Cisco HCS License Ordering

Introduction

There are several ways to place an order for Cisco HCS licenses. You can order them with or without infrastructure (hardware) devices. Cisco provides the tools and support necessary for placing orders through Cisco Commerce Workspace (CCW).

Review the topics in this chapter before placing an order.

Discounted Pricing

Orders for Cisco HCS software licenses are priced at Global Price List (GPL) levels, minus the following discounts:

- A discount for the partner's Cloud and Managed Service Provider (CMSP) certification level
- A discount reflecting the partner's volume tier

License Commitments and Volume

Volume pricing discounts are available for all Cisco HCS partners based on the following variables:

- Their annual purchase volume

- The number of Cisco HCS Basic, Foundation, and Standard application license bundles they have committed to purchase

Discounts are assigned to a partner through the Guided Deal Registration (GDR) system, which a partner accesses through Partner Program Enrollment (PPE). Partners must register for the program before placing an order.

Volume Commitments

The Cisco HCS pricing model provides the following consumption models for Cisco HCS partners depending on their business forecasts and volume commitments. For each model, partners sign a Cisco HCS Addendum to cover unique Cisco HCS purchase terms and license rights to use. Partners must also enroll in the Guided Deal Registration (GDR) program.

- No Commitment

- Annual Qualification

- Volume License Agreement (VLA)

The No Commitment and the Annual Qualification purchase models do not require a committed volume of licenses or a timeframe commitment. The VLA purchase model requires a commitment to order a minimum volume of licenses over a four-year period, with yearly minimum volume milestones.

Volume Tiers

The consumption models offer seven volume tiers. Pricing and discounts improve as each higher tier is achieved.

Table 1: Cisco HCS Volume Tiers

Base Tier	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Tier 6
No commitment	5000 annually	15,000 annually	100000 to 249999	250000 to 749000	750000 to 1249999	Greater than or equal to 1.25M

Partners who can commit to ordering a minimum of 100,000 application licenses in four years should consider the Volume License Agreement (VLA) option. The VLA provides immediate use of lower volume tier pricing (minimally tier 3) and operational simplicity for the partner. If partners prefer to expand the Cisco HCS platform as they grow, the No Commitment or Annual Qualification purchase model is a good option. Partners are not required to make volume commitments with these models.

No Commitment Purchase Program

No commitment or qualification levels apply to the No Commitment purchase program. Order volumes are only subject to the minimum order levels of 1,000 application bundle licenses on the initial order and 500 licenses on all subsequent orders.

Annual Qualification Purchase Program

The Annual Qualification purchase program applies to Tiers 1 and 2.

- Tier 1 pricing: A partner must purchase at least 5,000 licenses each year.

- Tier 2 pricing: A partner must purchase at least 15,000 licenses each year.

In the first year, a modified purchase model applies. A partner qualifies by purchasing 2,500 licenses for Tier 1 or 5,000 licenses for Tier 2 within 30 days of signing the HCS addendum. The partner then purchases the remaining licenses for the Tier qualification level by the end of the first year.

Volume License Agreement Purchase Program

The Volume License Agreement (VLA) model offers the benefit of Tiers 3-6 pricing, allowing Cisco HCS partners to keep initial (Day 0) costs lower. The Cisco HCS partner must make a four-year commitment to order a Cisco HCS solution for a minimum of 100,000 users. The more licenses the partner commits to ordering, the higher the volume tier where pricing starts for the partner.

The VLA model provides a smooth, ramped increase in the yearly milestone commitments. Partners must order a minimum cumulative percentage of their committed volume each year.

Table 2: VLA Commitment Milestones

Commitment Milestone	% of Total Commitment
Day 0 (first order)	2.5%
Year 1	10%
Year 2	30%
Year 3	60%
Year 4	100%

Cisco HCS partners can fulfill their volume commitment early, providing they meet the minimum commitment milestones at the end of years 2, 3, and 4.

Cisco HCS partners must sign a Volume License Agreement contract as a part of the HCS Addendum to enroll in this program.

Volume Commitment Exceptions

The following exceptions affect how volume licenses are counted.

- Essential licenses are sold in blocks of 1000 and do not count toward a partner's volume commitment. The cost of Cisco HCS Essential licenses is consistent across all volumes. In other words, Essential licenses do not offer volume tiers.

- Prime Collaboration Assurance add-on licenses for midrange and high-end endpoints do not count toward volume license commitments.

- Cisco Unity Connection Unified Messaging licenses do not count toward volume license commitments.

- Add-on licenses for Cisco TelePresence Room Endpoints are discounted based on a TelePresence volume license commitment. In other words, these add-ons have matching volume tiers. They do not count toward Cisco HCS volume commitments. For more information, see the *Cisco TelePresence Exchange System Ordering Guide* at http://wwwin.cisco.com/telepresence/files/CTX_Ordering_Guide-411.pdf.

Cisco Commerce Workspace Tools

Cisco Commerce Workspace (CCW) provides tools for all aspects of ordering Cisco products, software, and services. Two of these tools are especially useful for ordering Cisco HCS.

Guided System Selling

Guided System Selling (GSS) is a step-by-step process for building a Cisco HCS configuration set. Your responses to a series of questions result in an order. For more information, see the *Guided System Selling* document in the 'Estimating and Configuring' section of http://forums.cisco.com/ecom/web/operations-exchange/cc/partner_training.

CCW Configurations

Use the CCW Configuration module to create configurations that you can import into other configurations, deals, quotes, or orders. You can create configurations by entering product IDs (PIDs) and manipulating available options. CCW Configurations have business rules associated with most PIDs that can help you add all necessary components for an order. You can access CCW Configurations at http://www.cisco.com/go/ccw.

For information on using CCW Configurations, see the 'Cisco Commerce - CCW' web page at http://www.cisco.com/web/partners/events/commerce_workspace.html.

Configuration sets become valid Cisco HCS orders. You can create a configuration set (or ConfigSet) from scratch, manually selecting all options. Or, you can import a ConfigSet generated from a GSS session. If a configuration set is created manually, knowledge of the licensing model is important. Business rules aid in the validation of ordered items but a general knowledge is helpful to understand the rules.

Either tool can be used to create orders for new deployments and to update deployments to address more customers and users. License migration orders must be created using configurations.

Ordering Application Licenses

Cisco HCS Basic and Foundation users can add the Cisco Unity Connection license as an add-on feature. This add-on license does not count toward a partner's Cisco HCS volume attainment.

Ordering Add-on Licenses

The following are helpful details to know when placing orders for Cisco HCS Application Add-on licenses:

- There is no minimum purchase requirement for add-on licenses, and add-ons do not need to be ordered in defined bulk quantities.

- Expressway is a free optional add-on for Foundation and Standard users.

- The Cisco Unity Connection license can be added as an add-on license and it does not count toward a partner's Cisco HCS volume attainment.

Ordering Other Licenses

The following are helpful details to know when placing orders for other Cisco HCS-related licenses:

- Cisco Expressway Series virtual application software is available at no additional charge to anyone who has a license and a valid support contract for Cisco Unified Communications Manager for Cisco HCS 10.6(1).

- Cisco Unified Communications Domain Manager 10.6(1) does not have an option to provision Session Management Edition (SME).

- Cisco Unified Communications Domain Manager 10.6(1) does not have an option to provision Cisco Unified Attendant Console (CUAC) Advanced Console.

Temporary Licenses

Temporary licenses are available as part of the Evaluation Bundle. They are intended for use by prospective partners to evaluate the software suite.