



You make **possible**



Evolution of Hosted Collaboration Solution (HCS)

New Enhancements and Integrations

Tony Reyes – Technical Solution Architect
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PSOCOL-2002

CISCO *Live!*

Barcelona | January 27-31, 2020



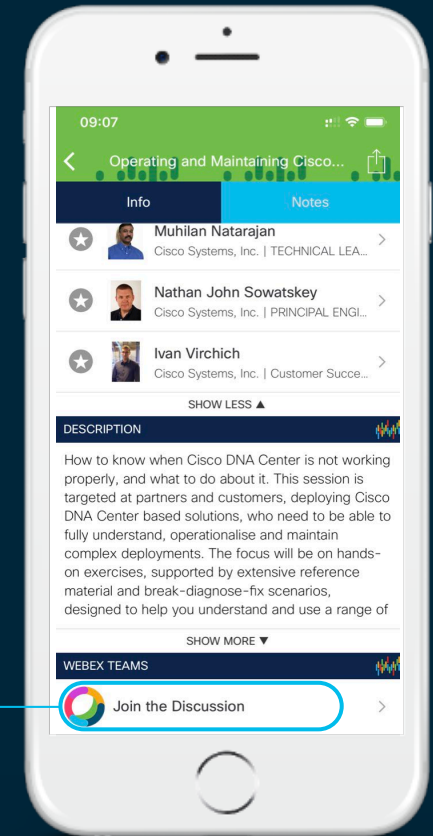
Cisco Webex Teams

Questions?

Use Cisco Webex Teams to chat with the speaker after the session

How

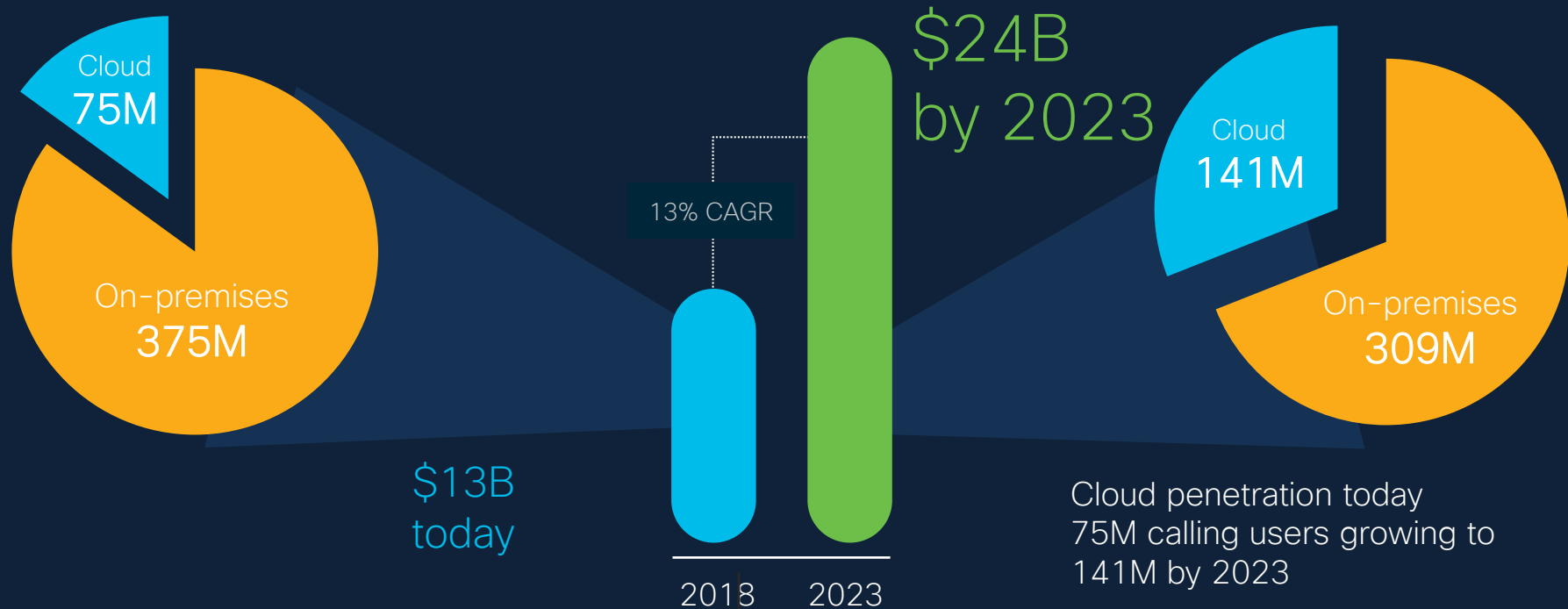
- 1 Find this session in the Cisco Events Mobile App
- 2 Click “Join the Discussion”
- 3 Install Webex Teams or go directly to the team space
- 4 Enter messages/questions in the team space





