



Cisco Unified Workspace for Partners

Order Guide

November 2010

Product Inquiries

For further information, questions, and comments related to a specific product in Cisco Unified Workspace for Partners, you may visit the Cisco Partner Central Community, Collaboration, Programs and Promotions Community or the UC Readiness Community:

Programs and Promotions Community:

<https://www.myciscocommunity.com/community/partner/collaboration/demandgen?view=overview>

UC Readiness Community:

<https://www.myciscocommunity.com/community/partner/collaboration/uc/systemrelease>

Collaboration Community:

<https://www.myciscocommunity.com/community/partner/collaboration?view=overview>

Unified Communication Community:

<https://www.myciscocommunity.com/community/partner/collaboration/uc>

Contents

- Product Inquiries 2
- 1. Introduction 4**
 - 1.1 Purpose, Audience, and Scope 4
 - 1.3 Partner Program Enrollment Tool and the Qualification Product Hold Process 7
 - 1.4 Orderability 12
- 2. How to Order Cisco Unified Workspace for Partners 12**
 - 2.1 Cisco Unified Workspace for Partners Order Process 12
 - 2.2 Product Numbers and Ordering 13
 - 2.2 Order Examples 16
 - 2.3 Applications and Clients Included with Cisco Unified Workspace for Partners 16
- 3. Cisco Unified Communications Software Subscription 20**
- 4. Cisco Unified Communications Services..... 20**
 - Tools for Quoting and Ordering 22

1. Introduction

1.1 Purpose, Audience, and Scope

This document describes the pricing, packaging structure, and ordering process for Cisco Unified Workspace for Partners.

The Cisco® Unified Workspace for Partners program is an opportunity for Cisco Advanced Unified Communications Specialized Partners to harness the power of Cisco Collaboration solutions. Cisco Unified Workspace for Partners will enhance business productivity and facilitate agility by creating a unified workspace that encompasses every combination of applications, devices, networks, and operating systems. Cisco Unified Workspace for Partners is available for 50 to 250 users and includes the licenses listed in Table 1.

Table 1. Features Included in Cisco Unified Workspace for Partners

Functionality	What Is Included in the Cisco Unified Workspace for Partners
Call Control	Cisco Unified Communication Manager ,Cisco Unified Communication Manager Business Edition, Cisco Intercompany Media Engine
Phone/Call Control	Cisco Unified Communications Manager. 17 Device Licenses per user and up to 4 server node licenses (additional node licenses optional)
Messaging	Advanced Voice Messaging or Unified Messaging. 32 ports for Unity and 48 ports for Unity Connection ports. HA available for Unity Connection
Customer Contact	Cisco Unified Contact Center Express; 10 Premium Agent/Supervisor seats per 50 users up to 50 Agent/Supervisors max.
Web Conferencing	Webex Connect Meeting Center (will be available in August 2010) Webex Node for MCS software included The first 50 user bundle receives 7 External and 8 Internal Meeting Center Ports Each additional 50 user bundle will get 2 External ports and 8 Internal ports.
Audio Conferencing	Optional Cisco Unified MeetingPlace 8.0: 8 Ports per 50 users included.
Video Conferencing	Optional Cisco Unified MeetingPlace 8.0: 8 Ports per 50 users included.
Conferencing	<i>Note Meeting Place 7.x is still available as an option and it includes 25 Web, 25 Audio and 25 Video ports.</i>
Conferencing Integration	MeetingPlace– Standard (Jabber + 1 additional language) Microsoft (Exchange – Outlook, MOC + 1 additional language) IBM (Lotus Notes – Sametime + 1 additional language)
Mobile Phone Client	Cisco Unified Mobile Communicator Client
Microsoft Office Communicator	Cisco Unified Communications Integration for Microsoft Communicator
Presence	Cisco Unified Presence Profile
Mobility	Cisco Unified Mobility Profile (Single Number Reach)
Widgets	Cisco Unified Communications Widgets
Soft Client	Cisco Unified Personal Communicator, Cisco Unified IP Communicator and Cisco Unified Video Advantage soft clients: 1 per user
System Management	Optional Cisco NetManager; may request up to 2 (500 seats each) copies. Provides incremental support up to 1000 users
Digital Media	Cisco Show and Share - 50 Authoring Licenses Cisco Show and Share Reports Digital Media Manager Base; DMM Digital Signs Module DMM Cisco Cast Module; DMP Feature License for Up To 10 DMPs DMM Show and Share Module;DMM Live Event Module Digital Media Manager SNMP Module

Attendant Console	Cisco Unified Enterprise Attendant Console
Security	Cisco Adaptive Security Appliance (ASA) Software for IME only
Software Support	Three years of Cisco Unified Communications Essential Operate Services (ESW) required
Software Subscription	Three years of Cisco Unified Communications Software Subscription (UCSS)

Cisco Unified Workspace for Partners includes a three-year Cisco Unified Communications Software Subscription (UCSS) term, which entitles partners to upgrade all the client and server application software covered under the Cisco Unified Workspace for Partners license. A valid 3-year Cisco Unified Communications Essential Operate Service (ESW) contract is required to activate the Cisco UCSS. Special pricing for Cisco Unified Communications ESW is available for this offer only.

Audience: Cisco Master or Advanced Unified Communications Specialized Partners and Certified Business Edition Partners.

Scope: This ordering guide describes the pricing and ordering process for Cisco Unified Workspace for Partners.

For more detailed information about Cisco Unified Communications products, go to the following URLs:

- Cisco Unity
http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html
- Cisco Unity Connection
<http://www.cisco.com/en/US/products/ps6509/index.html>
- Cisco Adaptive Security Appliance
<http://www.cisco.com/en/US/products/ps6823/index.html>
- Cisco Intercompany Media Engine
<http://www.cisco.com/en/US/products/ps10669/index.html>
- Cisco Digital Media Suite
<http://www.cisco.com/web/solutions/dms/index.html>
- Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT
<http://www.cisco.com/go/meetingplaceexpress>
- Cisco Unified Presence
<http://www.cisco.com/en/US/products/ps6837/index.html>
- Cisco Unified Mobility Advantage
http://www.cisco.com/en/US/products/ps7270/tsd_products_support_series_home.html
- Cisco Unified Mobile Communicator
http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html
- Cisco UC Integration for Microsoft Office Communicator
<http://www.cisco.com/go/ucintegrationmicrosoft>

- Cisco Unified Communications Manager
<http://www.cisco.com/en/US/products/sw/voicesw/ps556/index.html>
- Cisco Unified Communications Software Subscription
www.cisco.com/go/ucss
- Cisco Unified Communications Essential Operate Service
http://www.cisco.com/en/US/services/ps2961/ps2664/services_data_sheet0900aecd8042826b.pdf
- Cisco Unified Communications Manager Business Edition
<http://www.cisco.com/en/US/products/ps7273/index.html>
- Cisco Unified Contact Center Express
<http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>
- Cisco Unified Communications Widgets
<http://www.cisco.com/en/US/products/ps9829/index.html>
- Cisco Unified Enterprise Attendant Console
<http://www.cisco.com/en/US/partner/products/ps10298/index.html>

1.2 Ordering and Quoting Tools

Cisco Dynamic Configuration Tool (DCT) is part of the suite of Internet Commerce Tools for building a bill of materials before ordering Cisco products. This tool enables partners to configure products and view lead times and prices for each selection. It also allows you to view lead times and price changes under a variety of price lists and service contract terms. You can then save, print, email, and download your configurations.

The Cisco.com (with password required) version of Cisco Dynamic Configuration Tool is located at:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

Cisco Unified Workspace for Partners is supported by the Cisco Dynamic Configuration Tool.

Cisco Service Contract Center (CSCC) is an integrated solution that makes it easy for Cisco Services sales teams and partners to manage and grow their services business profitably. It enables you to:

- Quote and book your service orders and manage your service contracts and renewals with one simple, easy-to-use solution
- Spend less time solving administrative problems, searching for opportunities, and creating quotes
- Spend more time growing your business using data you can trust; you don't need to spend time fixing or verifying data
- Create and proactively manage your contracts

Here is the link to CSCC: <http://www.in.cisco.com/CustAdv/globalops/wwsso/service.shtml>

Cisco Product Upgrade Tool (PUT) is a web tool that provides upgrades for customers at no cost for Cisco Unified Communications products covered under Cisco UCSS and Cisco Unified Communications ESW maintenance.

1. Cisco Product Upgrade Tool link: www.cisco.com/upgrade

If your contract is not showing the correct products in the Product Upgrade Tool, please send an email to: ucss-support@external.cisco.com

1.3 Partner Program Enrollment Tool and the Qualification Product Hold Process

The Qualification Product Hold (QPH) process is used by Cisco's Partner Team to validate that the partners using Cisco Unified Workspace for Partners meet the terms and conditions of the program (details below).

All orders for Cisco Unified Workspace for Partners are placed on QPH. Partners are required to access the Partner Program Enrollment (PPE) tool (www.cisco.com/go/ppe) and register to have their order released. The steps for requesting the product hold release are listed in detail below and included in Table 2.

All fields in the QPH form must be completed accurately for your order to be released. Often there are two separate sales order numbers for Cisco Unified Workspace for Partners and ESW from distributors; both sales order numbers are required. Please review the Cisco Unified Communications Services section of this guide for important information before placing your ESW order.

Please allow seven business days for the approval process to be completed. Once the approval process is completed, the hold on the order will be released and the Cisco order fulfillment process begins, with the usual lead times that are expected for the products included in the order.

To help expedite this process, please ensure the order meets all Terms and Conditions of the program as detailed below, or the order will not be released.

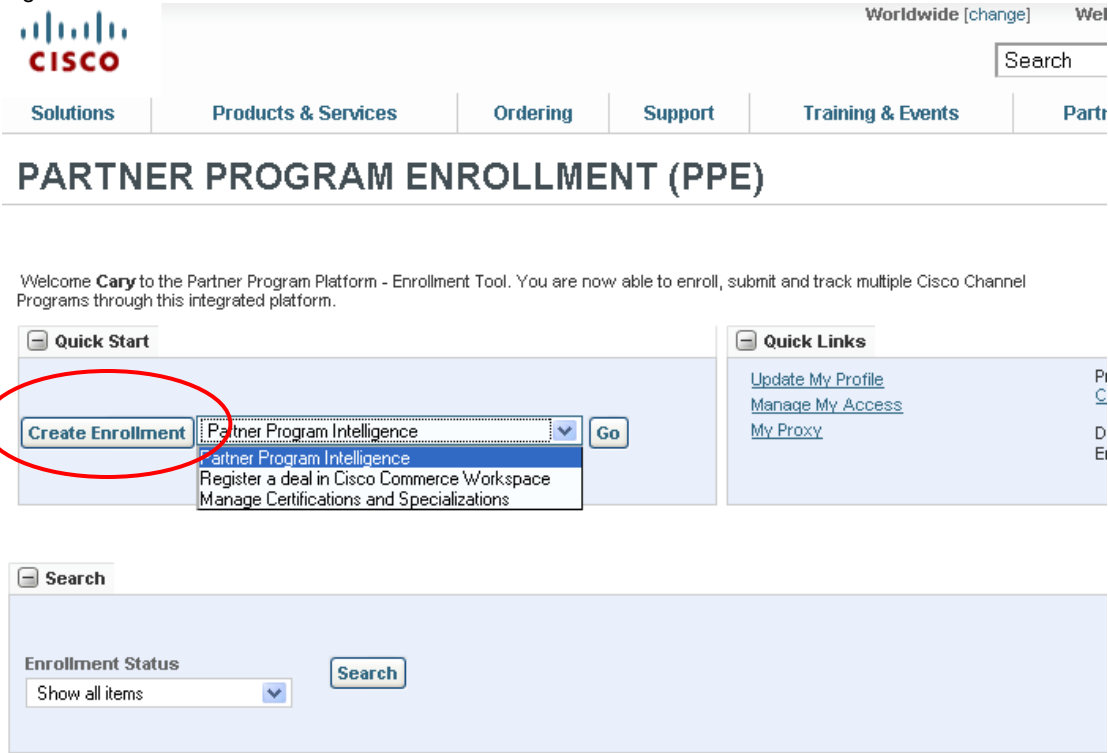
Note: Do not open a case with Cisco Customer Service to get your order released. Cisco Customer Service cannot release your order. For questions related to an order, please contact your Cisco channel account manager (CAM) or systems engineer (SE).

HOW TO RELEASE YOUR CISCO UNIFIED WORKSPACE FOR PARTNERS ORDER AND REGISTER WHICH APPLICATIONS YOU'VE DEPLOYED

1. To initiate the Enrollment and Qualification Product Hold release process, partners must access the Partner Program Enrollment (PPE) tool (www.cisco.com/go/ppe) using their partner recognized Cisco.com ID and password. Once logged into the PPE tool, click the "Create Enrollment" button (See Figure 1).

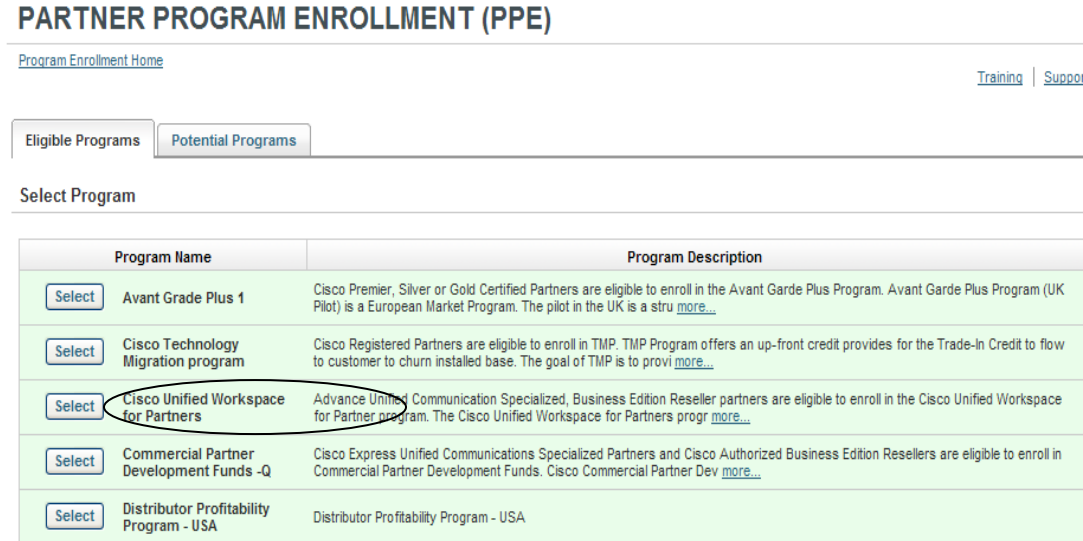
NOTE: User IDs and passwords not associated with a partner profiles will not be able see the Cisco Unified Workspace for Partner Program under the 'Eligible Program' tab.

Figure 1: 'Create Enrollment' Button



2. By clicking the "Create Enrollment" button, you will see the 'Eligible Programs' tab (See Figure 2).

Figure 2: 'Eligible Programs' tab



From the 'Eligible Programs' tab, select "Cisco Unified Workspace for Partners", which will take you to the "Eligible Tracks" page (See Figure 3). Select the appropriate track. A description for each track is outlined below:

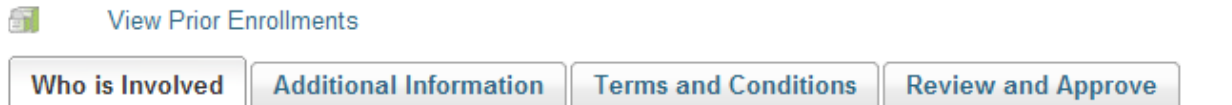
- CUWP Deployment Registration - to register which applications they've deployed in their environment. CUWP order must be released before selecting this.
- CUWP Deployment Registration ADDON - to report any additional CUWP licenses deployed after initial CUWP deployment. CUWP order must be released before selecting this.
- CUWP Order Release (QPH) - to request a release of CUWP order.
- CUWP Order Release (QPH) ADDON - to request a release of CUWP ADDON order.

Figure 3: Cisco Unified Workspace for Partners Deployment Registration, ADDON and CUWP Order Release (QPH) and ADDON

Eligible Tracks		Potential Tracks	
Track Name		Track Description	
Program Name	CUWP		
<input type="button" value="Select"/>	CUWP Deployment Registration	Register which CUWP applications you've deployed.	
<input type="button" value="Select"/>	CUWP Deployment Registration ADDON	Register which CUWP applications you've deployed associated with a CUWP ADDON Order.	
<input type="button" value="Select"/>	CUWP Order Release (QPH)	Request to have a CUWP order released from Qualification Product Hold (QPH)	
<input type="button" value="Select"/>	CUWP Order Release (QPH) ADDON	Request to have a CUWP order released from Qualification Product Hold (QPH) associated with a CUWP ADDON order	

4. Once the appropriate track is selected, the enrollment screen appears which consists of four tabs, which is summarized below (See figure 4). Each tab must be completed.

Figure 4: Summary of the Four Tabs:



Summary of each tab:

1. Who Is Involved:
 - This is where partner select their CAM and confirm their contact information.
2. Additional Information:
 - Either the CUWP Deployment Registration Survey is presented or the CUWP Order Release QPH Form Questionnaire is presented in this tab.
3. Terms and Conditions:
 - Partner must accept the CUWP Program Terms & Conditions. The Terms & Conditions may be printed for future reference but must be reviewed and understood before accepting.
4. Review and Approve:
 - Partner submits the enrollment request.

