

COLLABORATION TRANSITIONS

Calling:

Transitioning from Unified CM to UCM Cloud

CTG Technical Marketing Engineering Team

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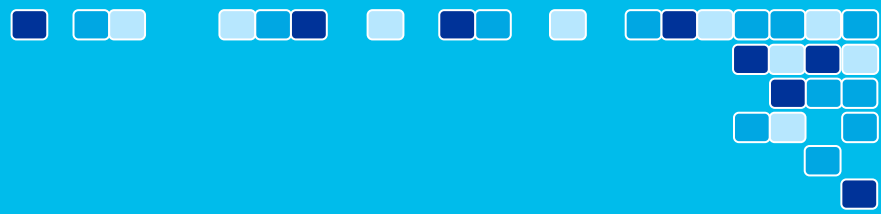
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Collaboration Transitions

Calling: Transitioning from Cisco Unified CM to
Cisco UCM Cloud

Scenario Introduction

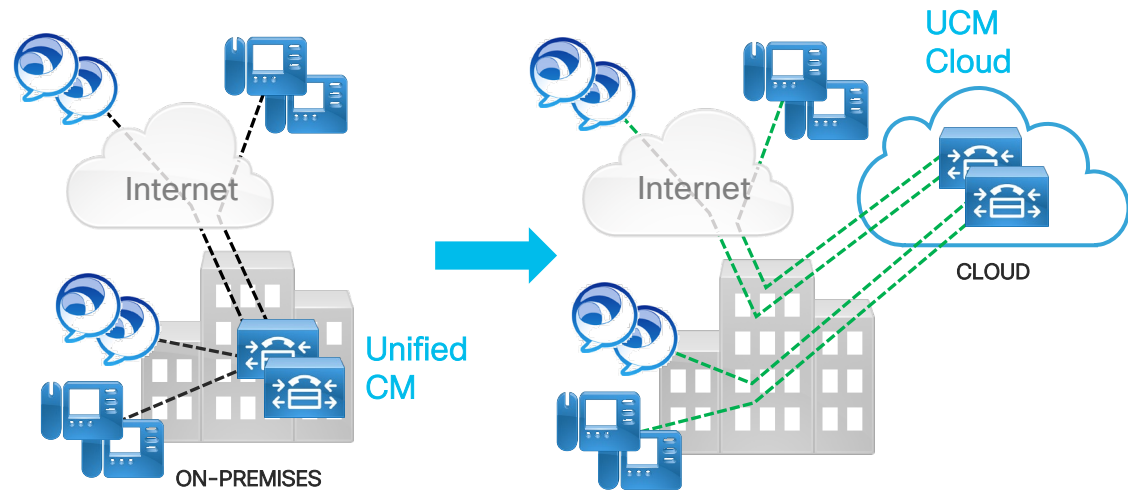
Calling: Cisco Unified CM to Cisco UCM Cloud

Scenario Introduction: Decision Tree

This scenario applies specifically to customers transitioning from on-premises Unified CM to UCM Cloud calling.

If any of the following are requirements for your deployment, carefully review all material before making this transition. You may ultimately decide to keep call control on-premises:

- » Restrictive, limited, or unreliable Internet access.
- » Strict no cloud policy or other restrictions related to off-premises components and services.



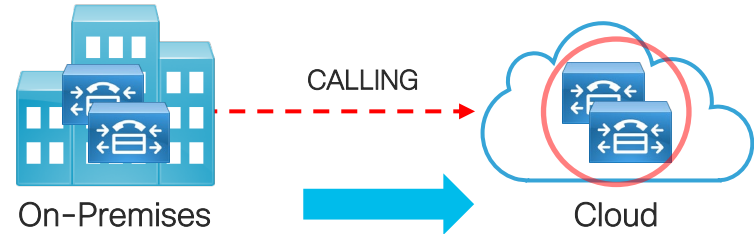


Calling: Cisco Unified CM to Cisco UCM Cloud

Scenario Introduction: Overview

Calling transition scenario covering the transition from on-premises calling to cloud calling environment

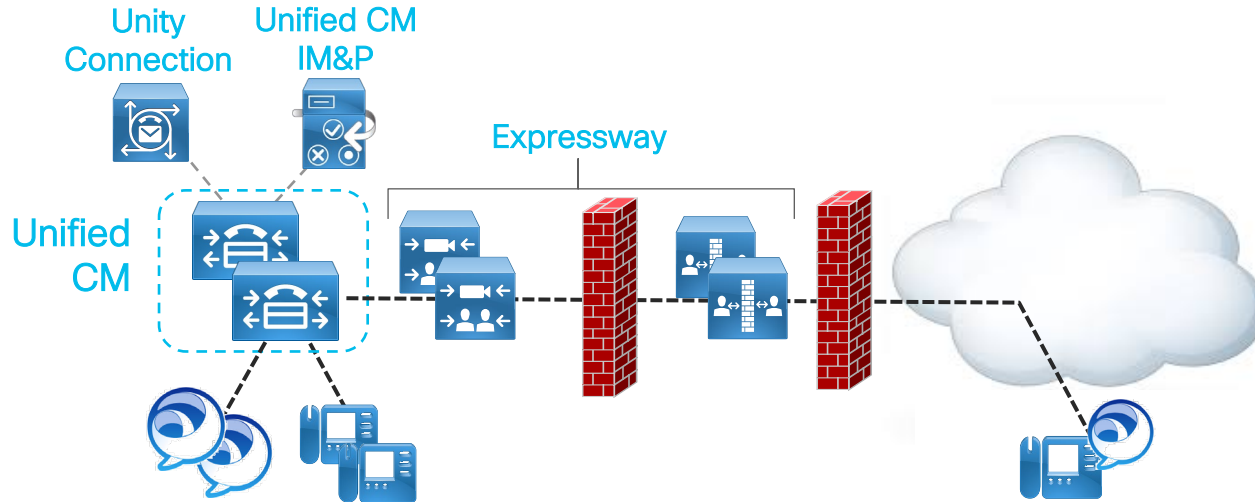
Scenario Objective



- To evaluate the transition **FROM** Cisco Unified CM (traditional on-premises IP calling solution) **TO** Cisco UCM Cloud (cloud-based IP calling solution)
- To explore the calling solution transition with a focus on:
 - » **Administrator experience:** Provisioning, management, and troubleshooting.
 - » **Maintaining end-user experience:** Calling features and functions.

