

Cisco Unified Communications Manager

Planning a calling strategy for the future with Cisco Calling

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01 Introduction

Cisco Calling is the market-leading enterprise calling platform, trusted by over 50 million users worldwide. Backed by 25+ years of experience, Cisco continues to lead with innovation, reliability, and a deep understanding of enterprise communication needs.

At the core of our portfolio is Cisco Unified Communications Manager (UCM) – powering mission-critical communications globally. Our commitment to UCM remains strong, with ongoing investments to meet evolving customer needs.

Released in 2023, UCM 15 reflects this commitment, advancing the platform to address modern enterprise requirements and prepare customers for the future. UCM 15 adopts AlmaLinux, providing a secure, stable, and fully supported foundation. We've already delivered two service updates (SU1 and SU2), adding key enhancements such as Federal Certifications, and our roadmap includes continued innovation – including an enhanced Jabber and Webex experience.

Cisco delivers on-premises calling with future-proof flexibility. Customers can continue running UCM on-premises with the confidence of ongoing innovation, adopt cloud-enabled features for hybrid deployments, or seamlessly migrate to a fully cloud-delivered solution when ready.

This eBook will help you plan a future-proof calling strategy, and help you plan for approaching end-of-support milestones. We'll provide guidance on your options – whether upgrading to UCM 15, adopting a hybrid approach, or planning a cloud migration.

Regardless of your approach, Cisco provides the tools and resources to make your upgrade seamless, so you can continue delivering secure, modern communications for your organization.

This eBook provides:

- An overview of upcoming UCM end-of-life milestones
- Recommendations to help you plan an effective upgrade or migration strategy
- Highlights of Cisco solutions that will help you to plan a seamless migration
- Options for premises, hybrid, or cloud deployments

02 Overview of Cisco UCM end-of-life milestones

Cisco releases end-of-life notices as a product reaches the end of its lifecycle. These notices indicate the last date that a product will be sold, and when maintenance releases and support for a product will end. It is important for customers to be aware of these milestones and plan upgrades or migrations accordingly. Important end-of-life milestones for Cisco's Unified Communications Manager platform include:

End-of-Life (EOL) Announcement Date:

The date the document that announces the end of sale and end of life of a product is distributed to the general public.

End-of-Sale (EOS) Date:

The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.

End of Software Maintenance (ESM) Releases Date:

The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software. Ongoing use of a solution after this date may be risky, as no bug fixes or security updates are provided.

Last Date of Support (LDOS):

The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts (as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.

Cisco UCM – Release Strategy

End-of-life milestones by version

UCM 11.5

End of software maintenance occurred on May 2022. [The last date of support is May 2024.](#)

UCM 12.5

End-of-life announcement was published in March 2023 and is [available here](#).

