Cisco Migration Support Services

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

Providing Support Continuity During Product Refresh or Redesign

Cisco® Migration Support Services (MSS) extend support for Cisco products that are past their last day of support (LDoS). They help you mitigate risk while you upgrade your LDoS products.

When you refresh your technology products, you need to:

- Make sure your network is available and reliable
- Continue to meet customer needs
- Support and simplify operations
- Mitigate risk

If your business has unsupported LDoS products, achieving these outcomes can be a challenge. An unsupported failed LDoS product can negatively impact business continuity, revenue, and compliance.

We know you want to migrate to new technologies as quickly as possible so that you do not expose your business to the risk of operating with any unsupported, aging products.

However, migrating to new technologies requires dedicated resources, time and budget, and not every customer has these valuable assets accessible or available to them.

To address these challenges, Cisco offers Migration Support Services to help businesses reduce the risk of operating with unsupported, aging technologies while they plan and implement their upgrade migration projects. Migration Support Services is a Technical Services offer that provides continuity of support for products beyond their LDoS while customers migrate to new technologies.

These services provide a support solution that extends across your migration plan, and they're a lifeline when you cannot complete migration by LDoS. You can depend on continued support, so you can focus on your business goals and objectives.

Learn how a Cisco digital communications customer mitigated its operational risk while migrating to new technologies:

Challenge
- Because of a business merger and other business priorities, a digital communications company had multiple Cisco products go past LDoS.
- The company wanted to replace its Cisco Catalyst® 2650 series switches with the most current series of the switches.
- Supporting compliance objectives and business uptime is a priority, and the customer was concerned that its business was at risk by operating with unsupported products while it refreshed its switches.

Solution
Cisco collaborated with the customer on a solution that fit its business objectives and budget. The solution included a one-year subscription to Migrate on Failure Service, which provided continuity of support throughout the migration project.

Result
Migrate on Failure Service provided the customer with assurance of business continuity and peace of mind during the migration project. The customer could more confidently operate its business knowing that it could support its service commitments and compliance objectives.

Making Progress Part of the Solution

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

- Migrate on Failure Service (MFS), which services the failure of low-complexity LDoS products with a migration replacement to the planned next-generation product. Each failure advances the product refresh project.
- Extended Support (ES), which services the failure of LDoS products with a similar working 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.

Next Steps

For more information, visit the Migration Support Services page on Cisco.com or contact your authorized Cisco Tier 1 partner or account manager.

For questions, contact the Migration Support Services team at mss-deals@cisco.com.