

# Cisco Spark Flex Plan



## Benefits

- Simplify purchasing with meetings, messaging, and calling capabilities in one offer
- Enhance flexibility with the ability to mix and transition between on-premises and cloud services
- Streamline budgets with a user-based, OpEx model that includes technical support services

## Simplify Your Transition to Cloud-Based Collaboration Services

Today's office is diverse and fast-paced, and isn't constrained by geography. However, it's still as important as ever for employees to connect and collaborate. Whether they wish to work together one on one, keep in touch using business messaging, or brainstorm in meetings, being able to connect is critical. You need to give your employees access to the technology and communications tools that make this possible.

And you need to be able to deliver collaboration services cost-effectively, via on-premises infrastructure or cloud-based subscriptions, depending on the needs of your employees.

The Cisco Spark™ Flex Plan combines on-premises and cloud-based collaboration services in one single subscription-based offer, making transitions easy. One agreement covers software, licensing, and technical support for cloud-based Cisco Spark and Cisco WebEx® services, hosted and on-premises Cisco® Unified Communications Manager, and Cisco Meeting Server deployments.

Three purchasing options are available:

- Cisco Spark Flex Plan – Employee Count, an enterprisewide subscription for meetings, messaging, and calling
  - With companywide coverage for messaging, calling, and meetings for any organization with 250 or more users, Cisco Spark Flex Plan – Employee Count helps you ensure that all users in your organization have access to the services they need, without being concerned with how they are delivered.
- Cisco Spark Flex Plan – Active User, a usage-based subscription for meetings.
  - This offer allows you to purchase meeting entitlements according to adoption, and closely track the return on your investment. With Flex Plan – Active User, you can purchase subscriptions for 15 percent of employees, or 75 users, and then add further entitlements as usage grows.
- Cisco Spark Flex Plan – Shared Meetings, a per-meeting subscription for Cisco Spark meetings

- This pay-as-you-grow offer adds the rich experience of Cisco Spark meetings to conference room devices, including the Cisco Spark Board. Simply order a Flex Plan – Shared Meetings subscription with every room-based endpoint, and as concurrent meeting usage increases, the subscription quantity can be incremented.

Table 1 lists the meetings, messaging, and calling features included in the Flex Plan offers, and Table lists the on-premises software entitlements.

**Table 1.** Features Included for Business Messaging, Basic Meetings, and Advanced Cloud and On-Premises Meetings

Messaging	Meetings		Calling		
Business Messaging	Basic	Advanced		Cloud	Premises
		Advanced Cloud Meetings	Advanced On-Premises Meetings		
<ul style="list-style-type: none"> <li>All features in Cisco Spark</li> </ul>	<ul style="list-style-type: none"> <li>All features in Business Messaging</li> </ul>	<ul style="list-style-type: none"> <li>All features in Business Messaging and Basic Meetings</li> </ul>	<ul style="list-style-type: none"> <li>All features in Business Messaging and Basic Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Cisco Spark Call</li> </ul>	<ul style="list-style-type: none"> <li>Cisco Unified Communications Manager</li> </ul>
<ul style="list-style-type: none"> <li>Host up to 3-party meetings in Cisco Spark spaces</li> </ul>	<ul style="list-style-type: none"> <li>Host up to 25-party meetings in Cisco Spark spaces</li> </ul>	<ul style="list-style-type: none"> <li>Host up to 200 WebEx participants and 25 SIP participants in one meeting</li> </ul>	<ul style="list-style-type: none"> <li>Cisco Spark Room System</li> </ul>		<ul style="list-style-type: none"> <li>Cisco Unity® Connection</li> </ul>
<ul style="list-style-type: none"> <li>Space moderation</li> </ul>		<ul style="list-style-type: none"> <li>Scheduled and ad hoc meetings</li> </ul>	<ul style="list-style-type: none"> <li>Cisco Meeting Server</li> </ul>		<ul style="list-style-type: none"> <li>Cisco Expressway™</li> </ul>
<ul style="list-style-type: none"> <li>Compliance exports</li> </ul>		<ul style="list-style-type: none"> <li>Cisco WebEx Storage, 50 GB (Network-Based Recording, documents)</li> </ul>			<ul style="list-style-type: none"> <li>Cisco Emergency Responder</li> </ul>
<ul style="list-style-type: none"> <li>Pooled storage, 5 GB per user; Single Sign-On and directory integration; unlimited integrations</li> </ul>		<ul style="list-style-type: none"> <li>Cisco Spark Room Devices</li> </ul>			
<ul style="list-style-type: none"> <li>Live support</li> </ul>		<ul style="list-style-type: none"> <li>Training Center 200</li> </ul>			
<ul style="list-style-type: none"> <li>User management</li> </ul>		<ul style="list-style-type: none"> <li>Event Center 1000</li> </ul>			
<ul style="list-style-type: none"> <li>Analytics</li> </ul>					

