



# Navigating Cisco Licensing Changes with NTT

Your Cisco Unified Communications Manager (CUCM) license is coming to an end. What's next?

## Overview

**Cisco has recently announced end-of-sale and end-of-life (EoL) dates for on-premises perpetual licenses for Cisco Unified Communications Manager (CUCM). What exactly is changing, and what does that mean for your business? This e-book will cover the following to help you navigate the licensing changes:**

1. What's changing, and when?
2. What do the licensing changes mean for your business?
3. Your business is using an EoL or soon-to-be EoL phone system – what's next?
4. Benefits of moving your calling to the cloud.
5. How Cisco cloud collaboration solution can help.
6. Moving on from on-premises PBX – what are your options?
  - i. Webex Calling
  - ii. Cisco Unified Communications Manager (CUCM) Cloud
  - iii. Cisco Collaboration Flex Plan
  - iv. Cloud Voice
7. How we can help.
8. Getting started.

## 1. What's changing, and when?

### Cisco's End-of-sale (EoS)/ End-of-life (EoL) announcement

'End-of-sale and end-of-life Announcement for Perpetual Licensing for Cisco Unified Communication Manager - User Connect Licensing (UCL) and Emergency Responder.'

According to Cisco, the last day to order the affected product(s) was January 23, 2021. [Click here](#) for the full list of end-of-life milestones and product part numbers that are affected by this announcement.

### What does end-of-life (EoL) mean?

EoL is the designation applied to platforms or products deemed by its manufacturer to have reached the end of its useful life. This typically occurs several years after production of hardware or development of software has ceased.









## 2. What do the licensing changes mean for your business?

Switching office phone systems isn't always optional. Every PBX and key system has an expiration date, and this comes as manufacturers develop new technologies and as vendors shift strategies. As a result, older systems are phased out and become increasingly limited and expensive.

Although your phone system can last beyond its EoL, the longer you wait to upgrade, the more susceptible you become to potential communications challenges. Below are a few reasons why:

-  No further development or updates will be made to the particular product or product line.
-  Technical support for the product will typically cease after the expiration of existing support contracts.
-  New spare or repair parts for the product or product line will be drastically delayed or ceased.
-  No compatibility with new features will exist, and certain features or functionalities may become limited or cease.



### 3. Your business is using an EoL or soon-to-be EoL phone system – what's next?

If your business is using an EoL or soon-to-be EoL on-premise phone system, you should take the steps now to replace the system.



#### Option 1: Migrate to the cloud

- migrate now and discover all of its advantages
- multiple implementation models, including hybrid
- flexible migration at your own pace



#### Option 2: Stay on-premises

- continue to leverage your on-premises infrastructure
- opt for OPEX licensing model for more flexibility and scalability
- unify your carriage providers by migrating your calling plans to cloud voice

#### Why more organizations are moving to the cloud

According to a Cisco report, more enterprises are moving to the cloud, especially as distributed and flexible working models gain momentum with the ongoing COVID-19 pandemic.



Source: The rise of the hybrid workplace: A global survey of executives, employee experience experts and knowledge workers





## 4. Benefits of moving your calling to the cloud

In today's modern workplace, organizations look to leverage the cloud to provide great collaboration technologies that connect globally distributed teams.

The beauty of a cloud-based network is you never have to worry about business disruptions as a result of hardware EoL again. Part of the service includes protecting your business from constant and fast-moving technological changes.

The provider manages and maintains their network – which include all your hardware and software. What this means is that when a particular application or component reaches its EoL, the provider is responsible for the upgrades while you reap the rewards without any risk to your network performance or functionality.

When done properly, moving to the cloud can reduce hardware costs, reduce or eliminate support and maintenance costs, reduce IT staffing and associated costs, as well as provide the ability to scale up and down as needed.