UCM 14

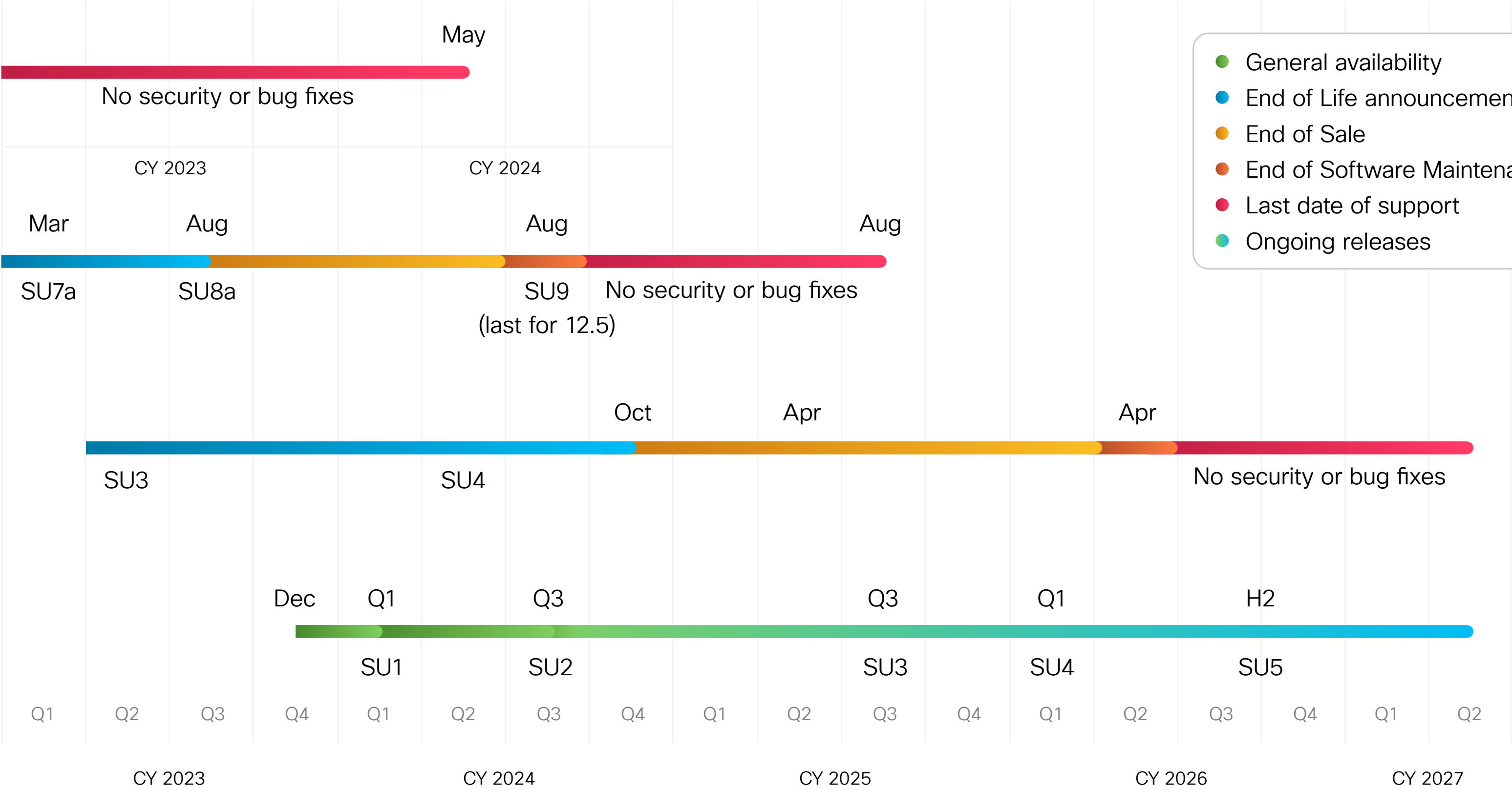
End-of-life announcement is expected in early CY 2024. These dates are subject to change.

UCM 15

The next version of UCM was released in December 2023. [Learn more](#).
These dates are subject to change.

- Products that this timing applies to:
- UCM – Unified Communications Manager
 - SME – Session Management Edition
 - IM&P – Instant Messaging & Presence service
 - CUC – Unity Connection
 - CER – Cisco® Emergency Responder
 - PCD – Prime Collaboration Deployment
 - Elements of Webex Calling Dedicated Instances, UCMC-G, Webex Contact Center Enterprise

- General availability
- End of Life announcement
- End of Sale
- End of Software Maintenance
- Last date of support
- Ongoing releases



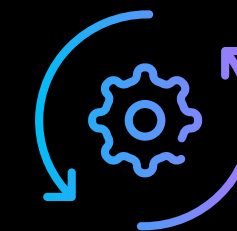
03

Planning a calling strategy for the future

Versions of Cisco UCM that have passed end of software maintenance will no longer receive bug fixes, maintenance, or security updates and may present reliability or security concerns. Cisco recommends that organizations

proactively plan a calling strategy to avoid using software past its end of support date.

