Cisco Meeting Server
Video Conferencing

November 1, 2018

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Multiparty video conferencing overview

Cisco Meeting Server is Cisco's lead on-premises video conferencing solution, based on Acano software.

Cisco® Meeting Server provides a consistent meeting experience for every meeting attendee, as well as open interoperability, all based on a highly scalable software architecture supporting business quality meetings from mobile through immersive via audio, video and web. The Cisco Meeting Server Software architecture supports:

- Standards-based room and desktop video systems
- Cisco Jabber® client
- WebRTC compatible browser with Cisco Meeting App experience
- Downloadable client (Cisco Meeting App)
- Skype for Business interoperability
- Scalable audio and web conferencing

Licensing

The Cisco Multiparty licensing model (Personal Multiparty and Shared Multiparty) has been changed to Multiparty (Personal Multiparty Plus and Shared Multiparty Plus) with the inclusion of the Cisco Meeting Server software providing an all-in-one per-user-based consumption model.

Software

- Cisco Meeting Server
- Cisco Meeting App (client application included with Cisco Meeting Server)
- Cisco Meeting Management

Hardware

- Cisco Meeting Server 1000: 1-Rack-Unit (1RU) server based on Cisco Unified Computing System™ (Cisco UCS®). The Multiparty Media 410v (MM410v) server is also supported
- Cisco Meeting Server 2000: 6-RU 5108 Cisco UCS chassis with eight B200 blades with all components required
- Third Party Hardware (spec based support)

Partner requirement

All partners ordering Cisco Meeting Server are required to hold the Cisco Collaboration Express Specialization at a minimum to complete the required training for customer deployments. For details, go to https://www.cisco.com/c/en/us/partners/partner-with-cisco/channel-partner-program/specializations.html. Legacy

Partners ordering the CMS 2000 need to hold a Cisco Data Center Specialization for experience on setup & configuration of UCS-5108 chassis with Cisco Unified Computing Services (UCS) manager application.

Acano partner training information is available at https://communities.cisco.com/community/partner/collaboration/bizvideo/acano.

Availability

Ordering has been available in Cisco Commerce Workspace (CCW) since August 2016.

Orderabiity for new CMS 1000 M5 server available starting Oct 10, 2018.

Important ordering guide updates

This guide is focused on the ordering process for Multiparty licensing, including Cisco Meeting Server software (formerly Acano).

Figure 1.   Cisco Meeting Server and the Cisco Collaboration Edge architecture
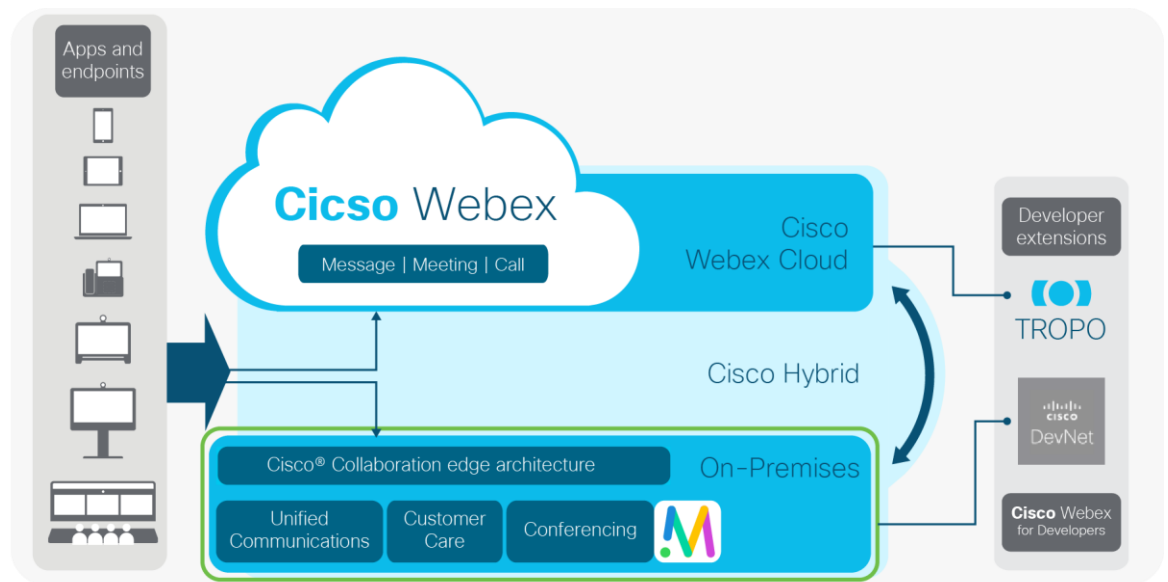
Product naming

Cisco Meeting Server is the name for the **Acano Software**.

Cisco Meeting App is the name for **the Acano App**.

Cisco Meeting Management is the name for the companion application for managing important meetings and other services.

Cisco Unified Workspace Licensing Meetings Edition (Cisco UWL Meetings) is an offer in the Unified Communications Licensing offering that includes Personal Multiparty Plus featuring Cisco Meeting Server. Cisco Unified Workspace Licensing Professional Edition (Cisco UWL Professional), which included Personal Multiparty, has been retired.

Cisco Meeting Server 1000 is the Cisco UCS server appliance successor to the Multimedia 410v (MM410v).

Cisco Meeting Server 2000 is a Cisco UCS multi-blade server appliance offering greater capacity.

Cisco Multiparty licensing is the primary licensing model used for Cisco's on-premises video conferencing infrastructure solution.

Note: "Ports" model licensing (Acano ACU) continues to be available.

Multiparty licensing removes the complexity associated with the traditional video conferencing licensing model. Previously customers needed to know how many people would join each meeting and from what device; they needed different licenses for scheduling, video interoperability, and firewall traversal, and in different quantities; and they needed separate licenses for video and unified communications, which were calculated in different ways. The Multiparty licensing model provides all of these capabilities to enable a video centric meeting with a unified license.

Multiparty licensing
Personal Multiparty Plus included with a Cisco UWL Meetings license, provides unrestricted **per-host video conferencing**
Shared Multiparty Plus, for concurrent usage, allows anyone in the business to use video conferencing
Both Personal and Shared Multiparty Plus include a license to use Cisco Meeting Server and Meeting App

Personal Multiparty Plus (PMP Plus) provides a named host license assigned to a specific user. It is recommended for users who use video frequently. These licenses can be purchased with Cisco UWL Meetings or as an a la carte offer.

PMP Plus is an all-in-one licensing offer for video conferencing replacing what was previously known as Personal Multiparty.

Each host is allowed to use video conferences of any size (within the limits of the server hardware deployed). They can meet with others in their personal meeting room, or launch instant meetings and schedule future ones. Anyone can join a meeting from any endpoint. Resolution for meetings is the maximum supported via the software.

Shared Multiparty Plus (SMP Plus) provides a concurrent license that is shared by users who use video less frequently. It can be purchased at a reduced price with a Cisco video room endpoint which also includes the Cisco Unified Communications Manager TP Room Registration license included when purchasing room endpoints, or it can be purchased a la carte.

SMP Plus enables video meetings for all employees who do not have a Cisco UWL Meetings host license. It is ideal for customers that have deployed room systems that are shared among many employees. All employees, with or without a Cisco UWL Meetings license have the same great experience. They can host a meeting with their personal meeting room number, launch an instant meeting, or schedule a future meeting. Each shared host license supports one concurrent video meeting of any size (within the limits of the hardware deployed). Each Shared Multiparty Plus license includes one Rich Media Session (RMS) license, which can be used to enable Business-to-Business (B2B) as well as Expressway Lync interop calling.

Audio only applications – Meetings with all participants are audio only, no video or content share, are licensed a 1/6 an SMP Plus license.

Please note that the RMS licenses included with SMP Plus have been reduced from two to one starting Aug 1, 2016. Cisco Expressway X8.8 now supports registrations for telepresence endpoints, including third-party vendor systems. With this change, only a single RMS license is now required for B2B or Lync calls applied to Expressway-C.

It is recommended to deploy SMP Plus together with PMP Plus, giving anyone in the business a license for video conferencing while allowing the organization to maximize Total Cost of Ownership (TCO). Cisco UWL Meetings includes all of the necessary solution component licenses with PMP Plus.

Customers who currently don't own any management suite can purchase the Cisco TelePresence® Management Suite via the TMS Starter Pack. (SMP licensing is not included with the Starter Packs) It would be especially be beneficial for existing customers of Acano who want to purchase scheduling and endpoint management suite from Cisco.

Multiparty licenses are available as perpetual licenses for one-time purchase. Multiparty licensing also requires the purchase of a Cisco Software Support Service (SWSS) contract (minimum one year).

With the Multiparty model, the PMP Plus and SMP Plus licenses will be centrally managed by Cisco Meeting Server for all call bridges, including globally distribution within a single cluster. Licenses do need to be split across multiple clusters in the current version.

Multiparty licensing allows all platform capacity to be available for any meeting, and the meeting capacity is no longer limited by licensing (as it was with the port and screen license models).

Figure 2 gives an overview of the Cisco TelePresence license types.

