Cisco Prime Collaboration 9.5

Ordering Guide

July 23, 2013

Jim Whitten

For ordering assistance, email: ask-primecollab@cisco.com

This document describes the pricing, packaging structure, and ordering for Cisco Prime Collaboration that supports the **Cisco Unified Communications System Release 9.0**

Introduction

Purpose, Audience, and Scope

Purpose: This document describes the pricing, packaging structure, and ordering for Cisco Prime™ Collaboration as part of the Cisco® Unified Communications System Release 9.0.

Audience: Cisco field personnel and Cisco channel partners.

For more detailed information about Cisco Prime Collaboration, go to the external website http://www.cisco.com/go/primecollaboration, including the "partner resources" area, the internal website http://wwwin.cisco.com/nmtg/fieldportal/products/primecollaboration.shtml, or email ask-primecollab@cisco.com.

What Is Cisco Prime for IT?

Cisco Prime for IT is an innovative strategy and portfolio of management products that empower Enterprise IT departments to more effectively manage their networks and the services they deliver. Cisco Prime is built upon a network services management foundation and a set of common attributes. The network services management foundation provides a "top-down" approach to efficiently plan, deploy, and manage the network from a business and end-user perspective. The common attributes deliver integrated Cisco best practices and a consistent operational experience across the product portfolio including an intuitive workflow-oriented interface. Cisco Prime simplifies network management, improves operations efficiency, reduces errors, and makes the delivery of network services more predictable.

Cisco Prime for IT supports integrated lifecycle management of networks, services, and endpoints for Cisco borderless network, data center, and collaboration architectures with end-to-end assurance. It helps IT departments achieve:

- Improved operational efficiencies: Reduce network errors, speed troubleshooting, and improve the delivery of network services
- Reduced operating expenses: Speed deployments, minimize IT staffing, and reduce training requirements with easy-to-use tools, workflows, and automated best practices that simplify network management
- Lower capital expenditures: Make the most of network investments through converged management and cross-integration with existing operations, systems, and northbound processes

What Is Cisco Prime Collaboration?

Cisco Prime Collaboration, part of Cisco Prime for IT, is a comprehensive voice and video service assurance and management system, with a set of powerful provisioning, monitoring and troubleshooting, and reporting and analytics capabilities that aids operators in delivering a first-rate end-user experience by:

- Accelerating voice provisioning and associated changes
- Viewing and monitoring voice and video collaboration sessions in real time, helping provide timely support to end users when problems arise
- Significantly reducing operating costs by dramatically shortening the time required to locate problems that affect service
- Providing detailed video flow path analysis to rapidly isolate areas of service degradation in the session path, with increased visibility when accessing Cisco medianet-enabled networks
- Helping enable effective management of critical assets through simplified diagnostics and use reports and at-a-glance summaries

Cisco Prime Collaboration is the evolution of the separate management products for Cisco voice and video, replacing Cisco Prime Unified Communications Management Suite (UCMS) and its four component products (Cisco Prime Unified Provisioning Manager [UPM], Cisco Prime Unified Operations Manager [UOM], Cisco Prime Unified Service Monitor [USM], and Cisco Unified Service Statistics Manager [USSM]) and also replaces Cisco Prime Collaboration Manager.

Prime Collaboration Analytics - New for 9.5

New in Prime Collaboration 9.5, the Analytics option provides historical reporting and helps analyze the adoption rate and usage of collaboration end points. Analytics is a purchased option and requires Assurance to provide the raw information. Analytics is a minor (no charge under SAS) upgrade from USSM.

Ordering and Quoting Tools

Cisco Prime Collaboration is a configured product. Cisco ordering and quoting tools are located on cisco.com (password required) at http://www.cisco.com/en/US/partner/ordering/index.shtml.

Cisco Commerce Workspace is the next generation for the Ordering/Pricing Tools. Cisco Prime Collaboration 9.5 is included there.

Note: The Cisco Ordering Tool is being retired in August and therefore may **not** be used to place an order for Cisco Prime Collaboration 9.5.

Orderability and First Customer Shipment (FCS)

Table 1.   Projected First Orderability and Customer Shipment Dates

Product	First Order Date	FCS Date
Cisco Prime Collaboration 9.5	June 3, 2013	July 22, 2013

Upgrade Information

Cisco Prime Product Assured Software Subscription

The Cisco Prime Product Assured Software Subscription has been created to provide a way for customers to pre-purchase major software upgrades for Cisco Prime management products. It is modeled and administered like the Unified Communications Software Subscription (UCSS) for Cisco Unified Communications products.

Product Assured Software Subscription is a subscription product that will allow the customer to purchase major software releases at no additional charge for the duration of the activated subscription term, which can be for 1, 2, 3, and 5 years. Product Assured Software Subscription will apply to contracts for Cisco Prime products, beginning with Cisco Prime Collaboration 9.0, when linked to an active Cisco Prime Collaboration Essential Operate Service (ESW) contract.

Product Assured Software Subscription will also allow the customer to upgrade from Cisco Prime UCMS, which is a major upgrade, by purchasing either a 3-year contract (to upgrade from UOM/USM 8.x or UPM 2.x or 8.x) or a 5-year contract (to upgrade from UOM/USM 2.x).

Product Assured Software Subscription customers will obtain major upgrade images and licenses using the Product Upgrade Tool (PUT). The Software Application Support (SAS) service product numbers used in the past are completely replaced by the ESW service product numbers. Cisco ESW provides customer entitlement to Cisco Technical Assistance Center (TAC) support and access to Cisco.com technical resources, peer-to-peer online forums, newsletters and online tools, and maintenance and minor software application updates. ESW is required on all subscription orders.

Regular Upgrades

Cisco Prime Collaboration upgrades may be purchased without the 3-5 year Product Assured Software Subscription requirement for those customer who can't purchase a multi-year subscription. In this scenario, major upgrades are purchased normally using the upgrade product numbers listed in tables 11 and 18. Subscription services will appear as an option to the regular upgrade. ESW will be used in all cases for minor upgrades and TAC support, allowing minor image and patch downloads from the Cisco.com software download site.

Cisco Prime UCMS and Cisco Prime Collaboration Manager Upgrade Version Details

Cisco Prime Collaboration 9.5 is a **minor** upgrade from Cisco Prime Collaboration 9.0, Cisco Prime Collaboration Manager, and Cisco USSM and a **major** upgrade from Cisco Prime UOM, USM, and UPM. The major upgrades require the purchase of an upgrade product number or Product Assured Software Subscription. The minor upgrade image for the Prime Collaboration Manager upgrade may be ordered using product number R-PC-9.5-ASSW-K9= at $0. To rehost the Prime Collaboration Manager UUID based license to Prime Collaboration Assurance MAC based license, send an email to ask-primecollab@cisco.com and include the MAC address and customer name. Cisco Prime Unified Service Monitor (USM) upgrade is included with Prime UOM upgrade.

