Cisco Collaboration Preferred Architectures

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Cisco is a leading innovator of collaboration technologies and solutions. To provide our partners and customers with expert design guidance and best practices for deploying collaboration solutions, we have developed and tested the following Preferred Architectures (PAs), illustrated in Figure 1:

- **On-premises** — All collaboration services are deployed and managed on the customer’s premises.
- **Hybrid** — Some collaboration services are deployed on-premises, while others are hosted in the cloud.

![Image of Preferred Architecture Deployment Models]

Figure 1  Preferred Architecture Deployment Models

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Cisco Preferred Architectures (PAs) provide tested and recommended deployment models for specific market segments based on common use cases. They incorporate a subset of products from the Cisco Collaboration portfolio that is best suited for the targeted market segment and defined use cases. These deployment models are prescriptive and built to scale with an organization as its business needs change. This prescriptive approach simplifies the integration of multiple system-level components and enables an organization to select the deployment model that best addresses its business needs.

The PAs service the following market segments:
- **Enterprise** — Large deployments with 1,000 or more users.
- **Midmarket** — Small to medium deployments with up to 1,000 users.

To help partners and customers decide which Preferred Architecture to choose, and to provide guidance on how best to deploy each PA, we have written the following types of documentation, as represented in Figure 2:

- **PA Overview Guides** — Describe the main components and their roles within the Preferred Architectures. They are pre-sales documents intended to help customers and sales teams select the Preferred Architecture that best fits their requirements.

- **PA Cisco Validated Design (CVD) Guides** — Are post-sales documents that describe the Preferred Architectures in detail, provide design and deployment recommendations and best practices, and outline the PA deployment procedures and steps at a high level.
Table 1 lists the most recent PA documents for the two main market segments.

**Table 1**  *Current Preferred Architecture Documentation*

<table>
<thead>
<tr>
<th>Preferred Architecture</th>
<th>Enterprise Deployments</th>
<th>Midmarket Deployments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On-Premises</strong></td>
<td>Design Overview (pre-sales):</td>
<td>Design Overview (pre-sales):</td>
</tr>
<tr>
<td></td>
<td>• Preferred Architecture for Cisco Collaboration 12.x On-Premises Deployments, Design Overview</td>
<td>• Preferred Architecture for Cisco Collaboration 12.x On-Premises Deployments, Design Overview</td>
</tr>
<tr>
<td></td>
<td>CVD (post-sales deployment):</td>
<td>CVD (post-sales deployment):</td>
</tr>
<tr>
<td></td>
<td>• Preferred Architecture for Cisco Collaboration 12.x Enterprise On-Premises Deployments, CVD</td>
<td>• Unified Communications Using Cisco Business Edition 6000, CVD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Video Conferencing and Recording Using Cisco Business Edition 6000, CVD</td>
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<tr>
<td></td>
<td></td>
<td>• Collaboration Edge Using Cisco Business Edition 6000, CVD</td>
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<tr>
<td></td>
<td></td>
<td>• Help Desk Using Cisco Unified CCX, CVD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– Help Desk Scripts and Prompts - February 2014</td>
</tr>
<tr>
<td><strong>Hybrid</strong></td>
<td>Design Overview (pre-sales):</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>• Preferred Architecture for Cisco Webex Hybrid Services, Design Overview</td>
<td></td>
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<tr>
<td></td>
<td>CVD (post-sales deployment):</td>
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**Related Documents**

The following documents provide additional information related to the Preferred Architectures:

- Cisco Collaboration Solution Reference Network Design (SRND) Guides
Archive Documents

The following documents describe earlier versions of the Preferred Architectures.

Enterprise Deployments

Cisco Collaboration System Release (CSR) 11.6
- Cisco Preferred Architecture for Enterprise Collaboration 11.6, Design Overview
- Cisco Preferred Architecture for Enterprise Collaboration 11.6, CVD

Cisco Collaboration System Release (CSR) 11.0
- Cisco Preferred Architecture for Enterprise Collaboration 11.0, Design Overview
- Cisco Preferred Architecture for Enterprise Collaboration 11.0, CVD

Cisco Collaboration System Release (CSR) 10.x
- Cisco Preferred Architecture for Enterprise Collaboration 10.x, Design Overview
- Cisco Preferred Architecture for Enterprise Collaboration 10.x, CVD

Midmarket Deployments

Cisco Collaboration System Release (CSR) 11.6
Design overviews:
- Cisco Preferred Architecture for Midmarket Collaboration 11.6, Design Overview - March 2017
- Cisco Preferred Architecture for Video 11.6, Design Overview - March 2017
- Cisco Preferred Architecture for Midmarket Voice 11.x, Design Overview - June 2016

Cisco Validated Design (CVD) guides:
- Video Conferencing and Recording Using Cisco Business Edition 6000, CVD - July 2017

Cisco Collaboration System Release (CSR) 11.5
Design overviews:
- Cisco Preferred Architecture for Midmarket Collaboration 11.5, Design Overview - June 2016
- Cisco Preferred Architecture for Video 11.5, Design Overview - June 2016
- Cisco Preferred Architecture for Midmarket Voice 11.x, Design Overview - June 2016

Cisco Validated Design (CVD) guides:
Cisco Collaboration System Release (CSR) 10.x

Design overviews:

- Cisco Preferred Architecture for Midmarket Collaboration, Design Overview - December 2014
- Cisco Preferred Architecture for Video, Design Overview - March 2015
- Cisco Preferred Architecture for Midmarket Voice, Design Overview - March 2015

Cisco Validated Design (CVD) guides:

- Unified Communications Using Cisco Business Edition 6000, CVD - October 2015
- Video Conferencing and Recording Using Cisco Business Edition 6000, CVD - October 2015