

Cisco Migration Support Services – Extended Support

Provide support continuity during product refresh or redesign

We know you want to implement new technologies as quickly as possible so you do not expose your business to the risk of operating with unsupported, aging products. But migrating to new technologies requires dedicated resources, time and budget, and not every company has the necessary assets to do that as rapidly as they would like. Operating your business without proper product coverage poses risks to your business. An unsupported failed Last Date of Support (LDoS) product can negatively impact business continuity, revenue, and compliance.

Cisco® Migration Support Services – Extended Support is designed to provide extended support for LDoS products during a technology refresh. It provides you with the assurance that your aging products will be supported while you plan and migrate to newer products and services.

Extended Support is a technical service that provides continuity of support for products beyond their last day of support. The service provides a support solution that extends across your migration plan, and it is a lifeline when you can't complete migration before LDoS. You can depend on continued support, so you can focus on your business goals and objectives.

Benefits

- Maintain service coverage of LDoS products during their migration
- Reduce operational risks with aging infrastructure
- Distribute capital expenditures over time to optimize resources
- Support compliance and service level commitments
- Ensure continuity of business

“Migration Support Services helped ensure we could meet our business availability objectives while we integrated our newly acquired company into our business, and transitioned to a new global technology platform.”

Chief Operations and Innovation Officer,
Major Communications Provider

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CXPMT-AAG-CMSSES-01 07/21

Protect and progress your planned migrations

Migration Support Services – Extended Support:

- Continues Technical Support and services for failed LDoS hardware products with similar LDoS products (like-for-like) via Cisco RMA process
- Suitable for all products, particularly LDoS components in pre-LDoS chassis
- Limited by spares availability, duration and time since LDoS
- One-year or multi-year contract with no renewal
- Must have documented migration plan with timelines

Next steps

For more information, contact your local Cisco Account representative or your authorized Cisco reseller.