Cisco Unified Communications Software Subscription

Unified Communications Solutions

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enable easy collaboration every time, everywhere, so everyone's included.

Organizations can collaborate in real time using advanced unified communications applications from a unified, easy-to-use interface on a variety of devices - wired or wireless. This solution saves time and helps control costs, while improving productivity and competitiveness. Cisco Unified Communications can help your company efficiently access data on demand, effectively interact with virtual teams all over the world, and manage these interactions on the go across different workspaces in real time. These capabilities allow you to excel in today's fast-paced world and give your business the agility it needs to continuously innovate and quickly adapt.

Product Overview

Cisco offers a comprehensive and smart way to maximize your investment in Cisco Unified Communications by offering software subscriptions, service, and support. The combination of Cisco Unified Communications Software Subscription and Cisco Unified Communications Essential Operate Service allows you to get the latest major, minor, and maintenance updates for Cisco software releases, as well as giving you access to online tools and resources that can help you solve problems quickly. Cisco simplifies everything about keeping your Cisco Unified Communications System current with the latest product enhancements and functions for IP telephony, conferencing, messaging, presence, mobility, and contact centers.

Business Benefits

Cisco Unified Communications Software Subscription increases business value by providing an economical and timely approach to upgrading to new Cisco technology, thereby optimizing return on investment (ROI) and reducing total cost of ownership (TCO) for Cisco Unified Communications Solutions. During the Cisco Unified Communications Software Subscription term, which can be 1, 2, 3, or 5 years, you can order major release* software upgrades at no additional charge. Minor** and maintenance*** release updates are a part of Cisco Unified Communications Essential Operate Service.

You can predict and plan your unified communications budget with confidence, over multiple years. Pricing for Cisco Unified Communications Software Subscription is per user, allowing you to plan for growth and simplify internal cost allocations. Cisco Unified Communications Software Subscription can save you money compared to repeat purchases of new software or upgrades of individual applications. In fact, savings are optimized by purchasing a multiyear subscription term. With Cisco Unified Communications Software Subscription, you can stay current, protected, productive, and within budget.

It is easy to take advantage of everything that Cisco Unified Communications Software Subscription offers. You can order a software subscription for individual Cisco Unified Communications products. Or, for maximum value, the subscription is included as part of Cisco Unified Workspace Licensing. This enterprise licensing solution provides everyone in an organization with a rich and complete communications experience that includes telephony, messaging, conferencing, mobility, presence, and contact centers. Through Cisco Unified Workspace Licensing, you get all the tools you need in one package at a lower per-user price compared to purchasing all the products individually. It is the most cost-effective way to deliver unified communications to every user, with software subscription, service, and support.

Cisco Unified Communications Software Subscription is offered for the following Cisco Unified Communications products and applications:

- Cisco Unified Communications Manager
- Cisco Unfiied Communications Manager Business Edition
- Cisco Unity® unified messaging
- Cisco Unity Connection
- Cisco Unified MeetingPlace® conferencing
- Cisco Unified MeetingPlace Express
- Cisco Unified MeetingPlace Express VT
- Cisco Unified Personal Communicator
- Cisco Unified Presence
- Cisco Unified Attendant Console
- Cisco Emergency Responder
- Cisco Unified Mobile Communicator
- Cisco Unified Contact Center Enterprise
- Cisco Unified Contact Center Express
- Cisco Unified Contact Center Hosted
- Cisco Unified Intelligent Contact Management Enterprise
- Cisco Unified Intelligent Contact Management Hosted
- Cisco Unified IP Interactive Voice Response (IVR)
- Cisco Unified Application Server
- Cisco Unified Media Engine
- Cisco Unified Customer Voice Portal
- Cisco Unified Expert Advisor
- Cisco Unified Workspace Licensing
- Cisco Unified Workspace Licensing Business Edition
- Other Cisco Unified Communications products and applications will be added over time.

Availability and Ordering

You have up to 90 days from the time you place a unified communications product (includes upgrade) order to purchase Cisco Unified Communications Software Subscription for the products included in the product order. You have up to 30 days after the term expiration date to renew coverage on an existing Cisco Unified Communications Software Subscription. It is possible to

align Cisco Unified Communications Software Subscription for co-termination with Cisco Unified Communication Essential Operate Service contracts as well as to add users and coverage to an existing software subscription. You must purchase Cisco Unified Communications Software Subscription for all licensed users of the Cisco Unified Communications software.

Cisco Unified Communications Software Subscription entitles you to receive application software upgrades for the term of the activated subscription, provided you have a current Cisco Unified Communications Essential Operate Service contract, and that you have purchased a valid license for the application software covered under your subscription.

Cisco Unified Communications Software Subscription is available for purchase through regular Cisco sales and channel partners worldwide. For quotations or to place an order, please contact your local Cisco account representative.

Cisco Services

Using the Cisco Lifecycle Services approach, Cisco and our channel partners offer a broad portfolio of end-to-end services. These services are based on proven methodologies for deploying, operating, and optimizing Cisco Unified Communications Solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and our partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

For More Information

For more information about Cisco Unified Communications Software Subscription, visit: http://www.cisco.com/go/ucss.

For more information about Cisco Unified Communications Essential Operate Service, visit: http://www.cisco.com/en/US/products/ps6891/serv_group_home.html.

For more information about Cisco Unified Workspace Licensing, visit: http://www.cisco.com/go/cuwl.

*A major release refers to a release of software that provides major architectural changes or major feature enhancements or functions.

**A minor release refers to an incremental release of software that provides bug fixes and minor feature enhancements.

***A maintenance release refers to an incremental release of software to patch problems or fix bugs.

CISCO

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Printed in USA C78-351286-02 03/09