Cisco offers two flexible options for UCM customers planning a calling strategy for the future:



Upgrade to a current version of Cisco UCM

Continue to leverage your investments in Cisco UCM by upgrading to a current version. Cisco is committed to the long-term future of UCM with version 15 and beyond.



Migrate to Cisco Cloud Calling

Cisco Cloud Calling offers the most flexible path to the cloud for UCM customers. Organizations can move to Cisco Cloud Calling gradually or all at once while preserving UCM workflows and integrations and continuing to use existing Cisco IP phones.

04 Upgrade options for Cisco UCM

Organizations may have multiple upgrade options for Cisco UCM depending on their current version. Organizations have the flexibility to select an upgrade path that best fits their business requirements and timeframe.

Cisco UCM 11.5 or earlier

End-of-maintenance: May 2022

End-of-support: May 2024

Cisco UCM 11.5 is nearing end-of-support and customers should immediately plan an upgrade or migration strategy.

Upgrade options:

Cisco UCM 15 is the ideal path forward for customers still on UCM 11.5. It delivers Cisco's latest, fully supported platform with ongoing updates, enhanced security, and access to the newest features—ensuring long-term stability and innovation.

Cisco UCM 12.5

End-of-maintenance: August 2024

End-of-support: August 2025

Cisco UCM 12.5 customers should begin planning an upgrade or migration strategy with end-of-maintenance occurring in August 2024.

Upgrade options:

- Cisco UCM 15 is the ideal path forward for customers still on UCM 12.5. It delivers Cisco's latest, fully supported platform with ongoing updates, enhanced security, and access to the newest features—ensuring long-term stability and innovation.

Cisco UCM 14

End-of-maintenance: Estimated Q3 2025

End-of-support: Estimated Q3 2026

Cisco UCM 14 is nearing end-of-support and customers should immediately plan an upgrade or migration strategy.

Upgrade options include:

- Cisco UCM 15: Maintenance for Cisco UCM 14 will continue through mid 2026. Customers that desire to stay on premises should begin planning an upgrade to Cisco UCM 15.

Cloud Connected UC

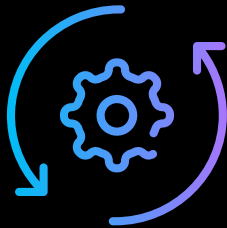
Cloud Connected UC is a valuable solution for all Cisco UCM customers, whether you plan to remain on-premises, are planning a cloud migration, or are still in the process of defining a calling strategy for the future

Cloud Connected UC achieves this with plugins that are installed on the individual UCM applications that send telemetry data to the Webex cloud. Plugins register with the Webex cloud during onboarding and are authenticated

to the cloud using the Webex Common Identity framework. After initial onboarding and installation, subsequent updates to these plugins are automatically managed through the cloud.

Cloud Connected UC is available to Cisco Flex Plan customers at no additional charge.

[Learn More](#)



Modernize administration

Streamline administration and reduce operational costs with Control Hub, our single-pane-of-glass admin experience.



Business intelligence

Gain critical insight into UCM, including analytics for usage, engagement, utilization, and device inventory that are essential for capacity planning and resource optimization for a UCM upgrade or cloud migration.



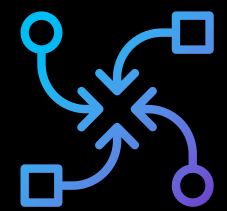
Certificate management

Centrally manage certificates for all UC apps, across multiple clusters and trust stores.



Troubleshooting

CCUC includes Web RTMT, a web-based real time monitoring and troubleshooting tool for UCM deployments.



Webex App auto-provisioning

Easily migrate users to the Webex App for a modern user experience.

05 Migrate to Cisco Cloud Calling with Webex Calling

Transform your business with cloud calling

Webex Calling is Cisco’s flagship cloud calling solution. It delivers enterprise-grade calling and proven 99.999% availability in over 190 markets globally.

Webex Calling leverages Cisco’s expertise and longstanding leadership in the telephony industry to transform premises calling with the power of the cloud.