### Five reasons to move your calling to the cloud



#### Increase agility

simplicity, scalability,  
flexibility and speed  
(remote workers)



#### Stay current

simplicity, scalability,  
flexibility and speed  
(remote workers)



#### Reduce TCO

lower CAPEX and  
optimize OPEX



#### Raise productivity

enhance mobility and  
team collaboration  
(remote workers)



#### Add intelligence

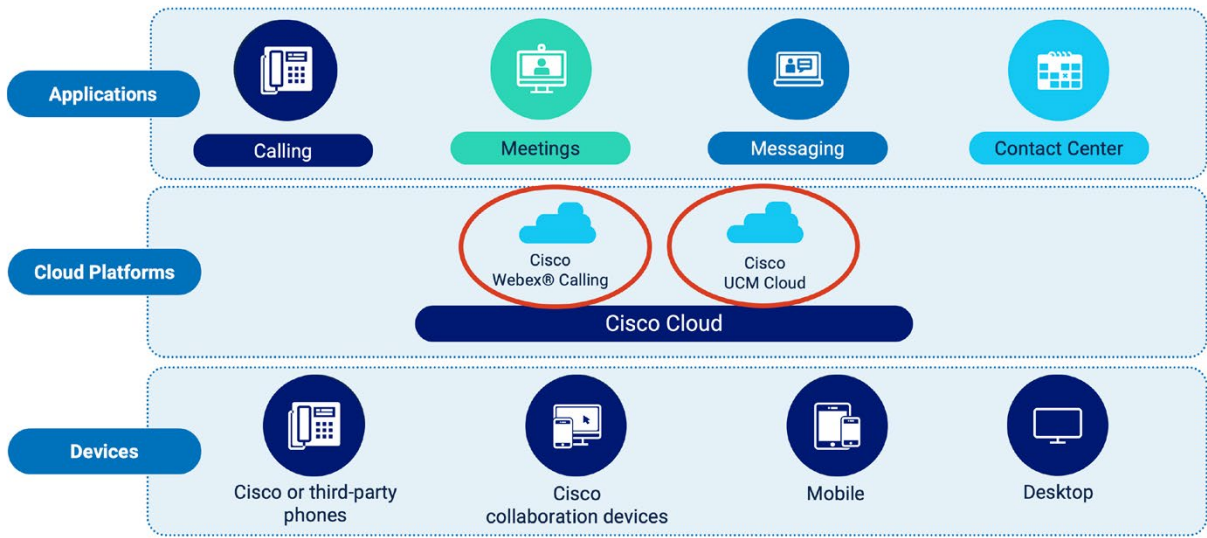
integrated cognitive  
collaboration experiences



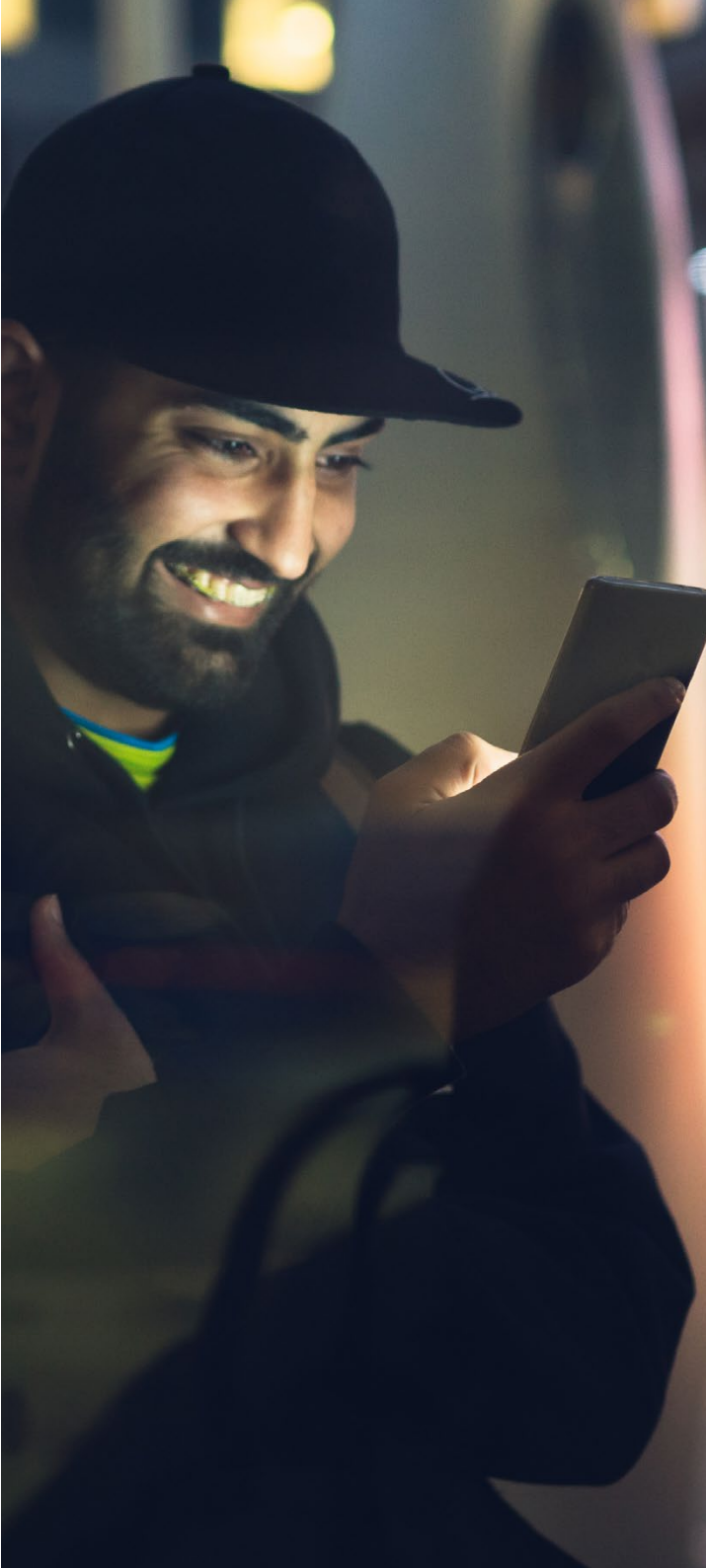
## 5. How Cisco cloud collaboration solutions can help