The minor upgrade image for the Cisco USSM upgrade may be ordered using product numbers R-PC-9.5-ASSW-K9= and L-PC-A-SSM-AN-U, both at $0, from Table 13.

The licensing changes required for the Prime Collaboration upgrade are handled by sending an email to ask-primecollab@cisco.com. This will allow the product team to change the Prime Collaboration Manager licenses you already have from UUID to MAC node locked.

Cisco Prime Unified Service Statics Manager (USSM) Upgrade

The upgrade from USSM any version to Prime Collaboration Analytics is free under the customer SAS agreement. Prime Collaboration Assurance is required when Prime Collaboration Analytics is deployed to provide the source statistics. The Assurance and Analytics total installed end point counts must match and will be checked when the Analytics license is installed.

Table 2.   Major Versus Minor Upgrade Mapping to Cisco Prime Collaboration 9.5

Product Upgrade from:	Minor Upgrade	Major Upgrade from Version[*]	Major Upgrade from version[**]
Cisco Prime Unified Operations Manager		2.x	8.0, 8.5, 8.6, 8.7, 9.0
Cisco Prime USM upgrade is included with Prime UOM	N/A	N/A	N/A
Cisco Prime Unified Provisioning Manager	N/A	N/A	1.3.x, 2.0, 2.1, 2.2, 8.5, 8.6, 8.7, 9.0
Cisco Unified Service Statistics Manager	1.x, 2.x, 8.x, 9.0	N/A	N/A
Cisco Prime Collaboration Manager	1.x		
Cisco Prime Collaboration Assurance	9.0		
Cisco Prime Collaboration Provisioning	9.0		

[*] Larger upgrade fee or 5 year Product Assured Software Subscription
[**] Smaller upgrade fee or 3 year Product Assured Software Subscription

The database upgrade is supported from two versions back, so for any upgrades that are installed, regardless of whether major or minor, the installer will need to review the install guides for instructions on how to migrate a database from more than two versions back.

Note: License revisions are letter revisions. Cisco Prime Collaboration 9.5 uses revision A licenses. This A license represents the Cisco Prime Collaboration 9.x versions, and the "A" license supports minor and maintenance upgrades that are used until the next major release of Cisco Prime Collaboration, which will then be changed to "B".

How to Count Endpoints for Cisco Prime Collaboration
Assurance Option
- Specify a single phone for each IP phone/soft phone pair (Cisco Unified Personal Communicator, Cisco IP Communicator, and Cisco Unified Client Services Framework that shares the same phone number or numbers.
- Mobile phones are counted separately.
- Analog phones connected to a voice gateway are not counted.

Provisioning Option
- All phones are managed individually and so are counted individually.
  - This includes softphones, Jabber, Cisco UPC and CSF.
- Active analog ports on a voice gateway are counted as phones.

Analytics Option
- All endpoints are counted.
- The total number of Analytics end points ordered must match or exceed the total number of all voice and video Assurance end points ordered.

Cisco Prime Collaboration Product Numbers and Pricing
Endpoint and Scale-Based Licensing
- Cisco Prime Collaboration 9.x licensing is based on endpoint count and value.
- Service infrastructure devices (call control, conferencing devices, and so on) are included.
- **IMPORTANT:** A Cisco Prime Collaboration image product number must be ordered to get access to the Electronic Software Delivery (ESD), that is, **R-PC-9.5-ASSW-K9=** for Assurance/Analytics and **R-PC-9.5-PRSW-K9=** for Provisioning. **This is required or the product will stay in eval mode, even after licenses are installed!**
- Enter the device license product number in the Cisco Ordering Tool or Cisco Commerce Work Center (CCW): **L-PC-AS-DEVICE/L-PC-PR-DEVICE** and the software licensing options will appear. Select the number of each option required.
- Select the Product Assured Software Subscription contract length (optional).
- Make sure software service is enabled in the ordering tool so the appropriate ESW product number will be configured.
- All software deployment scale is controlled using a license file. The licenses are "additive" and stackable on the virtual machine VM so you can combine any of the license product numbers to reach an endpoint count not listed in the table.

- The following table is an order example showing how L-PC-AS-DEVICE expands in CCW to allow you to specify the licensing required and the Product Assured Software Subscription for that licensing. ESW is added when you specify Essential Services.

Table 3.   CCW Ordering Example for Prime Collaboration MASS License with Product Assured Software Subscription

Commerce Workspace Home | Open a Case | Training | CCW Support Community | Cisco Feature Navigator

3968388-16072013
Change Configuration Set Name
ID 3968388
Created By jiwhitte on 16 Jul 2013

Configuration Set Total: $ 36,250.00
Max. Estimated Lead Time   21 days
All prices shown in USD

[Save]

Export   Share   Delete   Print   Copy

[Items] [Install and End User] [Billing] [Review]

✓ Your changes have been saved.

Add a SKU to Your Configuration Set
[   ] [Qty] [Add]

Find Products…
Apply Service Options to Multiple Items
Import Saved Configurations

Replace with Disti SKUs (UCS products only)
☐ Use L6 Bundle

Items   Expand All | Collapse All   Product Price List: Global Price List US Availability (Price list for services is determined by Install Site Country.)

Items	Estimated Lead Time	Unit List Price**	Qty	Extended List Price
☐ ⊟ Hardware, Software, and Services				
⊞ Trade Agreements Act Compliance				
⊟ Service Preferences				
☐ ⊟ 1.0 R-PC-9.5-ASSW-K9= **CP** Prime Collaboration 9.5 Assurance & Analytics Software Select Options | Select Services/Subscriptions | Copy Validate (Valid as of 16-Jul-2013 09:29)	8 days NPH 29-Aug-2013	$ 0.00	1	$ 0.00
☐ ⊟ 2.0 L-PC-AS-DEVICE Prime Collaboration Assurance Device Lic ? Config required Change Options | Change Services/Subscriptions | Copy Validate (Valid as of 16-Jul-2013 09:31)	21 days	$ 0.00	1	$ 0.00
2.0.1 CON-ESW-PCASDEV ESSENTIAL SW NULL SKU-No line item services included Duration : 12 Month(s)	N/A	$ 0.00	1	$ 0.00
2.1 L-PC-A-1K-MA-LIC **CP** 1000 mass end point tier license	21 days	$ 29,000.00	1	$ 29,000.00
2.1.0.1 UCSS-UPCA-1-1K 1000 mass end point prime collab 3rd Gen PASS-1yr Duration : 12 Month(s)	N/A	$ 2,900.00	1	$ 2,900.00
2.1.0.2 CON-ESW-PCA1KMA ESSENTIAL SW Prime CM 1000 mass end point tier lic Duration : 12 Month(s)	N/A	$ 4,350.00	1	$ 4,350.00
Subtotal:				$ 36,250.00

