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Data sheet
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Cisco Webex Contact Center Enterprise

Infrastructure as a Service (IaaS) Add-On Option Service Description

June 2020

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Product overview

Cisco Webex® Contact Center Enterprise (Webex CCE) provides a comprehensive, customizable, highly secure solution to meet the complex needs of the world's largest contact centers. [See the Webex Contact Center Enterprise data sheet](#) for full product details.

Webex Contact Center Enterprise Infrastructure as a Service (IaaS) is an add-on option for the Webex CCE solution. It is intended to assist partners and customers with the ability to migrate additional contact center systems to the cloud without adding the complexity of having adjunct systems remain on premises or be shifted to a different cloud.

Features and benefits

Customers that take advantage of the Webex CCE IaaS option will deploy their applications in the Webex CCE cloud. Cisco will provide:

1. Co-location facility space

Cisco will provide two tier-3 carrier co-location facilities at two data centers, each of which will provide space containing secure cabinets within a private caged area for the IaaS equipment. The secure cabinets and private caged areas may not be fully dedicated to the IaaS equipment provisioned for each customer. Cisco has the right to change the location of the data centers and will provide the customer with notification of any such changes. The co-location facility space will include:

Power

Cisco will ensure that each Cisco® data center is served by auxiliary backup generators capable of supplying backup power equal to 150 percent of the electricity needs of the Cisco data center. Such generators will be accompanied with a full Uninterruptible Power Supply (UPS) system interfacing with the utility and generator feeds.

Power will be provided to the servers maintained for the benefit of customer via a minimum of two (2) separate Power Distribution Units (PDUs).

Environmental controls

Cisco will ensure each Cisco data center is outfitted with a fully redundant HVAC system—maintaining temperature and humidity to industry data center standards. Each Cisco data center and all environmental systems therein will be monitored by staff 24 hours per day, 7 days per week, 365 days per year (24x7x365).

Fire detection and suppression

Cisco will ensure that each Cisco data center will be equipped with a fire detection and suppression system that meets industry data center standards. Such fire detection and suppression system(s) will be monitored by staff on a 24x7x365 basis.

Physical security and access

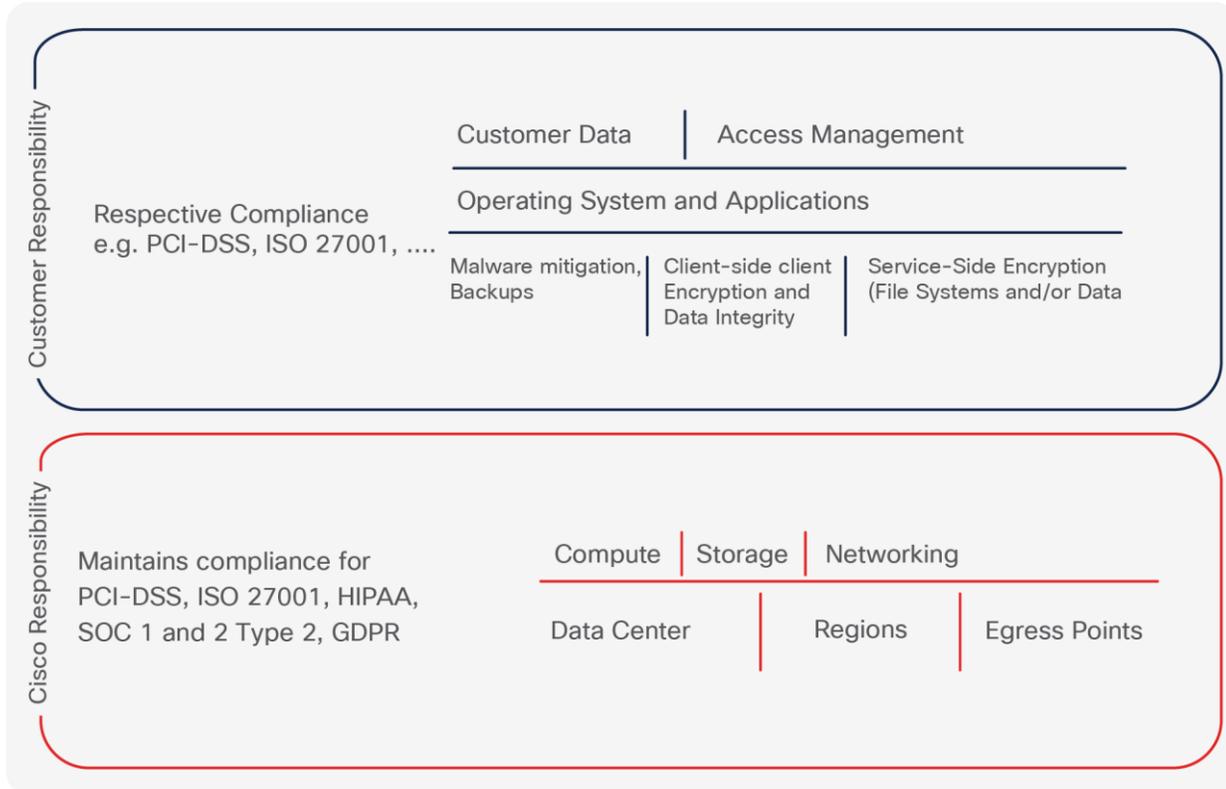
Cisco will ensure that each Cisco data center is and will continue to be provided with physical security and access protection that meets industry standards, such that access to each Cisco data center is limited to authorized personnel. Such physical security and access protection services will be provided on a 24x7x365 basis.

