

Benefits of Upgrading Cisco Unified Communications Manager 8.x to 10.x/11.x



Since the introduction of Cisco Unified Communications Manager Release 8.x in 2010, Cisco continues the innovation momentum with new releases offered to you every 12 to 18 months. Cisco Unified Communications Manager Release 11.x is the latest offering. If your company has not updated Cisco CallManager or Cisco Unified Communications Manager software within the last few years, now is the best time to upgrade and benefit from compelling new business and technical advantages.

Why Upgrade to Release 10.x/11.x Now?

- Server hardware and software have reached their end-of-life/end-of-support.
- For a limited time, Cisco has assembled an attractive offer package to minimize the migration cost.
- Minimal effort is needed to upgrade using the new, low-risk migration feature.
- For a limited time, Cisco offers a dedicated support team to help with the upgrade.

Cisco Unified Communications Manager Release 10.x/11.x leads the industry forward in the next generation collaboration experience, including features such as:

- BYOD
- Mobility
- Video
- B2B / Remote Worker
- Virtualization
- Customer Collaboration
- Operation Efficiency / Self-Service

Protect your business investment and maximize your Return on Investment (ROI) as you boost productivity, reduce IT complexity, and increase operational efficiency using the accelerated business innovations you get from the enhanced user experience offered in Release 10.x/11.x.

Right Time to Upgrade

Update now to unlock the full potential of the Cisco Unified Communications Manager Release 10.x/11.x next generation collaboration experience. With Prime Collaboration Deployment (PCD) from v10.0 onwards ease of upgrades, especially with multiple servers, is taken to the next level.

For a *limited time*, Cisco has put together a holistic support structure for your upgrade activities.

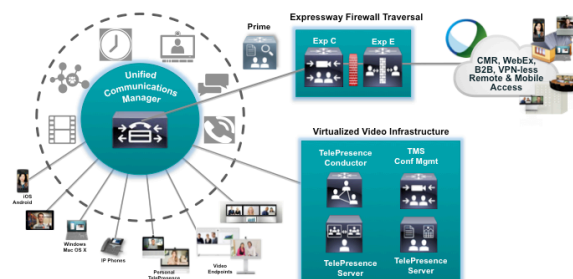
- A dedicated licensing *SWAT team* handling 100% of licensing migration cases.
- Additional *PDI helpdesk* staff to help Cisco qualified UC partners set up a proper migration strategy and file a proactive TAC case on your behalf.
- *Special TAC* force, who are the right support personnel with the right skillsets to help you mitigate any migration issues during the upgrade.
- A *dedicated program team* to support the overall activities and coordinate various Cisco internal teams, including engineering escalation teams.

Cisco also offers an *attractive migration package* that saves you on the *cost of upgrading* to Cisco Unified Communications Manager Release 10.x/11.x. Please work with your preferred Cisco UC partner for details.

Next Generation Collaboration Experience

To excel in today's fast-paced world, businesses have to communicate and collaborate from anywhere, using any device, on any network in a cost-effective, reliable, and secure manner. Cisco Unified Communications Manager Release 10.x/11.x is the industry leader in enterprise call and session management platforms. Cisco delivers *people-centric* user and administrative experiences while supporting the full range of collaboration services, including: video, voice, IM and Presence, messaging, and mobility on both Cisco and third-party devices.

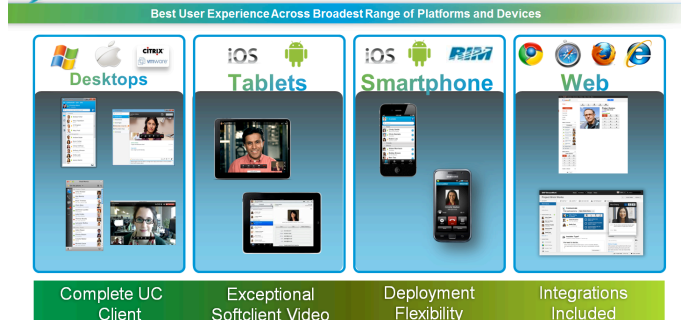
Cisco Collaboration Architecture



BYOD

Bring Your Own Devices (BYOD) helps your organization create adaptive workspaces that build productivity, business agility, security, and competitive advantage. As with Release 8.x, Release 10.x/11.x further extends flexibility to fit your business. Cisco Jabber integration with Release 10.x/11.x provides a common feature base, regardless of the device or the operating system that is used.

Cisco Jabber empowers IT to offer users a choice of devices to use for their work wherever they work most effectively. Use both personal and company-issued mobile devices as a highly secure



extension of your enterprise network.

Integrate your Cisco collaboration experience into customer business processes by leveraging Cisco Jabber SDK capabilities. For example, you can see user availability from Sales force web interfaces and initiate IM, voice, video, or conferencing directly.

Mobility

Mobility provides superior collaboration experiences for effective, anywhere, on any device connectivity. Removing location as a limitation improves your business agility and opens up the possibility for new business opportunities.

Enhanced mobility features in Release 10.x/11.x that are not available in Release 8.x include:

- Improved mobility user experience with video calling.

- Get video or participate in a video conference in Wi-Fi and cellular to switch sessions between mobile and desk phones.
- Session resumption capability for Dial via Office Reverse Call-back (DVO-R) and Single Number Reach so that end users can call back the final target.
- Consistent user experience for voice-over-IP (VoIP) and cellular modes for mobile devices.

