

Migration Support Services

Frequently Asked Questions for Cisco Customers

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This document addresses commonly asked questions about the Cisco® Migration Support Services



Overview

Maximizing the use and life of technology investments is a common goal for many businesses, particularly those that are CapEx constrained. However, relying on outdated or aging technology can negatively impact operational performance and hinder business growth and success. When a business experiences downtime due to nonperforming or unsupported products, they expose themselves to various operational and business risks, such as not meeting service level and compliance requirements. In today's fast pace and evolving competitive environment, relying on aging technologies to operate efficiently and innovate quickly can be the difference between business survival and success.

For some businesses, replacing installed base that is nearing or past End of Sale or Last Day of Support (LDoS) can be a large undertaking and financial commitment. Cisco Migration Support Services is a program to help customers maintain support service coverage during migration projects. Migration Support Services is comprised of two offerings which deliver technical support and product replacement for failed devices to help customers flexibly and conveniently migrate to new products over a specified period of time.

Q What are the two Migration Support Services offers?

A Migration Support Services includes two service offerings: Extended Support and Migrate on Failure Service (MFS).

Extended Support (ES) continues Cisco technical support for product beyond LDoS. It services product failures with 'like-for-like' replacements, i.e. replaces a broken LDoS product with a working version of the same LDoS product. The service is available for a one year term, renewable once, providing up to 2 years of coverage beyond LDoS. It requires an agreed upon migration plan. ES is offered for most devices and components. Approval is required and some restrictions may apply depending on spares availability.

Migrate on Failure Service (MFS) continues Cisco technical support for products beyond LDoS. It services product failures with migration replacements where the migration replacement is the same product to which the LDoS product would eventually be migrated had it not failed before its planned migration. MFS is renewable for up to 5 years with an agreed migration plan and specified '*Migrate To*' devices. The service is offered for most low-complexity devices and limited components. Approval is required and country restrictions apply.

With both services, you can have your products assessed for eligibility two years before LDoS. It is a systematic way of analyzing the types of services necessary to provide support during product migration cycles.

Q How do devices reaching or beyond LDoS expose my business to risks?

Devices that are LDoS present a risk to your business because they have no eligibility for bug fixes, maintenance releases, work-arounds or patches, and they are subject to spares availability. If your business has aging products that are no longer supported and

they fail, your business services and availability will be negatively impacted and the cost and damage to your business could be significant.

Q How can Migration Support Services help my business?

A Migration Support Services is designed to help you plan a thoughtful migration for aging devices. It gives continuous support for a specified time, while flexibly providing your business with the time to migrate to new products and technologies. This enables business continuity, reduces downtime and operational risks, and helps you proactively manage aging Cisco devices.

Q Does Migration Support Services cover all products?

A Migration Support Services does not cover all products and may be limited by product type, spares availability and geographic location. Migrate on Failure Service (MFS) does not cover high-complex, multi-slot chassis, video, security, or heavy devices, and the service can only be sold in certain countries. Extended Support can only be offered for devices for which Cisco has sufficient spares. Generally, application software is not supported.

Q How do I know if a device is eligible for Migration Support Services?

A Your Account Manager or authorized Cisco partner can assist you in determining if a device is eligible for Migration Support Services.

Q How do I know if a device is End of Sale (EoS) or is nearing Last Date of Support (LDoS)?

A Generally, Cisco will provide 6 months' notice of an affected product's end-of-sale date and/or the last day when an affected product can be ordered. This notice will appear on the Cisco.com site, accessible at <http://www.cisco.com/c/en/us/products/eos-eol-listing.html> and you can sign up to be notified of end-of-life information via [Cisco Notification Service](#). You can also use the [Cisco online service availability tool](#) to search service coverage by product type and by geography. Further, you can reach out to your Account Manager for additional information.

Q How can I determine which Migration Support Services offering is the best option for my business?

A The Migration Support Services (MSS) Team determines which service may be the best option for your business based on type of devices, geographic locations, requested delivery service levels, device value, and other criteria. Your Account Manager or Partner's Services Development Manager will submit a request to the MSS Assessment & Delivery Team for assessment of the products to be included in the service, which is analyzed based upon the eligibility criteria. Based on the assessment findings, your Account Manager or authorized Cisco 1-Tier partner will inform you of the recommended option best suited for your business.

Q Can I purchase and have entitlement to both Migration Support Services options?

A Yes, you can purchase both Migrate on Failure Service (MFS) and Extended Support (ES) service options. This scenario is suitable if you have LDoS products that are not yet available for next generation replacement, but replacement spares are available (ES). In addition, you have assets with no spare availability, but those products are eligible to be replaced with next generation products (MFS).

Q How can I purchase Migration Support Services?

A Migration Support Services can be purchased from Cisco or from authorized Cisco 1-Tier partners. Contact your Account Manager or partner for additional information on how to purchase Migration Support Services.

Q Can I renew Migration Support Services?

You can renew Extended Support (ES) service for one year of extended support coverage for up to two (2) years after LDoS with an agreed upon migration plan. Migrate on Failure Service (MFS) is renewable for up to five (5) years maximum after LDoS with an agreed migration plan. Renewals are not automatic. Please note that for renewals to be considered, reasonable progress must have been made with the product refresh.

Q Whom do I contact for questions or to learn more about Migration Support Services?

A For more information, contact your Cisco Account Manager or authorized Cisco 1-Tier partner.