2. Logical security

Cisco maintains the environment provisioning process. To accomplish separation between clients Cisco will provision each client on its own VLAN. On the VLAN, the client will have access to the operating systems and applications built in the VLAN. Authentication will be managed by client's own Active Directory.

3. Security responsibility

Following are diagrams that show where a customer's and Cisco's compliance responsibility areas are in order to obtain their respective certifications or attestations.



4. IaaS high availability and disaster recovery services

Customers can decide whether to run their IaaS applications in a geographically redundant manner or not. If a customer elects to run their IaaS applications in a single data center and connectivity to that data center goes down for any reason, the customer would not be able to access their IaaS applications until the data center comes back online.

For IaaS applications that run in a geographically redundant manner, Cisco will maintain the IaaS hardware such that every device is highly available within each of the Cisco data centers. Cisco will provide services on a continuously available basis by utilizing both data centers in production. Accordingly, at no time will both data centers be taken out of production at the same time.

Cisco agrees to maintain viable disaster recovery/business continuity plans for the IaaS services. Cisco will test, at least once every 12 months, plans to continue business and the provision of the IaaS services in the event of an interruption to the IaaS services or unavailability of any site from which IaaS services are being performed (the "disaster recovery/business continuity plans").

If an event interrupts Cisco's performance of any of the services, Cisco will promptly respond to such event in accordance with the procedures contained in the disaster recovery/business continuity plans in order to resume performance of such IaaS services as promptly as possible.

Customers that purchase the IaaS option will specify the compute resources, memory, and disk space required to meet the requirements of their applications and this infrastructure will be provided by Cisco. Customers will provide their own operating system and applications.

