Benefits of Upgrading Cisco Unified Communications Manager 4.x to Release 9.1

Since the introduction of Cisco Unified Call Manager Release 4.x in 2003, Cisco continues the innovation momentum with new releases offered to you every 12 to 18 months. Cisco Unified Communications Manager Release 9.1(2) is the latest offering. If your company has not updated Cisco Call Manager 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 9.1(2)?

- Server hardware and software have reached their end-of-life/end-of-support.
- 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 has assembled an attractive offer package to minimize the migration cost.

Cisco Unified Communications Manager Release 9.1(2) leads the industry forward in the next generation collaboration experience, including features such as:

- BYOD
- Mobility
- Video
- B2B /cloud
- Virtualization
- Operation efficiency
- Customer collaboration

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 9.1.

Right Time to Upgrade

Cisco Unified Call Manager Release 4.x server hardware and software have reached end-of-life/end-of-support. Cisco Unified Call Manager Release 4.3 announced end-of-life on Jan. 27, 2010. The last day to receive service and support is Jan. 31, 2014. See the end-of-life announcement: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallc on/ps556/end_of_life_notice_c51-612453.html

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 9.1(2). 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 9.1(2) 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 availability, 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 in Release 9.1(2) 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.
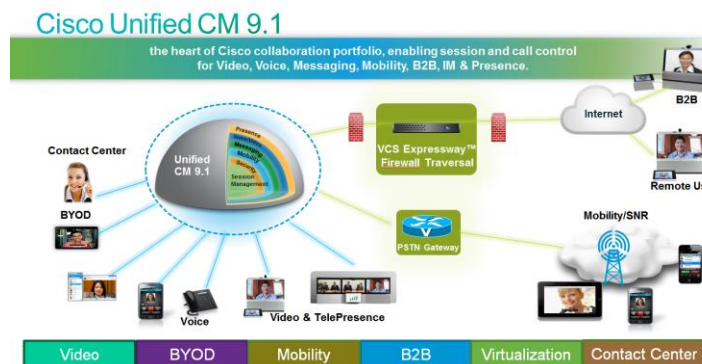
- Session resumption capability for Dial via Office Reverse Call-back (DVO-R) and Single Number Reach so that end users can call back the final target.
- Consistent user experience for voice-over-IP (VoIP) and cellular modes for mobile devices.
- Enhance overall DVO-R user experience.

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.

Cisco Unified Communications Manager Release 9.1(2) is the heart of Cisco collaboration, adding seamless and enhanced support to video and Cisco TelePresence.

- Unified voice and video capabilities on one platform.
- Directory Uniform Resource Identifier (URI) dialing extends reachability to users and devices by enabling dialing using email addresses.
- Multitiered CAC provides location-spaced CAC to manage bandwidth pools.
- SIP normalization and transparency enhancements allow better interoperability between video endpoints.

Business to Business (B2B)

Collaboration solutions bring people and information together. Improved participation across the organization leads to increased productivity, simplified business processes and improved workflow.

Cisco VCS Expressway provides secure business-to-business video collaboration outside the enterprise for enhanced communication with partners and customers. Remote and home-based worker productivity is improved, and service providers can provide video communications to their customers. Secure communications through standards-based and secured firewalls is possible for all Session Initiation Protocol (SIP) and H.323 devices. Cisco VCS Expressway is the B2B extension to Cisco Unified Communications Manager Release 9.1(2).

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 9.1(2) 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. For example, Enterprise License Manager (ELM) for cost effective licensing, as well as the integration of Cisco Unified Communications Manager IM and Presence Service.

Return on Investment Analysis

Upgrading to Release 9.1 enables people to connect, communicate, and collaborate like never before. The next generation collaboration experience you gain from this upgrade can deliver ROI in these critical areas:

Operational ROI:

- Reduce the Total Cost of Ownership with better operation efficiency, and reduced infrastructure cost through the consolidation of voice/video/data network and virtualization.
- Save business operation cost, for example: reduce travel and save office space.
- Maximize the benefits of investment on collaboration by incorporating the latest Cisco Unified Communications Manager capabilities as opposed to making a new purchase.

Productivity ROI:

- Improve organizational communications to drive results and optimize team performance to speed business agility.
- Allow employees to work their way and be more reachable with mobility and BYOD to gain the competitive advantage.
- Increase collaboration with customers, partners and supply chains to streamline the sales cycle.
- Excel in customer relationships with video-enabled business applications.

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**