Figure 2.   Cisco video conferencing infrastructure overview and primary license types
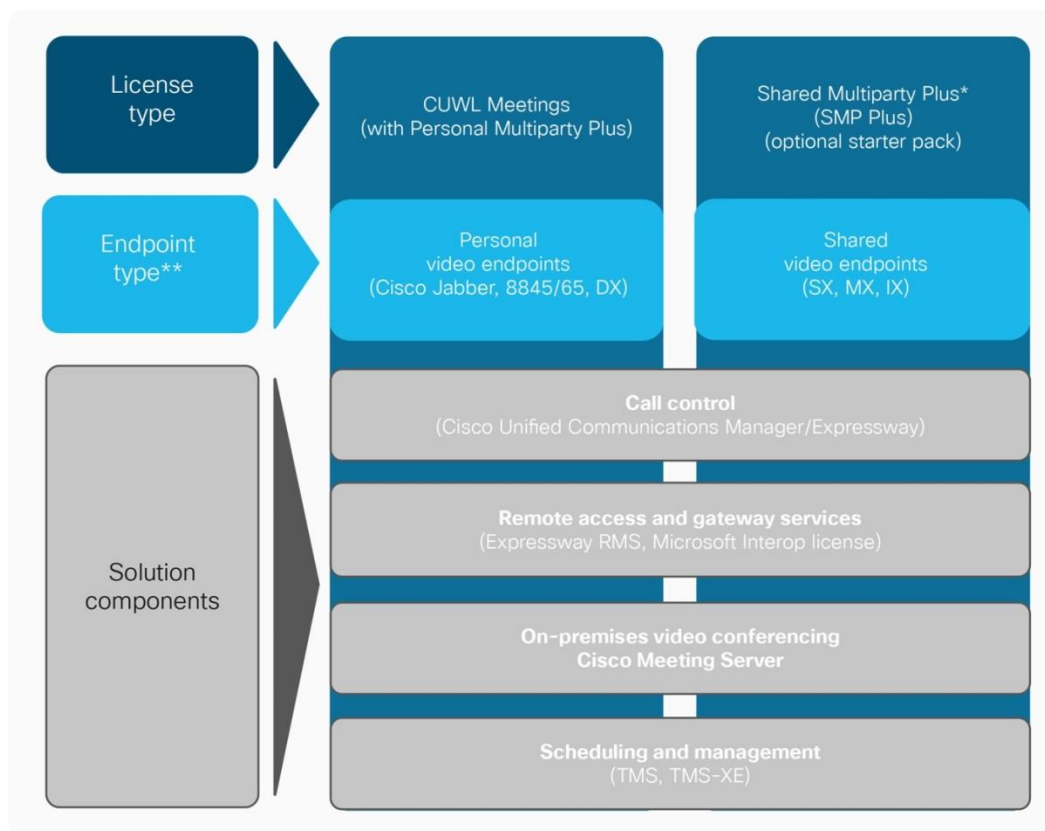
[*]SMP Plus ordered together with an endpoint also includes the Cisco Unified Communications Manager TP Room and Expressway TP Room Registration license.

[*]New SMP Plus customers without Cisco UWL Meeting should use the TMS Starter Pack for Cisco Meeting Server deployments.

[**] It is possible to provide a user with any of the room endpoints as a "personal endpoint." It just requires a TP Room Registration license, which is provided with SMP Plus when ordered with the endpoint.

Note: While Cisco UWL Meetings is applicable only for Cisco Unified Communications Manager based deployments, SMP Plus can be used with Cisco Unified Communications Manager or Cisco TelePresence Video Communication Server (VCS).

The Cisco UWL Meetings license is the most comprehensive license for video conferencing due to the inclusion of the Cisco video infrastructure components with Personal Multiparty Plus. Table 1 shows the Cisco UWL license stack for reference. Table 2 gives details on the Multiparty license types.

Table 1. Cisco UWL Meetings licensing

Personal Multiparty Plus video conferencing (Cisco Meeting Server)	✓
Cisco Webex® conferencing (on-premises only)	✓
Cisco Unity® Connection	✓
Cisco Expressway firewall traversal	✓
Cisco Jabber instant messaging and presence (on-premises only)	✓
Cisco Prime® Collaboration	✓
Number of devices supported	Multiple Cisco UWL Meetings
Price per host (USD list)	$600

Table 2. Cisco Multiparty licensing overview and primary license types

Feature and function	Personal Multiparty Plus	Shared Multiparty Plus
License type	Named host	Shared host
Availability	Included with Cisco UWL Meetings	A la carte or discounted with room system
Minimum order quantity	25 named host licenses	1 shared host license
Maximum conference size	Unrestricted, within the limit of available hardware capacity	
Named host must be present	Yes	No; any user can host a meeting
Maximum resolution	Full HD 1080p60 with Cisco Meeting Server with audio and content sharing Single- or multiple-screen endpoints See product data sheets or deployment guides for details	
Rich Media Sessions (B2B/ B2C)	Included	Included
Cisco TelePresence Management Suite (TMS), TMS-XE, and Skype for Business/Lync interoperability	Included	New customers buy TMS Starter Pack for scheduling meetings
Cisco Unified Communications Manager ad hoc call escalation	Included	Included
Audio only application	Included	1/6 SMP license
Price	Included as named host license with Cisco UWL Meetings @ $600 per host	$8,000 when purchased with room system, $12,000 a la carte

Note: All pricing is shown in U.S. dollars, list price, for reference only. Use Cisco Commerce Workspace for customer quotes.

Table 3 shows the auto expansion components included when ordering PMP Plus and SMP Plus.

Table 3. Summary of license expansion with Cisco UWL Meetings, SMP, SMP Starter Pack, and TMS Starter Pack

License type	PMP Plus initial order	PMP Plus follow-on order	SMP Plus	SMP Starter Pack (optional)	TMS Starter Pack (optional)
PMP Plus and SMP Plus	Minimum 25	1 per	Minimum 1	-	-
Cisco Expressway Rich Media Session (RMS)	4 with initial order plus 1 per 20 UWL hosts	1 per 20 UWL hosts	1 per SMP	-	-
TMS and TMS-XE device licenses	10 with initial order plus 25 additional per 250 UWL hosts	25 additional	-	10 TMS initial devices plus 25 TMS and TMS-XE endpoints	10 TMS initial devices plus 25 TMS and TMS-XE endpoints
Cisco Expressway C/E	6 each with existing UCL/UWL	-	-	-	-

[*]SMP Plus purchased with endpoint includes 1 Cisco Unified Communications Manager or Expressway TP Room Registration license.

Customers needing additional infrastructure licensing should order al a carte; see Appendix 1.

SMP Plus supports both Cisco Expressway and Unified Communications Manager deployment models.

Table 4 lists optional and additional license items for Cisco UWL Meetings and SMP Plus. Table 5 gives an overview of the solution components.

Table 4. Optional/additional license items for Cisco UWL Meetings and SMP Plus

Name	Description
TMS Starter Pack	Provides meeting-scheduling components for multiparty video when SMP Plus is purchased without Cisco UWL Meetings. (Cisco UWL Meetings automatically expands to include TMS components for multiparty video.)
TP Room Registration licenses	Necessary for room video endpoints to register to Cisco Unified Communications Manager or Expressway when SMP is not purchased with the room endpoint.
Extra RMS licensing	Cisco UWL Meetings and SMP Plus include a level of RMS licenses that will be adequate in most use cases. However, for those that need more, they can be purchased a la carte.

Table 5. Solution component overview

Solution component	Description
Cisco Unified Communications Manager	Call control providing dial plan, endpoint registration, enterprise video, voice, and unified communications functionality.
Cisco Expressway Series	**Cisco Expressway is made up of two components: Expressway Core (Expressway-C) and Expressway Edge (Expressway-E).** **Expressway-C** provides multiprotocol translation for standards-based H.323, H.264 SVC, or Session Initiation Protocol (SIP) third-party video systems. It also provides support for third-party interworking with Microsoft Office Communications Server (OCS), Lync, and Skype for Business (enabled via additional licensing). Expressway C also provides call control for SIP compliant endpoints (Cisco and 3rd party) for deployment in either standalone video environments, or as an adjunct to CUCM for 3rd party endpoint registration support. **Expressway-E** provides support for VPN-less communication, enabling remote connectivity for Cisco video endpoints including Cisco Jabber[®], as well as for Business-to-Business (B2B) and Business-to-Consumer (B2C) communication.

Solution component	Description
On-premises video conferencing infrastructure	Provides multiparty meetings via personal conference rooms (with vanity URI and number) plus instant meetings (ad hoc) from endpoints for all users regardless of license type (PMP or SMP). For a Cisco Meeting Server deployment, the main components included are: • **Cisco Meeting Server** functioning as an on-premises audio, video and web conferencing bridge. • **Cisco Meeting App** client application for Microsoft Windows, Apple OS X, Apple IOS mobile, and WebRTC via browser, for PC or mobile, to join meetings, share content, and control the meeting experience. • **Cisco Meeting Management** application for white glove operator services during active meetings. • **Cisco Meeting Server Edge** required for Meeting App connectivity to Meeting Server and firewall traversal.
Scheduling and management	**Cisco TelePresence Management Suite** (TMS) provides support for conference scheduling with One Button to Push (OBTP) and conference management. Cisco TMS 15.3 and later allows for scheduling conferences with Cisco Meeting Server. **TMS Extensions for Exchange (TMS-XE) enables** Microsoft Exchange or Office 365 with Outlook calendaring with TMS.

Note: For older video endpoints and interworking with H.323 endpoints, Cisco continues to offer Cisco VCS-C and VCS-E (refer to Appendix 2).

Cisco Multiparty ordering information

Step 1: Select endpoint type.