Table 1. IaaS service options

Description	Available options
Processor types	<ul style="list-style-type: none"> Currently Intel 6242 2.8-GHz/150W (Max: 2933 MHz) processors. Note: processor type may change in the future
Total CPU	<ul style="list-style-type: none"> CPU processing capability equivalent to 1 core of processor
Total memory	<ul style="list-style-type: none"> Up to 256 GB, offered in 8-GB increments
Total disk	<ul style="list-style-type: none"> Solid State Disk (SSD) is offered in 1-TB increments. Disk capacity may be split across different vCPUs or aggregated for greater than one 1 TB per vCPU.
Drive layout	<ul style="list-style-type: none"> Provided by customer/partner, with an aggregate of less than the total disk allowance
Operating systems	<ul style="list-style-type: none"> N/A - Software procured and installed by customer/partner
Database software	<ul style="list-style-type: none"> N/A - Software procured and installed by customer/partner
Other software	<ul style="list-style-type: none"> N/A - Software procured and installed by customer/partner
Virtual Machine (VM) backup	<ul style="list-style-type: none"> All Virtual Machines (VMs) are backed up automatically in accordance with Webex CCE backup and restore policies <ul style="list-style-type: none"> The standard recovery time objective is 8 hours for servers with 500 GB of data or less. The standard recovery point objective is 24 hours for servers with 500 GB of data or less. The standard retention is 4 weeks or 28 days.

Getting started

Cisco reviews all candidate systems for functional and technical fit into the IaaS space. During this review, system architecture diagrams, data flow diagrams, ports and protocols, and bandwidth utilization must be made available.

It is most important that all interfaces that the Webex CCE IaaS interacts with are understood prior to electing to consume Webex CCE IaaS. Once those interfaces are understood, accommodations can be made for ensuring a supportable, maintainable, and reliable Webex CCE experience.

In order to provide any Support Services, the customer will provide the following information:

Device-related information:

- Host names
- IP addresses
- Application-specific administrative accounts for Cisco use
- Other device information as requested by Cisco, including but not limited to physical location

Operational-related information:

- Contact names, telephone numbers, email addresses, locations
- Administrative access to the IaaS hardware and hypervisor layer
- Direct remote access for application support (VPN preferred but Webex allowed)
- Escalation contact information
- Change-related information
- Any other required operational or process information

Support scope

Customers are responsible for ensuring that the applications and operating systems are functioning to their expectations. Customers will have full access to the operating system and applications. Cisco is responsible for the following areas on a 24x7 basis:

1. Guaranteed Virtual Machine (VM) resources (customer requested CPU, RAM, and disk) and management
2. Network isolation (virtual networks, firewalls, VLAN, and separate VRF boundaries) for security
3. Capacity management/utilization of the compute/storage used for IaaS
4. Uptime for service and data availability

Cisco is responsible for the following:

Hardware and hardware-related monitoring alerts

Cisco will own the resolution of all identified hardware and hardware-related alerts for Cisco equipment, providing notification to the customer of any hardware or hardware performance issues that may impact the performance or availability of the IaaS service(s).

Network-related monitoring alerts

Cisco will own the resolution of all identified network related alerts (to the extent that the network issue is caused by Cisco equipment), providing notification to the customer of any network issues that may impact the performance or availability of the IaaS service(s).

Global availability

Currently available countries include:

North America: United States, Canada (North American data centers: Denver, Austin)

Europe: Austria, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, France, Hungary, Ireland, Finland, Germany, Greece, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom (European data centers: London, Amsterdam)

Australia (Australian data centers: Sydney, St. Leonards)

Asia: Hong Kong, Malaysia, Philippines, Singapore (Asian data centers: Hong Kong, Singapore)

Ordering information

To place an order, contact your local Cisco certified partner or Cisco sales agent. If you need help finding a partner in your area, use the [Partner Locator tool](#). Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

Refer to the [Cisco Collaboration Flex Plan Contact Center ordering guide](#) for complete ordering details.

Cisco and partner services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich media experience across any workspace. The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together, we create innovative, network-centric architecture solutions, resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about [Cisco Contact Center Services](#), visit: <https://www.cisco.com/c/en/us/products/contact-center/service-listing.html>.

Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in Table 2.

Table 2. Environmental sustainability

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital® financing makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments.

[Learn more.](#)

For more information

For more information about Cisco Contact Center products, visit: <https://www.cisco.com/go/cc>.

Document history

New or revised topic	Described In	Date
First publication of new data sheet	N/A	June 3, 2020

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Cisco Systems (USA) Pte. Ltd.
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