



# Cisco Unified Communications Software Subscription Overview



Increase your Cisco Unified Communications business value and return on investment through an economical approach to upgrading to new Cisco applications and solutions.

Unified  
Communications  
Software Subscription

Cisco Unified Communication  
Essential Operate Service

Major  
Upgrades

+

Technical  
Assistance  
24 x 7

Access to  
Learning  
Resources

Maintenance  
and Minor  
Updates

Available for IP Telephony, Conferencing, Messaging, Presence,  
Mobility and Contact Center

# What Is Cisco Unified Communications Software Subscription?

- Guarantees access to major software version upgrades for duration of the activated subscription term
- Most cost-effective choice to acquire upgrades
- Priced per user
- Complementary to Cisco Unified Communications Essential Operate Service



# What Is Cisco Unified Communications Essential Operate Service?

- Provides maintenance and minor software updates, plus access to online resources and Technical Assistance Center (TAC) support
- Offers application support service, including 24 x 7 support dedicated to Cisco Unified Communications
- Access to Cisco.com technical knowledgebase including access to:
  - Software advisor
  - Case collection
  - My tech support
  - Output interpreter
  - Peer-to-peer online forums
  - TAC newsletter
  - And much more



# Cisco Unified Communications Software Subscription Availability

Cisco Unified Communications Manager	UCSS-UCM	Cisco Unified Contact Center Enterprise	UCSS-CCE
Cisco UCM Business Edition	UCSS-CMBE	Cisco Unified Contact Center Express	UCSS-CCX
Cisco Unity	UCSS-UNITY	Cisco Unified Contact Center Hosted	UCSS-CCH
Cisco Unity Connection	UCSS-UNITYCN	Cisco Intelligent Contact Management Hosted	UCSS-ICMH
Cisco Unified MeetingPlace	UCSS-MTPLACE	Cisco Intelligent Contact Management Enterprise	UCSS-ICME
Cisco Unified MeetingPlace Express	UCSS-MPE	Cisco Unified Application Server	UCSS-UAS
MeetingPlace Express VT	UCSS-MPEVT	Cisco Unified Media Engine	UCSS-UME
Cisco Unified Presence	UCSS-CUP	Cisco IP Interactive Voice Response	UCSS-IPIVR
Cisco Unified Personal Communicator	UCSS-UPC	Customer Voice Portal	UCSS-CVP
Cisco Unified Mobile Communicator	UCSS-CUMC	Cisco Unified Expert Advisor	UCSS-EA
Cisco Emergency Responder	UCSS-CER	Cisco Unified Workspace Licensing Cisco Unified Workspace Licensing Business Edition	UCSS within product configuration
Cisco Unified Attendant Console	UCSS-ATT		

# Cisco Unified Workspace Licensing: Cost Effectively Deliver Unified Communications to every user, all the time.








which combines

Unified  
Communications  
Client and  
Server Software

Cisco Unified  
Communications  
Software  
Subscription

Cisco Unified  
Communication  
Essential  
Operate  
Service

# Stay Current with New Capabilities and Improve Total Cost of Ownership

	<b>maximum value</b>	<b>UWL with UCSS</b>	<ul style="list-style-type: none"><li>Simple and convenient to administer— per user pricing, cost effectively deliver unified communications to every user, all the time</li></ul>
	<b>maximum value</b>	<b>UWL Migration with UCSS</b>	<ul style="list-style-type: none"><li>Predict and plan IP Communications budgets over multiple years and/or budget</li></ul>
	<b>superior value</b>	<b>New System with UCSS</b>	<ul style="list-style-type: none"><li>Maintain competitive advantage by having immediate access to the latest software product features and capabilities</li></ul>
	<b>superior value</b>	<b>A la carte Upgrade with UCSS</b>	<ul style="list-style-type: none"><li>Lower overall costs using term coverage and multiyear discounts</li></ul>
	<b>prudent but costly</b>	<b>A la carte Upgrade</b>	



# 5 Business Reasons Why You Should Stay Up to Date

1. Boost Productivity
2. Reduce IT Complexity
3. Gain Access to Broader Set of Application Possibilities
4. Drive Business Innovation
5. Manage Migration, Services, and Investment Protection



Make it simple to stay up to date with Cisco Capital's flexible and innovative financing solutions



# For More Information

- Web sites:

**Cisco Unified Communication Software Subscription:**

[www.cisco.com/go/ucss](http://www.cisco.com/go/ucss)

**Cisco Unified Workspace Licensing:**

[www.cisco.com/go/cuwl](http://www.cisco.com/go/cuwl)

**Cisco Unified Communications Essential Operate Service:** [Click here](#)

[http://www.cisco.com/en/US/products/svcs/ps3034/ps2827/ps2993/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/svcs/ps3034/ps2827/ps2993/serv_group_home.html)

- **UCSS support, including quotes:**

[ucss-support@external.cisco.com](mailto:ucss-support@external.cisco.com)