Calling: Cisco Unified CM to Cisco UCM Cloud

Scenario Introduction: Base Architecture



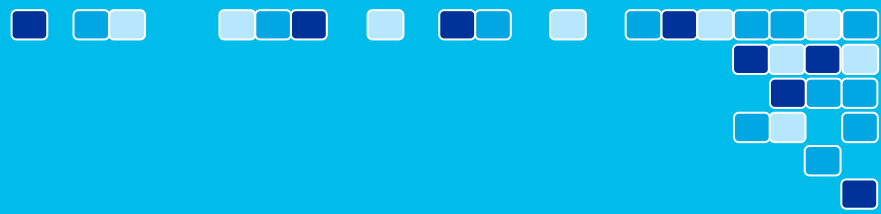
- » Architecture based on the **Enterprise On-Premises Preferred Architecture**
- » Endpoints register to on-premises **Unified CM** call control.
- » **Unified CM IM&P** enables IM and presence.
- » **Expressway-C/E** pairs enable firewall traversal for remote endpoint registration and collaboration services.
- » **Unity Connection** enables voice and unified messaging.



Calling: Cisco Unified CM to Cisco UCM Cloud

Scenario Introduction: Scope

- Collaboration workloads (calling, messaging, and presence) moved from on-premises Cisco Unified CM solution environment to UCM Cloud deployment.
 - » [Cisco UCM Cloud](#), [Cisco Unified IM&P](#), and [Unity Connection](#) are included as part of this transition scenario.
- Only [features and functions for on-premises calling, messaging, and presence](#) were evaluated with the [UCM Cloud](#) solution environment.
 - » 80/20 Rule: It is expected this scenario will be applicable to ~80% of enterprise customers, understanding that ~20% of customers may have additional considerations or requirements not covered. However, even in those cases, this transition map may still be used as a potential future path of transition.
- Only [Cisco IP Phones](#) and [Cisco Jabber](#) (desktop and mobile) were evaluated.
 - » All endpoints [transition registration to cloud call control](#): UCM Cloud.



Collaboration Transitions

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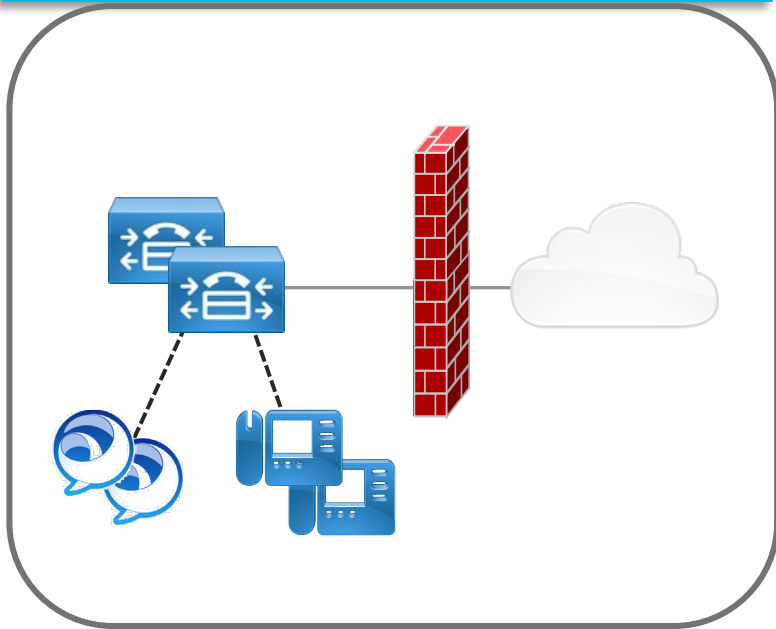
Mapping the Transition

Calling: Cisco Unified CM to Cisco UCM Cloud

Mapping the Transition: High-Level Transition Map

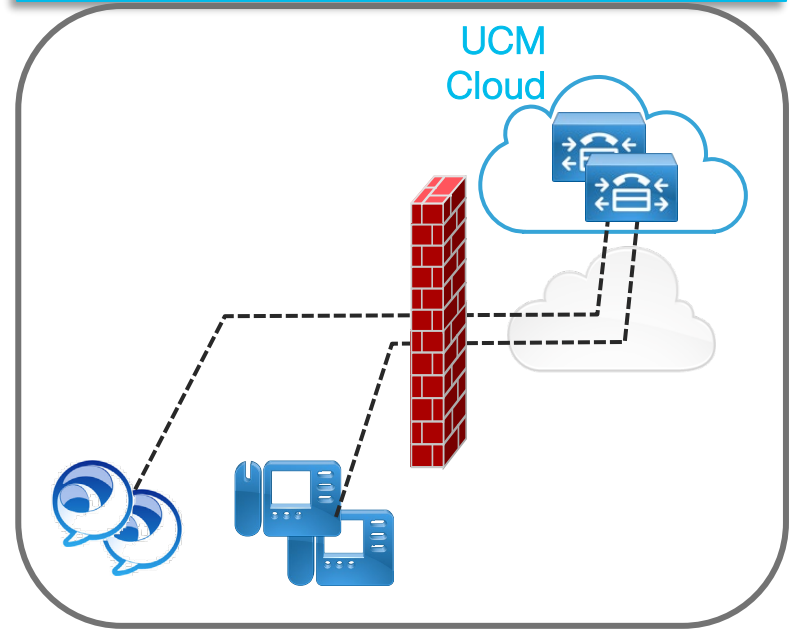
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Unified CM Calling



