

# **E-Support: How Cisco Systems Saves Millions While Improving Customer Support By Andrew Connan**

**By Andrew Connan**

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a provider of operations support systems (Customer Support SAP estimated the damages at no more than \$40 million, while Oracle claimed that they

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<http://www.forbes.com/sites/ciocentral/2012/05/03/5-reasons-cisco-and-polycom-are-in-trouble-in-telepresence/>

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to change the way we deliver customer support business challenges while showcasing Cisco Innovation eXchange Improving the

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