Cisco cloud collaboration solutions cover a wide range of applications, platforms and devices – so you can easily call, meet and share, wherever and whenever.

### Cisco cloud collaboration solutions portfolio



Our cloud transformation services provide end-to-end consulting, deployment and managed services to empower businesses and advance your journey from on-premises PBX towards intelligent communication with Webex.





## 6. Moving on from on-premises PBX – what are your options?

With the EoS and EoL announcements for CUCM Perpetual License and Cisco Software Support Service (SWSS) – here's a look at the Cisco Cloud Calling options that you'll have going forward and the benefits that each solution will bring to your organization.

- opt for full cloud migration with Webex Calling or [Cisco UCM Cloud](#)
- combine existing on-prem solutions with Cloud Voice

### i. Webex Calling

Webex Calling is a cloud calling solution that delivers enterprise-grade calling, enabling you to replace your PBX network with a trusted cloud solution. It easily extends to a complete collaboration experience that includes market-leading calling, meetings, teams, contact center, and integrated devices for all situations. Important qualities include:



#### Unified application

- one unified, modular application for calling, messaging, meetings, and team collaboration
- collaboration-enabled workflows



#### Intelligent devices

- proximity awareness between applications and devices
- seamless call hand-off between devices
- specially designed for every workspace
- cloud connected endpoints embedded with AI that provides cutting-edge voice activated meeting rooms and people count capability for that next gen meeting experience



#### Enterprise performance

- complete enterprise feature set
- trusted quality and reliability with geo-redundant data centers around the globe
- legendary end-to-end Cisco security
- globally available
- protection of existing investment in any on-premises Cisco® Unified Communications Manager (CUCM) licenses, through the Cisco Collaboration Flex Plan



#### Exceptional control

- complete, integrated service management
- one centralized and comprehensive administrative portal
- advanced analytics and reporting
- tools and commercial licenses to enable smooth migrations from on-premises calling solutions, including CUCM or hybrid deployments
- it's simple to setup and manage, with a single device to oversee all collaboration within the Webex Control Hub, driving a seamless user experience