Video

Video is an essential part of effective, natural collaboration. Only Cisco provides the breadth of applications and endpoints to make pervasive video a reality.

- Cisco has the *broadest suite of video endpoints* to integrate video into the fabric of how you work.
- Cisco has the only *business video architecture* designed for scale, speed, and reliability.
- Cisco is promoting a *new wave of video experiences* that change the way we communicate in the home, at work, and when mobile.
- *Unified voice and video* capabilities on one platform. A *Unified Call Control* with Cisco Unified Communications Manager Release 10.x/11.x is the heart of Cisco collaboration, adding seamless and enhanced support to video endpoints, bringing admin advantages such as a unified dial-plan and features such as shared lines and Extension Mobility.
- *Directory Uniform Resource Identifier* (URI) dialing extends reachability to users and devices by enabling dialing using email addresses.

Business to Business (B2B) / Remote Worker

Collaboration solutions bring people and information together. Improved participation, inside and outside, the organization leads to increased productivity, simplified business processes and improved workflow. *Cisco Expressway* is the B2B and Remote Worker extension to Cisco Unified Communications Manager Release 10.x/11.x and provides the following.

- Secure *business-to-business* video collaboration outside the enterprise for enhanced communication with suppliers, partners and customers.
- *Remote and home-based worker* productivity is improved with on-net access to video collaboration, securely without the need for a separate VPN. It supports a range of video endpoints and Cisco Jabber for smartphones, tablets, and desktops.

- Secure communications through *standards-based* and secure firewalls is possible for all SIP and H.323 devices.

Operational Efficiency

As the work environment evolves with mobile work styles and device choices, so do the options for using technology to improve your bottom line. You can still improve collaboration while reducing the total cost of IT ownership and adapting more quickly and flexibly to change.

Cisco Unified Communications Manager Release 10.x/11.x introduces ways for you to provide significant reductions in IT complexity.

- *Virtualized servers* help reduce power consumption, rack space, and administration cost to lower the Total Cost of Ownership and improve reliability, scalability, and manageability.
- *Unified Call Control* brings together voice, video, and data into a single IP network to simplify management, reduce costs, and support effective communications.
- *Simplified provisioning and Management*. Examples are Enterprise License Manager (ELM) for cost effective licensing, admin integration of Cisco Unified Communications Manager IM and Presence Service.
- *Self-Service* (10.0 feature) provides end users the ability to setup their own phones and manage how they make and receive calls. Examples include speed dial setup across phones, Single Number Reach/Mobility, and Extend & Connect. This frees up administrators from doing all the provisioning and increases end-user satisfaction.

New with Cisco Unified Communications Manager Version 11.x

Cisco Unified Communications Manager Version 11.0 builds on the many capabilities of previous versions by:

- Providing smooth experiences for end users and system administrators: Ability to search Microsoft Active Directory groups for Jabber; allows remote devices to connect without creating a VPN- on DX/78/8800 series endpoints; provides integrated administration, serviceability, and user options and preferences for Instant Messaging and Presence (IM&P);
- Offering enhanced security with new Next-generation encryption support that includes the Transport Layer Security (TLS) 1.2 and Advanced Encryption Standard 256 (AES-256) and Rivest-Shamir Adelman (RSA).

- Support for efficient sharing of conferencing resources with ad hoc conferencing. Conference with interactive voice response (IVR) directory number, which enables both internal and external callers to join a conference.
- Removing management complexity with automated, accelerated provisioning and simplified, real-time monitoring and troubleshooting. Cisco Prime Collaboration Standard, a fully web-enabled management application, is included with all Cisco Unified Workspace Licensing and Cisco User Connect Licensing for Cisco Unified Communications. Addition of Cisco Unified Communications manager nodes to expand the cluster

Features	4-7.x	8.0.x	8.5/8.6	9.1(2)	10.5	11.0
Virtualization	X	✓	✓	✓	✓	✓
BYOD (Jabber for voice/video)	X	X	✓	✓	✓	✓
Video (Unified Voice/Video call Control)	X	X	✓	✓	✓	✓
Mobility (SNR for Voice and Video)	X	X	X	✓	✓	✓
B2B (SIP URI-Dialing & Expressway)	X	X	X	✓	✓	✓
Central License Management (PLM)	X	X	X	✓	✓	✓
Collaboration Edge	X	X	X	✓	✓	✓
Prime Collaboration	X	X	X	X	✓	✓
Self Provisioning and Self Care	X	X	X	X	✓	✓
Video enabled Contact Center	X	X	X	X	✓	✓
Single Sign-On	X	X	X	X	✓	✓
VPN-less support for DX/78/8800 series (CSR 11.0)	X	X	X	X	X	✓
Enhanced Lync 2013 Interop (CSR 11.0)	X	X	X	X	X	✓

For More Information

Work with your preferred Cisco UC partner for the latest Cisco Unified Communications Manager upgrade offers. Take advantage of the built-in Cisco Unified Communications Software Subscription (UCSS) component so that your investment on this upgrade is fully protected for future major, minor, and maintenance releases within the UCSS subscription period. See the following urls for details:

Customer landing page: www.cisco.com/go/cucmupgrade

Partner landing page: www.cisco.com/go/driveto9



Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices