Benefits of Upgrading Cisco Unified Communications Manager 5.x to 10.x/11.x

Since the introduction of Cisco Unified Call Manager Release 5.x in 2006, 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.
- For a limited time, Cisco offers a dedicated support team to help with the upgrade.
- Minimal effort is needed to upgrade using the new, low-risk Prime Collaboration Deployment (PCD) feature.

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

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.

BYOD

Bring Your Own Devices (BYOD) helps your organization create adaptive workspaces that build productivity, business agility, security, and competitive advantage.

Cisco Jabber empowers IT to offer users a choice of devices to use for their work wherever they work most effective. 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 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.

Right Time to Upgrade

Cisco Unified Call Manager 5.x server hardware and software have reached end-of-life/end-of-support. Cisco Unified Call Manager Release 5.1 software supports ended in February, 2010. Hardware support ends in February, 2014. See the end-of-life announcement:


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

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.

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- 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.

**Operational Efficiency**
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.x 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 through Cisco Prime Collaboration deployment.

**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](http://www.cisco.com/go/cucmupgrade)

Partner landing page: [www.cisco.com/go/driveto9](http://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](http://www.cisco.com/go/offices).