[Remove Selected] [Validate Selected]

**Unit List Price for items in a bundle have been adjusted to include the bundle discount if applicable
CP   Controlled Part

Configuration Set Total: $ 36,250.00
Max. Estimated Lead Time   21 days
All prices shown in USD

[Save]

✕ Find: [   ] ⬇ Next ⬆ Previous ✎ Highlight all ☐ Match case

Cisco Prime Collaboration Assurance Endpoint Categories

Table 4.   Cisco Prime Collaboration Endpoint Categories

Mass Endpoints	Midrange Endpoints	High-End Single-Codec Endpoints	Multicodec Endpoints
Cisco IP Phones	Cisco Codec EX60	Cisco TelePresence® System 1000	Cisco TelePresence System 3000
	Cisco Codec EX90	Cisco TelePresence System 1100	Cisco TelePresence System 3010
Cisco Cius®	Cisco Codec C90	Cisco TelePresence System 1300	Cisco TelePresence System 3200
Cisco Jabber Video for Cisco TelePresence (Movi™)	Cisco Codec C60	Cisco TelePresence System 1400	Cisco TelePresence System 3210
Cisco IP Video Phone E20	Cisco Codec C40	Cisco Profile 42-C20	Cisco TelePresence System TX9000
	Cisco Codec C20	Cisco Profile 42-C60	Cisco TelePresence System TX9200
	Cisco TelePresence System 150 MXP	Cisco Profile 52-Dual	
	Cisco TelePresence System 1000 MXP	Cisco Profile 52	
	Cisco Tandberg 1500 MXP	Cisco Profile 65	
	Cisco TelePresence System 1700 MXP	Cisco Profile 65-Dual	
	Cisco Telepresense System Codec 3000 MXP	Cisco Profile 52-6000MXP	
	Cisco TelePresence System Codec 6000 MXP		
	Cisco TelePresence System MX200		
	Cisco TelePresence System MX300		
	Cisco TelePresence System 500		
	Cisco TelePresence SX20 Quick Set		
	Polycom		

Cisco Prime Collaboration Bundle Product Numbers

The following bundles provide a discounted list price for Prime Collaboration Assurance mass endpoint license orders when Provisioning, Assurance, and Analytics options are combined as shown below in Tables 5 and 6. Mid, Hi or Multi endpoint licenses for Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Analytics must be ordered separately from the bundles.

Table 5.　CCW PAAN Bundle Order Example

Note: A Cisco Prime Collaboration image product number must be ordered to get access to the Electronic Software Delivery (ESD), that is, **R-PC-9.5-ASSW-K9=** for Assurance/Analytics and **R-PC-9.5-PRSW-K9=** for Provisioning. **This is required or the product will stay in eval mode, even after licenses are installed!**

Table 6. Cisco Prime Collaboration Provisioning, Assurance and Analytics Mass Bundle Product Numbers and Pricing

Product Number	Description
R-PC-9.5-PRSW-K9=	Cisco Prime Collaboration 9.5 Provisioning Software and image license
R-PC-9.5-ASSW-K9=	Cisco Prime Collaboration 9.5 Assurance and Analytics Software and image license
L-PC-A-PAAN	Prime Collaboration-A Prov, Assur, Analyt LIC Bundle, cnfg reqd
L-PC-A-PAAN-500	Prime Collaboration-A Prov, Assur, Analyt Bundle-500 endpt lic
L-PC-A-PAAN-1K	Prime Collaboration-A Prov, Assur, Analyt LICBndle-1,000 endpt
L-PC-A-PAAN-5K	Prime Collaboration-A Prov, Assur, Analyt LICBundle-5,000 enpt
L-PC-A-PAAN-10K	Prime Collaboration-A Prov, Assur, Analyt LICBndle-10,000 enpt
L-PC-A-PAAN-20K	Prime Collaboration-A Prov, Assur, Analyt a LICBndle-20,000 enpt
L-PC-A-PAAN-30K	Prime Collaboration-A Prov, Assur, Analyt LICBndle-30,000 enpt
L-PC-A-PAAN-60K	Prime Collaboration-A Prov, Assur, Analyt LICBndle-60,000 enpt

Note: A Cisco Prime Collaboration image product number must be ordered to get access to the Electronic Software Delivery (ESD), that is, **R-PC-9.5-ASSW-K9=** for Assurance/Analytics and **R-PC-9.5-PRSW-K9=** for Provisioning. **This is required or the product will stay in eval mode, even after licenses are installed!**

Table 7. Cisco Prime Collaboration Assurance and Analytics Mass Bundle Product Numbers and Pricing

Product Number	Description
R-PC-9.5-ASSW-K9=	Cisco Prime Collaboration 9.5 Assurance and Analytics Software and image license
L-PC-A-AAN	Prime Collaboration-A Assur, Analytics LIC Bundle, confg reqd
L-PC-A-AAN-500	Prime Collaboration-A Assur, Analytics LIC Bndle-500 endpnts
L-PC-A-AAN-1K	Prime Collaboration-A Assur, Analytics LICBundle-1,000 endpnt
L-PC-A-AAN-5K	Prime Collaboration-A Assur, Analytics LICBundle-5,000 endpnt
L-PC-A-AAN-10K	Prime Collaboration-A Assur, Analytics LICBndle-10,000 endpnt
L-PC-A-AAN-20K	Prime Collaboration-A Assur, Analytics LICBndle-20,000 endpnt
L-PC-A-AAN-30K	Prime Collaboration-A Assur, Analytics LICBndle-30,000 endpnt
L-PC-A-AAN-60K	Prime Collaboration-A Assur, Analytics LICBndle-60,000 endpnt

Cisco Prime Collaboration Assurance and Analytics a la-Carte Product Numbers

Table 8. Cisco Prime Collaboration Mass Endpoint Assurance Product Numbers and Pricing - New Installation

Product Number	Description
R-PC-9.5-ASSW-K9=	Cisco Prime Collaboration 9.5 Assurance and Analytics Software and image license
L-PC-AS-DEVICE	Cisco Prime Collaboration Assurance and Analytics Dev Lic - config required
L-PC-A-500-MA-LIC	500 mass endpoint Cisco Prime Collaboration license
L-PC-A-1K-MA-LIC	1000 mass endpoint Cisco Prime Collaboration license
L-PC-A-2K-MA-LIC	2000 mass endpoint Cisco Prime Collaboration license
L-PC-A-5K-MA-LIC	5000 mass endpoint Cisco Prime Collaboration license
L-PC-A-10K-MA-LIC	10,000 mass endpoint Cisco Prime Collaboration license
L-PC-A-20K-MA-LIC	20,000 mass endpoint Cisco Prime Collaboration license
L-PC-A-30K-MA-LIC	30,000 mass endpoint Cisco Prime Collaboration license