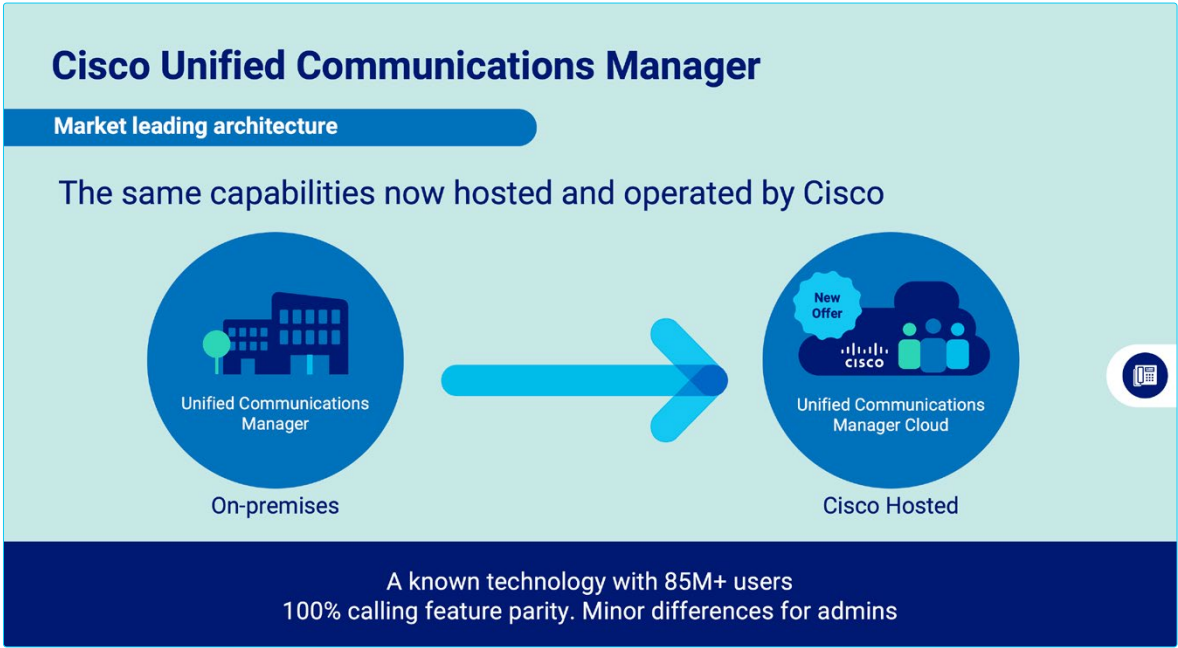




ii. Cisco Unified Communications Manager (CUCM) Cloud

Powered by Cisco's Unified Communications Manager collaboration (CUCM) technology, Cisco UCM Cloud is part of Cisco's cloud calling portfolio and is hosted by Webex data centers around the world.

The service offers the same familiar CUCM features and user experience, providing an ideal migration path to the cloud for enterprise clients.



With CUCM Cloud you get:



A dedicated calling application instance hosted and operated by Cisco in Webex Data Centers.



A customizable calling platform with all of your favorite Cisco UC Manager capabilities along with an API strategy that enables deep third-party application integrations.



A large-scale, flexible architecture that can adapt quickly to new growth requirements.



A robust, secure platform, with a FedRAMP authorized version, cloud-enabled Cisco Unified Survivable Remote Site Telephony (SRST) features, e911 capabilities, and other key UC Manager enterprise security modalities embedded within the platform.



A familiar user experience that speeds migration to the cloud and bypasses the need for employee re-training.



A unified client for calling, messaging, meetings and team collaboration that is usable across all device types.



Compatibility with Cisco's full portfolio of phones, gateways, and video devices.



Hybrid deployment capabilities as UCM Cloud represents the quickest path to the cloud for Cisco on-premises clients.