5. Notifications are sent to theater lead, Partner, CAM, and CUWP Program Manager to begin the review and approval process.

When a partner initially submits an enrollment request, the enrollment status will be in “Approval In Process” status. Once the enrollment is processed, the status is changed to one of the following:

- **APPROVED:** the partner enrollment is complete and approved and the CUWP order will be released.
- **NEEDS MORE INFORMATION:** An issue has been found and needs to be resolved before the enrollment can be approved and the order released.
- **DENIED:** The approval process has ended due to a major issue which cannot be resolved within the normal approval process. The partner is not enrolled but can resubmit the request at a later date.

The partner will receive email notifications when the status changes and/or if any additional action is required. It is important that the partner pays attention to these email notifications as it will help expedite the process, especially if issues need to be resolved.

Partner Relationship Team

Partners looking for assistance with the PPE Tool can contact the Partner Relationship Team (PRT):

PRT web site: www.cisco.com/go/prt. When opening a case with PRT, please have the partner user ID and if at all possible a screen shot of what the partner is seeing. These two key pieces of information will help support attend to the issue faster. In addition to the case management tool, the web site also includes PRT contact information and answers to FAQ's.

Cisco Unified Workspace for Partners (CUWP)

Program Terms and Conditions:

- All CUWP orders will be subject to the Cisco Qualification Product Hold (QPH) process. This process is required to validate that partners meet the program terms and conditions
- Partners must access the Partner Program Enrollment (PPE) Tool at www.cisco.com/go/ppe to request the release of their CUWP order. Cisco Customer Service is unable to release CUWP orders from Qualification Product Hold. Partners should contact their Cisco Partner Account Manager for issues during the ordering process and the CUWP PPE Lead (Curt Haynes/cuhaynes@cisco.com) for issues associated with the PPE Tool/QPH process.
- To qualify for participation in the CUWP program, the partner must have a current Cisco Advanced Unified Communications specialization, Cisco Master Unified Communications specialization or be a Cisco Unified Communications Manager - Business Edition reseller.
- CUWP is licensed in increments of 50 users. The number of licenses that a partner is requesting must closely match the partners' actual company size. A partner may deploy up to 250 licenses without special processing. Deployments in excess of 250 licenses required completion of a Business Justification in addition to the basic CUWP validation process.
- Partner must have purchased and deployed the Unified Communications System Release Offer for Demo or Lab Systems. For additional information go to:
http://www.cisco.com/web/partners/sell/promotions/uc_system_release_nfr_program.html
- CUWP media and documentation will ship only to the end-user/partner. Orders will not be shipped to distributors unless the distributor is the end-user.
- Cisco Unified Communications Software Subscription (UCSS) is included with CUWP for a term of 3 years. This service must be activated during the CUWP purchasing process. In order to activate the UCSS subscription, the partner must purchase corresponding three year coverage for Cisco Unified Communications Essential Operate Services (ESW). See ordering guide (link below) for details.
http://www.cisco.com/web/partners/downloads/partner/WWChannels/technology/ipc/downloads/cuwp_og.pdf
- CUWP is available for purchase directly from Cisco for Direct Value Added Resellers (DVAR) only; and through distribution for 2-Tier partners.
- CUWP is a deeply discounted offering. Partners may use their certification (Gold, Silver or Premier) based discount during purchase. However, additional discounts through Not-For-Resale (NFR) programs or the Deviation Authorization Request Tool (DART) are not permitted. To avoid issues with this requirement, CUWP orders must be stand alone, and not part of any hardware or other software order.
- Partner must agree to deploy a substantial majority of applications included in CUWP in the partner's production network within 120 days of receipt.
- Partner must register which applications they've deployed within 30 days.
- CUWP software cannot be resold, installed or extended to any customer site. Hosted or managed services may not be offered to customers with these applications.
- Required hardware is not included with CUWP. Contact your local Cisco Partner Account Team for hardware offerings in your theater.
- CUWP includes Cisco WebEx Connect Meeting Center. The service contract for Cisco WebEx Connect Meeting Center runs concurrently with the partners Unified Communications Software Subscription (UCSS) coverage. UCSS must remain current to maintain coverage for Cisco WebEx Connect Meeting Center.
- Cisco reserves the right to deny any application for this program which does not meet the program's terms and conditions, or revoke licensing in the future if terms and conditions are not maintained.

1.4 Orderability

Cisco Unified Workspace for Partners is orderable today.

For more program information, visit: http://www.cisco.com/web/partners/sell/promotions/unified_workspace.html

2. How to Order Cisco Unified Workspace for Partners

2.1 Cisco Unified Workspace for Partners Order Process

Follow the steps below to successfully place a Cisco Unified Workspace for Partners order.

1. Create your configuration to generate a bill of materials (BOM) using the Cisco Dynamic Configuration Tool (DCT).
2. Once you have a completed configuration and validated BOM, place the Cisco Unified Workspace for Partners order directly with Cisco or with a Cisco Authorized Distributor.

IMPORTANT: Key elements to keep in mind when placing a Cisco Unified Workspace for Partners order:

- **All Cisco Unified Workspace for Partners orders must have three years of Cisco Unified Communications ESW ordered at the same time. Refer to section 4, Cisco Unified Communication Services, for more details.**
 - **No deviation(s) or NFR discounts** are allowed on Cisco Unified Workspace for Partners orders. Cisco Unified Workspace for Partners is already significantly discounted. Partners may receive their standard contractual discount for a Cisco Gold, Silver, or Premier Certification and standard services discount when ordering the Cisco Unified Workspace for Partners software.
 - No other software or hardware should be on the Cisco Unified Workspace for Partners order.
 - When placing a Cisco Unified Workspace for Partners order through a Cisco distributor, request that the Cisco order be shipped directly to the partner from Cisco.
 - All Cisco Unified Workspace for Partners orders are placed on Qualification Product Hold (QPH). Refer to section 1.3, Partner Program Enrollment Tool and the Qualification Product Hold Process, to learn how to remove the hold on your order.
 - If the above rules are not followed, the Cisco Unified Workspace for Partners order will not be released.
3. Once the Cisco Unified Workspace for Partners order is submitted and the Cisco sales order number is received, partners need to access the PPE tool (www.cisco.com/go/ppe) to register the request to have the order removed from QPH status (See Table 2).
 4. Once the order has been verified to meet all terms and conditions, the order will be released from QPH. The standard order fulfillment process then begins, including any lead times associated with the Cisco Unified Communications products included in Cisco Unified Workspace for Partners. If you have any questions about this process, please contact your Cisco partner team.