Cloud innovation

Webex Calling helps Cisco UCM customers to eliminate the need for premises calling hardware, software, maintenance, and upgrades while delivering near-feature parity with UCM.

Businesses can use Webex Calling to transform their business with cloud innovations, including modern mobility solutions, cloud-connected PSTN options, integrated customer experience tools, and artificial intelligence-powered noise removal for crystal clear audio.

Flexible migration

Webex Calling offers flexible migration options so organizations can move to the cloud at their own pace with minimal business disruption. Organizations can deploy any mix of Webex Calling multi-tenant or private-cloud Dedicated Instance to ensure smooth cloud migrations and zero feature loss.

Easy administration

Webex Calling is managed with Control Hub, a single-pane-of-glass administration console. Control Hub makes administration effortless by enabling users to centrally manage the complete Webex Suite. It also includes analytics, troubleshooting, and security tools, as well as integrations with other Cisco solutions like ThousandEyes.

Learn why Webex Calling is the industry leading cloud calling solution with over 18 million users worldwide.

[Learn More](#)

18M+
Users worldwide

8B+
Monthly calls

190+
Markets served

06 Webex solutions for successful cloud migrations

Webex Calling provides the easiest migration path for Cisco UCM customers. We’ve built solutions into Webex Calling out of the box that make migrations to the cloud effortless. Learn more in this section:



Dedicated Instance

Move to the cloud without compromise

The Dedicated Instance option for Webex Calling provides customers with a dedicated, private cloud instance of Cisco UCM. Always up-to-date with the latest version of UCM, Dedicated Instance provides organizations with a smooth path to the cloud while eliminating the need for software updates.

Preserve UCM workflows and integrations

With Dedicated Instance, customers can preserve UCM workflows and integrations, continue using IP endpoints and local survivability solutions, and distribute users between multi-tenant and dedicated instances for a staged migration to the cloud.

Unmatched availability

Cisco offers an Enhanced Survivability option for Dedicated

Instance. This solution uses a local Enhanced Survivability node to ensure that the complete UCM feature set, including third party workflows, is available even when the cloud is inaccessible due to unforeseen network downtime caused by extreme events like natural disasters. This industry-first solution is essential for businesses in healthcare, financial services, transportation, logistics, and other industries that require calling to always be available.

Easy deployment options

We continue to make this solution easier for customers to order and deploy. The Dedicated Instance option can now be purchased as part of the Webex Suite or with Webex Calling only. Customers with an Enterprise Agreement (EA) and over 1,000 Knowledge Workers (KWs) can select one dedicated instance at no additional cost, with additional instances available as needed in different geographies.

Free trials of Dedicated Instance are also available – contact your Cisco partner to get started.

Global footprint

We continue to expand our Dedicated Instance footprint. There are now four Dedicated Instance data centers in North America, two in Europe, and four in the Asia Pacific region, to enable calling in over 190 markets around the world.

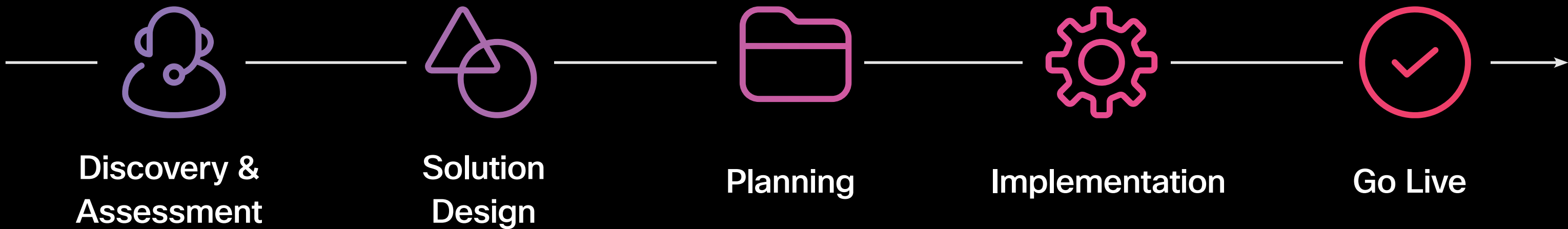
Dedicated Instance delivers customers a flexible migration experience and eliminates the friction of cloud migrations.