Product Number	Description
L-PC-A-60K-MA-LIC	60,000 mass endpoint Cisco Prime Collaboration license

Table 9. Cisco Prime Collaboration Midrange, High-End, and Multicodec Endpoint Assurance Product Numbers and Pricing - New Installation

Product Number	Description
R-PC-9.5-ASSW-K9=	Cisco Prime Collaboration 9.5 Assurance and Analytics Software and image license
L-PC-AS-DEVICE	Cisco Prime Collaboration Assurance and Analytics Dev Lic - config required
L-PC-A-50-MID-LIC	50 midrange endpoint Cisco Prime Collaboration license
L-PC-A-100-MD-LIC	100 midrange endpoint Cisco Prime Collaboration license
L-PC-A-200-MD-LIC	200 midrange endpoint Cisco Prime Collaboration license
L-PC-A-500-MD-LIC	500 midrange endpoint Cisco Prime Collaboration license
L-PC-A-1K-MID-LIC	1000 midrange endpoint Cisco Prime Collaboration license
L-PC-A-10-HI-LIC	10 high-end, single-codec endpoint Cisco Prime Collaboration license
L-PC-A-20-HI-LIC	20 high-end, single-codec endpoint Cisco Prime Collaboration license
L-PC-A-50-HI-LIC	50 high-end, single-codec endpoint Cisco Prime Collaboration license
L-PC-A-100-HI-LIC	100 high-end, single-codec endpoint Cisco Prime Collaboration license
L-PC-A-200-HI-LIC	200 high-end, single-codec endpoint Cisco Prime Collaboration license
L-PC-A-1-MULT-LIC	1 multicodec endpoint Cisco Prime Collaboration license
L-PC-A-10-MUL-LIC	10 multicodec endpoint Cisco Prime Collaboration license

Note: A Cisco Prime Collaboration image product number must be ordered to get access to the Electronic Software Delivery (ESD), that is, **R-PC-9.5-ASSW-K9=** for Assurance/Analytics and **R-PC-9.5-PRSW-K9=** for Provisioning. **This is required or the product will stay in eval mode, even after licenses are installed!**

Table 10. Cisco Prime Collaboration Analytics Product Numbers and Pricing - New Installation

Product Number	Description
R-PC-9.5-ASSW-K9=	Cisco Prime Collaboration 9.5 Assurance and Analytics Software and image license
L-PC-AS-DEVICE	Prime Collaboration Assurance and Analytics Dev Lic - config required
L-PC-A-AN-50-LIC	Prime Collaboration-A Analytics License for 50 endpoints
L-PC-A-AN-100-LIC	Prime Collaboration-A Analytics License for 100 endpoints
L-PC-A-AN-500-LIC	Prime Collaboration-A Analytics License for 500 endpoints
L-PC-A-AN-1K-LIC	Prime Collaboration-A Analytics License for 1,000 endpoints
L-PC-A-AN-2K-LIC	Prime Collaboration-A Analytics License for 2,000 endpoints
L-PC-A-AN-5K-LIC	Prime Collaboration-A Analytics License for 5,000 endpoints
L-PC-A-AN-10K-LIC	Prime Collaboration-A Analytics License for 10,000 endpoints
L-PC-A-AN-20K-LIC	Prime Collaboration-A Analytics License for 20,000 endpoints
L-PC-A-AN-30K-LIC	Prime Collaboration-A Analytics License for 30,000 endpoints
L-PC-A-AN-60K-LIC	Prime Collaboration-A Analytics License for 60,000 endpoints

Cisco Prime Collaboration Assurance Upgrade Product Numbers

Table 11. Cisco Prime Collaboration Mass Endpoint Assurance Product Numbers and Pricing - Upgrade without Product Assured Software Subscription

Product Number	Description
R-PC-9.5-ASSW-K9=	Cisco Prime Collaboration 9.5 Assurance and Analytics Software and image license
L-PC-A-OMV2UPG	Cisco Prime Collaboration UOM/USM V2.X Upgrade - Configuration required
L-PC-A-500-V2-UPG	500 mass endpoint tier upgrade license - from UOM 2.x
L-PC-A-1K-V2-UPG	1000 mass endpoint tier upgrade license - from UOM 2.x
L-PC-A-2K-V2-UPG	2000 mass endpoint tier upgrade license - from UOM 2.x
L-PC-A-5K-V2-UPG	5000 mass endpoint tier upgrade license - from UOM 2.x
L-PC-A-10K-V2-UPG	10,000 mass endpoint tier upgrade license - from UOM 2.x
L-PC-A-20K-V2-UPG	20,000 mass endpoint tier upgrade license - from UOM 2.x
L-PC-A-30K-V2-UPG	30,000 mass endpoint tier upgrade license - from UOM 2.x
L-PC-A-OMV8UPG	Cisco Prime Collaboration UOM/USM V8.X Upgrade - Configuration required
L-PC-A-500-V8-UPG	500 mass endpoint tier upgrade license - from UOM 8.x or 9
L-PC-A-1K-V8-UPG	1000 mass endpoint tier upgrade license - from UOM 8.x or 9
L-PC-A-2K-V8-UPG	2000 mass endpoint tier upgrade license - from UOM 8.x or 9
L-PC-A-5K-V8-UPG	5000 mass endpoint tier upgrade license - from UOM 8.x or 9
L-PC-A-10K-V8-UPG	10,000 mass endpoint tier upgrade license - from UOM 8.x or 9
L-PC-A-20K-V8-UPG	20,000 mass endpoint tier upgrade license - from UOM 8.x or 9
L-PC-A-30K-V8-UPG	30,000 mass endpoint tier upgrade license - from UOM 8.x or 9

Note: A Cisco Prime Collaboration image product number must be ordered to get access to the Electronic Software Delivery (ESD), that is, **R-PC-9.5-ASSW-K9=** for Assurance/Analytics and **R-PC-9.5-PRSW-K9=** for Provisioning. **This is required or the product will stay in eval mode, even after licenses are installed!**

Standalone Product Assured Software Subscription for UOM/USM Upgrades

Table 12. Cisco Prime Collaboration - Cisco Prime Unified Operations Manager 2.x Upgrade Using Product Assured Software Subscription