Table 2. Cisco Unified Workspace for Partners Order Process – Quick Look

Step	Description
1.	<ul style="list-style-type: none"> Partner uses the Dynamic Configuration Tool to develop a Cisco Unified Workspace for Partners bill of materials (BOM).
2.	<ul style="list-style-type: none"> Partner provides the Cisco Unified Workspace for Partners BOM to the distributor or orders directly if a direct value added reseller (DVAR). The BOM must include zero-dollar-value items as well. Note: Partner needs to specify 3 years ESW. The system defaults to 1 year, which may result in a contract for 3 users for 1 year vs. 1 user for 3 years. Ensure that the distributor knows you want 3 years. See the section on Cisco Unified Communications Services for more information.
3.	<ul style="list-style-type: none"> Distributor places order with Cisco and can provide the Cisco sales order numbers to partner. DVARs will have the Cisco sales order from their direct order.
4.	<ul style="list-style-type: none"> Partner reviews the Cisco Unified Workspace for Partners sales orders for accuracy and submits a registration request to have their order released.
5.	<ul style="list-style-type: none"> Partners are the only entity that can submit a request to have a Cisco Unified Workspace for Partners order removed from Qualification Product Hold (QPH). The Cisco Channel CUWP team are the only ones who can authorize the QPH release. To request that a Cisco Unified Workspace for Partners order be removed from QPH, partners need to access the PPE tool at https://www.cisco.com/qo/ppe. <ul style="list-style-type: none"> ➤ Log in using your Cisco.com username and password. Wait for the page to load, then click the Create Enrollment button, select "Unified Workspace for Partners Program," and select one of four tracks. Tracks labeled with ADDON are for partners using the tool in relation to a second or "ADDON" order: <ul style="list-style-type: none"> • CUWP Deployment Registration {post deployment survey} • CUWP Deployment Registration ADDON • CUWP Order Release (QPH) {first order release request} • CUWP Order Release ADDON Partners who do not see the "Cisco Unified Workspace for Partners Program" option may not hold the required specialization or the person who is signing in may not have the correct permissions in their profile. If you are specialized, they should contact their Cisco Channel Account Manager who will in turn reach out to their CUWP Theater lead for a manual process. Submit questions to cuhaynes@cisco.com.
6.	<ul style="list-style-type: none"> Cisco Unified Workspace for Partners Partner Team reviews the sales order(s), reviews the ESW quantities, and then either approves or rejects the request.
7.	<ul style="list-style-type: none"> Once the theater's partner team lead approves or rejects the submission, the request is sent to the Cisco Unified Workspace for Partners program manager for final approval. This process will be modified at a later date.
8.	<ul style="list-style-type: none"> When the PPE registration has been completed, the Cisco Unified Workspace for Partners order validated, and the partner validated, a request to release the order will be made to manufacturing.
9.	<ul style="list-style-type: none"> Once the order is released it follows normal order process. This includes lead times, expedite requests and so on.

2.2 Product Numbers and Ordering

Order Cisco Unified Workspace for Partners licenses and software using the Dynamic Configuration Tool

(<https://apps.cisco.com/qt/config/jsp/configureHome.jsp>).

Typical lead time for order shipment is about 21 to 28 business days from time of approval once the order is released of Qualification Product Hold..

Begin with the top-level product number, **CPW-UC-K9**, which is the top-level product number for the latest release of Unified Communications licenses (**Table 3**). The **CPW-UC-ADDON** product number is used to expand existing Cisco Unified Workspace for Partners deployments within the limitation of the program.

Table 3. Top-Level Product Numbers

Product Number	Description	List Price (\$US)	Essential Operate Service (ESW) Product Number	Service List Price per Year (US\$)
CPW-UC-K9	Cisco Partner Workspace UC (latest release)	\$2550	NA	NA
CPW-UC-ADDON	Cisco Partner Workspace UC expansion	\$0	NA	NA

Note: The **CPW-UC-ADDON** product number is used to expand existing deployments. Choose the options required according to your existing deployment. CUWP-UC-ADDON is not used for upgrading from previous Cisco Unified Communications releases. Use the Product Upgrade Tool for software version upgrades (www.cisco.com/upgrades).

Users (Table 4): Select the quantity of users (in 50-user increments), up to 250 total users. (Note: The total quantity of users ordered must closely match the number of actual users.)

Table 4. 50-User License Product Number

Product Number	Description	List Price (\$US)	Essential Operate Service (ESW) Product Number	Service List Price per Year (US\$)
CPW-UC-50USR	Cisco Partner Workspace UC (latest release) – 50-user license	\$635	CON-ESW-CPW50U	\$197

1. **Redundancy (Table 5):** Determine if redundancy for Cisco Unified Communications Manager is necessary. Up to three additional/redundant Cisco Unified Communications Manager servers may be ordered in a single configuration. The Publisher/Primary license is included in the base package.

Table 5. Cisco Unified Communications Manager redundancy

Product Number	Description	List Price (\$US)	Essential Operate Service (ESW) Product Number	Service List Price per Year (US\$)
CPW-UC-REDUN	Cisco Partner Workspace UC (latest release) – Cisco Unified Communications Manager redundancy	\$ 590	NA	NA

2. **Server license (Table 6):** Choose the desired Cisco Unified Communications Manager Media Convergence Server (MCS) model, or select the Cisco Unified Communications Manager Business Edition option. If redundancy was selected, only the MCS-7825 and MCS-7835 software license options should be selected from this option class.