Table 2. On-Premises Software Entitlements

Product	Core Functionality	Product Description
Cisco Unified Communications Manager	Enterprise-class IP telephony voice and call control. Licensed to desktop video level and telepresence conferencing room level	Cisco Unified Communications Manager provides an enterprise-class IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities, such as video, mobility, presence, preference, and full-featured conferencing services.
Cisco Expressway Series (Expressway-C and Expressway-E)	Provides advanced multimodal firewall traversal for mobile and remote access to unified communications services	Cisco Expressway Series works as part of the Cisco Unified Communications Manager product family to provide access for mobile, desktop, and fixed clients. The application provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN.
Cisco Unity Connection	Enhanced voice messaging and collaboration	Access your Cisco Unity Connection voice messages the way you prefer – whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client such as Cisco Unified Personal Communicator.
Cisco Emergency Responder 911	Identifies the location of emergency callers	Cisco Emergency Responder enhances the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller’s location, and that the PSAP can identify the caller’s location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Deploying this capability helps ensure more effective compliance with legal or regulatory obligations, reducing the risk of liability related to emergency calls as a result. Cisco Emergency Responder exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required.

Product	Core Functionality	Product Description
Cisco Meeting Server	Audio, video, and web conferencing	Cisco Meeting Server provides a consistent one-meeting experience for every meeting attendee, as well as open interoperability, all based on a highly scalable software architecture supporting business-quality meetings from mobile through immersive, via audio, video, and web.
Soft clients	Connect, communicate, and collaborate directly from your desktop with rich multimedia Cisco Unified Communications	<p>Cisco Jabber® clients:</p> <ul style="list-style-type: none"> <li>• Cisco Jabber for Windows (softphone, video, instant messaging, presence)</li> <li>• Cisco Jabber for Mac (softphone, video, instant messaging, presence)</li> <li>• Cisco Jabber SDK (Software Development Kit for Web)</li> <li>• Product features of Cisco Unified Communications integration with Microsoft Lync (softphone, video)</li> </ul>

For availability, please see <http://cs.co/geos>.

Table 3 lists the three support levels available.

**Table 3.** Support Services

Support Level	Technical Support
Basic	<p>Cloud:</p> <ul style="list-style-type: none"> <li>• 12x5 web and email support or *24x7 Cisco Technical Assistance Center (TAC) phone support with a 1-hour response time</li> <li>• Knowledge base access</li> <li>• Software update and upgrade</li> <li>• Self-service adoption</li> </ul> <p>Premises:</p> <ul style="list-style-type: none"> <li>• Software Support Service (SWSS), including anytime online support tools and community</li> <li>• 24x7 Cisco TAC support</li> <li>• Maintenance for minor updates and major upgrades</li> </ul>

Support Level	Technical Support
Enhanced	<ul style="list-style-type: none"> <li>▪ 24x7 TAC phone support</li> <li>▪ 30-minute response time</li> <li>▪ Configuration support</li> <li>▪ Technical adoption</li> <li>▪ Customer success</li> <li>▪ Learning and training</li> </ul>
Premium	<ul style="list-style-type: none"> <li>▪ 24x7 TAC phone support</li> <li>▪ 15-minute response time</li> <li>▪ Designated support manager (DSM)</li> <li>▪ Advanced adoption support</li> <li>▪ Business review, health checks, advanced analytics</li> </ul>

### Next Steps

To learn more about the Cisco Spark Flex Plan, please visit [cisco.com/go/ciscosparkflexplan](https://cisco.com/go/ciscosparkflexplan). When you purchase a Cisco Spark Flex Plan, you can select the required support level. For more information about these choices, and for help with selecting the support that's right for your business, contact your Cisco account manager or an authorized Cisco partner.