Product Number	Description
L-PCA-OM500V2-UPG=	500 mass endpoint prime collab 1st Gen Product Assured Software Subscription-5yr - for UOM 2.x upgrade License w/Product Assured Software Subscription
L-PCA-OM1KV2-UPG=	1000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-5yr- for UOM 2.x upgrade License w/Product Assured Software Subscription
L-PCA-OM2KV2-UPG=	2000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-5yr- for UOM 2.x upgrade License w/Product Assured Software Subscription
L-PCA-OM5KV2-UPG=	5000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-5yr- for UOM 2.x upgrade License w/Product Assured Software Subscription
L-PCA-OM10KV2-UPG=	10,000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-5yr- for UOM 2.x upgrade License w/Product Assured Software Subscription
L-PCA-OM20KV2-UPG=	20,000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-5yr- for UOM 2.x upgrade License w/Product Assured Software Subscription
L-PCA-OM30KV2-UPG=	30,000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-5yr- for UOM 2.x upgrade License w/Product Assured Software Subscription

Table 13. Cisco Prime Collaboration - Cisco Prime Unified Operations Manager 8.x Upgrade Using Product Assured Software Subscription

Product Number	Description
L-PCA-OM500V8-UPG=	500 mass endpoint prime collab 1st Gen Product Assured Software Subscription-3yr - for UOM 8.x upgrade License w/Product Assured Software Subscription
L-PCA-OM1KV8-UPG=	1000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UOM 8.x upgrade License w/Product Assured Software Subscription
L-PCA-OM2KV8-UPG=	2000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UOM 8.x upgrade License w/Product Assured Software Subscription
L-PCA-OM5KV8-UPG=	5000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UOM 8.x upgrade License w/Product Assured Software Subscription
L-PCA-OM10KV8-UPG=	10,000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UOM 8.x upgrade License w/Product Assured Software Subscription
L-PCA-OM20KV8-UPG=	20,000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UOM 8.x upgrade License w/Product Assured Software Subscription
L-PCA-OM30KV8-UPG=	30,000 mass endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UOM 8.x upgrade License w/Product Assured Software Subscription

Analytics Upgrade Product Numbers

Table 14. Cisco Prime Collaboration Analytics Product Numbers and Pricing - Upgrade

Product Number	Description
R-PC-9.5-ASSW-K9=	Cisco Prime Collaboration 9.5 Assurance and Analytics Software
L-PC-A-SSM-AN-U	Service Statistics Manager PC-A-AN Upgrade, config reqd
L-PC-A-SSM-500-L-U	Service Statistics Manager PC-A-AN Upg Lic for 500 endpoints
L-PC-A-SSM-1K-L-U	Service Statistics Manager PC-A-AN Upg Lic for 1,000 endpnt
L-PC-A-SSM-5K-L-U	Service Statistics Manager PC-A-AN Upg Lic for 5,000 endpnt
L-PC-A-SSM-10K-L-U	Service Statistics Manager PC-A-AN Upg Lic for 10,000 endpnt
L-PC-A-SSM-20K-L-U	Service Statistics Manager PC-A-AN Upg Lic for 20,000 endpnt
L-PC-A-SSM-30K-L-U	Service Statistics Manager PC-A-AN Upg Lic for 30,000 endpnt

Cisco 1040 Sensor Ordering

Determine Whether Cisco 1040 Sensors are Required

Cisco Prime Collaboration Assurance collects its voice statistics from Cisco Unified Communications Manager, the Cisco 1040 Sensor, and Cisco Prime Network Analysis Module (NAM) products. The key difference between getting statistics from the Cisco Unified Communications Manager and the Cisco 1040 Sensor or Cisco Prime NAM is that the Cisco 1040 sensor and Cisco Prime NAM provide call quality stats every minute **during** the call, and Cisco Unified Communications Manager-based call quality statistics are only available at the **end** of the call. Cisco 1040 is also easy to ship to a site and install as an ad hoc diagnostic probe.

Determine the Number of Cisco 1040 Sensors Required

The number of Cisco 1040 sensors required is based on the number of phones in the network and whether you monitor both the incoming and outgoing calls. Each sensor can monitor up to 100 simultaneous Real-Time Transport Protocol (RTP) streams per minute. It is recommended that the sensors be placed as close as possible to the phones to ensure the call quality is tapped at the best point in the network to accurately measure the end-user experience. The Cisco 1040 sensors are ordered in packages (packs) that contain 2 sensors or 5 sensors. The number of RTP streams supported by NAM depends on the NAM platform.

Table 15.   Cisco 1040 Sensor Product Numbers

Product Number	Description
CUSM-1040-2PK	Cisco 1040 Sensor 2 Pack
CUSM-1040-5PK	Cisco 1040 Sensor 5 Pack

Table 16.   Cisco 1040 Sensor Service Product Numbers

Product Number	Description
CON-P2ST-10402PK	SMARTnet® 8X5XNBD Cisco 1040 Sensor 2 Pack
CON-P2ST-10405PK	SMARTnet 8X5XNBD Cisco 1040 Sensor 5 Pack

Note: A Cisco Prime Collaboration image product number must be ordered to get access to the Electronic Software Delivery (ESD), that is, **R-PC-9.5-ASSW-K9=** for Assurance/Analytics and **R-PC-9.5-PRSW-K9=** for Provisioning. **This is required or the product will stay in eval mode, even after licenses are installed!**

Provisioning Product Numbers

Table 17.   Cisco Prime Collaboration Provisioning Product Numbers - New Installation

Product Number	Description
R-PC-9.5-PRSW-K9=	Cisco Prime Collaboration 9.5 Provisioning Software and image license
L-PC-PR-DEVICE	Cisco Prime Collaboration Provisioning Dev Lic - config required
L-PC-A-PROV-API=	Cisco Prime Collaboration Provisioning Application Program Interface Feature License
L-PC-A-500-PR-LIC	500 endpoint Cisco Prime Collaboration Provisioning license
L-PC-A-1K-PR-LIC	1000 endpoint Cisco Prime Collaboration Provisioning license
L-PC-A-2K-PR-LIC	2000 endpoint Cisco Prime Collaboration Provisioning license
L-PC-A-5K-PR-LIC	5000 endpoint Cisco Prime Collaboration Provisioning license
L-PC-A-10K-PR-LIC	10,000 endpoint Cisco Prime Collaboration Provisioning license
L-PC-A-20K-PR-LIC	20,000 endpoint Cisco Prime Collaboration Provisioning license
L-PC-A-30K-PR-LIC	30,000 endpoint Cisco Prime Collaboration Provisioning license
L-PC-A-60K-PR-LIC	60,000 endpoint Cisco Prime Collaboration Provisioning license

Provisioning Upgrade Product Numbers

Table 18.   Cisco Prime Collaboration Provisioning Product Numbers and Pricing - Upgrade without Product Assured Software Subscription