- Video users with Cisco Jabber and/or personal endpoints. Endpoint ordering guides here
- Shared room system endpoints.

Step 2. Add the meeting license:

- For each personal endpoint user, purchase a Cisco UWL Meetings license (which includes PMP Plus).
- For each shared endpoint, purchase an SMP Plus license.

Step 3. Add servers.

With Multiparty licensing, all meetings can expand to include any number of participants, using any device, up to the limit of the available Cisco Meeting Server(s) platform's capacity.

Cisco Meeting Server 1000 is based on the Cisco UCS C220 and allows for either **Cisco Meeting Server** or **Cisco Webex Hybrid Video Mesh** deployment. Ether product requires virtualization with VMware.

Cisco Meeting Server 2000 is based on the Cisco UCS 5108/B200 Blade Server for high-capacity conferencing and is available for Cisco Meeting Server on bare metal only, with no virtualization software.

Cisco Meeting Server is also supported on the Cisco Business Edition Series for Video solution (Business Edition 6000 and Business Edition 7000) and third-party Intel-based servers meeting minimum specifications. More info here

The following tables provide ordering information for the various options of Cisco Personal Multiparty Plus licensing. All products in this ordering guide have United States origination.

Table 6. Ordering information – Personal Multiparty Plus with Cisco UWL Meetings

Item	Part number	List price
Unified Workspace Licensing - Top Level for Meetings – 11.x or later	CUWL-11X-K9 or CUWL-12X-K9	-
UWL Meetings as named host, including Personal Multiparty Plus	NEW-UWL-11X-MTG NEW-UWL-12X-MTG	$600

Table 7. Ordering information – Shared Multiparty Plus

Item	Part number	List price	Includes
SMP a la carte	TP-SMP-K9	**Top level**	
Shared Multiparty License	TP-SMP+	$12,000	1 RMS License
TMS Starter Kit for customers that want to buy a Cisco meeting scheduling solution	LIC-TMS-STARTERKIT	$12,000	TMS & XE with 25 devices for scheduling
SMP with telepresence endpoint **SMP for 1 concurrent meeting with TP room endpoint (MX, SX, IX series); includes Cisco Unified Communications Manager TP Room and Expressway Registration license**	Order with top-level CTS MX, SX, IX, Room Kits, Room 55 & 70 endpoints See endpoint datasheets for ordering info, then choose option LIC-SMP+EP	$8,000	SMP Feature key + 1 RMS For Cisco Webex Room Kit and Room Kit Plus for including SMP, use bundles; CS-KIT-BUN-K9 or CS-KIT+BUN-K9

Audio only meetings (no video or content share) are licensed at 1/6 SMP Plus license.

Table 8. Migration information for Shared Multiparty Plus

What	Option SKU under TP-SMP-SL2SMP	List price	Notes
Existing Acano ACU to SMP Plus (migration of ports to meetings, unlimited users)	**LIC-ACU-2-SMP+CMS** Enter qty of ACU licenses covered by support contract. CCW will apply 2.5 ACU for each SMP ratio	$0	Other migration offers are now end of sale.

Ordering the CMS 1000 & 2000

Cisco Meeting Server 1000 ordering steps.

Cisco Meeting Server 1000 bundle offers options to select which conferencing software (Cisco Meeting Server or Cisco Webex Hybrid Video Mesh) and activation key during CCW configuration. Make sure you choose the right option required by your customer. Only VMware for virtualization is supported.

Step 1. Search in CCW for **CTI-CMS1KM5-BUN-K9**, the Cisco Meeting Server 1000 Bundle. Select Options, then Cisco Meeting Server 1000 hardware section. Choose Edit Options to choose the power cord required by the geographic location.

Step 2. Choose Virtualization Software Section and choose qty 1 to purchase VMware from Cisco or choose none option if customer supplied and click done. Note: VMWare Qty 1 with M5 is different than qty 2 for M4 server.

Step 3. Select the Conferencing Software Required section and choose **Cisco Meeting Server** or **Cisco Webex Hybrid Media mode**. Select done to move to the next section.

Step 4. Under the bundle choose Software and select either R-CMS-K9 for Cisco Meeting Server or R-HMN-K9 for Cisco Webex Hybid Video Mesh activation key.

If you select R-CMS-K9 there is an optional step if you want an activation key without media encryption enabled for export restricted countries (most customers should order with encryption enabled LIC-CMS-K9 which is the default option).

Table 9. Ordering information – Cisco Meeting Server 1000

Platform	Product ID
Cisco Meeting Server 1000	**CTI-CMS1KM5-BUN-K9** (Bundle – Appliance, VM Cisco Meeting Server or Cisco Webex Hybrid Media Mode, optional VMWare) **CTI-CMS-1000-M5-K9** (Appliance/server) **R-CMS-K9** (Virtual Cisco Meeting Server) **OR** **R-HMN-K9** (Cisco Webex Hybrid Video Mesh)

Cisco Meeting Server 2000 ordering steps.

Cisco Meeting Server 2000 supports only Meeting Server software and does not use virtualization software (bare metal). For details on this hardware, search on Cisco UCS 5108 chassis datasheet and Cisco UCS B200 M4 blades datasheet.

Step 1. Enter bundle CTI-CMS-2K-BUN-K9 into CCW and choose to configure. Select the CTI-CMS-2000-K9 option and choose edit options.

Step 2. Choose a power cord option by geographic location. (4 cords required, check customer has necessary power outlets).

Step 3. Choose Network Cable Options if required and click done. (See CMS 2000 Datasheet for details).

Step 4. (Optional) Select R-CMS-2K-K9 and edit option if you want to select an activation key without media encryption enabled (most customers should order with encryption enabled LIC-CMS-2K-K9 which is the default option).

Choose Done to return to bundle configuration.

Table 10. Ordering information – Cisco Meeting Server 2000

Platform	Product ID
Cisco Meeting Server 2000	**CTI-CMS-2K-BUN-K9** (Bundle – (UCS 5108 Appliance & Eight B200 blades competed package) **Includes;** **CTI-CMS-2000-K9** (Appliance/server) **R-CMS-2K-K9** (Cisco Meeting Server software) Note: No virtualization (VMWare) is used with CMS 2000 Server

All products in this ordering guide have United States origination.

Activation Key

Cisco Meeting Server requires a zero-dollar activation key. The **Cisco Meeting Server** activation key is included when ordering the CMS 1000 or 2000 hardware.

If installing on other Cisco UCS or customer-provided hardware, order **R-CMS-K9** a la carte with qty 1 per Cisco Meeting Server call bridge to be deployed.

If installing CMS 1000, UCS, or customer provided hardware to an export restricted country including Russia, order R-CMS-K9 and select the LIC-CMS-MED option. For the CMS 2000, order R-CMS-2K-K9 and choose the LIC-CMS-2K-MED option.

VMware ordering information

When purchasing the Cisco Meeting Server 1000 bundle, a VMware license option can be selected. If the customer wants to purchase license, support, and upgrades from Cisco, do the following;

1. Basic option: Select quantity 1 of VMW-VS6-CVSTD-K9 under the Cisco Meeting Server 1000 bundle configuration. Cisco will pre-install VMware at the factory and provide an OEM license for VMWare used with Cisco Collaboration products (details here: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html). This options enables the standard level VMWare license and is only available for Cisco collab products. This virtualization software license requires SWSS for Cisco Technical Assistance Center (TAC) support and upgrades.

2. Advanced option: When advanced VMWare features are needed, do not include VMWare license with the CMS 1000 and purchase separately. VMWare will be installed and need an activation license prior to usage. Cisco offers VMWare advanced as separate line item using one of the Cisco UCS VMware SKUs on the data center price list. Refer to the data center sales team for help on the license SKUs and ISV1 contracts.

If the customer wants to purchase license, support, and upgrades directly from VMware, or they already have a VMware license (for example, a site license, Enterprise License Agreement, etc.), do not include VMWare license. The customer needs to provide the vSphere ESXi 6.0 Standard Edition or higher feature level license and get support and upgrade contracts directly from VMware.

Cisco Meeting Server a la carte offers

Cisco Meeting Server is the name for the **Acano** Software. It is an on-premises video and web conferencing bridge that is licensed either in the Multiparty mode or legacy Acano Capacity Unit (ACU) mode. Multiparty licensing has already been illustrated in earlier sections of this document. We encourage any greenfield customer who wants to buy Cisco Meeting Server to license using the Multiparty licensing model.

Existing Acano customers can extend port capacity by purchasing additional capacity units al a carte. (Note that ACU and Multiparty licensing cannot be installed on the same cluster).

Starting with Cisco Meeting Server 2.4 and higher branding (single or multi) is now included without a license. Branding licensing can still be purchased for customers not ready to deploy version 2.4.

Cisco Meeting Server options for customer branding and recording are detailed in Table 12.