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UCM Cloud Calling



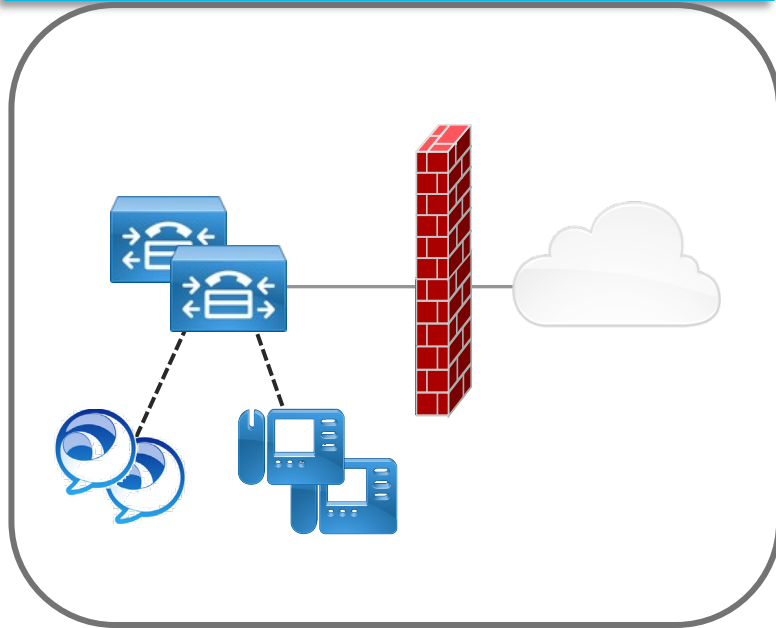
Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

Calling: Cisco Unified CM to Cisco UCM Cloud

Mapping the Transition: Step 0 – Unified CM Calling

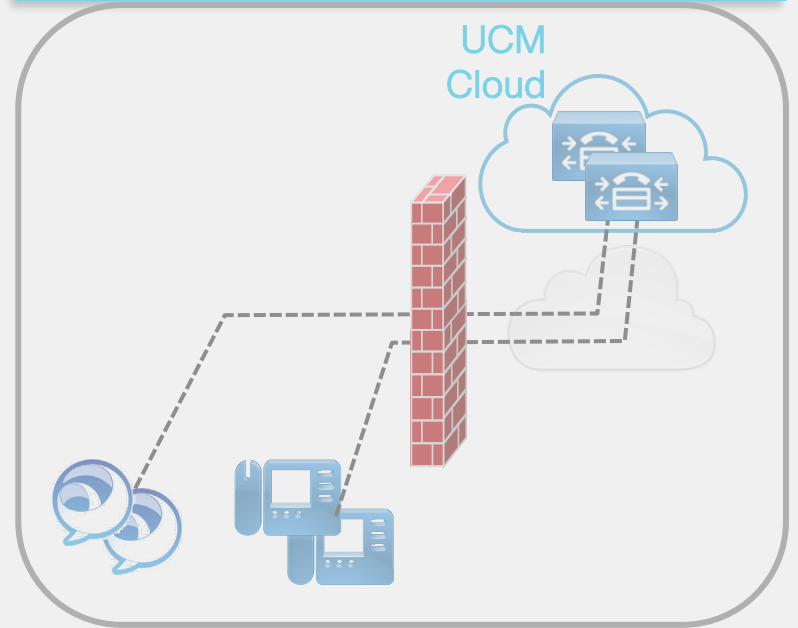
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Unified CM Calling



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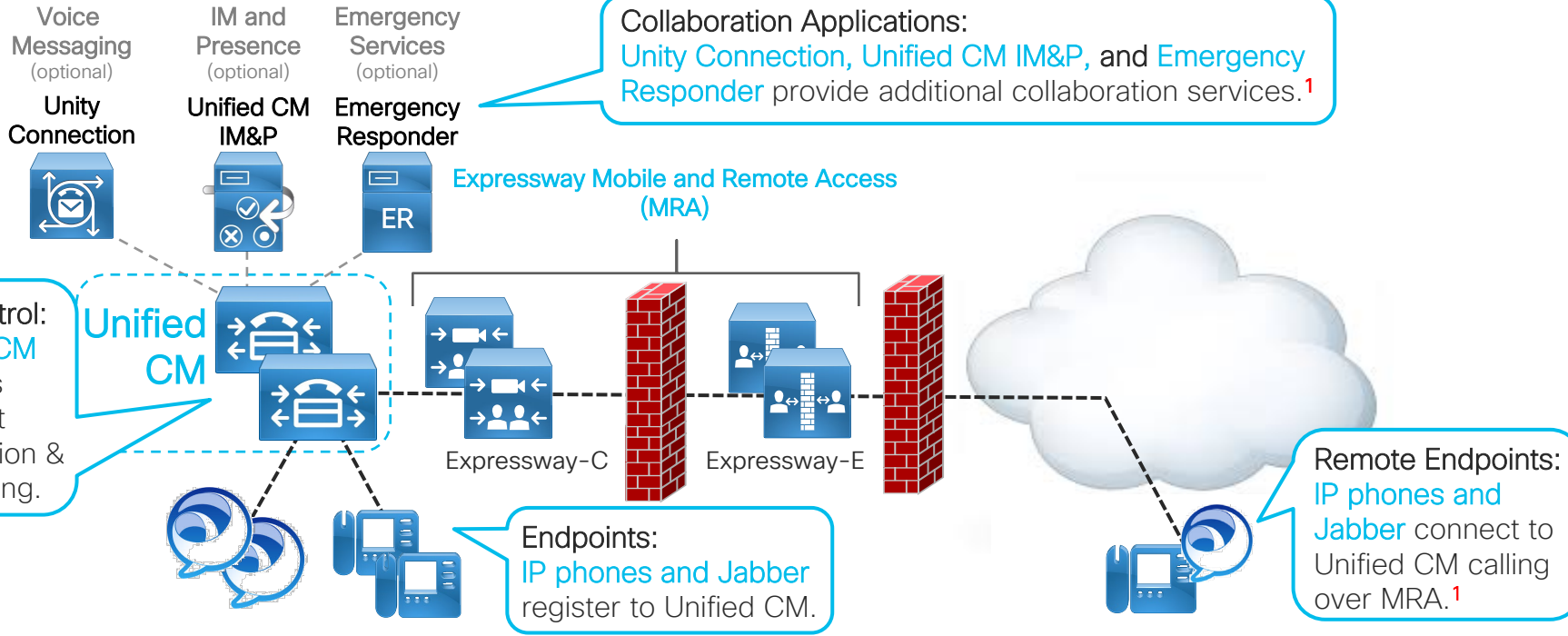
UCM Cloud Calling



Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

0 Calling: Cisco Unified CM to Cisco UCM Cloud

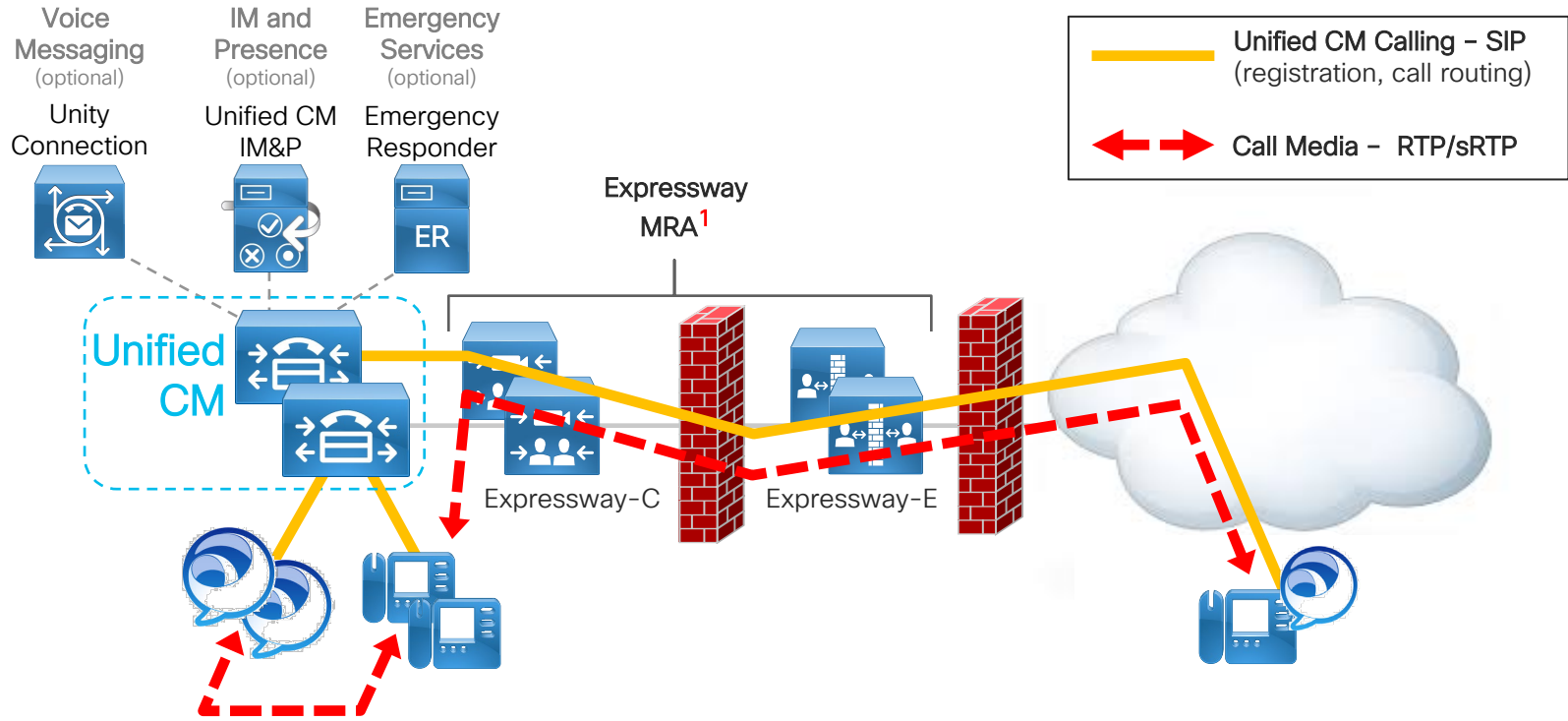
Cisco Unified CM Deployment



¹ Expressway Mobile and Remote Access (MRA), Unity Connection voice messaging, Unified CM IM and presence, and Emergency Responder emergency services are optional products and features.