Product Number	Description
R-PC-9.5-PRSW-K9=	Cisco Prime Collaboration 9.5 Provisioning Software and image license
L-PC-A-PMV2-8UPGR	Cisco Prime Collaboration PM V2.X-8.X Upgrade - Configuration required
L-PC-A-500-PR-UPG	500 provisioning endpoint tier upgrade license
L-PC-A-1K-PR-UPG	1000 provisioning endpoint tier upgrade license
L-PC-A-2K-PR-UPG	2000 provisioning endpoint tier upgrade license
L-PC-A-5K-PR-UPG	5000 provisioning endpoint tier upgrade license
L-PC-A-10K-PR-UPG	10,000 provisioning endpoint tier upgrade license
L-PC-A-20K-PR-UPG	20,000 provisioning endpoint tier upgrade license
L-PC-A-30K-PR-UPG	30,000 provisioning endpoint tier upgrade license
L-PC-A-60K-PR-UPG	60,000 provisioning endpoint tier upgrade license

Table 19.   Cisco Prime Collaboration - Cisco Prime Unified Provisioning Manager 2.x-8.x Upgrade Using Product Assured Software Subscription

Product Number	Description
L-PCA-PR-500-UPG=	500 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr - for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription
L-PCA-PR-1K-UPG=	1000 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription
L-PCA-PR-2K-UPG=	2000 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription
L-PCA-PR-5K-UPG=	5000 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription
L-PCA-PR-10K-UPG=	10,000 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription
L-PCA-PR-20K-UPG=	20,000 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription
L-PCA-PR-30K-UPG=	30,000 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription
L-PCA-PR-60K-UPG=	60,000 provisioning endpoint prime collab 1st Gen Product Assured Software Subscription-3yr- for UPM 2.x-8.x upgrade License w/Product Assured Software Subscription

Cisco Services

Cisco Unified Communications Services

Gain an **accelerated return on investment** for Cisco Unified Communications deployments with a resilient, converged network that meets business needs. Using the Cisco Lifecycle Services approach, Cisco and its channel partners provide a broad portfolio of unified communications services that address all aspects of network deployment, operation, and optimization.

Essential Operate Services (ESW)

ESW is required for any Product Assured Software Subscription service. It also replaces SAS for all upgrades from UCMS or Collaboration Manager. For details regarding the SAS credit policy, Cisco Employees can go to this link: http://wwwin-eng.cisco.com/CA/Policies/Combined_Credit_and_Cancellation_policy_20110520.pdf.

The ESW product numbers for all Cisco Prime Collaboration 9.x products are listed in the following table. Please note the 9.0 ESW pids are at 15% of list (until July) and the new 9.5 ESW pids are at 10% of list.

Table 20.   ESW Product Numbers

Product Number	Service SKU	Service SKU Description
L-PC-AS-DEVICE	CON-ESW-PCASDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-500-MA-LIC	CON-ESW-PCA500MA	ESSENTIAL SW Prime CM 500 mass endpoint tier license
L-PC-A-1K-MA-LIC	CON-ESW-PCA1KMA	ESSENTIAL SW Prime CM 1000 mass endpoint tier license
L-PC-A-2K-MA-LIC	CON-ESW-PCA2KMA	ESSENTIAL SW Prime CM 2000 mass endpoint tier license
L-PC-A-5K-MA-LIC	CON-ESW-PCA5KMA	ESSENTIAL SW Prime CM 5000 mass endpoint tier license
L-PC-A-10K-MA-LIC	CON-ESW-PCA10KMA	ESSENTIAL SW Prime CM 10,000 mass endpoint tier license
L-PC-A-20K-MA-LIC	CON-ESW-PCA20KMA	ESSENTIAL SW Prime CM 20,000 mass endpoint tier license
L-PC-A-30K-MA-LIC	CON-ESW-PCA30KMA	ESSENTIAL SW Prime CM 30,000 mass endpoint tier license
L-PC-A-60K-MA-LIC	CON-ESW-PCA60KMA	ESSENTIAL SW Prime CM 60,000 mass endpoint tier license
L-PC-A-50-MID-LIC	CON-ESW-PCA50MD	ESSENTIAL SW Prime CM 50 midrange endpoint tier license

Product Number	Service SKU	Service SKU Description
L-PC-A-100-MD-LIC	CON-ESW-PCA100MD	ESSENTIAL SW Prime CM 100 midrange endpoint tier license
L-PC-A-200-MD-LIC	CON-ESW-PCA200MD	ESSENTIAL SW Prime CM 200 midrange endpoint tier license
L-PC-A-500-MD-LIC	CON-ESW-PCA500MD	ESSENTIAL SW Prime CM 500 midrange endpoint tier license
L-PC-A-1K-MID-LIC	CON-ESW-PCA1KMD	ESSENTIAL SW Prime CM 1K midrange endpoint tier license
L-PC-A-10-HI-LIC	CON-ESW-PCA10HI	ESSENTIAL SW Prime CM 10 high end single codec lic
L-PC-A-20-HI-LIC	CON-ESW-PCA20HI	ESSENTIAL SW Prime CM 20 high end single codec license
L-PC-A-50-HI-LIC	CON-ESW-PCA50HI	ESSENTIAL SW Prime CM 50 high end single codec license
L-PC-A-100-HI-LIC	CON-ESW-PCA100HI	ESSENTIAL SW Prime CM 100 high end single codec license
L-PC-A-200-HI-LIC	CON-ESW-PCA200HI	ESSENTIAL SW Prime CM 200 high end single codec license
L-PC-A-1-MULT-LIC	CON-ESW-PCA1MUL	ESSENTIAL SW Prime CM 1 high end multicodec license
L-PC-A-10-MUL-LIC	CON-ESW-PCA10MUL	ESSENTIAL SW Prime CM 10 high end multicodec license
L-PC-PR-DEVICE	CON-ESW-PCPRDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-500-PR-LIC	CON-ESW-PCA500PR	ESSENTIAL SW Prime CM 500 end point provisioning license
L-PC-A-1K-PR-LIC	CON-ESW-PCA1KPR	ESSENTIAL SW Prime CM 1K end point provisioning license
L-PC-A-2K-PR-LIC	CON-ESW-PCA2KPR	ESSENTIAL SW Prime CM 2K end point provisioning license
L-PC-A-5K-PR-LIC	CON-ESW-PCA5KPR	ESSENTIAL SW Prime CM 5K end point provisioning license
L-PC-A-10K-PR-LIC	CON-ESW-PCA10KPR	ESSENTIAL SW Prime CM 10K end point provisioning license
L-PC-A-20K-PR-LIC	CON-ESW-PCA20KPR	ESSENTIAL SW Prime CM 20K end point provisioning license
L-PC-A-30K-PR-LIC	CON-ESW-PCA30KPR	ESSENTIAL SW Prime CM 30K end point provisioning license
L-PC-A-60K-PR-LIC	CON-ESW-PCA60KPR	ESSENTIAL SW Prime CM 60K end point provisioning license
L-PC-A-PROV-API=	CON-ESW-PCAPRAPI	ESSENTIAL SW Prime CM Provisioning API Feature License
L-PC-A-OMV2UPG	CON-ESW-PCASDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-500-V2-UPG	CON-ESW-PCA500MA	ESSENTIAL SW Prime CM 500 mass end point tier license
L-PC-A-1K-V2-UPG	CON-ESW-PCA1KMA	ESSENTIAL SW Prime CM 1000 mass end point tier license
L-PC-A-2K-V2-UPG	CON-ESW-PCA2KMA	ESSENTIAL SW Prime CM 2000 mass end point tier license
L-PC-A-5K-V2-UPG	CON-ESW-PCA5KMA	ESSENTIAL SW Prime CM 5000 mass end point tier license
L-PC-A-10K-V2-UPG	CON-ESW-PCA10KMA	ESSENTIAL SW Prime CM 10,000 mass end point tier license
L-PC-A-20K-V2-UPG	CON-ESW-PCA20KMA	ESSENTIAL SW Prime CM 20,000 mass end point tier license
L-PC-A-30K-V2-UPG	CON-ESW-PCA30KMA	ESSENTIAL SW Prime CM 30,000 mass end point tier license
L-PC-A-OMV8UPG	CON-ESW-PCASDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-500-V8-UPG	CON-ESW-PCA500MA	ESSENTIAL SW Prime CM 500 mass endpoint tier license
L-PC-A-1K-V8-UPG	CON-ESW-PCA1KMA	ESSENTIAL SW Prime CM 1000 mass endpoint tier license
L-PC-A-2K-V8-UPG	CON-ESW-PCA2KMA	ESSENTIAL SW Prime CM 2000 mass endpoint tier license
L-PC-A-5K-V8-UPG	CON-ESW-PCA5KMA	ESSENTIAL SW Prime CM 5000 mass endpoint tier license
L-PC-A-10K-V8-UPG	CON-ESW-PCA10KMA	ESSENTIAL SW Prime CM 10,000 mass endpoint tier license
L-PC-A-20K-V8-UPG	CON-ESW-PCA20KMA	ESSENTIAL SW Prime CM 20,000 mass endpoint tier license
L-PC-A-30K-V8-UPG	CON-ESW-PCA30KMA	ESSENTIAL SW Prime CM 30,000 mass endpoint tier license
L-PC-A-PMV2-8UPGR	CON-ESW-PCPRDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-500-PR-UPG	CON-ESW-PCA500PR	ESSENTIAL SW Prime CM 500 endpoint provisioning license
L-PC-A-1K-PR-UPG	CON-ESW-PCA1KPR	ESSENTIAL SW Prime CM 1K endpoint provisioning license
L-PC-A-2K-PR-UPG	CON-ESW-PCA2KPR	ESSENTIAL SW Prime CM 2K endpoint provisioning license

