



# End-of-Sale and End-of-Life Announcement for Cisco Business Critical Services 3.0

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# Overview

## End-of-Sale (EoS) for Business Critical Services 3.0

Cisco Systems© announces the End-of-Sale dates of the Business Critical Services 3.0 SKU’s, globally. The last day to order the affected service is 12/31/2025. Customers with active service contracts will continue to receive support until the termination date of their contract. Table 1 describes the End-of-Sale milestones, definitions, and dates for the affected service.

## End-of-Sale Milestones

Table 1. End-of-Sale milestones, definitions, and dates

Milestone	Definition	Date
Internal End-of-Sale Announcement Date	The date that the document announcing the End-of-Life (EoL) and End-of-Sale is made available to Cisco internal.	05/12/2025
External End-of-Sale Announcement Date	The date that the document announcing the End-of-Life and End-of-Sale is made available to the general public.	06/26/2025
Last Day to Quote	This is the last day a quote can be given to a customer or partner.	10/25/2025
End-of-Sale date	This is the last date to order the affected service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	12/31/2025
End of new service attachment date	This is the last date to order a new contract or add equipment and/or software to an existing contract for the affected service.	12/31/2025
End of service contract renewal date	This is the last date to extend or renew an existing service contract for affected service.	12/31/2025
Last Date of Support (LDoS):	The last-possible date to receive support for affected service. After this date, support for BCS 3.0 is not available, and the service becomes obsolete and End of Life.	Expiration date of existing active contract.

## Service Migration Options

Cisco Business Critical Services 3.0 SKU’s will be replaced by the Cisco Lifecycle Services offer, which includes new outcome-based SKU’s. As part of this transition, we will no longer have tiers and will offer a single base outcome package that can be scaled with specialized expertise. Sellers are advised to start positioning Cisco Lifecycle Services SKUs with their customers.

All BCS 3.0 SKUs can be replaced using the following Lifecycle Service SKUs as shown in table 2 below.

Table 2. New Lifecycle Services SKUs available for replacement of BCS 3.0 SKUs

Cisco Lifecycle Services SKU Name	SKU Description
CON-BCSO-OP	Cisco Lifecycle Services
CON-BCSOS-EAAS-CE	Expert-as-a-Service Consulting Engineer
CON-BCSOS-EAAS-SA	Expert-as-a-Service Solution Architect
CON-BCSOS-SCRUM	Scrum Services

## BCS 3.x SKU Migration

The migration strategy of BCS 3.x SKUs to Lifecycle Services SKUs is shown below. This SKU mapping logic is to be used when ordering Cisco Lifecycle Services instead of BCS 3.x offer.

**Table 3.** SKUs affected by this announcement

SKU Name	SKU Description	Replacement SKU
CON-CXE-CO-EXPT	Cisco Collaboration Expert-as-a-Service Services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXE-DC-EXPT	Cisco Data Center Expert-as-a-Service Services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXE-IOT-EXPT	Cisco Internet of Things Expert-as-a-Service Services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXE-NW-EXPT	Cisco Networking Expert-as-a-Service Services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXE-PM-EXPT	Cisco Project Manager Expert-as-a-Service Services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXE-SE-EXPT	Cisco Security Expert-as-a-Service Services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXE-SP-EXPT	Cisco SP Mobility Expert-as-a-Service Services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXO-CO-NESS	Cisco Collaboration NetOPS Essential Services	CON-BCSO-OP
CON-CXO-XA-ADV	Cisco BCS Advantage Services	CON-BCSO-OP
CON-CXO-XA-ADV NAT	Cisco BCS Advantage-National Services	CON-BCSO-OP
CON-CXO-XA-ESS	Cisco BCS Essentials Services	CON-BCSO-OP
CON-CXO-XA-ESS NAT	Cisco BCS Essentials-National Services	CON-BCSO-OP
CON-CXO-XA-NPRE	Cisco BCS Premier Services	CON-BCSO-OP
CON-CXO-XA-NPRE NAT	Cisco BCS Premier-National Services	CON-BCSO-OP
CON-CXS-XA-ACA	Automated Change and Assurance	No replacement
CON-CXS-XA-AIA	Automated Incident and Assurance	No replacement
CON-CXS-XA-SPEC	Cisco Scrum Services	CON-BCSOS-SCRUM
CON-CXTE-BST-EXPT	BCS 3x non-renewable EaaS services	CON-BCSOS-EAAS-CE, CON-BCSOS-EAAS-SA
CON-CXTRO-XA-INTRO	Cisco BCS Introductory Offer	CON-BCSO-OP
CON-CXTS-BST-SPEC	BCS 3x non-renewable Scrum services	CON-BCSOS-SCRUM
CON-CXO-DC-NADV	Cisco DC NetOPS Advantage Services	CON-BCSO-OP
CON-CXO-DC-NESS	Cisco DC NetOPS Essential Services	CON-BCSO-OP
CON-CXO-NW-NADV	Cisco Networking NetOPS Advantage Services	CON-BCSO-OP
CON-CXO-NW-NESS	Cisco Networking NetOPS Essential Services	CON-BCSO-OP
CON-CXO-SE-NADV	Cisco Security NetOPS Advantage Services	CON-BCSO-OP
CON-CXO-SE-NESS	Cisco Security NetOPS Essential Services	CON-BCSO-OP
CON-CXP-FSO-ADM	Application Dependency Monitoring Solution Attached Services	CON-CXP-APD-SAS
CON-CXP-FSO-ARO	Application Resource Optimization Solution Attached Services	CON-CXP-APD-SAS
CON-CXP-FSO-CDM	Customer Digital Experience Monitoring Solution Attached Services	CON-CXP-APD-SAS
CON-CXP-FSO-HAM	Hybrid Application Monitoring Solution Attached Services	CON-CXP-APD-SAS
CON-CXP-FSO-HCO	Hybrid Cost Optimization Solution Attached Services	CON-CXP-APD-SAS
CON-CXP-TE-SOLN	Cisco Intelligent Insights Solution Attached Services	CON-CXP-THE-SAS

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## Success tracks Add-ons

The BCS 3.x add-ons SKUs incorporated in the Success Track Level 2 offer will be discontinued without a replacement. Success Tracks Level 2 will no longer support add-ons for specialized expertise.

## For more information

For more information about the Cisco End-of-Life Policy, go to:

<https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to:

[https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](https://www.cisco.com/en/US/products/prod_warranties_listing.html).

To subscribe to receive End-of-Life/End-of-Sale information, go to:

<https://www.cisco.com/cisco/support/notifications.html>.

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