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Calling: Cisco Unified CM to Cisco UCM Cloud Cisco Unified CM Calling Flow

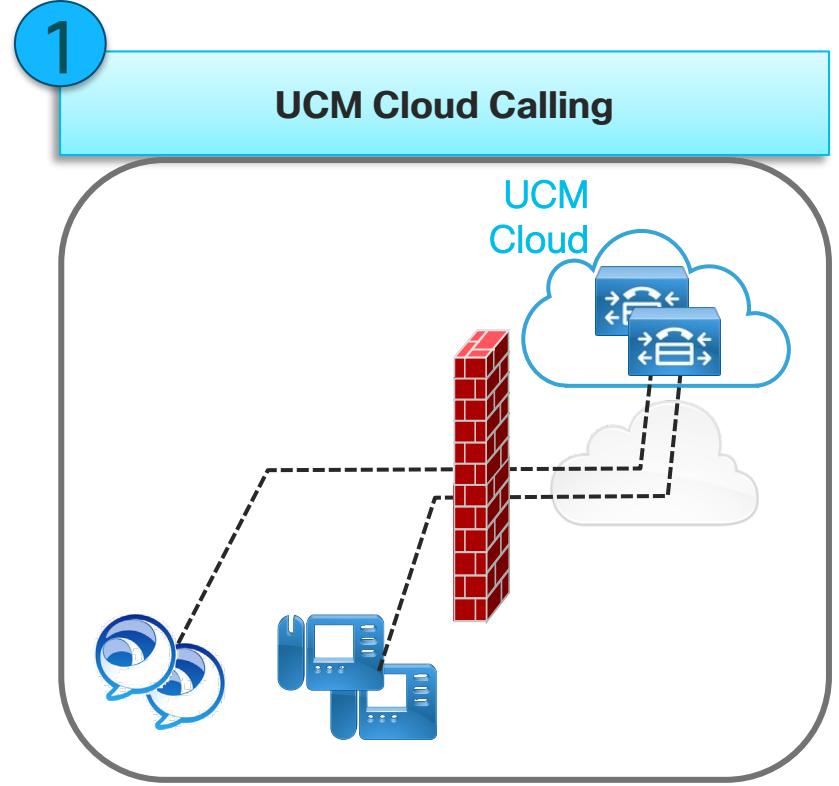
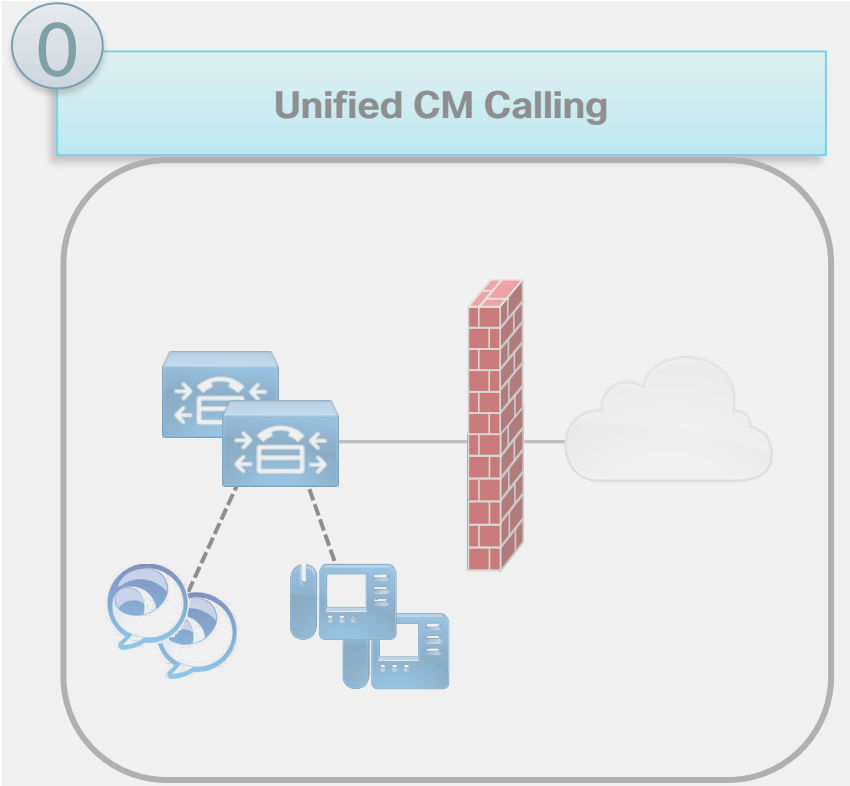


— Unified CM Calling - SIP (registration, call routing)
- - - Call Media - RTP/sRTP

¹ Expressway MRA flow is optional.

Calling: Cisco Unified CM to Cisco UCM Cloud

Mapping the Transition: Step 1 – Cisco UCM Cloud

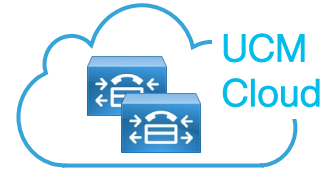


Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

1 Calling: Cisco Unified CM to Cisco UCM Cloud

What Changes with Cisco UCM Cloud?

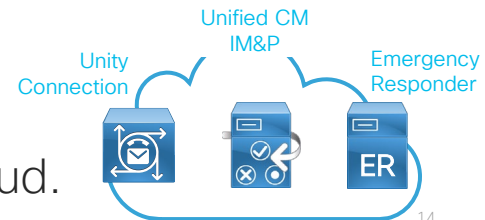
- **Call Control:** Replace Unified CM with UCM Cloud for cloud-based device registration and call routing.
- **Certificates:** Cisco provides and annually renews at no-charge, HydrantID CA-signed certificates
- **Remote Connectivity:** Expressway MRA enables Jabber and IP phones to connect to UCM Cloud call control when remote from the enterprise.
 - » Expressway-C/E pairs for MRA may be deployed **on-premises** OR they can be deployed in the **cloud** by the partner provider or Cisco.
- **Cloud Collaboration Applications:** Optionally additional collaboration services including **messaging, presence, and emergency services** may be provided from the cloud.