Table 11. Optional add-ons for Cisco Meeting Server

Product	Description and options	Part number	List price
Cisco Meeting Server (CMS) ACU license	Existing Acano customers who want to increase port capacity. (Audio only is 12 participants per ACU with version 2.0 and up)	LIC-CMS-ACU=	$6000
Cisco Meeting Server Recording and Streaming	Cisco Meeting Server Recording top level SKU Cisco Meeting Server Recording Starter Kit (Base License & first port) Cisco Meeting Server Recording & Streaming additional Port	CMS-RECORDING (Top Level) CMS-REC-STARTERKIT LIC-CMS-REC-PORT	$0 $10,000 $1,500
Cisco Meeting Server Branding	Cisco Meeting Server Branding top level SKU (See note above) Cisco Meeting Server System Branding option (single brand) Cisco Meeting Server System Branding option (multiple brands)	CMS-BRANDING (Top Level) LIC-CMS-SBRD LIC-CMS-MBRD	$0 $20,000 $60,000
PMP Plus a la carte	Personal Multiparty Plus for Cisco Meeting Server only per host without Cisco UWL Meetings (Min qty 25)	CMS-PMP-K9 (Top level) LIC-CMS-PMP+	$0 $900
Cisco Meeting Server (virtual)	Cisco Meeting Server virtual image with activation key. Includes encryption unrestricted option. Purchase one per third-party call bridge planned.	R-CMS-K9	$0

Table 12.   Acano legacy to Cisco GPL CMS SKU mapping

Product	Description and options	Acano Legacy part number	Cisco part number
Cisco Meeting Server (CMS) ACU License	Existing Acano customers who want to increase port Capacity	AC-LIC-CAP-001 (Enterprise)	**LIC-CMS-ACU=**
Cisco Meeting Server Recording & Streaming	Cisco Meeting Server recording top level SKU	NA	**CMS-RECORDING (Top Level)**
	Cisco Meeting Server recording starter kit (Base License 1 port)	AC-LIC-RECSK	CMS-REC-STARTERKIT
	Cisco Meeting Server additional recording port	AC-LIC-RECPRT	LIC-CMS-REC-PORT
Cisco Meeting Server Branding	Cisco Meeting Server branding top level SKU	NA	**CMS-BRANDING (Top Level)**
	Cisco Meeting Server System branding option (single Brand)	AC-LIC-SBRD-CAP (Enterprise) ACFED-LIC-SBRD-CAP (Federal)	LIC-CMS-SBRD
	Cisco Meeting Server System branding option (multiple Brands)	AC-LIC-MBRD-CAP (Enterprise) ACFED-LIC-MBRD-CAP (Federal)	LIC-CMS-MBRD
Cisco Meeting Server (Virtual)	Cisco Meeting Server virtual Image with activation Key. Includes encryption unrestricted option. Purchase one per third-party call bridge planned.	AC-LIC-VM (Enterprise and Federal)	**R-CMS-K9**

Cisco Multiparty licensing order example

Table 13.   Examples of Cisco Multiparty License ordering (hardware not included)

Example 1 – Requirement description	Qty	Part number	List price
Customer has 2000 employees and is relatively new to video			
100 employees are considered frequent video users and will regularly use Cisco Jabber and/or a personal endpoint (8845, 8865, DX80)	100	CUWL-11X-K9 Service	$60000 $9600
Purchasing 10 room systems (SX, MX, IX)	10	LIC-SMP+EP Service	80,000 $12,800
Multiparty license recommendation:			
100 Cisco UWL Meetings licenses			
10 SMP licenses purchased together with the endpoints			
Multiparty licensing provided:			
100 PMP licenses (named host user license)		See table above	
10 SMP licenses (shared host license)	1	**CTI-CMS1KM5-BUN-K9** CTI-CMS-1000-K9 R-CMS-K9 Service	$32,613 $0 $0 $978
19 RMS License (1 per for each SMP, 4+ 1 per 20 Cisco UWL Meetings)			
35 TMS and TMS-XE device licenses		List price total	$172,613
2 Expressway Microsoft Interop licenses		Add 1 year service	$23,378
Unrestricted restricted Cisco Meeting Server licenses		**Total cost**	**$195,991**

Example 2 – Requirement description	Qty	Part number	List price
Customer has a competitive call control platform but still wants Cisco Multiparty (this example covers only the Multiparty licensing)			
Purchasing 50 room systems (SX, MX, IX)	50 1	LIC-SMP+EP Service LIC-SMP-STARTERKIT Service	$400,000 $64,000 $12,000 $1,920
Multiparty license recommendation:			
50 SMP licenses purchased together with the endpoints 1 SMP Starter Pack			
Multiparty licensing provided:			
50 SMP licenses (shared host license for Conductor)	per	**CTI-CMS1KM5-BUN-K9** CTI-CMS-1000-K9 R-CMS-K9 Service	 $32,613 $0 $978
50 RMS licenses (1 for each SMP)			
25 TMS and TMS-XE 25 device license, 50 SMP licenses (shared host license)		List price total	$444,613
50 RMS licenses (1 for each SMP)		Add 1 year service	$66,898
Unrestricted Restricted Cisco Meeting Server licenses		**Total cost**	**$511,511**
25 TMS and TMS-XE 25 device license			
1 Cisco Expressway Microsoft interop license			
Unrestricted restricted Cisco Meeting Server licenses			

Trial / demo licensing

Customers requiring demo licensing need to contact their Cisco account team. Global Licensing team is not authorized to create demo licensing for these products.

Service offers for video conferencing

Cisco collaboration solutions span a wide variety of technologies, including Collaboration Endpoints, Conferencing, Customer Collaboration, and Unified Communications—all with mobility in mind. These services are focused on the advisory, implementation, and managed services for video conferencing.

Cisco Video Collaboration Infrastructure Advise and Implement Services are Advanced Services- Transaction offers that help customers plan for new collaboration initiatives and technologies, and develop and deploy a collaboration strategy they can rely on. These services incorporate best practices, methodologies and tools to support customer's goals.

Advanced Services - Transaction offers are custom scoped and priced and written on a Statement Of Work (SOW). Customers and partners need to engage a Cisco Account Manager to purchase the service.

Table 14.   Part number for Advanced Services – transaction

Service part numbers	Description	Price
AS-TP-CNSLT (-A, -L)	Cisco Video Collaboration Infrastructure Advise and Implement Services	Custom priced

Cisco Sales staff is responsible for creating an accurate Advanced Services - Transaction quote and SOW and must engage a Cisco Collaboration Services Business Development Manager to effectively build a properly scoped SOW.

Cisco Collaboration Optimization Service is an Advanced Services - Subscription service that provides access to a Subject Matter Expert engineer that can help customers address the challenges facing their IT organization. This is accomplished by addressing issues and preparing teams and the infrastructure to meet customer's current and future business and technical requirements. The service helps customers reduce risk, occurrence and impact of issues through audits and capacity planning.

Advanced Services - Subscription offers are custom scoped. Customers and partners need to engage a Cisco Account Manager to purchase the service.

Refer to the service description for more detailed information on Cisco Collaboration Optimization Service.

Table 15.   Part number for Cisco Collaboration Optimization Service

Service part number	Description	Price
AS-S: CON-AS-COS	Cisco Collaboration Optimization Service	Subscription

Cisco Sales staff must engage a Cisco Collaboration Services Business Development Manager to order Collaboration Optimization Service.

Cisco Technical Services – Cisco Smart Net Total Care Service

Cisco Smart Net Total Care Service is the technical service for Cisco Meeting Server 1000 and it can be quoted and ordered in Cisco Commerce Workspace (CCW) as an option when quoting the product.

Customers purchase Smart Net Total Care Service for Cisco Meeting Server 1000. This service gives customers access to a wealth of Cisco support tools and expertise, providing them with greater network availability and performance while reducing operating costs. The service provides:

- Global 24-hour access to the Cisco Technical Assistance Center
- Access to our online knowledge base, communities, and tools
- Current hardware replacement option: next business day, where available
- Operating system software updates
- Smart, proactive diagnostics and real-time alerts on devices enabled with Smart Call Home

Refer to the service description for more detailed information regarding Cisco Smart Net Total Care Service.

All Cisco hardware and software products are covered by warranty for a minimum of 90 days. Refer to Cisco Product Warranties for more details.

Table 16.   Part numbers for Cisco Smart Net Total Care for Cisco Meeting Server 1000

Product name	Product part number	Service part number	Service description
Cisco Meeting Server 1000	CTI-CMS-1000-K9	CON-SNC-CTICMSM5	SNTC 24X7X4 Cisco Meeting Server 1000
		CON-OSP-CTICMS1K	SNTC 24X7X4OS Cisco Meeting Server 1000
		CON-SNT-CTICMS1K	SNTC 8X5XNBD Cisco Meeting Server 1000

Services contracts can be purchased for one, three, or five year increments. Smart Net Total Care Service can be renewed online using Cisco Services Contract Center.

Cisco Software Support Service (SWSS)

Customers purchase Cisco Software Support Services (SWSS) based on purchased applications including Cisco UWL Meeting, SMP Plus, and add-on options. Cisco Software Support Service (SWSS) is essential to keeping business-critical applications available, highly secure, and operating optimally. SWSS is required for the first year, and is automatically attached at the point of the sale in Cisco Commerce Workspace.

Cisco SWSS includes:

- Application software minor and major upgrades and updates
- Access to the Cisco Technical Assistance Center (TAC) 24 hours a day, 7 days a week
- Online repository of application software updates and technical documents
- Collaborative learning through several online activities and collaborative environments

Refer to the service description for more detailed information regarding Cisco Software Support Service.

Required Services Attach

Technical service is automatically attached at the point of the sale in Cisco Commerce Workspace so that customers have access to software support and critical software upgrades the first year after purchase. When ordering Cisco software in the Cisco Commerce Workspace, the appropriate Cisco SWSS service items are automatically added to your quote because it is not recommended that customers purchase collaboration products without the appropriate service attached.

Cisco SWSS SKUs are listed in Table 18.

Table 17.   Examples: Cisco Software Support Service part numbers for Cisco Meeting Server software

Product part number	Service part number	Service description
LIC-SMP+	CON-ECMU-LICSMP	SWSS Upgrades Shared Multiparty License
LIC-SMP+DISTI	CON-ECMU-LICSMPDI	SWSS Upgrades Shared Multiparty License
LIC-SMP+EP	CON-ECMU-LICSMPEP	SWSS Upgrades Shared Multiparty License
LIC-TMS-STARTERKIT	CON-ECMU-LICTTERK	SWSS Upgrades TMS Starter Kit

Contracts can be purchased for one, three, or five year increments. Cisco Software Support Service can be renewed in Cisco Commerce Services & Subscriptions (CCW-R).

Partner Support Service

Cisco Partner Support Service combines Cisco's deep knowledge base with software-based smart capabilities, allowing partners to expand their service offerings, lower delivery costs, improve time to market, and increase customer loyalty. For Partners who are qualified to offer Partner Support Services (PSS), please refer to the Cisco Services Partner Program Guide for quoting and ordering information.

Table 18. Examples: Cisco Partner Support Service SKUs for Cisco Meeting Server and Cisco Meeting Server software

Hardware	Product part number	PSS SKU for USA and Canada	Service description
Cisco Meeting Server 1000	CTI-CMS-1000-K9	CON-PSJ1-CTICMS1K	UCS SUPP PSS 8X5XNBD
		CON-PSJ2-CTICMS1K	UCS SUPP PSS 8X5X4
		CON-PSJ3-CTICMS1K	UCS SUPP PSS 24X7X4

Software	Product part number	PSS SKU for USA and Canada	Service description
Shared Multiparty Licensing	LIC-SMP+	CON-PSRU-LICSMP	PRTNR TP VID SW UPG Cisco Meeting Server (CMS) System

Cisco Managed Services for Collaboration

Cisco Managed Services for Collaboration help customers meet the challenges that the increased presence of virtual offices and mobile devices place on network and collaboration infrastructure. This service provides comprehensive support for Unified Communications (UC), UC applications, Unified Contact Center, and business video. It provides remote 24/7 monitoring, management, and elective change services for mission-critical environments, and helps ensure a consistent user experience from any device, anywhere.

Cisco Sales staff must engage the Cisco Services Overlay Sales team to quote and order Cisco Cloud and Managed Services for Collaboration.

Refer to the service description for more detailed information regarding Cisco Cloud and Managed Services for Collaboration.

Technical Services for legacy Acano X Series servers and software

Customers and partners with Acano X Series Servers and Software support contracts will renew services via CCW-R. Existing Acano customers have been sent information with details, otherwise reach out to Cisco services account managers in your region.

Cisco TelePresence Essential Operate Service

Customers renew Cisco TelePresence Essential Operate Service for Acano X Series Server. This service provides:

- Global 24-hour access to the Cisco Technical Assistance Center
- Access to our online knowledge base, communities, and tools
- Current hardware replacement option: next business day, where available
- Operating system software updates
- Smart, proactive diagnostics and real-time alerts on devices enabled with Smart Call Home

Refer to the service description for more detailed information regarding Cisco TelePresence Essential Operate Service.

Table 19. Example: Cisco TelePresence Essential Operate Service part number for Acano X Series server

Product name	Product part number	Service part number	Description
Acano X Series Server	AC-HAR-SER-X-PS1=	CON-ECDN-ACHAXPRS	Cisco TelePresence Essential Operate

Cisco Software Application Support

Customers renew Cisco Software Application Support (SAS) for legacy Acano Software. This service provides:

- Registered access to Cisco.com
- 24-hour access to the Cisco TAC and Cisco software specialists
- Maintenance and minor software release updates

Refer to the service description for more detailed information regarding Cisco Software Application Support.

Table 20.   Examples: Cisco Software Application Support part number for Acano Manager software.

Product name	Product part number	Service part number	Service description
Acano Manager software	AC-LIC-CAP-RECUR	CON-SAS-ACLICRUC	Cisco Software Application Support
	AC-LIC-MAN	CON-SAS-ACLIANCM	Cisco Software Application Support

Partner Support Service

Partners with Acano X Series Servers and Software can renew Partner Support Service in Cisco Services Contract Center. For partners who are qualified to offer Partner Support Service (PSS), please refer to the Cisco Services Partner Program Guide for quoting and ordering information.

Table 21.   Examples: Cisco Partner Support Service SKUs for Acano X Series server and Acano Meeting Server software

Hardware	Product part number	PSS SKU for USA and Canada	Service description
Acano X Series Server	AC-HAR-SER-X-PS1=	CON-PRSN-ACHARSX1	PSS Cisco TelePresence Essential Operate

Software	Product part number	PSS SKU for USA and Canada	Service description
Acano Meeting Server Software Support renewal	AC-LIC-CAP-RECUR	CON-PSRU-ACLICRUC	PSS Cisco Software Support Service
	AC-LIC-ACU	CON-PSBU-ACLICAUI	PSS Cisco Software Support Service
	AC-LIC-MAN	CON-PSRU-ACLIANCM	PSS Cisco Software Support Service

CMR Hybrid

Cisco Collaboration Meeting Rooms (CMR) Hybrid with Cisco MCU or Cisco TelePresence Server scheduling with Cisco Webex is no longer available for new customers. It is end of sale with Cisco TelePresence Server.

CMR Cloud with OBTP

CMR Cloud customers can take advantage of the TMS One Button to Push (OBTP) feature by deploying TMS and TMS-XE (Extensions for Exchange). OBTP allows users to easily join meetings on TelePresence endpoints by pushing one big green button. To schedule a meeting, the organizer can use Microsoft Outlook integration as a feature of Cisco Webex Productivity Tools. The host selects the participants, adds Cisco TelePresence endpoints and Cisco Webex Productivity Tools will automatically insert the meeting information, which is then sent to all participants.

OBTP is supported for CMR Premises, Hybrid or Cloud customers using TMS.

For CMR Cloud, order the TMS Starter Pack as detailed earlier for SMP customers, or order a la carte as detailed in Appendix 1. TMS and TMS-XE need a device license per Cisco video endpoint to provide OBTP. Call control can be via Cisco Unified Communications Manager, VCS Expressway, or a third party.

Cisco Business Edition Series for Video solution

The Cisco Business Edition platform includes a prepackaged collaboration solution that ships from the factory with preselected collaboration applications preloaded on a specific Cisco UCS. These prepackaged solutions are easy to order compared to ordering hardware and applications separately.

Cisco BE6000 is suitable for midmarket customers, and it supports a maximum of 1000 users. Cisco offers a promotional price for 25-user starter licenses for BE6000.

Cisco BE7000 is a higher-end prepackaged solution that can support a large number of users and is suitable for enterprise customers. Cisco offers regular licensing for all collaboration applications on the BE7000.

All the components of collaboration infrastructure described in this guide come preloaded on the Cisco Business Edition servers as virtual machine templates and ISO software. However, you must specify and purchase the appropriate number of licenses for the deployment size. For detailed information on ordering the Business Edition Series solutions, refer to the latest ordering guides found at https://www.cisco.com/c/en/us/products/unified-communications/business-edition-6000/index.html or https://www.cisco.com/c/en/us/products/unified-communications/business-edition-7000/index.html.

Appendix 1: Cisco TelePresence Management Suite (TMS)

Cisco TelePresence Management Suite

Cisco TelePresence Management Suite (TMS) provisions and manages the conferencing infrastructure and classic and older video conferencing endpoints; it also schedules the conferences. This software application is installed on a customer-provided Microsoft Windows server, preferably running on a Cisco UCS virtualization platform.

Cisco TelePresence Management Suite licensing

Cisco TMS is licensed by:

- The number of devices directly managed
- The number of indirectly managed software clients or devices
- Add-on options (integration extensions)

Cisco TMS supports up to 5000 direct-managed systems (for example, Cisco Unified Communications Manager nodes, logical Cisco Meeting Servers, Cisco TelePresence Conductor nodes, Cisco VCS nodes, gateways, Cisco TelePresence endpoints, etc.). Cisco TMS also supports indirect management and provisioning of up to 100,000 Cisco TelePresence users (including compatible hard endpoints and software clients). For details, refer to the Cisco TelePresence Management Suite data sheet.

Ordering information for a new Cisco TMS system

Start with the top-level part number, which is the Cisco TMS base software. Then add licenses as per the requirements. Table 23 provides part numbers and prices for Cisco TMS and licenses.

Table 22. Cisco TMS and license options for a new system

Product	Description and options	Part number	List price
Cisco TMS software	Cisco TMS base software with 10 direct managed systems	CTI-TMS-SW-K9	$3,648
	Cisco TMS - Additional 25 direct managed systems	LIC-TMS-25	$5,412
	Cisco TMS - Additional 100 direct managed systems	LIC-TMS-100	$19,080
Cisco TMS Provisioning Extension	Cisco TMS Provisioning Extensions for CMR (TS or MCU only) user portal and Personal Multiparty licensing are included with TMS Base software and active support contract	-	-
Cisco TMS Extensions	Integration with MS Exchange-per 25 system registrations	LIC-TMS-MSEX-25	$12,240
	Cisco TMS Application Integration Package - per server integrated (use for booking API third party applications or for MS Exchange unlimited devices)	LIC-TMS-APPINT	$50,400
TMS Booking API	Third party booking via TMS for OBTP 25 endpoints	LIC-TMS-BAPI-25	$15,480
	Third party booking via TMS for OBTP for unlimited endpoints	LIC-TMS-APPINT	$50,400
TMS Unmanaged Bridge	Unmanaged bridge networking integration	LIC-TMS-NETINTI	

For details, refer to the Cisco TMS data sheet.

