

CUSTOMER STORIES, INNOVATION & AI

Celebrating the 2026 Webex Customer Awards Winners



A patient reschedules an appointment in seconds instead of waiting on hold. A team walks into a conference room, and the meeting starts in five seconds, not five minutes. An employee finds and books the right room in seconds, with workplace data helping make better use of the office.

These are the experiences our customers are delivering today. And they demonstrate why experience matters.

At WebexOne 2026 in Austin, we announced the winners of our fifth annual Webex Customer Awards. Across industries and around the world, these organizations are bringing together AI, collaboration, and workplace technology to solve real challenges and deliver measurable results.

What stands out to me is how they're putting technology to work for their people and customers. They're improving access to healthcare, making everyday collaboration easier, and creating more intelligent workplaces.

Congratulations to all our 2026 Webex Customer Awards winners. I'm proud to share their stories.

Pedro Antonio Oñoro unifies Kennedy Space Center on Cisco and Webex — and hasn't looked back

A single enterprise-grade platform delivered a full year with zero reported device issues



At the Kennedy Space Center Visitor Complex — NASA's official visitor center, welcoming millions of guests a year — Pedro Antonio Oñoro inherited collaboration devices from multiple manufacturers that created inconsistent experiences and compatibility issues across meeting spaces. The mixed-vendor environment made troubleshooting hard, since each room needed different management tools and configurations, and technology inconsistencies frequently caused delays at the start of important meetings, interruptions during presentations, and downtime. Employees grew frustrated moving between rooms where the experience varied. Pedro needed a unified, enterprise-grade platform to simplify management, improve reliability, reduce support overhead, and deliver a consistent, high-quality meeting experience across the entire campus.

He transformed workplace collaboration by deploying a wide-ranging portfolio of Cisco collaboration devices and Webex software — Cisco Board Pro and Room Kit systems, Desk devices, Room Navigators, Ceiling Microphone Pros, and AI-powered Webex collaboration tools — for a consistent experience across offices, conference rooms, and shared spaces. The AI Receptionist for Webex Calling streamlines incoming calls, automates routine inquiries, and connects guests, employees, and partners to the right resources faster, while Cisco Desk Phones, wireless mobility, and professional headsets keep staff connected throughout the

campus. The combination of intelligent devices and AI-powered communications modernized daily operations and freed employees to focus on delivering exceptional guest experiences.

The payoff is striking in its simplicity. Over the past year, the IT team recorded zero reported issues with its collaboration devices or desk phones — a major reliability improvement — and standardizing on a single platform virtually eliminated the compatibility challenges that once disrupted meetings and demanded frequent intervention. Fewer support requests freed IT to focus on strategic initiatives, end user feedback has been overwhelmingly positive on ease of use and audio/video quality, and staff have greater confidence that meetings start on time.

As an active member of the Cisco Webex Experts community, Pedro also provides product feedback that helps shape the Webex roadmap — keeping a facility that serves employees, contractors, partners, and millions of visitors on the leading edge.