UCaaS Market Opportunity Overview

\$24B cloud calling opportunity by 2023

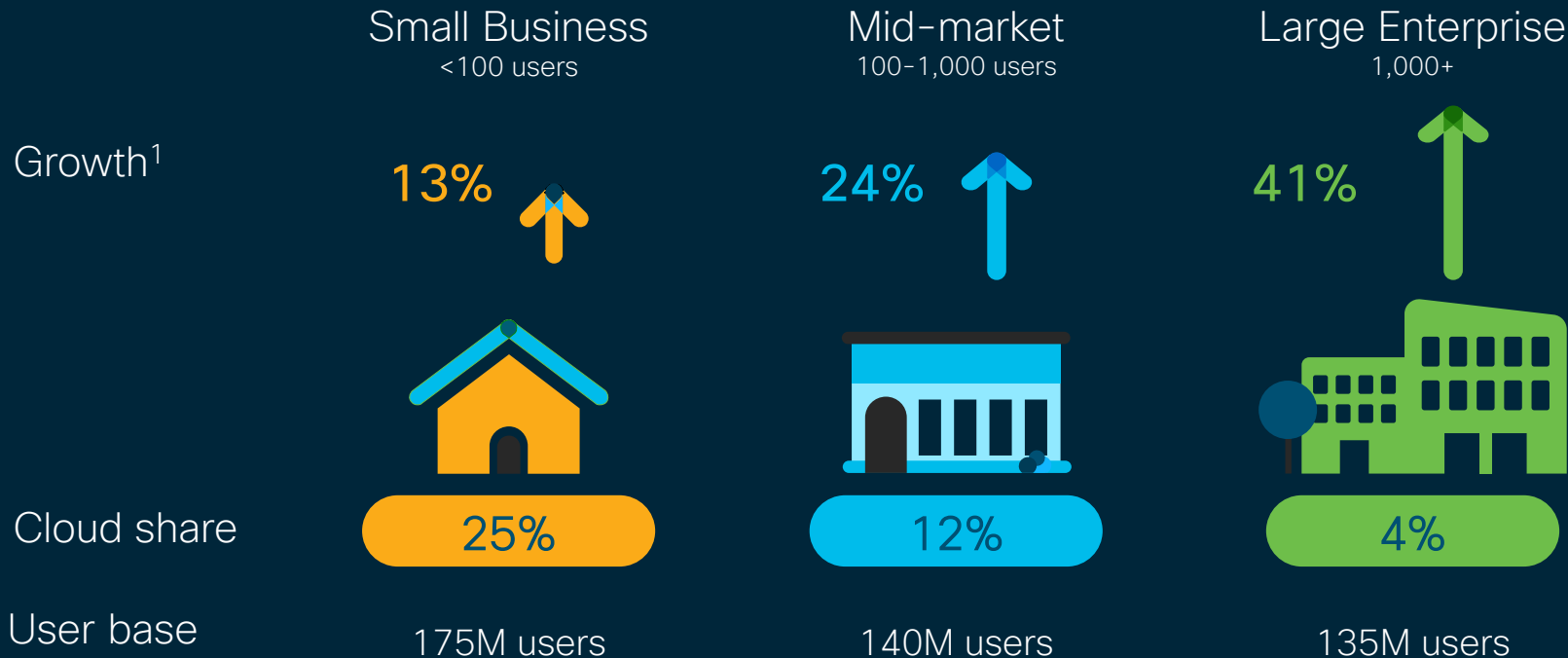


Customers are moving to cloud

“By 2021, 90% of IT leaders will not purchase new premises-based UC infrastructure” - Gartner¹