### iii. Cisco Collaboration Flex Plan

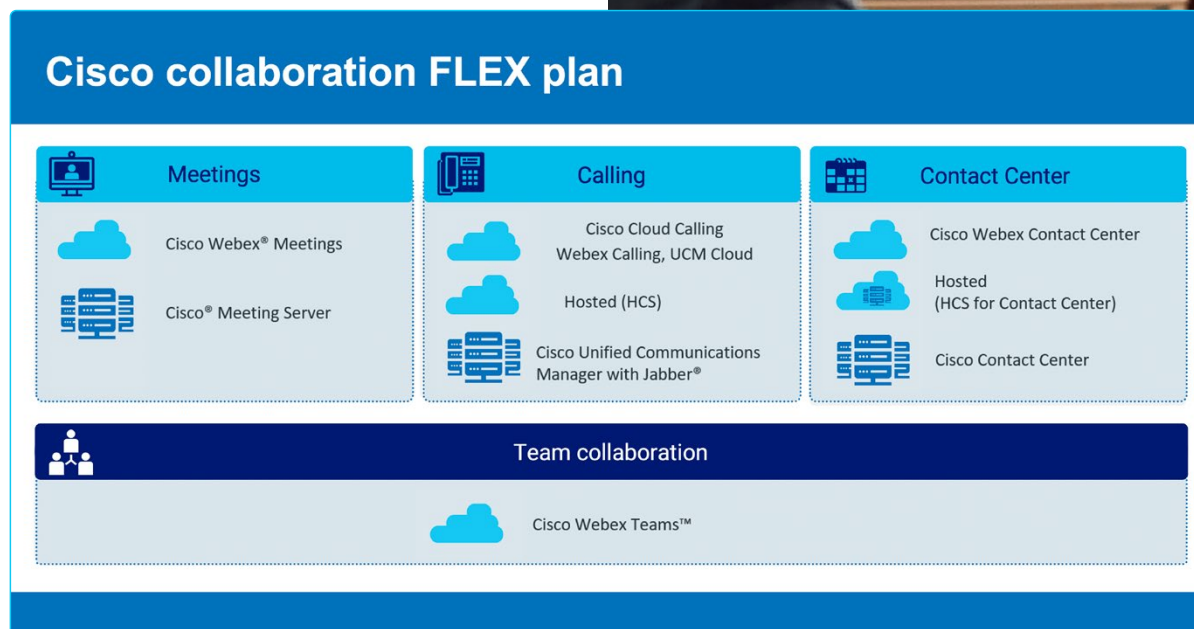
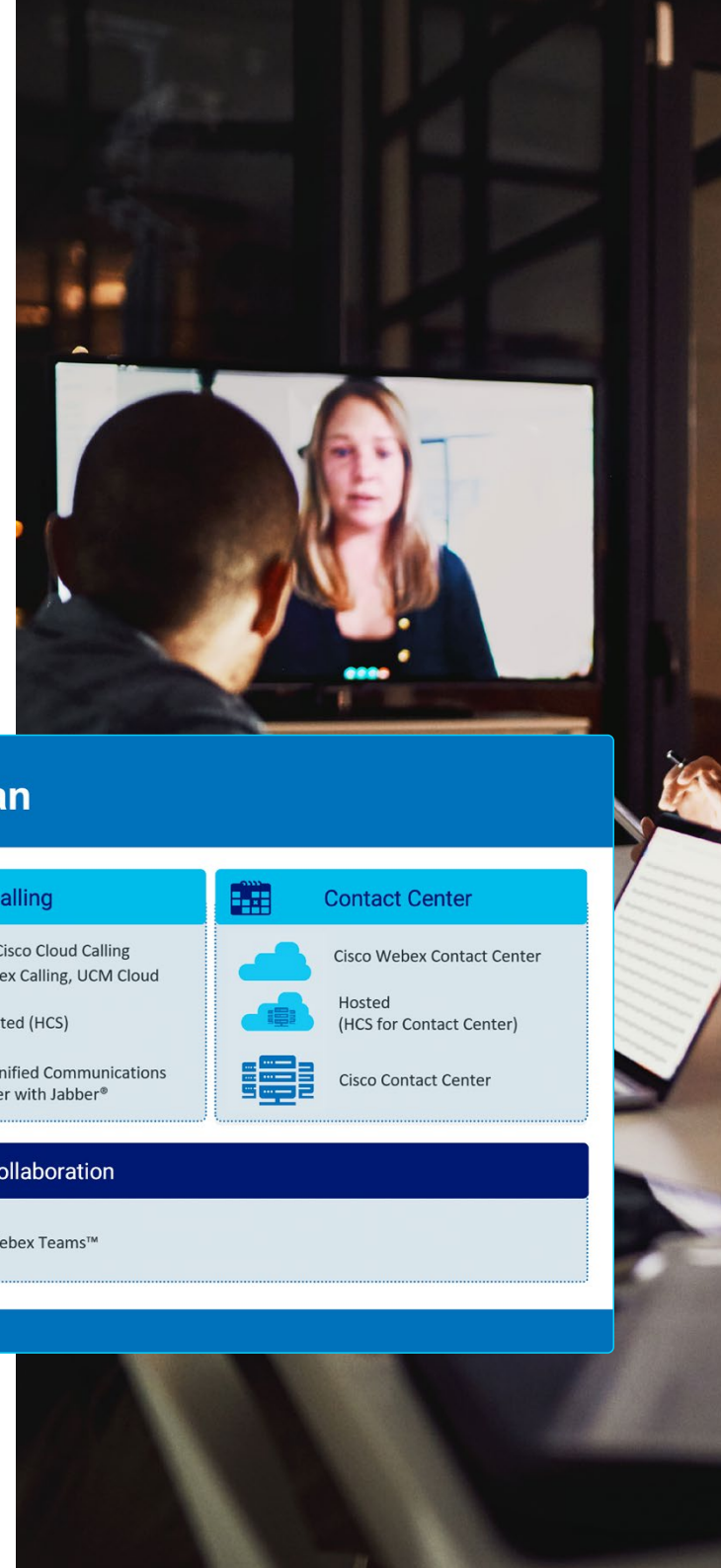
The Cisco Collaboration Flex Plan offers industry-leading collaboration tools with one simple subscription-based offer. It helps with transitions to the cloud, and investment protection, by including cloud, premises, hosted and hybrid deployments, with the flexibility to use them all.