Notes:

- Hardware is purchased separately. This determines the number and type of server licenses.
- The MCS 7816 supports N+1 redundancy (two servers maximum). Cisco Unified Communications Manager Business Edition does not allow additional server licenses.

Table 6. Call Control Options

Product Number	Description	List Price (\$US)	Essential Operate Service (ESW) Product Number	Service List Price per Year (US\$)
Unified Communications 8.0 Server License Options				
UCM-7816-xx-CPW	Cisco Unified Communications Manager MCS-7816 SW License	\$0	NA	NA
UCM-7825-xx-CPW	Cisco Unified Communications Manager MCS-7825 SW License	\$0	NA	NA
UCM-7835-xx-CPW	Cisco Unified Communications Manager MCS-7835 SW License	\$0	NA	NA
UCMBE-xx-CPW	Cisco Unified Communications Manager xx Business Edition	\$0	NA	NA

xx = latest Unified Communications release

- Messaging (Table 7):** Select the desired messaging product. If Cisco Unified Communications Manager Business Edition was selected, no messaging product selection is allowed (Cisco Unity Connection is included by default with Cisco Unified Communications Manager Business Edition).

Table 7. Messaging Options

Product Number	Description	List Price (\$US)	Essential Operate Service (ESW) Product Number	Service List Price per Year (US\$)
UNITY8-CPW	Cisco Unity 8.x	\$1000	NA	NA
UNITYCN8-CPW	Cisco Unity Connection 8.x	\$0	NA	NA

xx = latest Unified Communications release

Note: High Availability is offered only for Cisco Unity Connection within Cisco Unified Workspace for Partners.

- Conferencing (Table 8):** Select the desired conferencing product. If Cisco Unified MeetingPlace 8.0 is selected, you may need to select one of the integration options. This requirement is being gradually removed for Cisco Unified Workspace Licensing and Cisco Unified Workspace for Partners.. MeetingPlace 7.0 is optional and will provide 25 voice, 25 web, and 25 video ports total.

Table 8. Conferencing Options

Product Number	Description	List Price (\$US)	Essential Operate Service (ESW) Product Number	Service List Price per Year (US\$)
MeetingPlace 8.0 – Standard Selection				
MP8-CPW	Cisco Unified MeetingPlace 8.0	\$0	NA	NA
MeetingPlace 7.0 – Optional Selection				
MP-70-CPW	Cisco Unified MeetingPlace 7.0	\$2000	NA	NA

Note: Additional conferencing ports may be added to either conferencing option through normal ordering procedures or not-for-resale (NFR) but should not be combined on the same sales order with Cisco Unified Workspace for Partners.

6. **Network management (Table 9):** Order quantity 1 of Cisco netManager to support up to 500 Unified Communications users and devices or quantity 2 to support 1000 users and devices.

Table 9. Network Management Option

Product Number	Description	List Price (\$US)	Essential Operate Service (ESW) Product Number	Service List Price per Year (US\$)
CNMUC1.1-500-CPW	Cisco netManager	\$0	NA	NA

2.2 Order Examples

Tables 10 and 11 give examples of sales orders for Cisco Unified Workplace for Partners. Table 10 is an example of new sales order for Cisco Unified Workplace for Partners; table 11 is an example of an add-on order for Cisco Unified Workplace for Partners.

Table 10.

200 Users, 7825 Cisco UCM SW License, Redundancy, and Cisco Unity Connection	
CPW-UC-K9	\$2550
CPW-UC-50USR (x4)	\$2540
CPW-UC-REDUN	\$590
UCM-7825-xx-CPW (x2)	\$0
UNITYCN8-CPW	\$0
Includes 200 users, 3400 device license units, 32 conferencing ports, integrated messaging for all users, speech-enabled auto attendant, client licenses for all users, and 40 customer contact seats.	

Table 11. Addon order for 200 Users, MCS 7825, Cisco Unified Communications Manager 7.0 Software License, Redundancy, and Cisco Unity Connection

200 Users, 7825 Cisco UCM 7.0 SW License, Redundancy, and Cisco Unity Connection	
CPW-UC-ADDON	\$0
CPW-UC-50USR (x4)	\$2540
CPW-UC-REDUN	\$590
UCM-7825-xx-CPW (x2)	\$0
UNITYCN8-CPW	\$0
Includes 200 users, 3400 device license units, 32 conferencing ports, integrated messaging for all users, speech-enabled auto attendant, client licenses for all users, and 40 customer contact seats.	

xx = latest Unified Communications release

2.3 Applications and Clients Included with Cisco Unified Workspace for Partners

It is incumbent on the user to select applications and clients that are interoperable as a solution. Cisco ordering tools generally do not provide design guidance and offer no guarantee of interoperability. Please use the Cisco Unified Communications Compatibility Tool:

<http://tools.cisco.com/ITDIT/vtgsca/VTGServlet>

Call Control Options

Cisco Unified Communications Manager: The MCS or equivalent server hardware is ordered separately and is not a part of Cisco Unified Workspace for Partners. It is important to choose an MCS that supports the chosen version of Cisco Unified Communications Manager.

Cisco Unified Communications Manager Business Edition: When ordering Cisco Unified Communications Manager Business Edition as part of Cisco Unified Workspace for Partners, specify a server without preloaded software. This is accomplished by ordering the service spare offering, MCS7828H3-SS1 or MCS7828I3-SS1, separately. These servers ship without software and are not preinstalled.

Upgrades: Partners who already have Cisco Unified Communications applications installed, the Cisco Unified Communications Manager user license and server license provided with Cisco Unified Workspace for Partners is incremental to existing licensing. Total device license unit count will include all existing users plus the total users ordered with Cisco Unified Workspace for Partners. Upgrade media are provided with the software kit.