Product Number	Service SKU	Service SKU Description
L-PC-A-5K-PR-UPG	CON-ESW-PCA5KPR	ESSENTIAL SW Prime CM 5K endpoint provisioning license
L-PC-A-10K-PR-UPG	CON-ESW-PCA10KPR	ESSENTIAL SW Prime CM 10K endpoint provisioning license
L-PC-A-20K-PR-UPG	CON-ESW-PCA20KPR	ESSENTIAL SW Prime CM 20K endpoint provisioning license
L-PC-A-30K-PR-UPG	CON-ESW-PCA30KPR	ESSENTIAL SW Prime CM 30K endpoint provisioning license
L-PC-A-60K-PR-UPG	CON-ESW-PCA60KPR	ESSENTIAL SW Prime CM 60K endpoint provisioning license
R-PC-A-OM-UPG-K9=	CON-ESW-PCASDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PCA-OM500V2-UPG=	CON-ESW-PCA500MA	ESSENTIAL SW Prime CM 500 mass endpoint tier license
L-PCA-OM1KV2-UPG=	CON-ESW-PCA1KMA	ESSENTIAL SW Prime CM 1000 mass endpoint tier license
L-PCA-OM2KV2-UPG=	CON-ESW-PCA2KMA	ESSENTIAL SW Prime CM 2000 mass endpoint tier license
L-PCA-OM5KV2-UPG=	CON-ESW-PCA5KMA	ESSENTIAL SW Prime CM 5000 mass endpoint tier license
L-PCA-OM10KV2-UPG=	CON-ESW-PCA10KMA	ESSENTIAL SW Prime CM 10,000 mass endpoint tier license
L-PCA-OM20KV2-UPG=	CON-ESW-PCA20KMA	ESSENTIAL SW Prime CM 20,000 mass endpoint tier license
L-PCA-OM30KV2-UPG=	CON-ESW-PCA30KMA	ESSENTIAL SW Prime CM 30,000 mass endpoint tier license
L-PCA-OM500V8-UPG=	CON-ESW-PCA500MA	ESSENTIAL SW Prime CM 500 mass endpoint tier license
L-PCA-OM1KV8-UPG=	CON-ESW-PCA1KMA	ESSENTIAL SW Prime CM 1000 mass endpoint tier license
L-PCA-OM2KV8-UPG=	CON-ESW-PCA2KMA	ESSENTIAL SW Prime CM 2000 mass endpoint tier license
L-PCA-OM5KV8-UPG=	CON-ESW-PCA5KMA	ESSENTIAL SW Prime CM 5000 mass endpoint tier license
L-PCA-OM10KV8-UPG=	CON-ESW-PCA10KMA	ESSENTIAL SW Prime CM 10,000 mass endpoint tier license
L-PCA-OM20KV8-UPG=	CON-ESW-PCA20KMA	ESSENTIAL SW Prime CM 20,000 mass endpoint tier license
L-PCA-OM30KV8-UPG=	CON-ESW-PCA30KMA	ESSENTIAL SW Prime CM 30,000 mass endpoint tier license
R-PC-A-PR-UPG-K9=	CON-ESW-PCPRDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PCA-PR-500-UPG=	CON-ESW-PCA500PR	ESSENTIAL SW Prime CM 500 endpoint provisioning license
L-PCA-PR-1K-UPG=	CON-ESW-PCA1KPR	ESSENTIAL SW Prime CM 1K endpoint provisioning license
L-PCA-PR-2K-UPG=	CON-ESW-PCA2KPR	ESSENTIAL SW Prime CM 2K endpoint provisioning license
L-PCA-PR-5K-UPG=	CON-ESW-PCA5KPR	ESSENTIAL SW Prime CM 5K endpoint provisioning license
L-PCA-PR-10K-UPG=	CON-ESW-PCA10KPR	ESSENTIAL SW Prime CM 10K endpoint provisioning lic
L-PCA-PR-20K-UPG=	CON-ESW-PCA20KPR	ESSENTIAL SW Prime CM 20K endpoint provisioning license
L-PCA-PR-30K-UPG=	CON-ESW-PCA30KPR	ESSENTIAL SW Prime CM 30K endpoint provisioning license
L-PCA-PR-60K-UPG=	CON-ESW-PCA60KPR	ESSENTIAL SW Prime CM 60K endpoint provisioning license
R-PC-9.5-ASSW-K9=	No ESW	-
R-PC-9.5-PRSW-K9=	No ESW	-
L-PC-A-AN-50-LIC	CON-ESW-PCA50AN	ESSENTIAL SW Prime Collab-A Analytics Lic 50 endpts
L-PC-A-AN-100-LIC	CON-ESW-PCA100AN	ESSENTIAL SW Prime Collab-A Analytics Lic 100 endpts
L-PC-A-AN-500-LIC	CON-ESW-PCA500AN	ESSENTIAL SW Prime Collab-A Analytics Lic 500 endpts
L-PC-A-AN-1K-LIC	CON-ESW-PCA1KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 1K endpts
L-PC-A-AN-2K-LIC	CON-ESW-PCA2KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 2K endpts
L-PC-A-AN-5K-LIC	CON-ESW-PCA5KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 5K endpts
L-PC-A-AN-10K-LIC	CON-ESW-PCA10KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 10K endpts
L-PC-A-AN-20K-LIC	CON-ESW-PCA20KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 20K endpts
L-PC-A-AN-30K-LIC	CON-ESW-PCA30KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 30K endpts
L-PC-A-AN-60K-LIC	CON-ESW-PCA60KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 60K endpts