[Learn More](#)

Webex Setup Assist

Expert assistance for successful cloud migrations

Webex Setup Assist is a migration service offered by Cisco that provides expert assistance with the deployment and configuration of Webex Calling. The Webex Setup Assist team is comprised of engineers and project teams that specialize in on-premises to Webex Calling migrations. The Webex Setup Assist team works with your partners in any or all phases of your cloud migration to ensure success.



07 Planning your cloud migration

Take the uncertainty out of cloud migrations with Webex Calling. Cisco will work with you and your partners to create a migration plan that fits your business requirements, resource constraints, and cloud readiness.



Six simple steps for successful cloud migrations

Move to the cloud at your own pace in six simple steps. Each step adds value to your organization while proactively overcoming cloud barriers and minimizing disruptions.

Step 1

Gain insights into your user base and identify its cloud readiness using Cloud Connected UC

Step 2

Modernize the user experience with the Webex App or plugin into other apps

Step 3

Subscribe to Webex Calling and plan the move

Step 4

Start moving cloud ready users and devices leveraging built-in migration tools

Step 5

Migrate remaining users at your own pace

Step 6

Keep adding value

Step 1: Connect to cloud

Gain insights into your user base and assess cloud readiness using Cloud Connected UC.

1.1

Create Control Hub org if you do not have one already

1.2

Establish connectivity between your premise system and your Control Hub org in the Webex Cloud by installing .cop file on all UCM cluster nodes for full telemetry and deployment insights

1.3

Enable Cloud Connected UC add-ons (e.g., cert management and Web RTMT) to fully utilize its capabilities

Value Added

Realize immediate cloud value with Cloud Connected UC. This solution enables organizations to manage UCM through the cloud with the single-pane-of glass Control Hub admin experience. Analytics provide organizations with insight into user engagement and usage with UCM that will help in the migration planning process.

Value added includes:

- Manage your UCM deployment through the cloud with Control Hub
- Centralized certificate management
- Access CDRs through the cloud
- Gain visibility on usage and data analytics
- Cloud-based troubleshooting with Web RTMT

Step 2: Connect to cloud

Modernize the user experience with the Webex App or plugin into other apps

2.1

Connect your user directory with Webex leveraging one of the several options, and configure SSO for your Control Hub organization

2.2

Design for your domains and DNS requirements to ensure successful service discovery

2.3

Roll out the Webex App to users based on their Jabber usage patterns and integrations, from simple to advanced, leveraging available migration tools. In Microsoft Teams environments, Webex Calling integration with Teams can be used.

2.4

Leverage App Hub to extend the Webex App capabilities and integrations (e.g., Miro etc.)

Value Added

Modernize the user experience with the Webex App. The Webex App user interface provides immediate access to Calling, Meetings, and Messaging features on desktop and mobile devices, and access to hundreds of Webex App Hub integrations.

Value added includes:

- Modern experience
- Streamlined operations
- Access to App Hub integrations
- Consistent experience across premises and cloud telephony
- One application for multiple workloads

Step 3: Move at your pace

Subscribe to Webex Calling and plan the move.

3.1

Subscribe to the Webex Calling or the Webex Suite

3.2

Choose your connectivity strategy (public internet, Webex Edge Connect, etc.) and design accordingly

3.3

Determine your PSTN design: Local Gateway (with capacity considerations), Cloud Connect, Cisco Calling Plans or a mix of these can be used. Consider number porting requirements and timing

3.4

CUBE/LGW design to connect your Premise and Cloud users during a phased migration, and/or to leverage prem PSTN

3.5

Design your Dial Plan, Route Groups, Locations

3.6

Inventory your devices to ensure forward compatibility and/or opportunity for a device refresh

Value Added

This step gives organizations an opportunity to assess requirements and get foundational components of Webex Calling, such as connectivity, PSTN, dial plan design, and devices, in place.