74% of organizations will choose a cloud calling vendor in the next 24 months²

Cloud Calling CAGR



1. Cloud calling user CAGR 2019-2023. Source: Cisco estimates based on multiple analyst sources.

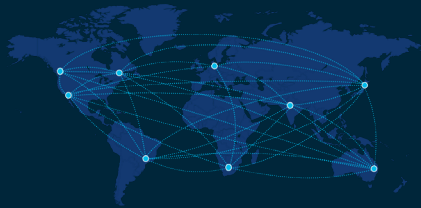
The CIO's dilemma: innovation without chaos

Current
On-Premises

Transition
Zone

Cloud
Transformation

Customers require a
simple path to cloud



Hosted Collaboration Solution

69 Countries

187 Partners



> 6500 Customers

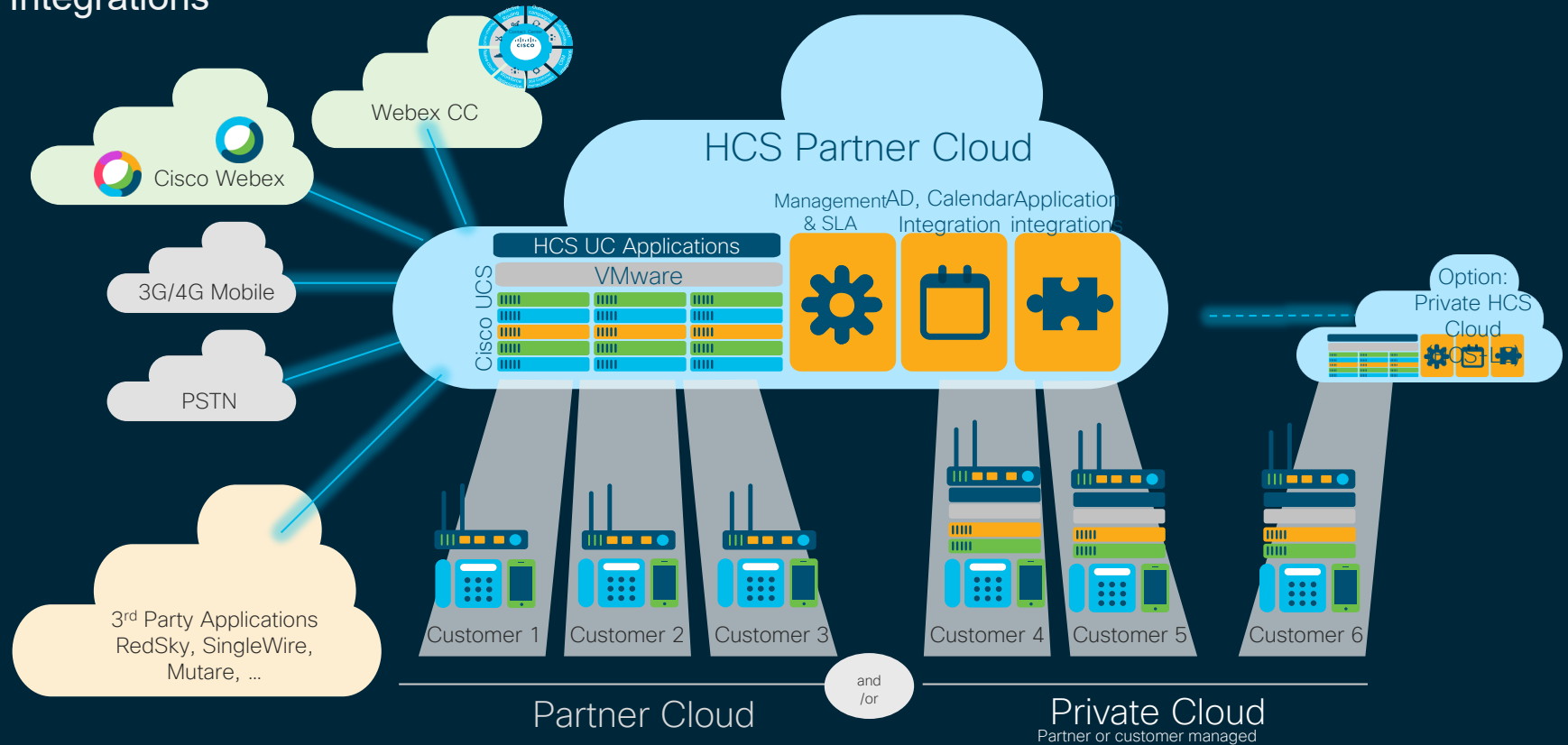
6.5 M end users



Cisco HCS

HCS Open Collaboration Platform

Integrations



Cisco HCS Deployment Options



Partner Hosted

- Complete UC in the cloud
- Typically dedicated instance per customer
- Partner-hosted and delivered
- Midsize to largest enterprises
- Flex Hosted Licensing



Partner Managed

- Dedicated customer instance
- Customer-hosted, partner-delivered
- For business governance or data sovereignty
- Flex Hosted Licensing

HCS Sweet Spot



CUCM UX compatibility for Customer wants CUCM based offer

Cisco phones (investment protection)
Customer IT is CUCM experts



Simplified migration from UCM on-premises to HCS:
Flex Managed commercials



Customization per customer (Private instance)

IT integrations (Premises and Cloud)



Enhanced toolkits to automate UCM migration to cloud



Private network with customer premise equipment including local gateways, SRST,
Secure



Supports mixed deployment mode of on-premises and cloud



HCS Cisco Flex Partner Managed

Cisco UC Manager Customer Journey to the Cloud



Cisco UCM Customers

- CUCM compatible features required
- Cisco phones, CUCM UX, Jabber VDI
- Need to keep IT integrations
- Require a private instance

Premises



Flex Managed