Choose to equip employees with meetings, calling, or both and add more at any time. At the same time, seamlessly drive enhanced team collaboration with Webex App, which is included at no additional charge. And you can easily add Contact Center capabilities, which are also included in the Collaboration Flex Plan. One agreement covers software, entitlements, and technical support for cloud-based and on-premises services.

#### Benefits:

- ✓ **Simplicity:** Cisco's industry-leading collaboration tools, available via subscription.
- ✈ **Flexibility:** Mix and match between cloud, premises, hosted, and hybrid deployment options.
- 👤 **Agility:** Get users up and running with the services they need today. Scale up as adoption increases.

You can choose the services you need today and grow at your own pace. And you can enhance productivity further by providing teams with Webex App, included at no additional charge, for ongoing work - on every device, in every place, to move work forward. You can enable services for selected individuals, teams or departments, or for your entire organization. And you have the flexibility to add services as adoption grows.





#### iv. Cloud Voice

Also known as Cloud Telephony or Cloud Calling, our Cloud Voice provides a simple and unique way to interconnect your IP, PBX, Contact Center or UC platform to the telephony world while significantly reducing costs. Customers can keep their existing on-premises infrastructure and connect to our Cloud Voice to consolidate their carriage providers and take advantage of our universal calling plans.

##### Benefits:



**Flexible:** Cloud Voice gives you choice. You can switch one team, one division, or country at a time. Scale up, down and across just as you need.



**Universal and interoperable:** Native integration with Microsoft Teams, Webex and many other cloud-based solutions or on-premise PBX systems.