For additional detail, please refer to the corresponding *Cisco Unified Communications Solutions Ordering Guide* located at http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs1_og.pdf

Messaging Options

Cisco Unity Connection: Cisco Unity Connection is the standard voicemail offering with Cisco Unified Workspace for Partners. The Unity Connection licenses include VoiceMail and Internet Mail Access Protocol (IMAP) for all users. It comes with 48 Voicemail ports, 16 ports of text to speech (TTS), Automatic Speech Recognition (ASR), Voice Profile for Internet Mail (VPIM) and licensing for high availability.

Cisco Unity: Unity Unified Messaging includes 32 Voicemail ports. The Cisco Unity licenses include unified messaging (UM), voicemail (VM), and (IMAP) licenses for all users. It also includes 16 ports of text to speech TTS & ASR, VPIM, and Audio Messaging Interchange Specification (AMIS).

Upgrades: Partners who already have Cisco Unified Communications applications installed, the Cisco Unity or Cisco Unity Connection license provided with Cisco Unified Workspace for Partners will also enable currently deployed messaging users to upgrade to the current version. Total messaging user count will include all existing users plus the total users ordered with Cisco Unified Workspace for Partners. To change from Cisco Unity to Cisco Unity Connection, please see the Migration section of the Applications Ordering Guide, using the link below, and follow the instructions for Cisco Unity with a UCSS contract.

For additional details, please refer to the corresponding *Cisco Unified Applications Ordering Guide*: http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs2_og.pdf

Conferencing Options

Cisco Unified Meeting Place:

Partners have a choice between Cisco Unified MeetingPlace 7.0 and Cisco Unified MeetingPlace 8.0 with WebEx Meeting Center for their conferencing deployment. You will be prompted to select the version of the product that is appropriate for your needs.

Cisco Unified MeetingPlace 8.0 is included with Cisco Unified Workspace for Partners for an Audio and Video conferencing deployment. This is included at no additional charge. Cisco Unified Workspace for Partners includes MeetingPlace 8 Audio and Video ports at the ratio of;

- Each 50 CUWP users – 8 Audio and 8 Video ports

Cisco Unified Workspace for Partners also offers MeetingPlace 8 Web conferencing ports. To enable the web ports the Cisco Webex Node for MCS software is included and Webex Meeting Center ports are provided as follows:

- First 50 CUWP users – 7 External and 8 Internal Webex Meeting Center ports
- Incremental 50 users – 2 External and 8 Internal Webex Meeting Center ports

Note: Webex Meeting Center web ports provided in Cisco Unified Workspace for Partners are enabled for the duration of the UCSS contract.

Cisco Unified MeetingPlace 7.0 is also available with Cisco Unified Workspace for Partners but entails an additional cost of \$2000. MeetingPlace 7.0 comes with total of 25 voice, 25 video and 25 web sessions.

Upgrades: Partners who already have Cisco Unified Communications applications installed, the Cisco Unified MeetingPlace license provided with Cisco Unified Workspace for partners will also enable currently deployed conferencing sessions to upgrade to the current version. Total conferencing sessions will include all existing sessions plus the total sessions ordered with Cisco Unified Workspace for Partners. Note: Upgrading from prior MeetingPlace versions requires new hardware to support MeetingPlace 7 and 8.

For additional detail, please refer to the corresponding version of the *Cisco Unified Communications Applications Ordering Guide*: http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs2_og.pdf

Client Options

Cisco Unified Personal Communicator and Cisco IP Communicator: Both Cisco Unified Personal Communicator and Cisco IP Communicator are included with the Cisco Unified Workspace for Partners license.

Cisco Unified Video Advantage: Cisco Unified Video Advantage is included with the Cisco Unified Workspace for Partners license.

Cisco Unified Mobile Communicator: Cisco Unified Mobile Communicator is included with the Cisco Unified Workspace for Partners license.

For additional details, please refer to the *Cisco Unified Communications Solutions or Applications Ordering Guides*: http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs2_og.pdf

Cisco UC Integration for Microsoft Office Communicator: Cisco UC Integration for Microsoft Office Communicator is included with the Cisco Unified Workspace for Partners license.

Mobility Options

Cisco Unified Mobility Advantage: Cisco Unified Mobility Advantage is included with the Cisco Unified Workspace for Partners license. Cisco Unified Mobility Advantage consists of two servers: Cisco Unified Mobility Advantage Enterprise Server and Cisco Unified Mobility Advantage Proxy Server. Only a single copy is needed to perform both functions.

For additional details, please refer to the *Cisco Unified Communications Applications Ordering Guides*:

http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs2_og.pdf

Presence Options

Cisco Unified Presence: Cisco Unified Presence is included with the Cisco Unified Workspace for Partners license.

For additional details, please refer to the *Cisco Unified Communications Applications Ordering Guides*:

http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs2_og.pdf

Customer Contact Options

Cisco Unified Contact Center Express Premium: Cisco Unified Contact Center Express Premium agent/supervisor seats are included with the Cisco Unified Workspace for Partners license. Ten seats are included for each 50 users ordered.

Upgrades: Partners who already have Cisco Unified Communications applications installed, the Cisco Unified Contact Center Express licenses provided with Cisco Unified Workspace for Partners will also enable currently deployed Unified Contact Center Express sessions to upgrade to the current version. Premium licensed seats are provided and may not be mixed with either Standard or Enhanced licenses. Follow normal upgrade procedures to bring those seats to Premium, or deploy the Premium seats as a separate contact center group.

For additional details, please refer to the *Cisco Unified Communications Customer Contact Ordering Guide*:

http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/contactsolution_og.pdf

Management Options

Cisco netManager: Cisco netManager is included with the Cisco Unified Workspace for Partners license.