Cloud



HCS RoadMap Updates 12.5 Release

HCS 12.5 Key Features Summary



I. Enhanced Collaboration

Deployment & Management CSR12.5

- Simplified admin
- Secure and compliant
- Enhanced user experience
- Cloud connected



II. Partner Profitability

UC Applications

- Activation Code Onboarding
- Expressway Cost Optimization (Let's Encrypt Certificates)
- Single SAML Agreement / Exp Cluser
- Mobile & Remote Access Policy and Authentication (Oauth)
- ICE Media Optimization over MRA
- Call Metric Records Support

HCMF

- Certificate Monitoring & Management
- UC Apps Version Reports
- Service Inventory
- Enhanced Upgrade Pre-Post Checks
- Smart Licensing integration for UC Apps
- Simplified flex licensing

Data Center

- HCS Refresh and Alignment (Infra, VMware 6.7/6.5, Intersight, UCS Manager, 6400-FI, M5 Compute, Hyperflex)



III. Cloud Connected

Jabber-Webex Teams

- Hybrid Messaging
- Single Client

Collaboration Tool Kit

- UC Apps
- RBAC
- Pre-Post Actions
- 12.5 Support*

* ETA Q4CY2019

Key Features – HCMF 12.5 SU1 Q4 CY2019

Smart Licensing:

Multiple proxy support to reach CSSM

Support UC apps on-boarding to Satellite using HCMF

License Reporting:

Flex license Reconciliation (only for 12.x Clusters)

Auto Registration (only for partners opting for Operational licenses)

Upgrade checks:

OVA check

Jabber versions listing

SIP trunk checks

Cert management enhancements:

Enable upload of trust certificates

Pre-fetch information for CSR generation

Key Features – HCS 12.5 Add On 1

Q4 CY2019

Collab Features:

UCM Release 12.5
SU 2

HCS Mobility:

Basic Voice/Video
Mobile Integration
w Broadworks as
Mobile Gateway

E2E validation 12.5
SU2 with Shared
Architecture
Validation

Cloud Calling:

Meraki VPN
Integration

Miscellaneous:

DC Alignment
Vmware 6.7

HCS Solution –
Serviceability
Connector
Integration and
validation

Key Features – HCMF 12.5 SU2 Q1/Q2 CY2020

License Reporting:

License Reporting improvements (OPA), Flex, Services Inventory

Hosted partner reporting gaps

Smart Licensing

Support for expressway

UC Apps onboarding Smart Licensing



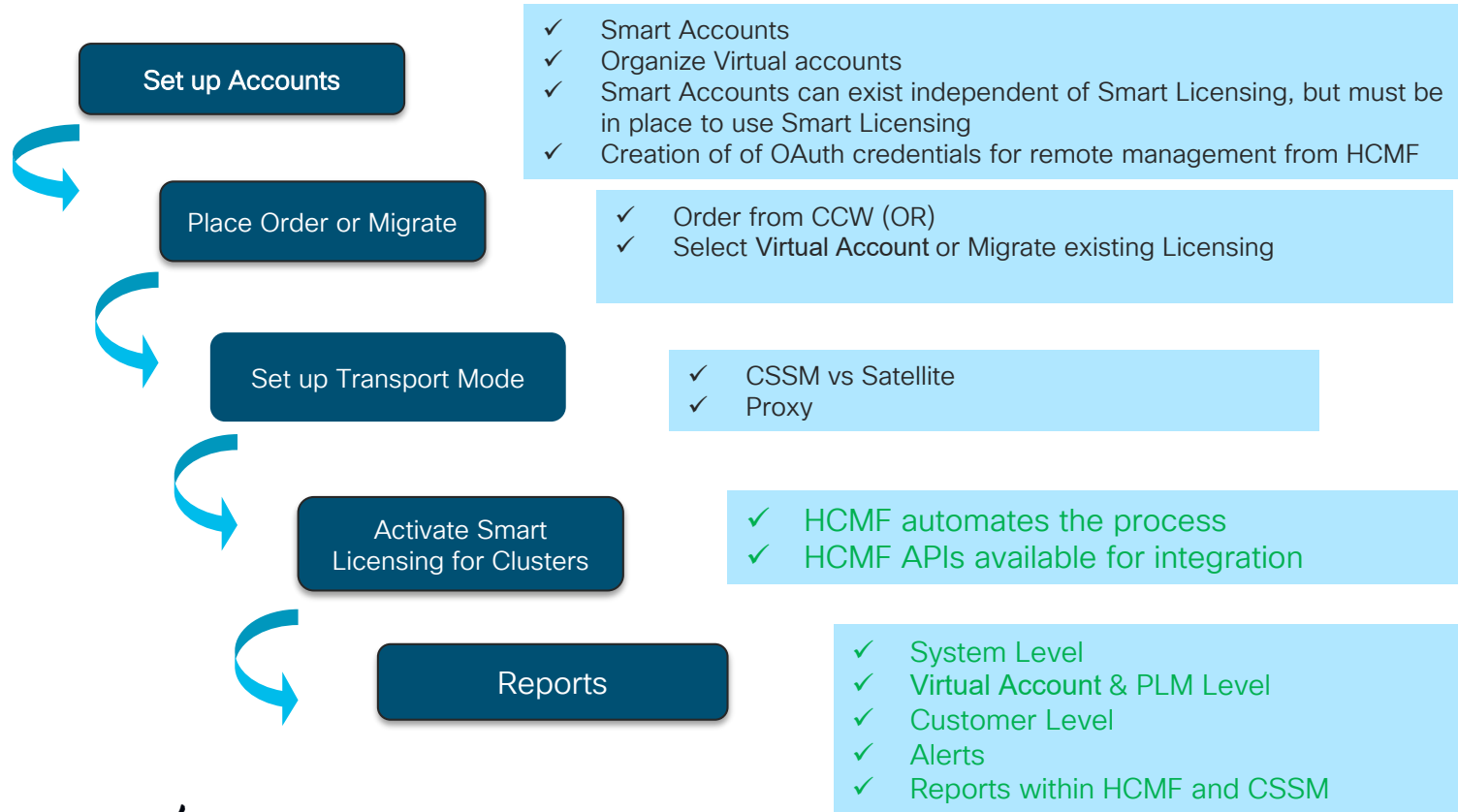
Large scale cluster management
for Smart Licensing