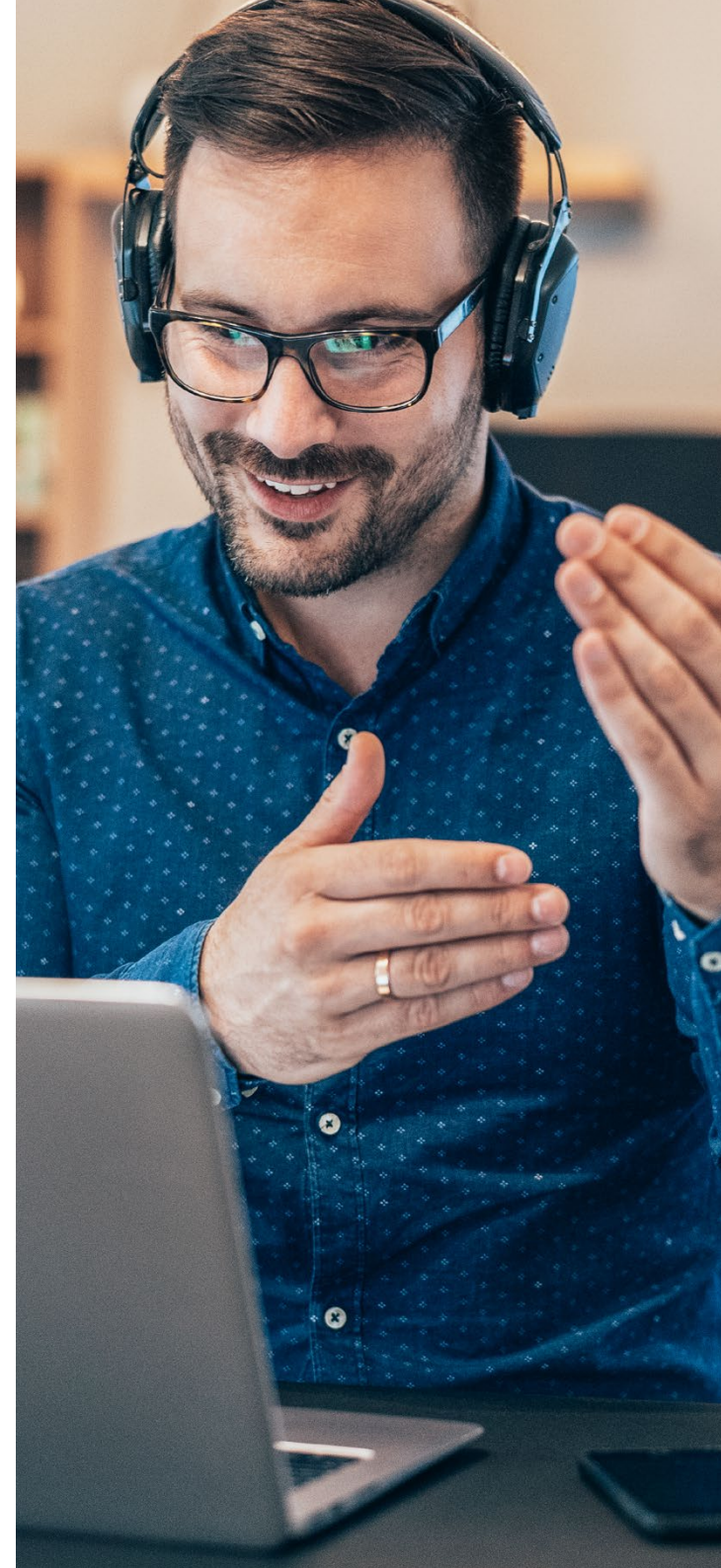


**Global:** Call 190+ countries with full PSTN replacement in 30 key territories and Data Centers in the Americas, Asia and Europe.



**Cost effective:** Three ways to save: no more equipment upgrades and maintenance; low entry costs, in all covered countries; ultra-competitive call plans.

Source: The rise of the hybrid workplace: A global survey of executives, employee experience experts and knowledge workers



## 7. How we can help

We take advantage of Cisco’s market-leading unified communications (UC) applications to deliver features including voice, voicemail, instant messaging, presence and user mobility across a range of end-user devices. The consumption-based service includes Cisco UC software, infrastructure, and application support on an all-inclusive basis, delivered from our global network of data centers on a dedicated, single tenant application infrastructure. In addition, our scalable cloud platform eliminates the need for capital investment on your part.

### Multiple deployment modes – we can assist with all options



### Global Voice Design capabilities

Fully migrating to the cloud, including voice, is complex. By engaging NTT, we deliver:



Understanding of existing environment



Organizational change management requirements



Time, effort and cost for the full migration



Supporting the environment to ensure quality of experience

Our proven design workshops provide organizations with a detailed plan to successfully migrate our customers to a cloud UC environment, including Voice.



#### Cross-technology expertise

- Across multiple technology areas leveraging strong global partnerships with leading technology vendors.



#### Industry leader

- Cisco APJC Partner of the Year 2019.
- Frost Radar award winner from Frost & Sullivan for Best Practices in UCaaS and Hosted IP Telephony 2020.



#### End-to-end support

- We deliver end-to-end migration and deployment support, as well as professional and proactive support services.