Cisco Unified Attendant Console: Designed for larger enterprises with support for up to 3 operator clients. An RTU certificate is included. CUWP participants, who need to obtain *Cisco Unified Enterprise Attendant Console S/W and License*, can go to the following fulfillment page: <http://cisco-ac.arcsolutions.com/cuwp.html>

For more information, please visit: <http://www.cisco.com/en/US/partner/products/ps7282/index.html>

Digital Media Suite

Cisco Digital Media Suite: A host of features that allows users to create, publish, restrict access and share videos. Options that are included are:

Show and Share –

- Perpetual Authoring Licenses (50)
- Perpetual License for Show and Share Reports

Digital Media Manager –

- Digital Media Manager Base software license
- DMM Digital Signs module
- DMM Cisco Cast Module
- DMM Feature License for Digital Media Processors DMP (10)
- DMM Show and Share Module
- DMM Live Event Module

Adaptive Security Appliance ASA

Cisco ASA 5500 Series Adaptive Security Appliance Version 8.3: The ASA handles perimeter security and monitors quality of service (QoS). Cisco Unified Workspace for Partners now includes the IME software module license; **Cisco ASA 55xx Intercompany Media Engine License for CUWP.** The ASA performs the following functions:

- Monitors Internet voice quality
- Informs Cisco Unified CM of voice-quality problems
- Encrypts and decrypts signaling and media at boundary
- Blocks incoming voice-over-IP (VoIP) spam

Note: The ASA licensing provided in CUWP does not offer Phone Proxy.

Third Party Solution Offering

Plantronics Headsets

Now you can experience the Voice of Unified Communications from Plantronics by participating in Cisco Unified Workspace for Partners. To receive your free headsets and qualify for the discount purchase program of up to 250 headsets for internal deployment, please go to http://www.plantronics.com/north_america/en_US/uc/partners/cisco/

As a Cisco Developer Network (CDN) Solution Partner, Plantronics delivers Cisco certified Compatible headsets that encompass the full Cisco Unified Communications applications portfolio, including Cisco IP Communicator (CIPC), Cisco Unified Personal Communicator (CUPC), Cisco Integration for Microsoft Office Communicator (CUCI-MOC), and Cisco Integration for WebEx Connect (CUCI-Connect).

3. Cisco Unified Communications Software Subscription

Cisco Unified Communications Software Subscription (UCSS) is a product that allows customers to receive major software version upgrades without cost for the duration of the subscription. A three-year subscription is included as part of the Cisco Unified Workspace for Partners license. A valid Cisco Unified Communications Essential Operate Service (ESW) contract must be either in place or purchased with Cisco UCSS. Special pricing on ESW is available for the Cisco Unified Workspace for Partners offer. For more information about UCSS, refer to <http://www.cisco.com/go/ucss>.

For UCSS to be active, it must first be activated. Activation instructions are located at:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6882/ps9158/net_brochure0900aecd805f0aa1.pdf

4. Cisco Unified Communications Services

Gain an accelerated return on investment for Cisco Unified Communications deployments with a resilient, converged network that meets business needs. Using the Cisco Lifecycle Services approach, Cisco and its channel partners provide a broad

portfolio of unified communications services that address all aspects of network deployment, operation, and optimization. Cisco Unified Workspace for Partners requires three years of Essential Operate Service (ESW) to enable the included three years of UCSS.

Table 12 lists the relevant ESW SKU for the Cisco Unified Workspace for Partners program.

Table 12. Cisco Unified Communications ESW for Cisco Unified Communications 7.0 License

Services Contract Type	Associated Service SKU for Product SKU CPW-UC-50USR	Global List Price (\$US) per Year
ESW	CON-ESW-CPW50U	\$197

Information about how to order Cisco Unified Communications Services can be found in the *Cisco Services Ordering Guide* at the following location: http://www.cisco.com/en/US/partner/products/svcs/ps2961/ps2664/serv_group_home.html.

Key points to understand when ordering Cisco Unified Communications (ESW) to complement Cisco Unified Workspace for Partners:

- Cisco Partner Workspace UC 7.x 50-user licenses include three years of UCSS.
- All Cisco Unified Workspace for Partners orders should include Cisco Unified Communications ESW on the same order.
- Cisco Unified Communications ESW both complements and is a requirement for UCSS.
- You need to order three of the appropriate ESW SKUs for each CPW-UC70-50USR ordered. For example, if you order quantity 3 (150 users) of the CPW-UC70-50USR, you will need to order quantity 9 (3 years x 3 50-user bundles) of ESW to get three years of support. Refer to Table 13 for more examples.
- When ordering ESW through distribution, you need to ensure that the distributor understands that the units of ESW you are purchasing are for a three-year term. Their system defaults to one year. If you tell them you want a quantity of 9 ESW “units,” they are very likely to create a contract for 450 users for one year instead of 150 users for three years. If your contract expires after one year, you will no longer have access to the upgrade (UCSS) services in the Product Upgrade Tool.

Cisco Unified Communications ESW contracts are offered in increments of one year with options of one, two, or three years. **Be sure to select three years of Cisco Unified Communications ESW to complement your three-year UCSS. This is required and will be verified during the QPH process.**

Table 13. Cisco Unified Workspace for Partners ESW Ordering Examples

Cisco Unified Workspace for Partners Seats Ordered	Order the Following Quantity of CON-ESW-CPW50U
50	3 for 3 years
100	6 for 3 years
150	9 for 3 years
200	12 for 3 years
250	15 for 3 years

Tools for Quoting and Ordering

Cisco Service Contract Center

Cisco Service Contract Center, the next generation of service management, helps you increase profitability and efficiency by simplifying the way you manage and sell Cisco Services contracts.

Now there is one simple and easy-to-use web-based solution you can use to quote and book your service orders and manage your service contracts and renewal opportunities. Cisco Service Contract Center helps you accelerate your business by allowing you to focus your attention on selling and on servicing your customers instead of waiting for reports, searching for information, reconciling prices, reentering quotes, solving problems, and cleaning up contracts.

Access the Cisco Service Contract Center at the following location: <http://www.cisco.com/public/scc/>.