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- Automated onboarding of UC Apps
- Simple Customer and cluster onboarding
- Bi-directional sync for Virtual accounts and UC Apps onboarding
- Direct, Proxy and Satellite(*) deployments support
- *Multi Data Center ready with support of multiple proxies

* Available HCMF 12.5 SU1

Smart Licensing flow



License reporting



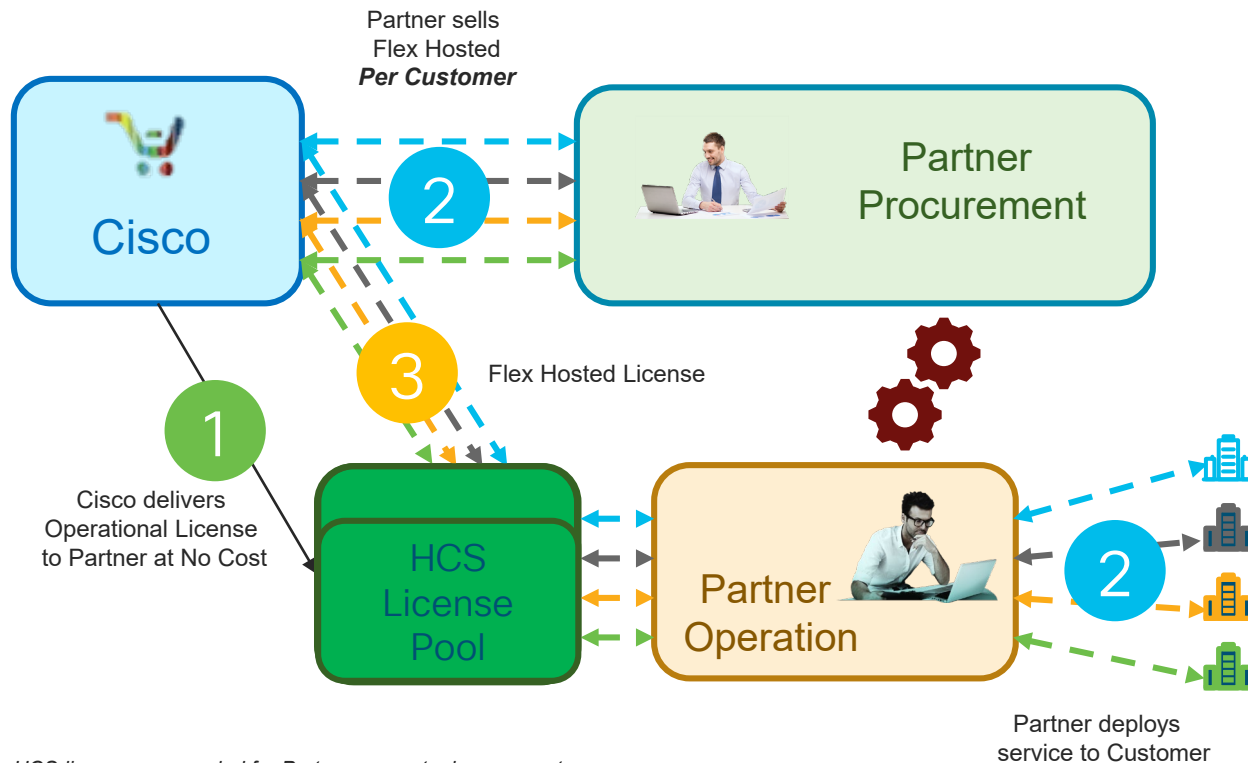
Simplified flex license management for partners operational team; faster onboarding of customers.