Ordering information for an existing Cisco TMS system

Start with the top-level part number of **L-TMS-SW-PAK**, which is the electronic delivery licensing for additional options to an existing purchased copy of Cisco TMS. Then add the additional licenses as per the requirements. All other licenses and list prices are same except that the part number starts with "**L-**"and not with "**LIC-.**" For example, to order an additional 100 direct managed systems with a new Cisco TMS system, the license option is LIC-TMS-100, whereas the same option for an existing Cisco TMS system is **L-TMS-100**.

Table 23. Examples of Cisco TMS software suite ordering options

	Requirement description	Part numbers	List price
Example 1	Customer wants to install a **new Cisco TMS system** and wants to directly manage up to 35 systems (such as Cisco Unified Communications Manager, Cisco TelePresence Server, Conductor, VCS, and Cisco TelePresence room endpoints) using one portal	CTI-TMS-SW-K9 LIC-TMS-25	$3,648 $5,412
		List price total Add 1 year service **Total solution cost**	$9,060 $1,450 **$10,510**

Appendix 2: Cisco TelePresence Video Communication Server (VCS)

Details moved to the Expressway and VCS Ordering guide posted on Cisco.com

Appendix 3: Cisco Capture, Transform, and Share (CXS) solution

The Cisco Capture, Transform, and Share (CXS) solution enables businesses to have an enterprise video platform that can deliver video-on-demand content and live streaming video content to employees within an organization. This solution allows the customer you to capture any video-on-demand or live-streaming meeting, transform video to be viewed on any device, and share recorded videos or view live events (for example, all-hands or town hall meetings) across the organization.

More information can be found at the CXS Solution site:

The CXS solution consists of the following three products:

- **Cisco Meeting Server recording and streaming capacity:** Captures video meetings or individual sessions for playback or live streaming. Order recording/streaming ports as option with Cisco Meeting Server as described earlier in this guide.

- **Solutions Plus VBrick REV:** REV is a cloud-native platform that enables companies to deliver video (live or on demand) across a variety of platforms and devices (desktop and mobile), thus making video management and viewing much easier across the organization using a wide range of deployment options.

- **Solutions Plus VBrick DME:** The VBrick DME is a single integrated platform that intelligently provides media redistribution, media transformation, and the serving and storage of video-on-demand and live-streaming content. A typical deployment has one or more central Distributed Media Engines (DMEs) connected to edge DMEs. A single stream of media from a central site can support tens of thousands of live views and then be stored locally for on-demand access by thousands more.

Solution Plus Vbrick Solution Pricing

Table 25 & table 26 lists product details.

Table 24. Ordering information – Use R-VBRICK-USER-SP for VBrick REV Software, Licenses, and Maintenance. Use direct part number for Cisco UCS hardware based server appliance.

Product	Description	Part number	List price
Cloud user tiers (per host)	Cloud Rev Starter Portal up to 500 users	CL-STARTER-500	$26,250
	Cloud Rev Starter Portal up to 1000 users	CL-STARTER	$40,000
	Cloud Rev User Tier 1000-2499	CL-USER-1-2.5K	$40
	Cloud Rev User Tier 2500-4999	CL-USER-2.5-5K	$36.66
	Cloud Rev User Tier 5000-9999	CL-USER-5-10K	$33.32
	Cloud Rev User Tier 10000-19999	CL-USER-10-20K	$30
	Cloud Rev User Tier 20000-29999	CL-USER-20-30K	$26.66
	Cloud Rev User Tier 30000+	CL-USER-30K+	$24
	Cloud Rev Student User EDU-Only	CL-STUDENT	$5.50
Cloud access hours	Cloud Access - 10,000 annual hours - Webcasting, Streaming & Recording	EXT-WEBCAST-5000	$37,500
	Cloud Access - 10,000 annual hours - Webcasting, Streaming & Recording	EXT-WEBCAST-10000	$52,500
	Cloud Access - 50,000 annual hours - Webcasting, Streaming & Recording	EXT-WEBCAST-50000	$125,875
	Cloud Access - 100,000 annual hours - Webcasting, Streaming & Recording	EXT-WEBCAST-100000	$189,000
Cloud additional storage	VBrick Rev Standard Cloud - Additional Storage	REV-CL-ADD-STORAGE	$11,250

Product	Description	Part number	List price
On-premises user tiers (R-VBRICK-USER-SP)	On-Premises Rev Starter Portal up to 1000 users	OP-STARTER	$50,000
	On-Premises Rev User Tier 1000-2499	OP-USER-1-2.5K	$50
	On-Premises Rev User Tier 2500-4999	OP-USER-2.5-5K	$46
	On-Premises Rev User Tier 5000-9999	OP-USER-5-10K	$40
	On-Premises Rev User Tier 10000-19999	OP-USER-10-20K	$34
	On-Premises Rev User Tier 20000-29999	OP-USER-20-30K	$30
	On-Premises Rev User Tier 30000+	OP-USER-30K+	$28
	On-Premises Rev Student User EDU-Only	OP-STUDENT	$13
On-premises user tiers maintenance	On-Premises Rev Starter Portal Maintenance	OP-MNT-STARTER	$10,000
	On-Premises Rev User Tier Maintenance 1000-2499	OP-MNT-1-2.5K	$10
	On-Premises Rev User Tier Maintenance 2500-4999	OP-MNT-2.5-5K	$9.20
	On-Premises Rev User Tier Maintenance 5000-9999	OP-MNT-5-10K	$8
	On-Premises Rev User Tier Maintenance 10000-19999	OP-MNT-10-20K	$6.80
	On-Premises Rev User Tier Maintenance 20000-29999	OP-MNT-20-30K	$6
	On-Premises Rev User Tier Maintenance 30000+	OP-MNT-30K+	$5.60
	On-Premises Rev Student User EDU-Only Maintenance	OP-MNT-STUDENT	$2.60
Cisco UCS appliance for VBrick REV	VBrick M4 Server Appliance for VBrick REV (End of sale on February 18, 2019)	CVC-REV-M4	$ 25,046
Cisco UCS appliance for VBrick REV	VBrick M5 Server Appliance for VBrick REV	CVC-REV-M5	$26,678.38
	Optional Upgrade to Intel X710-DA2 dual-port 10G SFP+ NIC *(Only at time of purchase of CVC-REV-M5)	CVC-PCIE-ID10GF	$873.62

Table 25. Ordering information – Use R-VBRICK-DME-SP for VBrick DME Software, Licenses, and Maintenance. Use direct part number for Cisco UCS hardware based server appliances

Product	Description	Part number	List price
VBrick DME On-Premises (R-VBRICK-DME-SP)	Distributed Media Engine Small	DME-S	$8,000
	Distributed Media Engine Small Maintenance Contract	DME-S-MNT	$1,600
	Distributed Media Engine Medium	DME-M	$16,000
	Distributed Media Engine Medium Maintenance Contract	DME-M-MNT	$3,200
	Distributed Media Engine Large	DME-L	$30,000
	Distributed Media Engine Large Maintenance Contract	DME-L-MNT	$6,000
VBrick DME upgrades maintenance	Distributed Media Engine Small to Medium Upgrade	DME-S/M-UPG	$8,000
	Distributed Media Engine Medium to Large Upgrade	DME-M/L-UPG	$14,000
	Distributed Media Engine Small to Large Upgrade	DME-S/L-UPG	$22,000
VBrick DME Subscriptions	Distributed Media Engine Small Subscription (Annual)	DME-S-SUB	$3,885
	Distributed Media Engine Medium Subscription (Annual)	DME-M-SUB	$7,770
	Distributed Media Engine Large Subscription (Annual)	DME-L-SUB	$14,570
Cisco UCS appliance for VBrick DME	VBrick M4 Server Appliance for VBrick DME Small	CVC-DME-S	$8,988
	VBrick M4 Server Appliance for VBrick DME Medium	CVC-DME-M	$14,345
	VBrick M4 Server Appliance for VBrick DME Large	CVC-DME-L	$25,046

Appendix 4: Reporting and monitoring Solution Plus: Vyopta

Overview:

Vyopta provides video and collaboration monitoring and analytics delivered as a SaaS or as an on premise deployed solution, and provides comprehensive support for Cisco and other non-Cisco OEM vendors. Vyopta vAnalytics™ pulls data from infrastructure (on-premise and cloud) and endpoints (hardware and software), and provides real time quality and status information for Cisco and non-Cisco collaboration technology, and in depth analytics and reports across customer's diverse collaboration environments. Pricing is based on the size of the customer environment, including number of video hardware endpoints, Individual Platform Licenses (IPLs) or users, and voice hardware endpoints (phones).

This appendix provides an ordering and licensing information for Vyopta vAnalytics™.

Product Availability

Vyopta vAnalytics™ is available now and can be ordered from the standard Cisco Ordering Tools: https://www.cisco.com/go/ordering. To request help with ordering, please contact Cisco Customer Service at https://www.cisco.com/go/customerservice or Vyopta Sales at sales@vyopta.com.

MSRP Pricing

Vyopta vAnalytics is offered as a subscription only service, using CCW-R. Standard MSRP discounting up to 20% allowed.

