



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

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

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

Cisco Unified Workspace Licensing:

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

- **UCSS support, including quotes:**

ucss-support@external.cisco.com