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- Operational licenses for simplified flex license management
- Simple and easy to use flex reports
- *Easy license reconciliation with mapped ordering details
- *Auto registration for newly onboarded customers and clusters

* Available HCMF 12.5 SU1

Simplified Model w/ Flex Hosted License (Calling)



* Cisco will provide as many HCS licenses as needed for Partner per mutual agreement

Reporting Flow

Partner Procurement



1



2

Smart Licensing - CWSSM

VA-HCS-Ordered

6

VA-HCS-Operations

8

HCMF Consolidated report

3



4

5

5

6

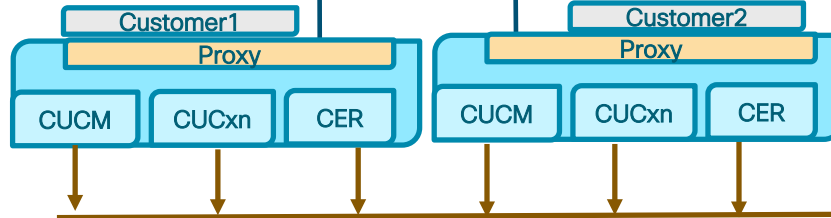
7

8



Partner Operations

Partner Data Center



Consumption

7

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1 Partner Procurement Orders on CCW

2 Partner Procurement team maintains a single VA for all orders; VA-HCS-Ordered

3 Partner Operations sends a request to A2Q mailer for operational licenses. Partner should fulfill all Prerequisites*

4 HCS PDM team deposits operational licenses into Partner's VA-HCS-Operations.

5 Auto registration feature

6 HCMF queries VA-HCS-Ordered for Licenses deposited per Subscription ID. HCMF is pre-configured to map Customer to Sub ID.

7 HCMF queries UC apps for license consumption

8 Consolidated report








Pre-Post Upgrade checks



Automated upgrade planning.

- Simplified and automated upgrade checks for UC Apps
- Recommended corrective actions to fix the issues
- Analysis of deprecated phone models for impact to customers
- *Easy third-party integration checks
- Comparison of pre and post results and config parameters

* Available HCMF 12.5 SU1

Checks	Pre-upgrade check	Post-Upgrade checks
IPAddress/Connectivity Check Connectivity of CUCM to NTP,DNS and SMTP	✓	✓
LDAP connectivity	✓	✓
Version information	✓	✓ 
COP Files installed	✓	✓
Disk space check	✓	✓ 
DB Status/DB Replication status	✓	✓
Diagnostics	✓	✓
Services status	✓	✓ 
Number of phones in registered, unregistered, rejected, failed & unknown state	✓	✓ 
Get all enterprise service params	✓	✓ 
Check Certificate Status	✓	✓ 
Report the versions of Vcenter,Esxi ,hardware,VM tools	✓	✓
Number of CTI Endpoints in registered, unregistered, rejected, failed & unknown state	✓	✓
Flag non-compatible phone models in 11.5 & 12.5 Jabber Versions and Phone firmware versions	✓	✗
Check last DRS backup	✓	✗
OVA check	✓	✗
Third Party Checks (SIP trunks, CTI route points)	✓	✓ 

Pre & Post Upgrade Checks on HCMF



Report the result of a check



Compare the results of a check pre and post upgrade



NA

Certificate Management



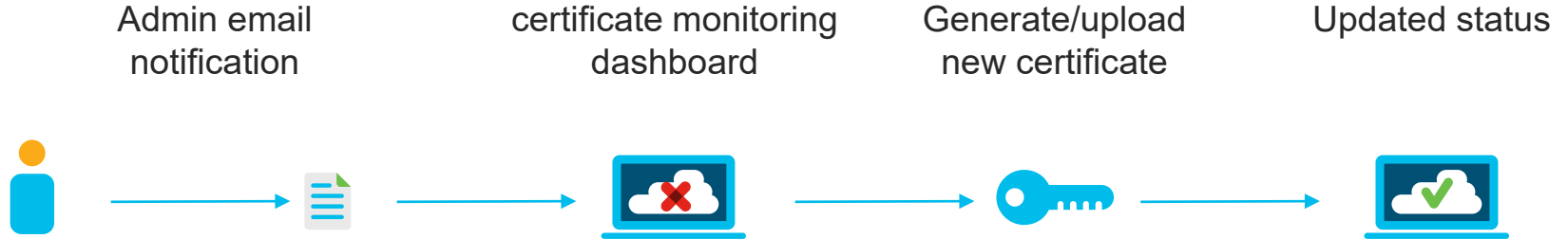
Workflows for end to end
certificate management

