

Migration Support Services

Q&A for Cisco Customers

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This document addresses commonly asked questions about
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 However, relying on outdated or aging technology can hinder operational performance and growth. 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 business growth, success and competitive advantage.

For some businesses, replacing installed base that is past end of sale or nearing last date of support (LDoS) can be a large undertaking and financial commitment. To make it easier, Cisco offers Migration Support Services to help customers maintain support service coverage during migration projects. Migration Support Services comprises two offerings which deliver technical support and product replacement for failed products to help customers flexibly 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 offers: Extended Support and Migrate on Failure Service.
- A Extended Support (ES) continues Cisco technical support for LDoS products. It services LDoS product failures with 'like-for-like' replacements; that is, it replaces a broken LDoS product with a working version of the same LDoS product. Extended Support provides product replacements for LDoS products at both the component and chassis level. The service is available for a one year or multi-year term and is not renewable. It requires a documented migration plan. Extended Support is offered for most devices and components. Approval is required and some restrictions may apply depending on spares availability.
- Migrate on Failure Service (MFS) 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. Migrate on Failure provides product replacements for covered LDoS products at the chassis level only. Migrate on Failure Service is available for an annual (one-year) contract term and is not renewable. The service requires a documented migration plan with timelines and specified "Migrate To" product mapping. The service is offered for most low-complexity devices and limited components. Cisco will provide support coverage for devices that are replaced (the Migrate To devices) for the duration of the MFS contract. Then you will need to renew support on the updated device with a regular support contract (such as Smart Net Total Care). Approval is required for the service and country restrictions apply. The service is sold by Cisco.

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 refresh and migration cycles.

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

A 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 help you plan a thoughtful migration for aging devices. They provide 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 Is Migration Support Services a global offering?

A Migration Support Services are offered in all regions and markets where Cisco does business. However, Migrate on Failure Service (MFS) has geographic limitations, and certain devices cannot be covered under this service offering. In this situation, product failures are serviced with “like-for-like” product replacements instead of next-generation migration replacements.

Q Does Migration Support Services cover all products?

A Migration Support Services do 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. 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 six 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 receive end-of-life information via the [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. A request for extended support is submitted to Cisco's MSS Team for assessment. Based on the assessment findings, your Account Manager or 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 spares 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 Cisco Account Manager or authorized Cisco partner for additional information on how to purchase Migration Support Services.

Q Can I renew Migration Support Services?

A No. Migrate on Failure Service (MFS) and Extended Support (ES) cannot be renewed. If you would like continued coverage, you will need to submit a new request for assessment and approval. 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 Cisco 1-Tier partner.



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