facts:

- More than **95 percent of the Fortune 500** use Cisco collaboration.
- **Six billion meeting minutes** happen in [Cisco Webex®](#) every month—it's the gold standard when it comes to real-time meetings and getting things done
- We recently announced a new solution with Google Cloud, combining their Contact Center AI service with our Customer Journey Platform. With **millions of customer service agents** globally using Cisco's contact center software, our integration with Google will help to augment responses

in our call centers by leveraging data and intelligence from AI.

Supporting Quotes:

Customers

A.T. Kearney, Kevin Rice, Sr. Collaboration Architect – “I am not surprised to see Cisco being named a Leader across three key collaboration categories—in fact, that’s why we chose Cisco. We’re a large, global firm, and we believe Cisco is the best-positioned vendor to integrate and deliver a unified collaborative experience for all of our users globally. We’re doing one million minutes per month on our internally-hosted version of Cisco Webex. We experience consistency with Cisco’s support model, because the company works on a global scale. We can track the sun based on who is on the other end of the line when we call Cisco Support. And whether we call at 5pm, 10pm, or 2am, there’s always someone competent to speak to with extensive product knowledge.”

Seyfarth Shaw, Andy Jurczyk, CIO – “Biggest issue for me in UC is continuity. If you expect to do it well for your organization, you need to pick a vendor and go all in. It’s too confusing and disruptive to try to integrate multiple offerings. And once you do go all in, you reap the benefits of all the integration, consistent UI, and ease-of-use. Cisco consistently demonstrates this level of expertise across its Collaboration portfolio.”

Shawnee Mission School District, Drew Lane, Executive Director, ICT - "A critical part of meeting high expectations in the classroom is a uniform, collaborative communications environment. That's what Shawnee Mission School District likes about Cisco tools—Webex Teams, Webex Meetings, and our integrated phone system. They allow educators multiple ways to communicate that meet users where they are and wherever they are."

Partners

Presidio, Vinu Thomas, CTO – “As Cisco continues to innovate across its collaboration portfolio, it significantly and positively impacts how we expand our collaboration practice here at Presidio. There is so much value in the full suite, and Cisco continues to provide us with the ability to expand customer choice in deployment models, both on-premises and in the cloud. Presidio congratulates Cisco on being named a Leader in three Gartner Magic Quadrant reports in four months.”

Room Ready, Aaron McArdle, CEO – “Our customers don’t settle for anything less than the best. We appreciate the opportunity to work with Cisco to deliver best-in-class solutions that help our customers change the world. Gartner’s recognition of Cisco’s portfolio in three Magic Quadrant reports is a welcome reminder of Cisco’s leadership, talent, and passion for being at the core of the way organizations work.”

Sources

Gartner, Inc. Magic Quadrant for Meeting Solutions

Mike Fasciani, Tom Eagle, Adam Preset
4 September 2018

Gartner, Inc. Magic Quadrant for Unified Communications

Steve Blood, Megan Marek Fernandez, Mike Fasciani, Rafael Benitez
25 July 2018

Gartner, Inc. Magic Quadrant for Contact Center Infrastructure, Worldwide

Drew Kraus, Steve Blood, Simon Harrison
17 May 2018

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Additional Resources

- Read the [blog](#) by Sri Srinivasan, VP/GM, Team Collaboration Group, Cisco.

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