Cisco Migration Support Services

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 Day of Support (LDoS) product can negatively impact business continuity, revenue, and compliance.

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

Migration Support Services is a Technical Services offer that provides continuity of support for products beyond their last day of support. The services provide a support solution that extends across your migration plan, and they are a lifeline when you can't complete migration by LDoS. You can depend on continued support, so you can focus on your business goals and objectives.

Benefits

- Maintain service coverage of Last Day of Support (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

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> "**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

Next steps

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

Migrate On Failure Service

- Services failed LDoS products with **planned Migrate To** products via Cisco RMA process
- Covers Migrate To product under Smart Net Total Care service after RMA until the duration of the Migrate On Failure Service contract
- Best suited for low complexity products and limited components of higher complexity devices
- Limited by geography and device complexity
- Annual contract with no renewal
- Must have documented migration plan with timelines

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
- Annual or multi-year contract with no renewal
- Must have documented migration plan with timelines

Protect and progress your planned migrations

Migration Support Services include two subscription services for your LDoS products:

- Migrate on Failure Service replaces a failed product with the planned next-generation product. Each product failure advances your refresh project.
- Extended Support replaces the failed end-of-support product with a working "like-for-like" LDoS product.

You can rely on the same level of exceptional service you have come to expect from Cisco, from next-business day delivery to two- and four-hour delivery, with or without onsite field engineering services. With Cisco Migration Support Services, you can rest assured that your LDoS products will be covered during your migration project.