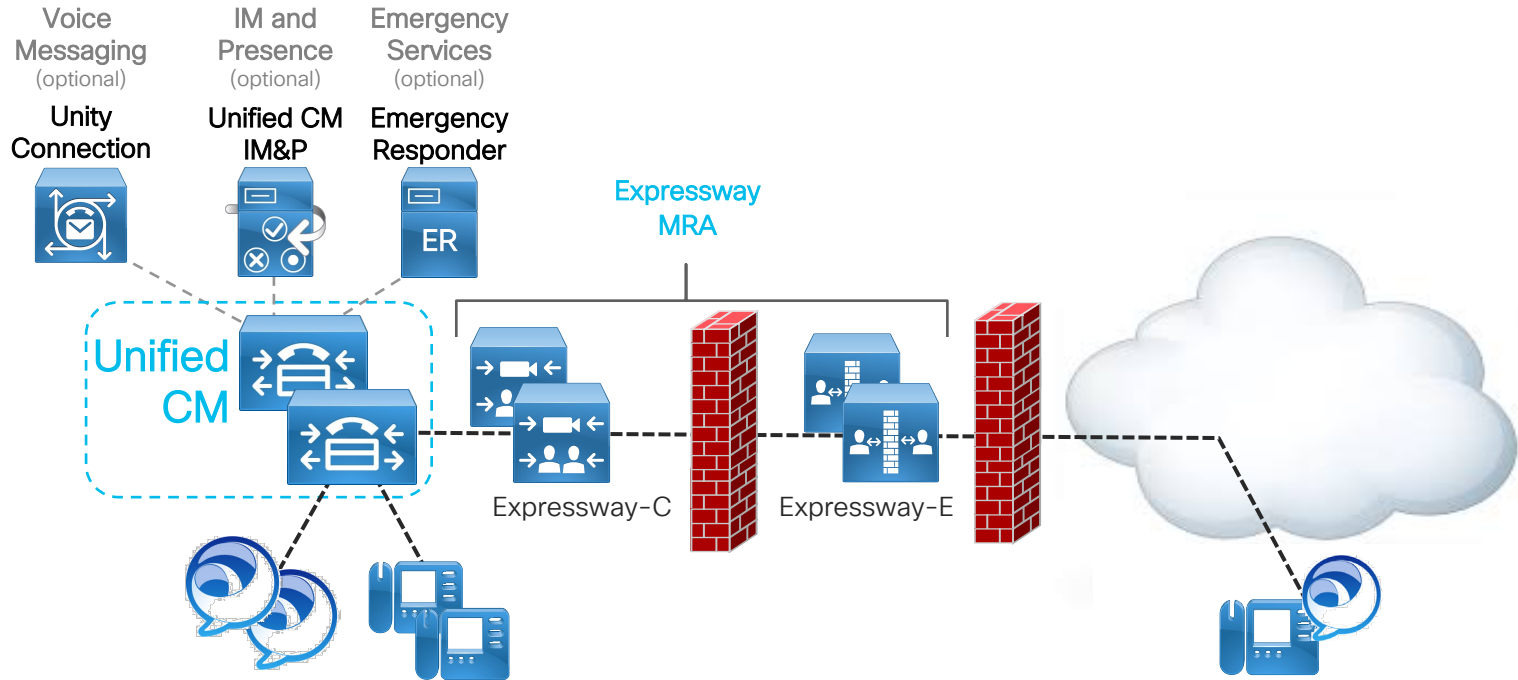
ON-PREMISES



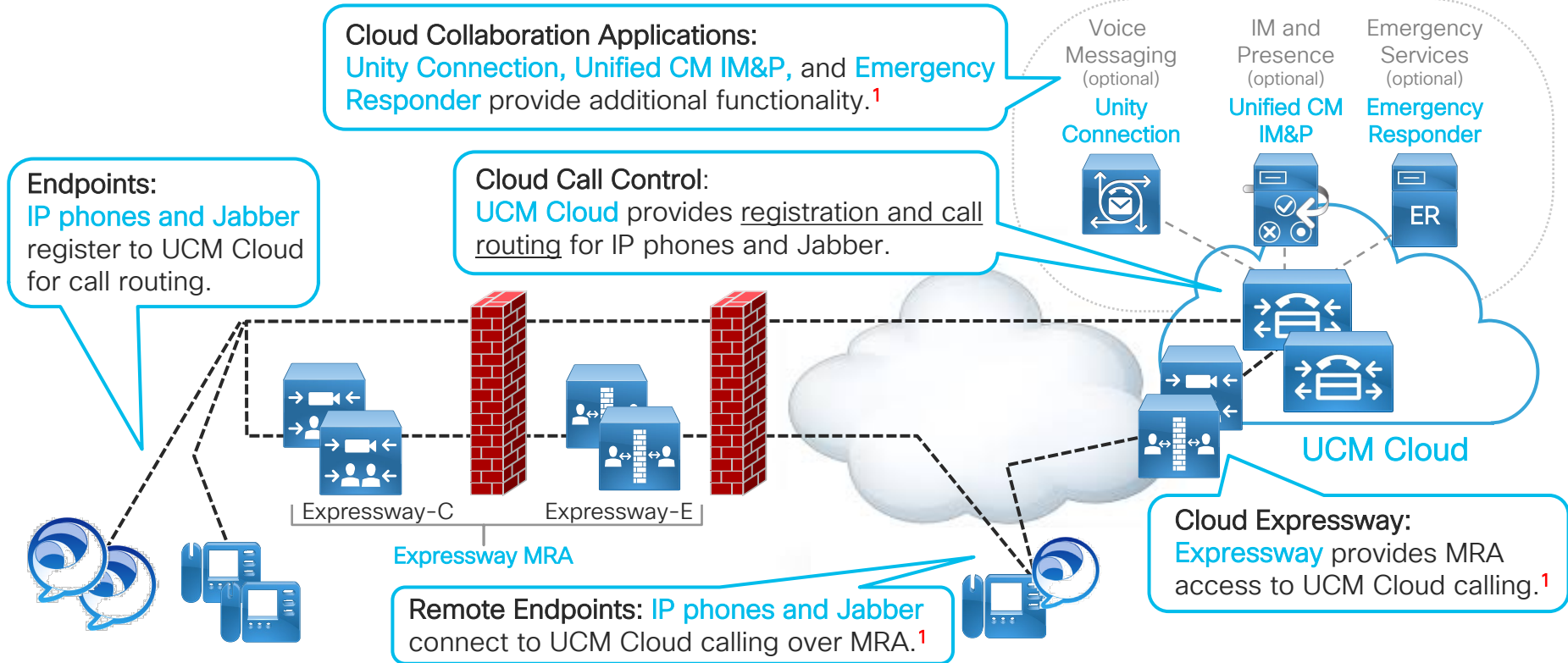
CLOUD



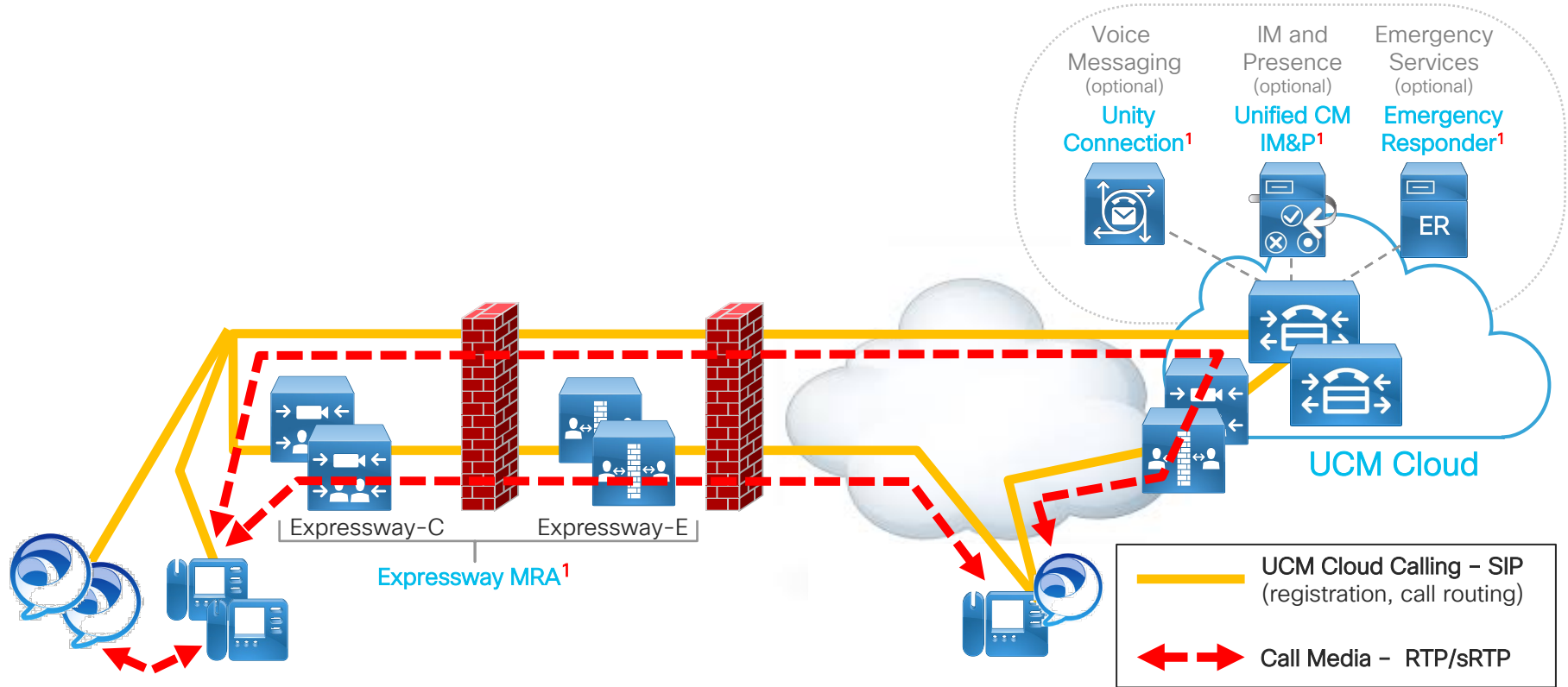
0 Calling: Cisco Unified CM to Cisco UCM Cloud Before – Cisco Unified CM Deployment



1 Calling: Cisco Unified CM to Cisco UCM Cloud After – Cisco UCM Cloud Deployment



1 Calling: Cisco Unified CM to Cisco UCM Cloud After – Cisco UCM Cloud Calling Flow





Calling: Cisco Unified CM to Cisco UCM Cloud

Why Move to UCM Cloud?

- **No capital expenditures (CapEx)** – No hardware, software, or data center is required—it is all handled by Cisco. Because you buy less equipment, you can use less on-site power.
- **No lengthy deployment time** – There is no telephony equipment to install, so your collaboration service can be operational in a matter of weeks instead of months.
- **No additional staff requirement** – Limited expertise is required, resulting in lower support costs.
- **No unpredictable costs** – Cisco UCM Cloud is purchased as a Per-User Per-Month (PUPM) subscription.
- **No upgrades necessary** – Cisco handles any new features and upgrades with minimal impact to your business your business.
- **No certificate costs or effort** – Optionally, Cisco installs and renews HydrantID CA-signed certificates.
- **Less worries** – Cloud computing can transform the way you provide services, facilitating high agility, scalability, and profitability. You can rapidly respond to changes in the market without having to manage significant infrastructure.



Calling: Cisco Unified CM to Cisco UCM Cloud

What is Different When Moving to UCM Cloud?

The following tables highlight key technical considerations to be aware of when transitioning **from** Cisco Unified CM **to** a Cisco UCM Cloud deployment.