Warranty Coverage and Technical Service Options

Vyopta vAnalytics™ includes standard software support services, from Vyopta for the duration of any subscription. You can read more about Vyopta's Service Level Agreement at https://www.vyopta.com/wp-content/uploads/2016/10/2017VyoptaCSSLA.pdf. For more information about Vyopta's software license use and restrictions, limited warranty, and indemnification provisions, please review Vyopta's End User License Agreement (EULA) terms at https://www.vyopta.com/legal/

Platform Support Definitions:

Vyopta vAnalytics™ is a single platform which includes real time monitoring and alerts, and historical reports and analytics. Pricing is based on three variables: Video Hardware Endpoints, Individual Platform Licenses and Voice Hardware Endpoints, described further below:

- **Video Hardware Endpoints:** Any hardware video endpoint registered to a video environment (i.e. C Series, DX Series, SX Series, E Series, EX Series, IX/TX Systems, MX Series, Webex Room Kit). And/or any 3rd party hardware video endpoint registered to the video environment (i.e. Polycom units, Zoom Rooms, BlueJeans Huddle Room, etc.)
- **Individual Platform Licenses (IPL):** Any Unified Communication license or bundled license intended for an individual on a per platform basis. "Platform" is defined at the manufacturer level. For example, if an individual has a Flex or CUWL license including Jabber, Webex Meetings, and Webex Teams licenses all would collectively be one "IPL" as Cisco is the manufacturer for all. And/or any Unified Communication license or bundled license intended for an individual on a per platform basis for other platforms (i.e. Microsoft, Zoom, BlueJeans etc.).

Note: IPLs are additive across platforms. An individual with a Cisco Flex license + Skype for Business + a Zoom license would have 3 IPLs.

- Voice Hardware Endpoints: Any hardware phones (including small screen video phones, i.e. 7800, 8800.

Note: Voice Hardware Endpoints are additive to IPLs even if a single user has a Flex License and a Phone.

Required Ordering Information and Process

1. Determine the number of Video Hardware Endpoints, Individual Platform Licenses (IPLs), and Voice Hardware Endpoints (Phones) to be supported by Vyopta vAnalytics™.

2. Select the desired subscription duration for the Vyopta Starter Pack - one, three or five years.

3. If required, select additional a la carte subscriptions for Video Hardware Endpoints, Individual Platform Licenses and/or Voice Hardware Endpoints for coverage by Vyopta, which need to be added over and beyond the coverage included within the Vyopta Starter Pack.

Table 26. Vyopta vAnalytics Cloud Starter Pack

Vyopta vAnalytics™ Cloud Starter Pack Subscription: (Top Level SKU: V-CLOUD)			
SKU	**Term**	**Descriptions and Inclusions**	**MSRP**
V-CLOUD-SP	1 Year	Prepaid Subscription of Vyopta vAnalytics™ Starter Pack, includes: • 25 Video HW Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	$14,995.00
	3 Years	Prepaid Subscription of Vyopta vAnalytics™ Starter Pack, includes: • 25 Video Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	$39,995.00
	5 Years	Prepaid Subscription of Vyopta vAnalytics™ Starter Pack, includes: • 25 Video Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	$59,995.00

Table 27. Vyopta vAnalytics On Premises Starter Pack

Vyopta vAnalytics™ On Premises Starter Pack Subscription: (Top Level SKU: V-PREM)			
SKU	**Term**	**Descriptions and Inclusions**	**MSRP**
V-PREM-SP	1 Year	Prepaid Subscription of Vyopta vAnalytics™ Starter Pack, includes: • 100 Video HW Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	$39,995.00
	3 Years	Prepaid Subscription of Vyopta vAnalytics™ Starter Pack, includes: • 100 Video Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	$99,995.00
	5 Years	Prepaid Subscription of Vyopta vAnalytics™ Starter Pack, includes: • 100 Video Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	$149,995.00

Table 28. Vyopta vAnalytics™ Add-On Subscription Licenses for both V-CLOUD or V-PREM top level SKUs.

Vyopta vAnalytics™ Add-On Subscription Licenses		MSRP Per Term		
SKU	Descriptions and Inclusions	1 Year	3 Years	5 Years
V-LIC-HVE-25	25 Video Endpoints	$7,500	$20,250	$30,000
V-LIC-IPL-500	500 Individual Platform Licenses	$3,000	$8,100	$12,000
V-LIC-HVE-1000	1000 Voice Hardware Endpoints	$1,800	$4,860	$7,200

Table 29. Vyopta Professional Services for both V-CLOUD and V-PREM top level SKUs.

Vyopta Professional Services		
SKU	Descriptions and Inclusions	MSRP
V-CS-SAML	Vyopta Professional Services: SAML Single Sign-on Set up for Vyopta vAnalytics™ **Note: V-Cloud customers only**	$6,000
V-CS-PS	Vyopta Professional Services (Hourly Rate) • Integration, Configuration and Customer Specific Panels, Reports, Dashboards • Advance Training and Certification	$300

Note, it is recommended that you consult with your sales representative, or Vyopta, prior to placing your order. Please contact sales@vyopta.com to confirm any Vyopta quote or purchase.

Ordering Examples:

Example 1: A new customer needs to purchase Vyopta vAnalytics for **One Year** to provide monitoring and/or analytics for the following: **45 Video Endpoints and 2,800 Jabber Users.**

Example 1. Ordering Details: Use V-CLOUD Top Level SKU in CCW

Vyopta vAnalytics™ Cloud Starter Pack Descriptions			
SKU	Term	Descriptions and Inclusions	MSRP
V-CLOUD-SP	1 Year	**Prepaid Subscription of Vyopta vAnalytics™ Cloud Starter Pack, includes:** • 25 Video HW Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	**$14,995.00**

Vyopta vAnalytics™ Add-on Subscription Licenses			
QTY	SKU	Descriptions and Inclusions	1 Year MSRP
1	V-LIC-HVE-25	25 Video Endpoints	$7,500
4	V-LIC-IPL-500	500 Individual Platform Licenses	$12,000 ($3,000 x 4)
Total Cost			$34,495

Bill of Materials Description: This customer requires a Vyopta vAnalytics™ Cloud Starter Pack (V-CLOUD-SP), and quantity one of (V-LIC-HVE-25) which provides 25 additional Video Endpoints to satisfy the requirement of 45 Video Endpoints, and quantity four of (V-LIC-IPL-500) which provides a total of 2,000 additional Individual Platform Licenses to satisfy the total requirement of 2,800 Jabber Users. Standard installation is included in the Starter Pack for this cloud deployment.

Example 2: A new customer needs to purchase Vyopta vAnalytics™ for **One Year** to provide monitoring and/or analytics for the following: **90 Video Endpoints, 6,000 Webex Users, and 2,000 Jabber Users.** NOTE: In this example, Webex and Jabber are licensed separately, not as CUWL licenses.

Example 2. Ordering Details: Use V-CLOUD Top Level SKU in CCW

Vyopta vAnalytics™ Starter Pack Descriptions			
SKU	**Term**	**Descriptions and Inclusions**	**MSRP**
V-CLOUD-SP	1 Year	Prepaid Subscription of Vyopta vAnalytics™ Cloud Starter Pack, includes: ● 25 Video HW Endpoints ● 1000 Individual Platform Licenses ● 1000 Voice HW Endpoints	$14,995.00

Vyopta vAnalytics™ Add-on Subscription Licenses			
QTY	**SKU**	**Descriptions and Inclusions**	**1 Year MSRP**
3	V-LIC-HVE-25	25 Video Endpoints	$22,500 ($7,500 x 3)
14	V-LIC-IPL-500	500 Individual Platform Licenses	$42,000 ($3,000 x 14)
Total Cost			$79,495

Bill of Materials Description: This customer requires a Vyopta vAnalytics™ Cloud Starter Pack (V-CLOUD-SP), and quantity three of (V-LIC-HVE-25) which provides 75 additional Video Endpoints to satisfy the requirement of 90 Video Endpoints, and quantity 14 of (V-LIC-IPL-500) which provide a total of 7,000 additional Individual Platform Licenses to satisfy the total requirement of 8,000 Individual Platform Licenses (6,000 Webex Users and 2,000 Jabber Users). Standard installation is included in the Starter Pack for this cloud deployment.

Example 3: A new customer needs to purchase Vyopta vAnalytics™ for **Three Years** to provide monitoring and/or analytics for the following: **170 Video Endpoints, 7,000 Cisco Flex Licenses, 8,000 Cisco Phones (Voice Hardware Endpoints)**

Example 3. Ordering Details: Use V-CLOUD Top Level SKU in CCW

Vyopta vAnalytics™ Starter Pack Descriptions			
SKU	**Term**	**Descriptions and Inclusions**	**MSRP**
V-CLOUD-SP	3 Years	Prepaid Subscription of Vyopta vAnalytics™ Cloud Starter Pack, includes: ● 25 Video HW Endpoints ● 1000 Individual Platform Licenses ● 1000 Voice HW Endpoints	$39,995.00

Vyopta vAnalytics™ Add-on Subscription Licenses			
QTY	**SKU**	**Descriptions and Inclusions**	**3 Years MSRP**
6	V-LIC-HVE-25	25 Video Endpoints	$121,500 ($20,250 x 6)
12	V-LIC-IPL-500	500 Individual Platform Licenses	$97,200 ($8,100 x 12)
7	V-LIC-HVE-1000	1000 Voice Hardware Endpoints	$34,020 (4,860 x 7)
Total Cost			$292,715

Bill of Materials Description: This customer requires a Vyopta vAnalytics™ Cloud Starter Pack (V-CLOUD-SP), and quantity six of (V-LIC-HVE-25) which provides 150 additional Video Endpoints to satisfy the requirement of 170 Video Endpoints, and quantity 12 of (V-LIC-IPL-500) which provide a total of 6,000 additional Individual Platform Licenses, which meets the needs of all 7,000 Cisco Flex License Users, and quantity 7 of (V-LIC-HVE-1000) which provide a total of 7,000 additional Voice Hardware Endpoints, which meets the need of the 8,000 Cisco Phones. This licensing example assumes there are no additional Webex, Jabber Users who are not counted as a Cisco Flex License Users. Standard installation is included in this cloud deployment.