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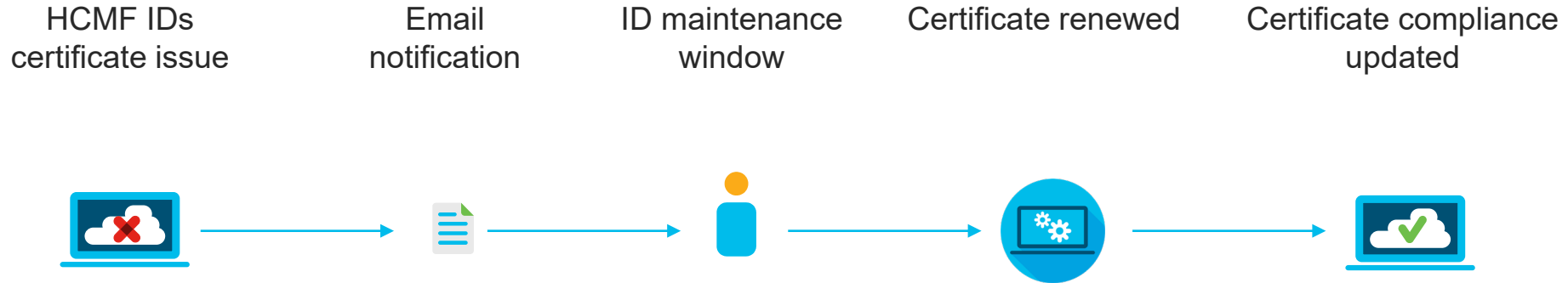
- Certificate Monitoring
- Certificate re-generation
- APIs integrations
- Best practices for certificate generation and upload.
- *Upload trust certificates

* Available HCMF 12.5 SU1

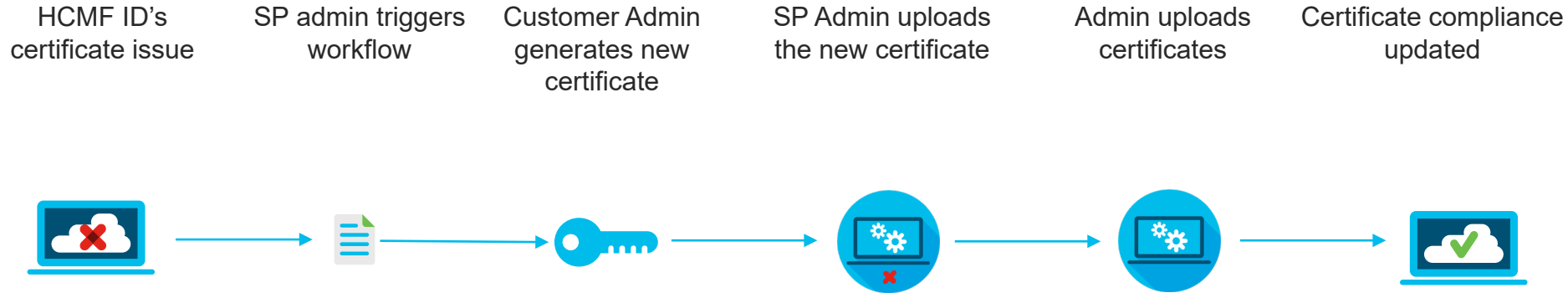
Certificate Monitoring (UC Apps and Expressway)



Self signed certificate re-generation (UC Apps)



Flow when trust certificates don't have root / intermediary CA certificates



* Available HCMF 12.5 SU1

Summary



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Summary

Collaboration migration to cloud = Big business opportunity for HCS

Flex Partner Managed = Bridge to the cloud

Cisco committed to cloud and premises
“Cloud first not cloud only”



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