The considerations have been divided into the following categories:

- » Certificate Costs, Signing, Installation, & Renewal
- » Call Control Management
- » System Deployment and Administration
- » Licensing
- » User Experience

Calling: Cisco Unified CM to Cisco UCM Cloud

Certificate Considerations

Considerations for certificate costs, signing, installation, and renewal

Category	Considerations
Certificate Costs, Signing, Installation, & Renewal	<p>Cisco UCM Cloud service requires certificates that are signed by a trusted public Certificate Authority (CA). There are two options for obtaining these certificates:</p> <ol style="list-style-type: none">1. Recommended option: Cisco obtains certificates <u>at no charge</u> to the partner – Cisco uses HydrantID as the public CA. Cisco renews the certificates annually, reducing for partners, the burden of certificate management. In order to use HydrantID the registered domain names must be public with verifiable ownership. The UC applications that are supported with HydrantID must be in Cisco datacenters and includes Unified CM, Unified CM IM&P, Unity Connection, Emergency Responder and Expressway-C/E.2. The partner can choose to use an external third-party public CA or an internal CA – In this case, the partner is responsible for all Certificate Signing Requests (CSR), submitting them to the appropriate Certificate Authority (CA), and installing the signed certificates as described in the Cisco documentation. The partner is also responsible for timely renewals.



Calling: Cisco Unified CM to Cisco UCM Cloud

Call Control Management Considerations

Considerations for management of UCM Cloud

Category	Considerations
Management	Because UCM Cloud is just Unified CM and remains on the customer's network, albeit at a different location, call control, MACD, reporting, and administration remains the same.

Calling: Cisco Unified CM to Cisco UCM Cloud System Deployment and Administration Considerations

Considerations for UCM Cloud deployment

Category	Considerations
Deployment	<ul style="list-style-type: none">• Verify that network ports used by Unified CM are not restricted by your security policy if ACLs get inserted between endpoints and Unified CM servers in the UCM Cloud deployment.• Disaster Recovery System (DRS) for backups and restores is only available to Cisco.• UCM Cloud deployments run 12.5. If you've an integration that requires pre-12.5 versions, you can keep a Unified CM cluster on-premises and intercluster it with your UCM Cloud cluster(s).• Roles and responsibilities are split between Cisco, Partner, and customer. Refer to the Partner Operations Guide available at https://ucmcloudhelp.cisco.com/kb/partner-operations-guide/ for more information.• For additional details, refer to the UCM Cloud Solution Overview document available at https://ucmcloudhelp.cisco.com/kb/cisco-ucm-cloud-solution/.



Calling: Cisco Unified CM to Cisco UCM Cloud Licensing Considerations

Considerations for UCM Cloud licensing

Category	Considerations
Licensing	Cisco handles all aspects of licensing. For information on ordering refer to the <i>Customer Onboarding and Activation</i> article available at https://ucmcloudhelp.cisco.com/kb/customer-onboarding-and-activation/ .

Calling: Cisco Unified CM to Cisco UCM Cloud

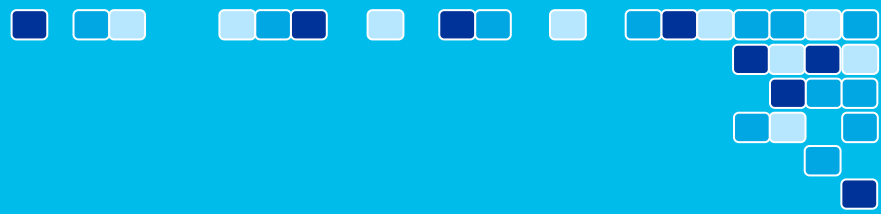
User Experience Considerations

Considerations for end user experience

Category	Considerations
User Experience	<ul style="list-style-type: none"><li data-bbox="430 423 1779 492">• User experience does not change. Calling features and functions, dialing habits, and other collaboration operations can all remain the same for end users.<li data-bbox="430 516 1779 860">• The following historical user-facing data from the previous on-premises system will be lost during the transition:<ul style="list-style-type: none"><li data-bbox="479 609 1097 642">» Call history for both phones and Jabber.<li data-bbox="479 663 1107 696">» Speed dials for both phones and Jabber.<li data-bbox="479 718 1242 751">» Voicemail messages for both phones and Jabber.¹<li data-bbox="479 773 803 805">» Jabber chat history.<li data-bbox="479 827 823 860">» Jabber contact lists.²

¹ Mitigate by leveraging Cisco Unified Backup and Restore Application Suite (COBRAS) available at <http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.

² Mitigate by leveraging the Bulk Administration Export Contact List function available from the Unified CM IM and Presence Administration interface.



Collaboration Transitions

Calling: Transitioning from Cisco Unified CM to
Cisco UCM Cloud

References



Calling: Cisco Unified CM to Cisco UCM Cloud

References

Cisco UCM Cloud

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<https://www.cisco.com/c/en/us/solutions/collaboration/unified-communications-manager-cloud/index.html>
- UCM Cloud Service Description
<https://www.cisco.com/c/en/us/solutions/collateral/collaboration/unified-communications-manager-cloud/salestool-c96-742547.html>
- UCM Cloud Help Portal
<https://ucmcloudhelp.cisco.com/>
- Cisco Unified Communications Tools
<http://ciscounitytools.com/>
- Unified CM IM & Presence Export Contact Lists
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/12_5_1/cup0_b_config-and-admin-guide-1251/cup0_b_config-and-admin-guide-1251_chapter_0100011.html?dtid=osscdc000283#task_0F2C26E2BC3929146D9AF931141F1691

Calling Transition Deployment Guide

- Calling: Transitioning from Unified CM to UCM Cloud Deployment Guide:
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/DEPLOYMENT_CALLING_UnifiedCM_to_UCM_Cloud.pdf



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