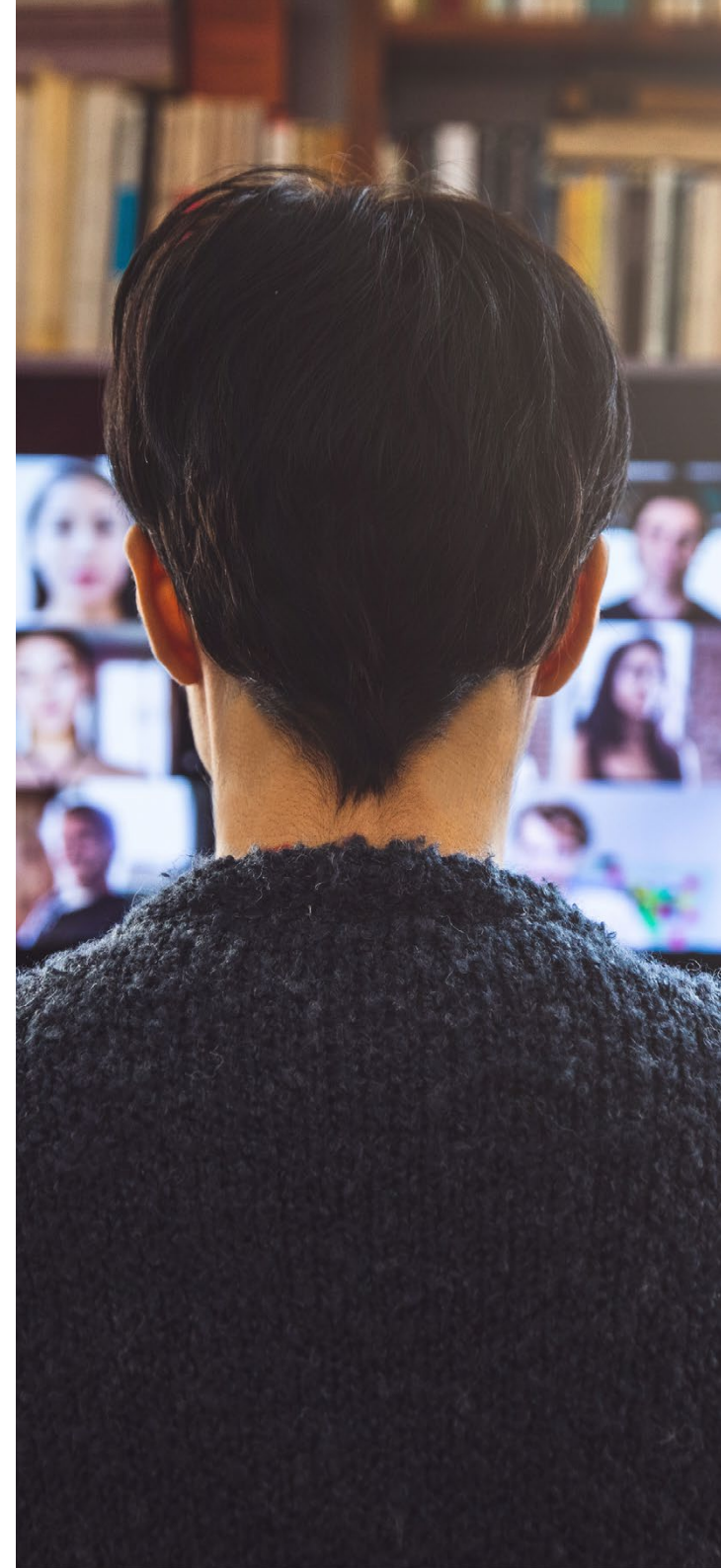


#### Unified platform provider

- We're a global Cisco partner delivering complete Cisco solutions with cloud telephony and conferencing.

We have a deep understanding of, and experience in, networking, security, data center and collaboration. This lets us offer valuable guidance on your UCaaS deployment. We're able to support your entire ecosystem, from unified communications and collaboration to contact center, security and network managed services.

[Contact us](#)





## 8. Getting started

NTT and Cisco have been helping organizations reinvent their workplaces for nearly 30 years, across industries around the globe. We have the breadth of services and technologies to help you reimagine how you get work done with an approach that balances employee happiness and engagement, improves outputs and lowers operational costs – while ensuring everything is secure by design. Together, we help you keep your teams connected, in a seamless and secure way, whether you choose a cloud, hosted, or on-premises model.

Learn more: <https://hello.global.ntt/en-us/landing-page/support-your-hybrid-workforce-with-cisco>

### References:

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