Product Number	Service SKU	Service SKU Description
L-PC-A-SSM-AN-U	CON-ESW-PCASDEV	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-SSM-500-L-U	CON-ESW-PCA500AN	ESSENTIAL SW Prime Collab-A Analytics Lic 500 endpts
L-PC-A-SSM-1K-L-U	CON-ESW-PCA1KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 1K endpts
L-PC-A-SSM-5K-L-U	CON-ESW-PCA5KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 5K endpts
L-PC-A-SSM-10K-L-U	CON-ESW-PCA10KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 10K endpts
L-PC-A-SSM-20K-L-U	CON-ESW-PCA20KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 20K endpts
L-PC-A-SSM-30K-L-U	CON-ESW-PCA30KAN	ESSENTIAL SW Prime Collab-A Analytics Lic 30K endpts
L-PC-A-AAN	CON-ESW-PCABAAN	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-AAN-500	CON-ESW-PCA5HAAN	ESSENTIAL SW Prime Collab-A Assur, Anal Bundle-500 ep
L-PC-A-AAN-1K	CON-ESW-PCA1KAAN	ESSENTIAL SW Prime Collab-A Assur, Anal Bundle-1K endp
L-PC-A-AAN-5K	CON-ESW-PCA5KAAN	ESSENTIAL SW Prime Collab-A Assur, Anal Bundle-5K endp
L-PC-A-AAN-10K	CON-ESW-PC10KAAN	ESSENTIAL SW Prime Collab-A Assur, Anal Bundle-10K ep
L-PC-A-AAN-20K	CON-ESW-PC20KAAN	ESSENTIAL SW Prime Collab-A Assur, Anal Bundle-20K ep
L-PC-A-AAN-30K	CON-ESW-PC30KAAN	ESSENTIAL SW Prime Collab-A Assur, Anal Bundle-30K ep
L-PC-A-AAN-60K	CON-ESW-PC60KAAN	ESSENTIAL SW Prime Collab-A Assur, Anal Bundle-60K ep
L-PC-A-PAAN	CON-ESW-PCABPAAN	ESSENTIAL SW NULL SKU-No line item services included
L-PC-A-PAAN-500	CON-ESW-PCA1PAAN	ESSENTIAL SW Prime Collab-A Prov, Assur, Anal Bundle500
L-PC-A-PAAN-1K	CON-ESW-PCA2PAAN	ESSENTIAL SW Prime Collab-A Prov, Assur, Anal Bundle-1K
L-PC-A-PAAN-5K	CON-ESW-PCA3PAAN	ESSENTIAL SW Prime Collab-A Prov, Assur, Anal Bundle-5K
L-PC-A-PAAN-10K	CON-ESW-PCA4PAAN	ESSENTIAL SW Prime Collab-A Prov, Assur, Anal Bundle10K
L-PC-A-PAAN-20K	CON-ESW-PCA5PAAN	ESSENTIAL SW Prime Collab-A Prov, Assur, Anal Bundle20K
L-PC-A-PAAN-30K	CON-ESW-PCA6PAAN	ESSENTIAL SW Prime Collab-A Prov, Assur, Anal Bundle30K
L-PC-A-PAAN-60K	CON-ESW-PCA7PAAN	ESSENTIAL SW Prime Collab-A Prov, Assur, Anal Bundle60K

Customized Service

Cisco Advanced Services can provide **Prepare**, **Plan, Design, and Implement Services** for Cisco Unified Communications network management products, including Cisco Prime Collaboration. These flexible services can be tailored to take care of all the day-1 planning and implementation of the management system. This will help ensure the efficient operation of the new management system right away. Day-2 contracts are also available to handle the ongoing operation and optimization of the network using the management applications. Contact your Cisco sales representative for Advanced Services Statement of Work templates, which may be found at the Unified Communications Planning and Design website at http://zed.cisco.com/confluence/display/UC/UC%20P&D%20Service.

Training

Cisco Advanced Services provides scheduled Instructor Led Training (ILT) for Cisco Prime Collaboration through a Cisco training partner, Applied Concepts. To see the current course schedule, visit http://www.cisco.com/web/learning/le31/ase/offerings/networkmgmt/index.html.

Support

Sample service pricing is included in the product tables above for access to Cisco.com minor product update downloads and TAC support. For more Information about how to order Cisco Prime Collaboration Services,

access Cisco Services Ordering Guide at

http://www.cisco.com/en/US/partner/products/svcs/ps2961/ps2664/serv_group_home.html.

Mapping Status Lookup

All service part numbers and product part numbers can be cross-referenced at the internal Cisco URL

http://wwwin.cisco.com/cgi-bin/CustAdv/SvMap/dash/cgi-bin/rMappingStatusMenu.pl.

Cisco Service Contract Center

Cisco Service Contract Center, the next generation of service management, helps you increase profitability and efficiency by simplifying the way you manage and sell your Cisco service contracts.

Now there is one simple and easy-to-use web-based solution you can use to quote and book your service orders and manage your service contracts and renewal opportunities. Cisco Service Contract Center helps you accelerate your business by allowing you to focus your attention on selling and on servicing your customers instead of waiting for reports, searching for information, reconciling prices, reentering quotes, solving problems, and cleaning up contracts.

Access the Cisco Service Contract Center at

http://apps.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction
.

Printed in USA

C07-728239-01   07/13