Example 4: A new customer needs to purchase Vyopta vAnalytics™ for **Three Years** to provide monitoring and/or analytics for the following: **245 Video Endpoints, 10,000 Cisco Flex Licenses, 5,000 Skype for Business Users, 1,500 Zoom Users.**

Example 4. Ordering Details: Use V-CLOUD Top Level SKU in CCW

Vyopta vAnalytics™ Cloud Starter Pack Descriptions			
SKU	**Term**	**Descriptions and Inclusions**	**MSRP**
V-CLOUD-SP	3 Years	Prepaid Subscription of Vyopta vAnalytics™ Cloud Starter Pack, includes: ● 25 Video Endpoints ● 1000 Individual Platform Licenses ● 1000 Voice HW Endpoints	$39,995.00

Vyopta vAnalytics Add-on Subscription Licenses			
QTY	**SKU**	**Descriptions and Inclusions**	**3 Years MSRP**
9	V-LIC-HVE-25	25 Video Endpoints	$182,250 ($20,250 x 9)
31	V-LIC-IPL-f	500 Individual Platform Licenses	$251,100 ($8,100 x 31)
Total Cost			$473,345

Bill of Materials Description: This customer requires a Vyopta vAnalytics™ Three Year Cloud Starter Pack (V-CLOUD-SP), and quantity nine of (V-LIC-HVE-25) which provides 225 additional Video Endpoints to satisfy the total requirement of 245 Video Endpoints, and quantity 31 of (V-LIC-IPL-500) which provide a total of 15,500 additional Individual Platform Licenses, which including the Starter Pack meets the needs of the 10,000 Cisco Flex License Users, 5,000 Skype Users, and 1,500 Zoom Users. This licensing example assumes there are no additional Webex or Jabber Users who are not counted as Cisco Flex License Users. Standard installation is included in the Starter Pack for this cloud deployment.

Example 5: A new customer needs to purchase Vyopta vAnalytics™ **On Premise for One Year** to provide monitoring and/or analytics for the following: **350 Video Endpoints, 12,500 Cisco Flex Licenses, 7,500 Skype for Business Users, 20,000 Cisco Voice Hardware Endpoints (Phones).**

Example 5. Ordering Details: Use V-PREM Top Level SKU in CCW

Vyopta vAnalytics™ On Premises Starter Pack Descriptions			
SKU	**Term**	**Descriptions and Inclusions**	**MSRP**
V-PREM-SP	1 Year	Prepaid Subscription of Vyopta vAnalytics™ On Premises Starter Pack, includes: • 100 Video HW Endpoints • 1000 Individual Platform Licenses • 1000 Voice HW Endpoints	$39,995.00

QTY	SKU	Descriptions and Inclusions	1 Year MSRP
10	V-LIC-HVE-25	25 Video Endpoints	$7,500
38	V-LIC-IPL-500	500 Individual Platform Licenses	$114,000 ($3,000 x 38)
19	V-LIC-HVE-1000	1000 Voice Hardware Endpoints	$34,200 ($1,800 x 19)
The number of hours required must be scoped.	V-CS-PS	Vyopta Professional Services (Hourly Rate) • Integration, Configuration and Customer Specific Panels, Reports, Dashboards • Advance Training and Certification	$300/Hour
Total Cost		$195,695 + Professional Services for Installation, Configuration and Setup	

Bill of Materials Description: This customer requires a Vyopta vAnalytics™ One Year On Premise Starter Pack (V-PREM-SP), and quantity 10 of (V-LIC-HVE-25) which provides 250 additional Video Endpoints to satisfy the total requirement of 350 Video Endpoints, and quantity 38 of (V-LIC-IPL-500) which provides a total of 19,000 additional Individual Platform Licenses, which including the Starter Pack meets the needs of the 12,500 Cisco Flex License Users and 7,500 Skype Users, and quantity 19 of (V-LIC-HVE-1000) which provides support for 19,000 Cisco Phones, which including the Starter Pack provides support for all 20,000 Cisco Phones. This licensing example assumes there are no additional Webex or Jabber Users who are not counted in the Cisco Flex License User count. **Installation is NOT included in the On Premise Starter Pack,** and must be scoped to determine the total installation, configuration and set up cost.

Additional Notes:

- Vyopta SaaS Starter Pack Cloud Subscriptions **include** standard installation and basic training. However, Vyopta On-Premise Subscriptions **does NOT include** standard installation or basic training. Vyopta installation and training must be scoped and delivered on a project by project basis.

- Vyopta advanced training, extended dashboard/panel customization, custom integrations/development must be purchased separately.

- It is recommended that new and existing customers consult with Vyopta sales representatives for sizing requirements.

For More Information:

For more information about Vyopta vAnalytics™ and Vyopta visit https://www.vyopta/cisco.com, or send an email to cisco@vyopta.com.

Appendix 5: Cisco ordering resources

For more information on quoting, ordering, and product support, please visit the webpages shown in Table 27 below.

Table 30.   Cisco ordering resources

Topic	Description
General ordering support	Use My Cisco Workspace to open and manage service cases for orders, quotes, returns, deals, service contracts, profiles and logins, tool access, training, reporting, feedback, and more.
Technical support	Partners and customers obtain technical support and/or open a support case using Cisco processes, tools and systems. https://www.cisco.com/c/en/us/support/index.html.
Integration-specific support	The Sales Acceleration Center (SAC) is a one-stop shop for presales support across technologies and architectures. SAC will provide a heightened level of service to ease the transition period for you and solve transaction challenges. SAC is designed to complement existing support processes, as well as assist in finding the correct support resource based on the question or issue. **Email: sac-support@cisco.com** **Phone: 800 225-0905, 408 902-4872**
IT-specific support **(Cisco internal only)**	For Internal audiences experiencing IT issues, go to the Service Request Management tool to open and track cases as well as the Business Support and Operational Systems page for additional information and existing issues being tracked.
Licensing and PAK registration	A self-serve option is available for many licensing functions. However, you may also get assistance from the Global Licensing Operation (GLO) team by completing the form found here or opening a case using the Support Case Manager tool.
Partner program and training support	Visit the Partner Education Connection for more information on partner trainings. Visit Partner Central for information on specializations, certifications, incentive programs, and much more.
Partner Helpline	The Partner Helpline provides presales product support, and the Cisco Commerce Workspace provides full Commerce Workspace support.
Technology Solutions Network (TSN) **(Cisco internal only)**	TSN is a 24x5 global network of Virtual Systems Engineers providing presales technical services and talent development for Cisco's sales organization. https://cloudsso.cisco.com/idp/SSO.saml2.
Deal registration guidance	For help transitioning your existing deals to Cisco, please work with your account managers and to obtain the necessary guidance.
Cisco Commerce Workspace	Submit hardware and new service orders, check order status, and create configurations at https://cisco-apps.cisco.com/cisco/psn/commerce. Training link: https://www.cisco.com/web/partners/events/commerce_workspace.html.
Cisco Service renewals	Use CCW-R for contract renewals Training link: https://www.cisco.com/web/services/resources/cscc/training/index.html.
Cisco web-based tool suite	All online tools: https://www.cisco.com/web/ordering/root/index.html.
Cisco Meeting Server Partner Portal	https://communities.cisco.com/community/partner/collaboration/bizvideo/acano.
Advanced Services quoting and ordering	For information on how to quote and order Advanced Services-Transaction and Advanced Services-Subscription, go to https://cisco.jiveon.com/groups/aspt-quoting-tools. Partners need to work with Cisco Sales. Cisco Sales must engage a Cisco Collaboration Services Business Development Manager for the following: • To create an accurate Advanced Services-Transaction quote and SOW • To order Collaboration Optimization Services

Appendix 6: Services renewal ordering management

Opportunities

- Cisco Account Managers (AM) create opportunities in SFDC
- Overlay team can create opportunities in SFDC, but need to assign these to the AMs (account owner)

Quoting

- The quoting functionality in SFDC will be used to create the configurations and apply discounts

Non-standard discounts

- If non-standard discount is applicable, the AM will complete the Non-Standard Deal Qualification form in SFDC and submit to Commercial Finance for approval. Commercial Finance will review and approve the request in My Deal Manager (MDM)
- Once the non-standard deal has been approved, Sales will provide the customer / partner with the quote and approved deal id, which the customer can use to place the order.

Services renewals

For more details on service renewals:

https://www.cisco.com/c/en/us/services/ordering/cscc.html.

For more information

- Cisco Meeting Server and App
- Cisco Collaboration Meeting Rooms Premises
- Cisco Collaboration ordering guides
- Cisco Unified Communications licensing
- Cisco CMR Hybrid Configuration Guide
- Cisco Capture Transform and Share Guide

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