Value added includes:

- Simplification by design
- Connect premises to the cloud with a Local Gateway
- Access to the Webex Suite Apps (polling, webinar, events etc.)
- PSTN consolidation and optimization
- Assessment of connectivity needs

Step 4: Move at your pace

Start moving cloud ready users and devices leveraging built-in migration tools

4.1 Configure Webex Calling environment based on discovery and design considerations (locations, PSTN, location services etc.)	4.2 Establish chosen connectivity model	4.3 Configure cloud integrations with 3rd parties (Call Recording, e911, Paging, etc.)	4.4 Migrate existing devices firmware leveraging the migration tool
4.5 Validate configurations with selected pilot users	4.6 Migrate users to Webex Calling using export data from UCM leveraging the migration tool	4.7 Activate numbers	

Value Added

This step enables organizations to get started with a group of pilot users that will validate configurations and design decisions. Once test plans are complete organizations can start migrating users and devices in bulk with migration tools that are built into Control Hub. Businesses have the flexibility to deploy users on Webex Calling multi-tenant or preserve UCM workflows, integrations and devices with Dedicated Instance.

Value added includes:

- Streamlined operations
- Cloud based location and user services
- Cloud based integrations
- Mobility
- Cloud based PSTN

Step 5: Move at your pace

Migrate remaining users at your own pace.

- ## 5.1

Configure analog devices, common area phones, specialty devices
- ## 5.2

Leverage Webex APIs to develop specific integrations and workflows
- ## 5.3

Configure advanced Call Queueing with reporting and migrate UCCX agents for simpler call centers
- ## 5.4

Consume ecosystem partner solutions needed for your vertical users
- ## 5.5

Decommission your premise system

Value Added

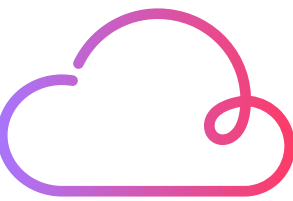
Complete your migration by adding analog and specialty devices, and common area phones. Organizations can also take advantage of advanced Webex Calling features like voice queues and the Webex partner ecosystem.

Value added includes:

- Sustainability
- Modern devices
- Ready for growth
- Continued innovation from cloud roadmap and integrations
- Global coverage in 190+ markets

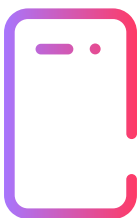
Keep adding value

Once the cloud migration is complete, organizations have ongoing opportunities to add value with Webex Calling.



PSTN consolidation

Reduce costs and optimize connectivity with our three flexible options for PSTN.



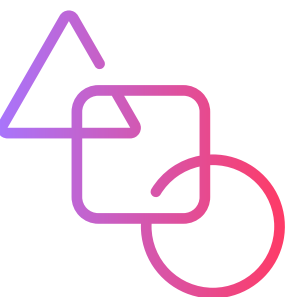
Mobility innovations

Deploy secure, compliant, and private mobility with Webex Go.



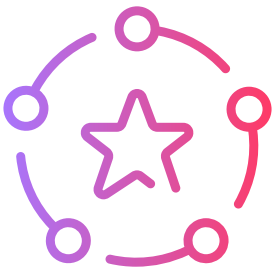
Survivability

Eliminate downtime with Enhanced Survivability and Site Survivability options.



Integrations

Deploy best-in-class Webex Calling with productivity tools like Microsoft Teams with our free, out of box integrations.



Improve the customer experience

Leverage built-in tools to improve the customer experience with Webex Calling.



Modern devices

Deploy Cisco IP phones, Desk and Room systems with Webex Calling, and support new models of hybrid work with hot desking.

Learn more

Contact us to learn more about Webex Calling follow the links below to read more

Contact Us

Learn More

